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Submission: Hello, I am level 2 ASAP and have been engaged by 2 companies, they are Acumen and Vector. Both companies (Acumen is owned by Origin) have their hand tied by the policies of the retailers. Origin is probably the worst but they are all ludicrous in the way jobs are allocated and the ridiculous protocols they have in place. I have a customer that I connected in May 2016 (before the power of choice was introduced that origin cannot allocate an NMIN to. I have been sent to jobs where the meter is damaged by lightning and cannot replace the meter because the retailer needs to give the client 30 days notice of the supply interruption. My major concern is when the meter has failed to function the retailers send estimate accounts which are always way above past readings. These estimates must be paid even though they are totally incorrect. This is exasperated when shonky solar companies do not get approval to install solar systems. When the old analog meter goes backwards the retailer then usually and knowingly claims the need for estimating the account which is again grossly inflated. I have multiple examples of this sort. Another example of their ineptitude is an example of an application for an upgrade to a solar meter. I applied via origins portal and added the customers street number, street name, suburb, postcode, state, customer number and NMIN (national meter identification number) and because the customers origin account did not actually have the street number shown on their account they rejected the application. I and several of my counterparts have contacted Adam Marshall state MP for northern tablelands and have also talked with The NECA Organization and the media with little or no response. If you wish I have many associates that would be happy to personally discuss our grievances of a totally ridiculous system. Yours faithfully Michael Hayes [REDACTED]