

Author name: B. Coleman

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Submission: My smart meter was delayed 81 days from the solar installation.

During this delayed period I was treated with contempt by Energy Australia, which included a number of fabricated accounts of the delay and how they applied charges of electricity during this period. In fact a quarterly bill received during the time was almost the same as the former bill when no solar panels were installed.

When our smart meter was installed on 11/10/2018, the contracted technician from Formway Group pointed to an arrow on the smart meter and said, "That arrow indicates that your solar panels are now supplying electricity to your home." When I asked if those panels were supplying any electricity to the home prior to this installation, he replied, "No." If this is a fact there needs to be a very simple investigation to assess whether Energy Australia and other retailers have been charging for electricity that could have been supplied by the solar panels, but wasn't because of delays in installing the smart meters. This, of course if true, would indicate a deliberate conflict of interest. It could also suggest that the retailer has been unnecessarily supplying and charging for electricity that could have been produced by the solar panels. And in addition to this, there are absolutely no feed-in tariffs applied by the retailers during this period.

The obvious question now is, should the retailers be forced to compensate their customers for these unnecessary charges and additionally for the inability to monitor feed-in tariffs, which also weren't applied? Lastly, there is the conundrum of the solar hot water not being able to be hooked up to the domestic solar panels. Technically this doesn't make much sense -- but when the solar installers try to sell their customers separate 'solar hot water systems' at prices around \$4.5K it starts to look as if it is profit motivated. Why can't the hot water system simply be incorporated with the domestic solar hot water system?

Brian J Colema