

Dear Sir/Madam,

The new metering system that provides the data via wifi direct to my distributor that being Essential Energy then passed from them to my provider Origin Energy does not give all the information to allow for the customer to cross reference their usage.

In the case of solar their production of power, prior to the new meter being installed the old billing system gave the previous reading and the present reading, this was then a simple matter of deducting one from the other giving you an indisputable result, as it is of now you only receive an amount of power used or generated making it difficult to check if there has been an error.

This leads to perhaps the customer being vulnerable to being ripped off, this issue hasn't been addressed from your investigations nor mentioned, as far as getting the meter installed on time and delays in doing so was a problem, while this was frustrating the issue I have pointed out above is more of a concern for most people who find themselves in the same situation, I therefore ask that your organisation give more concern to this issue and advise us what is being done in regards to this urgent matter.

Regards