

Author name: Anonymous

Date of submission: Wednesday, 20 June 2018

Submission: When we had solar panels installed in April our retailer (AGL) was given photographs of our current meter configuration which includes a meter for off peak hot water which stands apart on our meter board. When the contractor for AGL came to install our smart meter 25/5 he turned around and went home because we needed a new FIR which would be compatible with solar. We live in Mudgee and this requires a level 2 electrician. The contractor was a level 2 electrician, but he needs a work order from AGL. The contractor is from Dubbo.

We have since had a new install date provided to us of July 27 and we have been advised by the AGL contractor (TMS Dubbo) that they will not be installing the FIR but that it should trigger the order for one. I do not understand why they could not have done this in the first instance but can now do so. The records of our history state that they did not install the smart meter because it was unsafe. I am left to wonder what caused their safety concern.

I have since contacted AGL again and spoken to their complaints and resolutions dept and they told me to get the FIR. It seems we are on a perpetual loop. I told them that their contractor could install the FIR and to issue them with the work order. I am yet to hear if that has happened.

It seems that the consumer is left to work it out when it is not in our normal scope of understanding. Our solar provider cannot speak to the retailer due to privacy. Our retailer at the top end of resolutions asked me what a FIR was? Until recently I had not ever heard of one.

I tried to engage the contractor to install the FIR as we are willing to pay the costs but they do not seem to be interested in work that is not issued directly from AGL on a work order. I will attempt to clarify this with them yet again to seek to have the two meters installed on the same date.