

To Whom It May Concern:

I have been a Level 2 ASP for approximately 7 years, & have carried out hundreds of meter changes in that time as part of our business's solar power installations. Since the POC scheme started, I can no longer do all meter work for all of our solar customer (Origin only). Since 27/2/18, I have submitted only 7 meter requisitions through Acumen's website, & have completed only TWO of these jobs, with a 3rd being in limbo due to an extra meter on site, & no phone coverage being available. Of the 4 jobs that are still outstanding, two were submitted on the 27th of Feb. Here we are nearly four months later with no indication of when these customers will have their meters changed!! How is this a better system in any way?? The Acumen site allows the installer to set a date for the meter delivery, & then for the installation, but this date must be at least 2 weeks into the future. So far, none of the jobs that I have been able to do have been completed anywhere near the chosen dates, & in all cases, the jobs were locked in without any consultation regarding my work schedule. So far I have been able to move other jobs around to suit, but this will obviously not always be the case. The job that is currently in limbo is supposed to be completed tomorrow (customer was informed by Origin), but despite an assurance by Acumen that a meter would be dispatched on 28/5/18, nothing has happened & I have had to chase them again. Understandably the customer is not very happy. We used to gripe about the odd issue with getting meters from our Supply Authority, but in hindsight we just didn't know how good we had it! In 9 out of 10 solar installs we did prior to POC, the customer would be left with a fully complete & functional solar power system when we left site. Now, all we can tell them is "the metering will be billed as a separate job when the meter becomes available" (if they are an Origin customer), or alternatively, "call your retailer". Pretty [REDACTED] either way in my opinion.

Regards,

Ken Larkin