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Submission: Dear IPART, As an Acumen meter installer this job has been very very onerous. I have one job that has taken 5 months to change from gross to net. Actually this job still hasn't happened. Feb I submitted to Acumen who then forward to Origin for approval and nothing happens for weeks. If I ring Acumen (only 25% of time will they answer phone, 30 secs on hold then hangs up) they can't tell me what the problem is. If I ring Origin connections they do not answer the phone. Have been on hold for 2 hours had to give up. On the 13/4/18 I did eventually get an email to say it has been rejected because I needed an EIC form. this is incorrect, it is an existing site with an Origin energy customer. I had a customer ring Origin connections and wait on hold for hours while I work on something else, finally they answered the phone, I then told them of my meter request. [REDACTED] from Origin sent me there application form for changing meter, I then sent that off. On the 17/5/18 an email came back rejecting the meter change because they weren't sure if it was Central Tilba or Corunna NSW. On the application I gave them the NMI number and DP number. I have now once again resubmitted through Acumen. This system is crazy, time wasting and ill prepared to the max. I cannot express enough words to say what I think. NO one answers phones to help. Origin personal don't seem to be adequately trained with metering connections. GET RID OF 10 BUSINESS day connections, I know you can. It is not necessary, the customer wants me there ASAP. it is their call. Acumen now tell me its 15 days to get set up minimum. WHY did you give it to the retailers. They will just want their cut\$\$\$\$. We need to have a stock of meters (don't they trust us). Phone signal strength needed for these meters isn't great. The previous system with Essential Energy WORKED. Commissioning procedure onerous too. PLEASE SORT THIS OUT.