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Submission: I had a solar PV system installed on 30 Mar 18 and am still waiting for the new net meter to be installed. The system is functioning properly but as a result of the old meter still being in the system I am losing any \$ benefit from the feedback tariff. The net meter installation has been approved by the retailer (Origin) but the system provider has no idea of when the net meter will be installed. I was advised by Origin that the net meter would be installed on 25 May 18 and I am still waiting. I requested an update from Origin a couple of weeks ago but they haven't bothered to reply. The entire process appears to be broken.

System providers/installers can't assist as the meter work and supply of the meters is out of their hands. The Level 2 net meter installers don't have enough stock, and the retailer (Origin) appear to have no idea of what is going on. As the system provider told me last week - "It is a disaster!"

[REDACTED]

kind regards,  
Peter Law