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Submission: I was a registered level 2 asp installing smart meters as contract work. I have stopped doing that work due to the difficulty of being allowed to do training with all metering retailers installers of choice. The only ones with a streamlined process were AGL and origin.

I solely do solar and battery installations. Where I could previously install meters as part of the work, now the customer has to get their retailer to install the meter. Some of these customers have been waiting for months to get their meter installed. I'm continually being abused and harassed by customers for not organising the meter. Since I do contract work the metering is out of my hands. I fill out all the paperwork and hand it over to the contract management company who passes the info on to the retailers metering contractor.

The customer often deals with call centre staff, who may be located in India. It is a frustrating experience for the and also for myself as i am chasing up work that is not my responsibility but the customer doesn't know what to do.

Where previously I could do the work, or organise my colleagues to do the work in a few days, it now can take months. It's such an unfair and inefficient system. Most of these contract management companies do not pay well either and are behind in the install obligations.

It would be good to see the system to go back to how it used to be or have something better structured like AGL or origin

People installing solar should be able to offer these services on the day yet they have been monopolised out of the work as some other retailers do in house training

Regards

Lily