

I am responding to your request for feedback on the contestable metering (retailers) introduced 1st December 2017.

Firstly it seems that you are enquiring about problems that are occurring that should have been foreseen prior to the introduction of this farcical scheme, the Government needs to interview the people who are actually involved with hands on not the academics sitting in an office with nil knowledge how practical metering installations work.

The original scheme worked without problems we as ASP's could hold stock of meters and install within a day or so of requirement by the consumer, now the retailer makes each meter job specific which can be a delay of at least a month, Acumen requires you to visit the site which I add could be 200Km's both ways before ordering meter for that job to check GSM readings this makes it really price effective for the consumer.

I had a call that an Acumen installer went to a consumers residence to upgrade the meter to a smart meter they would not change the meter because the MEN system he told the consumer was dangerous and could kill someone!

Totally false the main earth was in the supply authority neutral link (old system) not the consumer neutral link which are at the same potential either this installer was lying to the consumer or was incompetent.

When receiving instruction for the Origin course we were instructed if the meter panel was asbestos to not do the install not tell the consumer why and report to them. As retrofits there little to nil danger as no drilling occurs and it is legal to drill up to 6mm hole in the panel.

There was an instance where a consumer had solar installed contacted their retailer Energy Australia for meter upgrade and was told it would be at least a month maybe 12 months before it could be done. (They did not have installers in the town) which is typical in country areas, this brings me to every retailer requiring installers to do their specific installation course why all the meters are the same it is too costly to spend 2 days doing each retailers course which is only replicated and we have to travel up to 5 hours each way to do the courses. I add it is illegal for the consumer to turn their solar generator on before it is metered more costs to the consumer in lost revenue, thousands of dollars outlaid for restricted benefit.

There are hundreds of bad instances out there where the consumer is suffering, again by no thought given by the Government and listening to large greed driven companies wanting more of the consumer dollar the scheme should never be introduced the contestable works at all levels should never been introduced the consumer had a better service when the supply authorities controlled all aspects of the distribution and metering.

Why has it taken this time frame and by the time the report is tabled 12 months to actually be looked into?

This is a typical Government mismanagement for their own interest to try and stay elected this could back fire big time.

Regards.

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ASP 2