

WATTS NEWS

November 2010

Issue 43

Watts Energy Pty Ltd
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HAPPY MELBOURNE CUP TO ALL

Hope you are all winners on the day!

Our office will be closed from 12.30pm on Tue 2/11/10 and will re-open as per usual on Wed 3/11/10

OUT OF OFFICE messages

Next time you turn on your OUT OF OFFICE message, include one of the following ...

1. I am currently out of the office at a job interview and will reply to you if I fail to get the position. Please be prepared for my mood.
2. You are receiving this automatic notification because I am out of the office. If I was in, chances are you wouldn't have received anything at all.
3. Sorry to have missed you, but I'm at the doctor's having my brain and heart removed so I can be promoted to our management team.
4. I will be unable to delete all the emails you send me until I return from vacation. Please be patient, and your mail will be deleted in the order it was received.
5. Hi, I'm thinking about what you've just sent me. Please wait by your PC for my response.
6. The email server is unable to verify your server connection. Your message has not been delivered. Please restart your computer and try sending again. *(The beauty of this is that when you return, you can see who did this over and over....)*
7. Thank you for your message, which has been added to a queuing system. You are currently in 352nd place, and can expect to receive a reply in approximately 19 weeks.
8. I will be out of the office for the next two weeks for medical reasons. When I return, please refer to me as 'Susan' instead of Steve.

Believe it or Watt(s)!

MYLO BROWNCOAT SCORECARD

THE GOOD

1. Prince Charming - Tru Energy for his unsinkable effort and final price offer and covering email.

'Please find attached our final blow to the opposition. All the Kings horses and all the Kings men could not put 'the opposition' together again'

2. Laura Edwards and Brian Gardiner – always deliver the goods on time – Legends!

3. Alison Coote and Joanne Wicher – Energex Network. For their current assistance with the abolishment on one wee NMI at Springfield.

THE BAD

1. Origin – Every QLD customer that has an electricity sale agreement with Origin was incorrectly charged for July, August and September as the Wrong Margin Loss Factor was applied. For the other Irish Blondes and Blondes out there – how Origin's accounts work – the energy loss factor is applied to the contracted Peak and Off Peak rates. So when a 'higher factor' is applied, results in higher rates hence, higher cost. Example of difference is:

Incorrect: Margin loss factor **4.76% = Cost was \$89,172.51**

Corrected: Margin loss factor – **cost was \$85,980.80** - Overcharge of \$3191.71. Every customer overcharged, amended accounts issued, no advice explaining why.

Now – depending on each site (account) format, leases and charges – the life of the Origin A/C once received by a customer is:

Emailed to Watts Energy

Watts splits account into each site's area/description

For this example we have used a Shopping Centre and Extended Trade Charges.

The splits for Airconditioning and Common Area are then used to calculate Extended Trade Cost. This cost is then billed to the 100 shops. So for July only – for one Centre, Origin's error resulted in 100 incorrect charges. Corrected A/C received – revised splits prepared by Watts and sent through to the accounts person who then has to reverse each charge for the 100 shops and re-enter the correct charges. For July, for one Centre with 100 shops, projected extra time by all parties concerned is an additional 4 hours. Four hours per month (July/Aug/Sept) is 12 hours x 100 Centres = 1200 hours. Cost per hour to the owner/employer @ \$40 per hour = \$48,000.

Not only has Origin overcharged their customer but the internal adjustment, reversal etc costs money – projected cost to QLD owners could be as high as \$500,000.00. All because of Origin's billing system and billing staff – **Believe it or Watts.** (Note: this is **not** intended for Customer Managers nor the Melbourne staff)

2. Origin – Customer's email to Origin re the billing issue:

'Origin have advised they simply overcharged, this simply is not good enough, given the numbers we are working with, and we are at the final phase of assessment for our first NABERS, the reversal of July, August and September has come at a critical time and as a huge inconvenience to the Landlord.'

Someone at Origin needs to stand up and be accounted or, look at these ongoing issues we have had throughout our portfolio in the past 12 months and do something about it – it is just ridiculous'.

3. AGL – New customer – agreement commenced 1/8/10. Watts continually followed up to ensure smooth, fast transfer. Mailing address provided at least 3 times. Contract sent back with request to correct mailing address. Can't even remember now how many times Watts followed up. Our client not overly happy with Watts – due to **no** accounts received yet. On 27/10/10 Property Manager found accounts at the supply address. August and September A/C – wrong mailing address and **no** Network Charges billed. Accounts returned to AGL for correction and request for written explanation.

So with Origin over charging and AGL undercharging – **no** wonder Mylo Browncoat drinks and many persons in this industry are taking stronger medication!

THE UGLY

Bringing in the Carbon Emissions Tax will **increase** cost on everything. Electricity will skyrocket. Julia said "There will be no carbon tax under the government I lead". Julia lied. Lying is an ugly habit!

PNG Renewable Energy Project – Snapshot

(Obtained from Origin's website)

The governments of Papua New Guinea and Queensland will today sign a Memorandum of Cooperation with PNG Energy Developments Ltd (PNG EDL) and Origin Energy Limited ('Origin') to support the potential development of a renewable hydro electricity project. The project would create thousands of jobs and provide low carbon baseload electricity to PNG, north and far north Qld and Australia's National Electricity Market.

PNG EDL, a 50:50 joint venture between Origin and PNG Sustainable Development Program Ltd, is evaluating the hydro-electric potential of the Purari Hydro Resource at Wabo in the Gulf Province of PNG. Capturing the power of the existing river flows, the development under consideration would have the capacity to generate approximately 1800 MW of renewable baseload electricity. PNG Deputy Prime Minister and Minister for Works and Transport, the Honourable Don Pomb Polye MP said, "The PNG Government is proud of achieving this milestone where the governments of QLD and PNG as well as the private sector can come together in this strategic partnership to develop such an important project. The PNG Government is happy for the PNG Sustainable Development Program and Origin to partner with our two States in realising our potential." This project has the potential not only to open up vast employment and economic opportunities for both PNG and QLD, but also to transform Australia's potential to meet its carbon emissions goals at reasonable cost. "This would be the first project to deliver year-round baseload renewable energy into mainland Australia," said Mr King. For full details visit Origin website

ONE WISH

A man was riding his Harley along a California beach when suddenly the sky cleared above his head and in a booming voice, the Lord said, 'Because you have tried to be faithful to me in all ways, I will grant you one wish.'

The biker pulled over and said, 'Build a bridge to Hawaii so I can ride over anytime I want.'

The Lord said, 'Your request is materialistic. Think of the enormous challenges for that kind of undertaking; the supports required reaching the bottom of the Pacific and the concrete and steel it would take! It will nearly exhaust several natural resources. I can do it, but it is hard for me to justify your desire for worldly things. Take a little more time and think of something that could possibly help mankind.'

The biker thought about it for a long time. Finally, he said, Lord, I wish that I and all men could understand women; I want to know how she feels inside, what she's thinking when she gives me the silent treatment, why she cries, what she means when she says nothing's wrong, why she snaps and complains when I try to help, and how I can make a woman truly happy.'

The lord replied, 'You want two lanes or four lanes on that bridge?'