

Author name: Anonymous

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Submission: I have had 2 very poor experiences with this new smart meter installation process. I have a customer that could not get an Completion or an Occupancy Certificate due to the delays with the smart meter installation delays. I have attached some documents from the accredited smart meter installer with dates and forms for a job at lot 124 Sandy Shores Avenue Lake Cathie NSW. 2445. The original application was made on the 29-5-2018 with an install date of 21-6-2018 which was cancelled by Acumen I was advised by the meter installer. He then had to re apply with another 30 day wait for the meter installation to be available, I had made many calls to both Origin and a call to Acumen metering, the information I received was you need to allow 30 days for an alteration to a service to allow them to contact the customer to give them 10 days notice for a power outage for the works. I commented that the residence can not be occupied until the power is connected. The reply from both was unfortunately this is the process and that is a requirement, I tried to explain that we already had an application that had been cancelled for an unknown reason and is there anyway we could speed up the process. They put my information to some complaints team that was to contact me in 48 hours with an update. I received an email 3 weeks later to say they have no control over metering and Acumen do and they then passed it on to the approved service provider to make it happen. This is not possible without Acumen providing the work order number being allocated for the job by Acumen which then give the installer the access to complete his works. One lot of phone calls started with a call to Origin then I was told to call Acumen metering the advised by Acumen to contact Origin. A very frustrating and drawn out process with no one taking any responsibility or direction to assist the customers.