

To Whom It May Concern

I have been ASP for over 20yrs with Ausgrid & Endeavour Energy.

I recently became accredited with AGL & Origin and my Intentions were to become accredited with Energy Australia at a later date.

After my short and poor experiences with Power of Choice I am no longer going to apply for my accreditation with Energy Australia and I am no longer taking on jobs for Origin and AGL due to the lack of resources and stress from clients not excepting my reasons for delays.

I have lost work through Power of choice and will eventually lose all my clientele as most of my customers would rather deal with one ASP who can complete service work and metering.

The system as it is requires full time administration staff to solve all the problems with metering application & tracking of jobs. I have had client source other ASPs to try resolve metering issues

Currently I am a one man band, I do not have the resources to solve the ongoing problems with power of choice.

- *Jobs have taken up to 10 weeks to obtain work orders. Numerous phone call conflicting information no body returns phone calls
- * Jobs have been rejected after 7 weeks of waiting to install meters, not knowing there is an issue with the application.
- * Retailers estimating our client costing of jobs which we are unable to do for their price. Client then decides to get retailer to install meter for estimated cost to discover they have to get an ASP in to prepare switchboard further delays and confusion.
- * Retailers sending you jobs that you are not assigned to do & not responding to any emails we send requesting further information regards the job in question.
- * Retailers telling client power will be connected on certain dates. We go in prepare switchboard for retailers to install meter for meter installation.
- * Disconnect temp builders supply connect power to new meter position site prepared to have no power for 1 day.
- * Retailers connect meters 6 days later after 10days all meters still not connected only 4 meters on site.

This process used to be a max of 5 days from application to meter install.

We currently have different accreditation courses for different retailers.

We have different Paper work submissions Portals for different retailers.

We have the network to apply too, then the retailer to apply too, and then we have apply to meter provider.

And appears these three networks are all on different pages and have been winging since 01/12/17. At the ASP & consumer time and Expenche.

Regards Kevin Eisenhuth