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Submission: i was a level 2 asp meter installer. we were aligned with the metering provider Zinfra. we have had to abandon this part of our business and make workers redundant thanks to the retailers incompetence. we had submitted forms to order meters for our customers for their solar meter changeover and could not get a reply from the retailers within 2 months. because of this our customers left us and went direct to the retailers. it appears they were ignoring us to get the customers to go direct to them. before this scheme, we could get a meter request from our customer, order the meter through ausgrid and have the new meter installed within 3 days. the asp scheme in nsw prior to 1 december 2017 was a far more efficient scheme for everyone involved.