

Author name: D. Cumming

Date of submission: Friday, 29 June 2018

Submission: Since we have had our solar system installed we have so far been waiting 3 months for a net meter. We have had numerous contacts with Energy Australia's foreign call centre. They have given us installation dates on several occasions but seem to have some sort of dysfunction between the call centre and Energy Australia on the ground in Australia. Even after action from the energy ombudsman we were still contacted by the same call centre with another installation date in the distant future.

This situation would not happen if our solar installer was allowed to install a net meter as part of our solar package.

Apparently this is what occurred in the past.

We now have a monopoly situation where the customer has no options and even ombudsmen are useless.

This industry needs serious regulation to move some of the balance of power back to the customer.