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Submission: *the time it has taken for customers to receive their new meter- some customers have taken 3 months. I have also had work orders cancelled on me(I am accredited to install origin meters through acumen) for no apparent reason. when we try to contact the retailer we are often on the phone over an hour before being put through to the wrong section and waiting another half hour. The retailers are incompetent and do not understand the system

how many times providers have had to visit a property to complete an installation, and the reasons for multiple visits where they have occurred- I have had customers installations cancelled twice, first time they could not attend in the timeframce. Second the installation did not have a meter protection device installed. I then had to install a MPD as they are not level 2 accredited, and reschedule the meter installation.

the communication and service provided- the lack of communication and information is astonishing. I am a level 2 electrician and I was installing 10-12 meters a week. It now takes us 4 weeks to get a meter install;ed, and 2 weeks of going back and forth with the retailer to initiate the installation. They refuse to follow up with us(electricians) and let us know when the customers installation is scheduled.

whether any unexpected issues arose- Every installation seems to be a problem.