

WATTS NEWS

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Believe it or Watt(s)!

**A warm welcome to the newest
Watts Chick Mel Sexton – Welcome
aboard the Watts Ship!**

Our Memory of one of the “Good Guys” - Mr Fix It

Mark Virine

I first met Mark a long time ago at Property Technologies in the good old days and shared several lunches with a bottle of red or two and many jokes with Mark and Ian Walker (PTs). Mark Virine taught me a valuable lesson which has assisted me with many meter issues. Mark was concerned with a tenant charge that was too low compared to another “same-same” tenant. So we have the meter checked. Mr Check No 1 went and investigated and reported all was correct. Mark said ‘No Donna, it is not right’, so Mr Check No 2 went and same results – all ok. Mark would not accept this and said ‘Donna, there is something wrong here’ so I got Rob Shaw from BGB Electrics, gave him the brief and after considerable time by Rob on site, the fault was discovered – the CTs were reversed. So instead of the meter operating as $1+1+1=3$, the meter was operating as $1+1-1=1$ hence tenant was only being billed a third of use and costs. Mark was right and this experience taught me even if it has been checked and results are all correct but the figures just don’t add up, then get someone else and continue to do so until the fault is identified and fixed – just like Mr Fix It did.

Hoping Watts News is left on one of the train seats on that Big Sky Train and catches Mr Fix It’s eye.

REMINDER

Community Ambulance Cover - Form 21

- New On-Supplier Return forms need to be lodged if there is a change in property details e.g. ownership or number of on-supply arrangements.
- If you fail to comply with lodgement requirements, a hefty penalty may be imposed.
- Common Area accounts are exempt

Watts Energy is NOT an Energy Broker

Recently we have been asked many times if Watts Energy is an Energy Broker. No, Watts is NOT. Watts is a privately owned QLD company. We bill our clients a one off fee for tender services. We do NOT receive any commission, free electricity, gas or water from any of the Electricity Retailers (Energex, Ergon, AGL, Country Energy, Energy Australia, Origin, TRUenergy or any others!).

Selling a Property

Check the Terms and Conditions of your current electricity agreement. If there is a penalty for early termination of agreement, ensure assignment of agreement is included in the “Conditions of Sale”.

Purchasing a New Property

We suggest that as part of Due Diligence, you consider introducing electricity and obtain a copy of the last electricity account.

- If there is an Electricity Sale Agreement, obtain a copy to determine if you wish to take assignment of the existing agreement or negotiate your own new agreement.
- Double check assignment of novation of agreement has been signed by seller otherwise you will be waiting a while for your accounts and possible much higher rates.
- If the property on-sells, request copies of the previous three months summaries for the tenants together with each tenant’s tariff.
- Request confirmation all meters are operating correctly.
- Request NABERS rating.
- Request Verification of meters as per NABERS requirements.

Electricity Industry Code

Undercharging and Overcharging (Small Customer)

4.11.1 Recovery of Undercharges from small customers

Subject to clause 4.11.2 where a retail entity has undercharged a small customer it may recover from the small customer the amount undercharged.

4.11.2 Process and limitations on recovery

Where a retail entity proposes to recover an amount undercharged the retail entity must:

- (a) if the amount was undercharged as a result of the retail entity’s or distribution entity’s act or omission, limit the amount to be recovered to the amount undercharged in the 12 months prior to the date the small customer is notified of the undercharging;
- (b) list the amount to be recovered as a separate item in a special bill or in the next bill, together with an explanation of that amount;
- (c) not charge the small customer interest on that amount; and
- (d) offer the small customer time to pay that amount by agreed installments, over a period nominated by the small customer being no longer than:
 - (i) the period during which the undercharging occurred (if the undercharging occurred over a period of less than 12 months); or
 - (ii) in any other case, 12 months.

MYLO BROWNCOAT SCORECARD

THE GOOD

1. AGL’s Charlies Angels – Sam, Katie, Nic and Lisa – for always delivering the goods.
2. Darling Downs Power Station has achieved Practical Completion.
3. Domenic Piccolo – TRUenergy – the boss should give you a pay increase, you are Good.
4. Brian Gardiner – Origin – You are one of the Best.

THE BAD

1. Every Electricity Retail who have and continue to overcharge and “steal” from Queensland customers.
2. QLD Electricity Company – who are phoning QLD Customers and telling them they are paying too much and need to join up with them immediately and would not take no for an answer and continuously telling the customer they are wrong for not wanting to change over.

THE UGLY

Energex, (got to love them) advised EA Operations that Energy Australia’s selection of a Small Demand Network category was not the most beneficial for a client and that Medium Demand was better by approx \$1,000. Obviously, very concerning considering that Energy Australia had completed the analysis and made the call on Small. After reviewing the figures and after speaking with Energex directly to question their advice, it was discovered that they were indeed incorrect. Medium Demand has a minimum chargeable demand of 120 kW. These are the rules set out by Energex themselves. After speaking with Energex, it was discovered that they had instead used the site’s average demand of 109 kW. Go figure? – Thank God David Bagley-Jones is on the ball for one of Watts’ largest clients.

A husband and wife are shopping in their local Supermarket.

The husband goes into the liquor area and picks up a slab of VB and puts it in their cart.

“What do you think you’re doing?” asks the wife.

“They’re on sale, only \$30 for 24 cans,” he replies.

“Put them back, we can’t afford them,” demands the wife, and so they carry on shopping.

A few aisles further on along, the woman picks up a \$60 jar of face cream and puts it in the basket.

“What do you think you’re doing?” asks the husband.

“It’s my face cream. It makes me look beautiful,” replies the wife.

Her husband retorts: “So does 24 cans of VB and it’s half the price.”

On the PA system: “Cleanup on aisle 25, we have a husband down, we have a husband down!”

An Irish Joke

An Irish daughter had not been home for over 5 years. Upon her return, her father cursed her heavily. ‘Where have ya been all this time, child? Why did ye not write to us, not even a line? Why didn’t ye call? Can ye understand what ye put yer old mother thru?’

The girl, crying, replied, ‘Sniff, sniff...Dad...I became a prostitute.’

‘Ye what!!! Out of here, ye shameless harlot! Sinner! You’re a disgrace to this Catholic family.’ ‘OK, Dad...as ye wish. I just came back to give mum this luxurious fur coat, title deed to a ten bedroom mansion plus a \$5 million savings certificate. For me little brother, this gold rolex. And for ye Daddy, the sparkling new Mercedes limited edition convertible that’s parked outside plus a membership to the country club...(takes a breath)...and an invitation for ye all to spend New Years Eve on board my new yacht in the Riviera.’

‘Now what was it ye said ye had become?’ says Dad.

Girl, crying again, ‘Sniff, sniff...a prostitute Daddy! Sniff, sniff.’

‘Oh dear! Ye scared me half to death, girl! I thought ye said Protestant Come here and give yer old Dad a hug.’