

[REDACTED]

From: John Crane [REDACTED]
Sent: Tuesday, 25 July 2017 7:52 PM
To: Retail Electricity Inquiry
Subject: TRIM: AGL Solar

HP TRIM Record Number: D17/108126

In February 2015 I had a 5KW solar system installed on our principle place of residence, Maudsland, Queensland

Did the application online through [REDACTED] website

We have 3phase power connected to our premises, when did owner builder, and in the application specified 3phase inverter required

At the pre-site inspection by the [REDACTED] contractor, verified that that 3phase power connected, and 3phase inverter required

I was at work the day the solar system was installed, and when got home, when checked the labels on the inverter, discovered that a single phase inverter, and not a 3phase inverter had been installed

After multiple phone calls and emails to [REDACTED], which were never responded to, I then contact the Energy Ombudsman Office in Brisbane and lodged a formal complaint against [REDACTED]

The Energy Ombudsman Office, responded to my emails advising the issue I has raised was not within the jurisdiction of the Energy Ombudsman Office and was advised to contact Queensland Department of Fair Trading which I did

Queensland Department of Fair Trading gave me a file reference number for my complaint

Three months later, I received a phone call from Queensland Department of Fair Trading advising that the file was going to be closed, as [REDACTED] had not responded to phone calls and written correspondence

It became clear that when came to [REDACTED], consumers do not have any protection from regulators

Talking with several solar power installers on the Goldcoast, they advised me that they are receiving between 10 – 15 enquires per week, from [REDACTED] installed solar customers, about incorrect inverters been installed

Eventually was able to make contact with [REDACTED], and they advised me that Energex Smart Meter have installed in our meter box, does load share, with other two phases when single phase inverter is installed

I contact Energex, Solar Division, and they advised me that Energex Smart Meter have installed, does not load share on other two phases, which is the opposite [REDACTED] is advising

With a single phase inverter on a 3phase electricity supply, which phase the inverter is connected to, then during the day power generated by the inverter will be used on that phase, and excess power returned to the grid, and the other two phases, the consumer is charged full rate from the grid, which is not what I was trying to achieve by installing a 3phase 5KW solar system

We still have been receiving electricity accounts in excess of \$800 - \$1000 per quarter after the solar system was installed, and receiving around \$15 - \$20 solar rebate per quarter

All our issued with [REDACTED] started, when [REDACTED] whom were a customer off, was taken over by [REDACTED]

Straight after the takeover of [REDACTED] by [REDACTED], we had a hefty price increases in both electricity and reticulated gas

Had a service fee of 0.85 cents per day introduced by [REDACTED], which relates to around \$90 per quarter shortly after been migrated from [REDACTED], which did not have previously

On the 15 April, this year, we paid out just over \$2500, to have our existing single phase inverter replaced with a 3phase inverter with a solar company on the Goldcoast

The company we went through advised that they could had done the initial solar installation with 3phase inverter cheaper than [REDACTED] charged us

The single phase inverter that [REDACTED] installed was bottom of the barrel model, and we had the initial inverter replaced under warranty due to condensation build up within the inverter

As part of your enquiry into electricity charges, also requesting through investigation into [REDACTED], and not installing solar inverters that residents of Australia are requesting, rather sales representatives within [REDACTED], supplying inverters that they think consumers might need, to the advantage of [REDACTED] in fees and billing charges

Why is [REDACTED] ignoring phone calls and written communication from Consumer Authorities, such as Queensland Department of Fair Trading

If [REDACTED] cannot give a positive response to the issues I have raised, then perhaps ACCC can look at the deregistration of [REDACTED] as an energy supplier

Recently [REDACTED] contacted me, and advised that I had actually excepted quotation for a single phase inverter, even though I ordered a 3phase inverter

When received quotation from [REDACTED], was more concerned about the installation cost, and did not pick-up down in bottom corner, that single phase had been ticked, and when [REDACTED] contractor came on site, and I verified with him that a 3phase inverter was requested, and he went ahead and installed a single phase inverter, knowing fully well not what I had requested

Alarm bells should had sounded then, and he did not contact me earlier that day when he knowingly was installing the incorrect inverter

Regards

John Crane

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]