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Your submission for this review:

I have had a on going grievance with AGL since the forced us to have a smart meter in March tis year and have recently lodged a complaint with EWON Since it was installed we have received a number of confusing bills Apparently this began when they failed to record what the reading was on the old meter They then billed me with estimated usage I complained but a they could not revive the data Next the reading on their app which supposedly helps the customer manage their usage stopped recording Then when I received my last bill which was exorbitant I discovered our controlled load meter showed nil and apparently all use is on the main meter even though we have solar heating This is bad enough but too top it off it is impossible to get satisfaction and resolution when we go though the pains taking process of trying to contact AGL