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Submission: Not happy with the process. I built a new house and my electrician connected the power from the street to the house however he was not allowed to install the meter. He had completed the training to install the meter but there was long delays in him getting the accreditation to install the meter. In the end I couldn't wait and I lodged my paperwork with energy australia. Paperwork lodged on the 11/03/2018. I received an email saying it had been received and was informed someone would be in contact with me. Waited 3-4 weeks with no reply. Phone calls often resulted in being on hold for at least 30 mins. Progress and updates only happened when I initiated contact. Long delays with energy Australia and then long delays with installer vector. Paperwork lodged 11/03/2018 meter installed 21/05/2018. When I would ring for progress and to complain I was told I should keep ringing back every week for updates to make sure it hadn't been forgotten or overlooked. Again every phone call resulted in at least 30mins on hold with sometimes being disconnected without getting to speak with anyone. When contacting vector I was given the option to leave a message and someone would call back. I was never called back. I was only made aware that someone was going to install the meter when I contacted vector on the 18/05/2018. This process is terrible! Zero communication, long delay in lodging paperwork to when meter is installed, no other options to use a different competitor. Also even though it doesn't affect me this current process does not seem fair to the electrician. If it remains this way I doubt electricians will want to install meters. It is not worth their time or effort.