Hi,

We are a Level 2 Authorized ASP on Essential Energys distribution Network. Before power of choice installing replacing or upgrading a electricity meter was very easy. Since the power of choice program has started we are installing SMART metering for ACUMEN but we are experiencing timely delays in customer service with the retailer and communication with them. It seems a very small portion of staff are trained and know what has to happen in regards in installing a meter. If any part of a retailers account application is wrong is rejected, and no communication is passed onto the ASP or customer unless one of us is in continual communication. This is usually being on hold for up to 2hrs to get a response. We have been awaiting work orders for metering jobs for new greenfield sites and Alteration and additions for up to 6-7 weeks! The notification period of up to 10-15 business days is utterly ridiculous for a single customer. Every job that has been completed the customer knows the ASP has to isolate power and are happy for us to contact them and let them know when we change metering. (just like before POC started when metering was issued by the distribution company). This also seems unnecessary as being an electrical contractor working on behalf of the customer if we attend site to install a power point we have to turn power off!! When the retailer is engaged to install metering by customer there is no communication from the retailer or by their meter installer as when the metering is being installed. The whole Power of Choice seems to have been a massive fail by all retailers as none have any clue of process, metering should be back in control of the distribution networks liaising with ASPs as not one customer which has had a Smart meter installed by us or the reatiler is happy with time frame of installation or the process. There should be a strong consideration to return to the way that it has worked for over 15 years and abolish retailers issuing and controlling meter installation

Regards,
Chris Gorham