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Submission: I own a small electrical business in Southwest Sydney.
The changes made as of 1st December 2017 have made it impossible to continue business as usual. We are Level 2's and have been accredited through Acumen.

My main concerns are as follows

Origin allowing third party contractors to complete installations that local, accredited Level 2 electricians have initiated.
Taking valued customers and paying work from small business.
In all cases, the third party technicians are advised to install a meter - before any of the preliminary works have been completed - wasting both the customer and other technicians time.
There is no process in this case to make sure all steps have been taken to ensure the install is ready for the meter.

Origin are not applying for, or insisting on a permission to connect being issued by Endeavour Energy, in one case, a site of ours had been connected by a third party without our prior knowledge - no letter had been issued with an installation date. No communication had been received that the meter was even going to be issued.
No permission to connect had ever been issued. When we brought this to Origin's attention, we were told it was "our responsibility" we rectified the issue, however, this job was taken from our control and all the responsibility put back on us?

I have had my Level 2 consultant in tears on several occasion after dealing with Origin Energy. Their lack of knowledge and rudeness level have been catastrophic.
It is also difficult to explain to customers that the unreasonable time frames and ridiculous holdups are out of our control. While we have been as upfront & transparent about the issues as possible, it causes tension to boil over and she unfortunately cops the brunt of it.
Origin have taken NO accountability in the problems they have created or stress they have caused.

On more than one occasion, Origin have issued incorrect meters, causing more delays and costs to my business, staff and customers.

Adam ████████