

Author name: R. Chenoweth

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Submission: I work for Solahart - One of Australia's biggest installers of Solar PV. Since these changes have been made ALL of our customers have experienced delays in their meter changeover. Previously we would have our customer's meters changed over within two weeks of having Solar Installed, but now our residential customers are having to wait well over a month and some of our commercial customers have had to wait up to four months!!!

Excuses like lost emails, didn't receive paperwork, high backlog of jobs are just a few reasons why it's taking so long. I've spent hours upon hours waiting on the phone to sort out these issues with ALL retailers as it's usually too technical for customers to deal with. Our business is loosing money due to time wasting, the customer is loosing money as they can't turn on their solar system until the meter is turned on.

This initiative should have aided in the increase of homes and business going to green energy, but has only delayed it. The quicker systems can be turned on, the quicker there is a reduction in peak demand use of coal power, so not only does this have a financial impact, but also an environmental impact too. There needs to be a change in the way this is done and looking to how other states do this would be a good start. I've been in the solar industry since 2008 and have never experienced problems like this. Not good enough.