

I am an asp in nsw and have been for over 10 years. I have installed thousands of meters over the years. The system that is now in place is sending companies like mine and solar companies into liquidation. The reason is that the process for installing meters is a long drawn out affair with no light at the end of the tunnel. We have to take 3-5 days off per metering provider to learn how to install the same brand of meters that we have been installing for the last 10 years.

Even when you have the accreditation you can wait for months before they tee up an onsite inspection/install. Once this is done it can take up to 3 months to get a work order. You then have a min of 10 days wait for delivery of meters.

I know dozens of ASP's who now have no work as a result of these changes.

We cant even do emergency work if a retail meter is fitted to a board. As of July this year we won't be allowed to carry out emergency repairs unless you are accredited with the retailer attached to that property.

Another disgraceful act was to remove the reconnect /disconnect accreditation from meter installers.

Now if a board has no service fuse the meter exchange cant be done and an ASP with 2a,b or c needs to come to the job to fit a service fuse. All this creates is a bigger back log as the metering job has to be rescheduled via the mp and retailer.

Some of the knock on effects are solar companies cant get paid because you cant turn the system on until its metered.

If the solar companies cant get paid then the installers cant get paid and the wholesaler also cant get paid. Builders cant get meters fitted, so they cant hand the buildings over all work stops because they cant get home warranty insurance.

If the building cant be handed over the builder won't get paid and every other company associated with that builder also won't get paid.

This happened to a builder in Newcastle and the building was vandalised over and over again as it took 10 weeks to get 4 meters fitted.

I have had customers tell me that the retailers are telling them they will get done within the next 12 months.

I have had work orders in the mp's system dating back to December.

I completed training with 1 mp last year and I am still waiting for accreditation. I still cant work.

What should happen is you align with one meter provider and they supply the meters for all of the retailers.

What is happening now is bordering on restrictive trade practice, which is illegal in Australia.

You shut down all the dsnp's meter depot's with no real plan in place.

I believe that if you are an ASP and have a proven track record for meter installs then you should be able to order meters from who ever we need to and be able to fit the meter whenever it is convenient for the customer and ourselves, not at the mercy Of the meter providers/retailers that want to fine us if we don't do things at a set time and date.

I know of an ASP who has done metering for around 8 years. He went and did training with a provider. After completing the training he was told there would be several field audits prior to full accreditation being granted.

He waited 9 weeks and still nothing. He got on the phone and complained as you would expect.

Instead of expediting the matter the company black listed him and branded him as a trouble maker so now he cant get work any where.

We all attended meetings and voiced our concerns regarding these changes BUT it appears that our opinions don't count.

All that has happened is you have given almost monopolistic power to the retailers even to the point that the retailers are asking ASP's to solicit customers for them on the proviso that there job will be escalated.

The retailers keep finding ways to increase power costs and now they have been give the right to controlling the whole industry.

MAJOR changes need to be made NOW and implemented NOW to avoid the industry collapsing.

We all have houses, vehicles, and families that we need to cater for BUT you have taken that privilege from us and given it to the retailers.

The mp's /retailers don't want contractors they will only issue work to you if you are employed by them.

ITS A DISGRACE