

Dear Sir or Madam,

Thank you for opportunity to submit this form.

Something what it was work perfectly for last twenty years is disappear overnight. Metering services delivered by NSW distribution network were worked perfectly.

As of December 2017 retailer's takes over metering services and all metering services like upgrading, replacing, install new meters become nightmare.

No one is happy any more, customers wait up to three months for metering installation, communication with retailers is impossible, customers services is not just poor is very, very poor, metering technicians get abuse from customer and builders every day because waiting period to install one meter is to long and customers is very angry on the metering technicians.

Reason for delays are is below:

Retailers are take long time to open accounts, procedures are to complicated

Ones when account is open retailers take long time to send work order to metering providers and also retailers created unnecessary rules for date and time when meter can be installed.

Metering provider's also take time to issued works order to right technician.

Also in most of the time metering provider's created unnecessary date and time when meter can be installed.

Customer have not rights to choose date for installing meter on his/her properties.

My self and most of the ASP level 2 we have been trained for years and we have worked very close with NSW distribution companies like Ausgrid, Essential and Endeavour Energy. All metering services, application for connection of load, issue the job number by the distribution companies, collect the meters, install the meters, record the meters has been completed in five to seven working days.

Retailers are takes ten times longer to do metering services today.

Reason for multiple visit by metering technician we can find in poor training provided by metering provider companies. They give training to metering technicians only how to test and install the meters. Because in most of situation metering technicians are not asp level 2 they are not able to solve the little defects in the meter box and ezy way to them is to issued UTC.

Metering providers companies are not communicate with asp level 2 to ask them property is connected to network, meter box is wired, energised up to service fuse and if is ready for metering. In most of situation like this metering technicians attended to the customer property and they cannot install the meter.

Once meter is not installed work order is return back to metering providers companies or maybe is return back to retailers, what is mean another three or four weeks waiting period for customer.

To solve above problems is not to hard.

NSW government need to get rid off the AER.

If the retailers are not able to complete all metering services in seven days they have to pay compensation or provide unmetered supply to customer until the meter it will be installed.

All metering technicians need to be accredited level 2 asp and authorised by Ausgrid, Essential or Endeavour Energy network distributors.

Final paper work need to be lodged to network distributors like before and only inspectors from network distributors to have right to inspect all electrical work like it was before.

Get rid off the operational support services in Ausgrid and other distributors and return back communication and other services like it was before.

DOFT shouldn't be involved at all in inspection of metering all other electrical services.  
Dear Minister if you think time to install one meter with all test is takes about one hour, but the time to issue all necessary documents is takes between one and three months something is not normal.  
If I'm yours adviser I will advise you to get rid of the AER in NSW and return all metering services to network distributors.

Thank you,

Regards Loui,

