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Submission: The retailers are taking too long to raise work orders and send out meters. After completing paperwork, retailers are allocating the work to their preferred contractors, which in turn affects our business as our regular customers are having their meters installed by someone else. Also, with Adds/Alts, we should be able to complete the works, then inform the retailer to replace the meter because at the moment we cannot complete the works because we cannot get meters, especially multi-occupant sites where there are multiple retailers. It's almost impossible to get them all there at the same time to complete the works.