

Author name: A. Fleming

Date of submission: Monday, 11 June 2018

Submission: I am writing a submission due to my recent involvement with a new residential connection in NSW. The process of having a new home connected to the energy grid (non-solar) has become slow and frustrating to say the least. What should be a simple process of choosing a provider, choosing a Lvl2 ASP and having your home connected is now a long drawn out and confusing process. I contacted an ASP Lvl 2 and he was not sure of the new process or if he was able to connect meters or even make the actual connection to the grid. The process should be as simple as I want a new connection, contact energy provider to request connection, obtain your NMI and then contact an ASP Lvl 2 and have the house connected. In my experiences something that should take 2 weeks ended up taking us 2 months due to the confusion around the process, the delay with obtaining an NMI and then also the delay with having a meter connected to the house.