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Submission: To whom it may concern, I, the director of Air-Electrix Australia definitely request the review of the retailers practices. I am authorised with AGL and Origin and the turn around period for either a new connection or adds/alts requires more than 20 business days, this in the real world is an unacceptable time frame. Clients as a result of the delays are not reconsidering to do further business because they think the delays are from the service providers but really, we are the sheep in the matter and what ever we are told or forced to do as a result of government deals reflects on our business performance. The customer service from any retailer is terrible, usually being outsourced by a third party and never really having a correct answer upfront to enquiries. The organisation ECNSW strives itself as being the best in the business but don't answer phone calls or return emails efficiently. I don't understand how the distributors were able to efficiently turn around requests for metering but the big retail organisations are not able to do a task that was efficiently done for years by the distributors, I suggest they sit down with the distributors and implement their systems as a common practice and employ more staff so calls and emails are answered. Regards Sam