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Submission: The meter practices they have WRITTEN DOWN all seem up to standard and a great idea. But when put actually into practice the whole thing falls apart. I can only speak for Acumen who are the registered installers for Origin Energy as that's who we are accredited through

- 1) There are only 2 people answering phones for all the problems we have with submissions, meters not arriving on time, wrong meters coming in, technical problems, delays in receiving approved work orders. I have customers waiting over 3 months and they still cannot tell me why it has taken so long and the problem still exists
- 2) Submissions shut down over Christmas so we couldn't even submit any requests, mind you once we did there was the minimum 2 week wait so it wasn't until they were back online we couldn't start that waiting period.
- 3) If a customer starts a new account with origin online by themselves it immediately generates a work order for origin to install the meter even though there is no power on site. So they come out and there is no power and the job gets postponed and they don't come back until the power is on. No communication with the customer to let them know they are coming to site either.
- 4) no accountability, no one is held responsible for all these problems and it seems to remain un resolved. We just want to do our job and get it done efficiently, when we rely on an unreliable party it holds the whole system up and there is no one that can help us as the people we talk to just relay messages and send emails. Conclusion: It should go back to the distributors who have done it well for so long and will remain to do it well as they have more adequate resources. The delay is in the whole system and the retailers. Retailers are too slow to process the submissions and have people dealing with these requests that are not adequately trained and have no idea what they are dealing with