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Date of submission: Tuesday, 19 June 2018

Submission: As an ASP, I have been significantly financially disadvantaged by the new metering process. It has cost me hours in time in follow up calls and emails to obtain meters for my clients plus also the travel involved in revisiting job sites to do the job at origins time demands. It has impacted on my customer experience also.

What is the difference between an ASP doing metering work and any other electrical works on a clients home and shutting down the entire supply and not letting Origin or Acumen know about the disruption of service. We don't give the client 10 days notice, we make personal arrangements with our clients and everyone's happy. ASP's can run an effective business and the clients get there work done as soon as possible from their request.

In all cases with an ASP completing electrical works, its OUR customer. The only thing Origin do is sell electricity to them in all cases. The idea that Origin has to control ASP's dealing with an ASP's customer on Origin's flawed legal argument is rubbish.

The system and process designed by Origin and Acumen staff has failed to meet the expectations of all your customers in regards to ASP works. The staff who designed these solutions and those who continue to support the implementation of them should be embarrassed about their quality of work and their poor customer service.

We have gone from a 24hour turn around with Essential Energy for a meter change to in my current case to over eight weeks. (I've been waiting on approval for submission:5740). Still NOT approved with no information about when it will be. That's backwards. What if your freight company told you, we are not using trucks anymore, we've decided to go back to carting with horses.

These process must be changed promptly and efficiently immediately. The insanity must stop.

Please contact me to discuss further