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Submission: The new metering process is ridiculous. I spend hours upon hours chasing up meters that I've ordered. It takes 2 months minimum to get a meter work order. I install meters for acumen & Vector & they both take hours upon hours of phone calls to organise a meter. From ringing the customer to get them to ring their retailer to ask for the meter to start with then submitting my paper work to the retailer then submitting my paper work to Zinfra then ordering the meters separate to all this then picking them up then chasing Zinfra up after 6 weeks to see if anything has happened or come through yet to hear no then to get another phone call to say yes a job has come through and what date can you do it then customers ringing every week asking we're is my meter then with acumen they forget to send a meter or the work order doesn't come through so I'm ringing them again to here oh sorry but because we didn't give you the meter or work order & you couldn't do the job on the exact day we told you then you can't do the job for another 2 weeks now until we send another letter to the customer to notify them when their power will be off. Why do they need to do this when the customer is screaming at me to install their meter. They don't need a letter to tell them something that they are instigating. It's crazy. Why is putting a meter on such a hard process that takes minimum 6 to 8 weeks with a dozen phone calls per meter chasing it up & receiving a dozen phone calls from customers chasing me up which there is nothing I can do. Everybody hates this new process. I can understand bulk meter change out being more involved but customers that ask me directly to change their meter for an upgrade or solar install should be able to happen within a week maximum. They are asking for it. They don't need no letter. I don't know it crazy & has cost me lots of work & money.