

Hi guys,

I am ASP working with Ausgrid and Endeavour area. I have few points need to say with the retailers are responsible for metering services.

1. Customer complaints

Before the retailers took over the metering from Endeavour Energy and AusGrid the jobs were so simple to do the jobs and meter would be completed within a day and registered when the ASP was dealing with the customer. Since 1 December 2017, retailers are responsible for metering services, at least 1 months waiting is normal. I have few customers waiting 4 months to install meter. I face to their complaints every day. But retailers and Meter provider never care about that. Even the weather problem can not install meter, they need customer rebooking the time at least two weeks late. Thanks for the Power of choice my builder need pay \$1600 interest fee a week and waiting 3 months install meter for all projector finished.

2. Customer right

All retailers have their own meter provider. Energy Australia only accept Vector; Origin only accept Auemen and AGL only accept Active Stream. If the customer buy the new property and need new install new meter. They got 2 options. First, find ASP contract with the retailer which you liked. They can not compare the ASP service price because ASP may not contract with retailer that they liked. Second, pick up the good ASP service price for you but need transfer retailer to they contracted. That will take 3 months transfer retailer plus 1 or 2 months new meter apply with that new retailer. In the end they must make decision by more price to electricity or more price to ASP service.

3. Safety issue

Before the power of choice, we did overhead and underground job with meter install on same day. If not, we will insulation point at P.O.A for safety reason. But now, retailer may send their own electrician coming install meter at other time. So they push all ASP insulation point at service fuse because their electrician can not do disconnect and reconnect job at P.O.A. Every electrician understand insulation at fuse is not safety enough and against Ausgrid and Endeavour safety rule. Because some one can link fuse direct to main switch for unmeted use electricity or someone can open fuse cover easily and touch the live conductor.

The result of Power of choice are ASP complain the job and customer complain the long waiting. **ASP's should be able to purchase meters and install without the retailer getting involved at time of installation. Then retailer may than offer the customer with there best rates and leave the contractor to do his own job.**