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Submission: I cannot understand that if we have an AGL customer that wants an Alteration involving a meter change why it takes 15 working days the retailers are telling us this is because of Government regulations. And why does it take the same amount of time for a NEW installation when the customer is opening a NEW account with the Retailer. We as ASP's now have to be trained by each meter provider and we have to give our documents to each meter provider with our certificates of calibration as well as the distributor which means 3 or 4 different organisations at different times of the year. After 20 years of installing Ausgrid meters this system is causing customers not to be able to move in and us not being able to give the same service we would have done before power of choice. The name power of choice was a wrong name if a customers billing cycle was last week and they want to change retailer they cannot until the NEXT billing cycle which would be in 3 months. We are trying tracery on but the financial burden is pretty hard to take.