

WATTS NEWS

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Watts Energy Pty Ltd
PO Box 58
Hamilton QLD 4007
Ph: (07) 3216 4509

Watts Energy welcomes our new Watts Chick **Kim Mullarvey** – welcome aboard the Watts train!
A warm welcome to **John and Margaret Barclay** – welcome to Brisbane and enjoy your stay!
Fond farewells to **Kevin Wakerley**, enjoy your retirement and also **Sunil Prakash**, good luck and stay in touch.

MYLO BROWNCOAT SCORECARD

THE GOOD

Laura Edwards (Origin) for once again going the extra distance and correcting the Origin A/C for \$455,473.77 to a credit of \$772.70 for the client – what Origin needs is more Laura Edwards!

Riparian Plaza – well done to Kim, Steve, Cathleen and all the crew for achieving 30% savings on electricity costs – you little rippers!

AGL – Katie Dulton and her 'clever small market friend' for assisting us with information.

Keystone Properties – Steve Baxter and Ashleigh Brownlow for your speedy response to the 'No access to meter' issue. Thank you!

AGL – Donna Parkinson for actioning the query and dispute for customer and resolving this issue and credit of \$38,000 after reconciling the over-charges which the owner and property manager appreciated!

THE BAD

AGL – Quote from email – *Moving forward could you please raise all requests in the appropriate manner which is through our Call Centre. This will ensure that the appropriate department handles the request.* Bad, Bad, Bad and the Call Centre is way too stressful and after at least 50 times of receiving incorrect information, how can **moving forward** and **Call Centre** be in the same sentence? The Call Centre is flying backwards at high speed.

Regulated Qld Tariff versus Network Tariff Code

– Quote from a Retailer – *"We understand the customer's bill shock after being moved to Tariff 22, and in an ideal world, we would bill everyone by what is cheapest, but that's simply not possible. Retailers are guided by the network tariffs to determine what retail tariff we can bill each customer. As MSATS shows the current Network Tariff Code as 8800, it would appear that the correct billing on this site is Retail Tariff 22".* The customer did not request any change of tariff, retailer changed them and quote "Retailer advises they can't bill on Tariff 41 as it is the cheapest, however, retailer quotes this is because Networks changed their tariff code, that the customer was changed to T22. Who is responsible to check and ensure Qld customers are not overcharged – DME or Networks can you assist here – is there anyone left or have all the Good Guys left the building?"

THE UGLY

Once upon a time there were a couple of duds called **Blockhead and Jughead** who implemented harsh high fees. When speaking with Blockhead and Jughead about the repercussions of this and how many customers may not stay at their Hotel – their answer was 'Good, we don't want them'. Ending to a fairy tale – no one lives there anymore except Blockhead and Jughead and then they could not pay the power bill so now they live in the dark!

Requests for monthly accounts from Electricity Retail Entity. How hard is this – even the Electricity Industry Code Clause 4.8.1 – Nothing will prevent a retail entity from issuing a bill more frequently than *quarterly* to a *customer* where the *retail entity* has obtained *customer's explicit informed consent* to issue bills on that basis ie Monthly basis????

MYLO BROWNCOAT PSALM – 2010

The shepherds I did not want.
Will leadeth me beside the still factories.
Will restoreth my faith in the Liberal Party.
Will guideth me in the path of unemployment for the party's sake.
Yea, though I walk through the valley of the bread line, I shall fear no hunger for bailouts are with me.
They will anoint my income with taxes, my expenses runneth over.
Surely, poverty and hard living will follow me all the days of my life.
And I will live in a rented home forever.
And I will never be able to fish again.
And now when I die, my family will be hit with High Death Taxes
ANTHEM (sung to Advance Australia Fair)
I'm glad I am Australian.
I'm glad that I am free.
But I wish I was a great big dog.
And every Blockhead in charge was a tree,

Contestable Accounts

During the last couple of months, we have received several queries as what makes up a contestable account – FYI

Snapshot of all charges for your electricity account if you are on an Electricity Sale Agreement only.

Energy Charges – Peak and Off Peak rates as per your contract.

Network Charges – Network charges are approved by each State Regulator and the Australian Energy Regulator. In Brisbane this is Energex Network.

AEMO Ancillary Charge and AEMO Pool Fees – Your AEMO Ancillary Charge and AEMO Pool Fees are determined by AEMO and charged through. These are costs AEMO incurs through providing ancillary services in the market. **Metering Charges** – for provision of metering equipment and the collection and distribution of the data from that equipment. **Qld Ambulance Levy** – The Community Ambulance Cover Levy (which appears as Qld Ambulance Levy)

Loss Factors – Loss Factors are a regulated charge calculated by AEMO and the network service providers each year in accordance with the National Electricity Rules.

REC's – Renewable Energy Charge – Federal Levy.

GEC's – Qld Gas Electricity Certificate – State Levy.

The following story has been taken from Hope for Cambodian Children Foundation Newsletter – written by Mark Eldridge

WATTS ENERGY SAVE US FROM S**T AGAIN!!

Watts Energy comes to the rescue YET AGAIN!!! With recent changes proposed and decided upon (without democratic justice!!) to our local Commune drainage system we faced the very real potential that both our wet-rice field and our new vegetable plantation would be flooded with raw effluence leaving our Centre open to new levels of potential disease. Much negotiation with our local Commune Leaders had failed to find a resolution until eventually it was decided at the 11th hour, that the installation of new sewer drainage would solve the problem but this would be at the cost \$2000 and of course, this cost would be the imposed entirely on HfCC. With only days to go before the 'flow' began we were faced with the challenge of where to find the funds to avert the problem. Once gain, a quick call was placed to Donna Edwards from Watts Energy in Queensland and within 24 hours the money was in our account, the work was commenced, the problem was solved. This is the second time this year that Donna, Lyn and Watts Energy have averted disaster. Thank you Watts Energy!!!!

DISORDER IN THE COURT!

These are from a book called Disorder in the American Courts, and are things people actually said in court, word for word, taken down and now published by court reporters that had the torment of staying calm while these exchanges were actually taking place.

ATTORNEY: Are you sexually active?
WITNESS: No, I just lie there.

ATTORNEY: What gear were you in at the moment of the impact?
WITNESS: Gucci sweats and Reeboks.

ATTORNEY: Were you present when your picture was taken?
WITNESS: Are you shi**ing me?

ATTORNEY: The youngest son, the twenty-year-old, how old is he?
WITNESS: He's twenty, much like your IQ.

ATTORNEY: Now doctor, isn't it true that when a person dies in his sleep, he doesn't know about it until the next morning?
WITNESS: Did you actually pass the bar exam?

ATTORNEY: So the date of conception (of the baby) was August 8th?
WITNESS: Yes.
ATTORNEY: And what were you doing at that time?
WITNESS: Getting laid.

ATTORNEY: Do you recall the time that you examined the body?
WITNESS: The autopsy started around 8.30pm.
ATTORNEY: And Mr Denton was dead at the time?
WITNESS: If not, he was by the time I finished.

ATTORNEY: How was your first marriage terminated?
WITNESS: By death.
ATTORNEY: And by whose death was it terminated?
WITNESS: Take a guess.

ATTORNEY: Doctor, how many of your autopsies have you performed on dead people?
WITNESS: All of them. The live ones put up too much of a fight.

ATTORNEY: Can you describe the individual?
WITNESS: He was about medium height and had a beard.
ATTORNEY: Was this a male or a female?
WITNESS: Unless the Circus was in town I'm going with male.