

Hi,

My name is Michael from Luchman Electrical, a level 2 ASP. Below is an email I sent to the minister of energy to which I never received a reply. This non response is a frequent occurrence. The customer I wrote about in the email still has not got his meter upgraded from Energy Australia which I have a full paper trail for since all this happened in January. The customer has since changed retailers and gone to AGL. We are now waiting for them to replace the meter. The customers business is suffering and we have run out of options on what to do. This customer has a commercial property and has invested a lot of money in installing equipment that requires three phase which he hasn't been able to use. Prior to the 1st of December, the process of upgrading meters would take a maximum of two days, it now takes anywhere from 3 weeks to 5 months. The delay in progress of building construction across the board has every single tradesperson up in arms and aghast at the ridiculousness of the situation. The money lost for employers and employees is unacceptable, and completely unnecessary. The protocol needs to be changed ASAP so that once again we can be efficient in this industry. I have received an onslaught of complaints from various customers which I am happy to email you directly. If you are happy for me to pass your email address onto them I am happy to do that also. Please let me know which course of action to proceed with.

Yours sincerely

Michael Farrugia

----- Forwarded message -----

From: Michael Farrugia [REDACTED]

Date: Sat, 5 May 2018 at 11:31 am

Subject: Fwd: upgrade from single phase to three phase supply- Power of Choice

To: [REDACTED]  
[REDACTED]  
[REDACTED]

To minister frydenberg,

I have submitted paperwork with energy Australia for a meter change as you can see on the 30th of January, till this day the meter is still not installed. You can see that I have emailed all the correct information, and acknowledgement that energy Australia has received the paperwork and will action the works. Due to the government changes in the industry this is what is happening in the field. The customer still can not operate his business as it is intended to. As you can imagine the customer has spent a lot of money for the works on his commercial premises. For an alteration like this pre December, it would take 1 day to receive a job number from Ausgrid to allow for a meter change, it's taken over 4 months and still nothing is done. Unfortunately it's not a one off incident. I have multiple emails from clients in the same situation, fortunately for them it hasn't been over four months, I'm happy to email them to you for your perusal. What are we heading towards? From experience, no electrical retailer is better than the other. I had a customer moving in to her house yesterday with no electricity as AGL and Ausgrid played the blame game as to why a job order was not generated to install the meter. The customer had to move in to her new house, with power running from the neighbours house. I am happy to pass her details onto you as well. The woman has 2 young children. I think I am not alone in saying that this is an absolute embarrassment on the

Australian government. I have cc'd every ASP on the department of industry and investment website, as I hope your response will give us some light at the end of a very dark tunnel.

Regards  
Michael Farrugia  
Luchman Electrical

----- Forwarded message -----

From: Michael Farrugia [REDACTED]  
Date: Sat, 5 May 2018 at 9:15 am  
Subject: Fwd: upgrade from single phase to three phase supply  
To: Michael Farrugia [REDACTED]

----- Forwarded message -----

From: Michael Farrugia [REDACTED]  
Date: Sat, 5 May 2018 at 9:10 am  
Subject: Fwd: upgrade from single phase to three phase supply  
To: Michael Farrugia [REDACTED]

----- Forwarded message -----

From: Michael Farrugia [REDACTED]  
Date: Tue, 30 Jan 2018 at 7:56 pm  
Subject: upgrade from single phase to three phase supply  
To: [REDACTED]

Hi, please find attached service works request form. Thank you  
regards  
michael  
L2 ASP Luchman electrical [REDACTED]