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Date of submission: Thursday, 7 June 2018

Submission: I require 2 to 3 electricity connections each year for new residential building projects that I work on for my clients. It was always a very simple procedure to have power connected on a building site. My client obtains an NMI number, the next day my electrician arranges with his Level 2 installer to connect the power. The level 2 installer attends with a supply of meters and connects the power there and then. I have just attempted my first connection since the changes and I am still waiting as the retailer informs me it as 3 week wait for the meter. It looks like the simple process has been complicated by additional layers of compliance and out of touch time frames by the retailers. I have been informed by Origin that a level 2 installer now has to have a further accreditation to be able to do the job they have been doing in the past - a step backwards, a burden of additional red tape and extreme inconvenience out of the city areas. Further, Origin state that they subcontract the supply of meters to Vecta, who then issue a work order to supply the meter to their level 2 certified installer. So there are now two additional entities required to connect power to a project. What a joke!!! The net result of this delay is that I was not informed that the system had changed and the implications that the change would have on the time it would take to connect power. This has led to over an hour on the phone to Origin to attempt to expedite the connection, with no success, having to work on site with no power, requiring additional manual handling for my employees (otherwise they would have no work at all) and requiring the hire of a generator to be able to continue work. All of these associated costs, through no fault of my own, which I will be seeking compensation for. Further, I contacted the Australian Energy regulator, as the body I believe best suited to resolve this matter, yet they have failed to return my call. This whole situation needs reviewing and rectifying.