

Author name: Anonymous

Date of submission: Monday, 4 June 2018

Submission: As an ASP I would have to say that the current system for metering in NSW is untenable. The accreditation process is a burden on my business in time and costs. The necessity to be accredited with each individual retailer even though the metering equipment appears to be the same. The administration for each retailer is a different process requiring different apps and processes for raising of work orders and ordering of equipment so from having one app to manage metering I now have multiple apps for each retailer. It would be cost prohibitive to gain accreditation with a number of retailers to offer anywhere near a sufficient service to customers. Being a regionally based business getting accredited installers to regional areas is near impossible. The whole system for new connections is so complicated and slow for customers the level of expertise from the call centres is poor at best and at worst uncooperative average time for new connections to be approved upto 6-8 weeks then 3 weeks to obtain metering equipment. The communication from the retailers would have to be the worst I have had the misfortune to experience in over 30 years in this industry from the onset of trying to gain accreditation through to new connections the communication is inept at best. Eg I have been trying to gain accreditation with one retailer since last October and still have not achieved this at present due predominantly to lack of response from the training organisations. I believe that this current system has cost my business in gaining accreditation and from lost work opportunities. I am sure that my customers and contractors that employ my services would concur with my thoughts on the current systems. Previously I have installed an average of 100 meters per year this year 5 a major impact on my business. How much longer can our industry sustain these delays.