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Submission: Red energy is absolutely appalling and negligent in their new connections processes. I am on 8 weeks now of back and forth between Red, Essential Energy and three electricians who are trying to help me get this sorted for some fictitious paperwork that no other company, electrician or energy provider knows exists. After 7 weeks, I was told that they had everything they needed to raise the order to connect a meter, and following up a week later after no new job number I have been told we're again at step one because they changed their minds again. After calling me to confirm fees, payments, address, policy and that it would be going through this week. (This is after 3.5 weeks for the supposed 5 day turn around for an NMI). I am literally homeless with a toddler and a preschooler because I cannot finish my house inspections without this installation. My partner lost his job because we had to move 3 hours away to couchsurf with family and we are being fined thousands of dollars from my builder for delaying building works. We are literally going broke because this company has misled and directly lied to me for 6 weeks.

Now, physically sick to my stomach and emotionally broken, I am attempting to go through a different provider, but the company won't accept responsibility for killing my NMI so I cannot move forward with anyone else until they do so and I just keep getting placed on hold.

I regret ever trusting this company and hope someone reading this can resolve this maladaptive decision to outsource such a simple thing as meter installation.