

Author name: R. Meeuwisse

Date of submission: Tuesday, 5 June 2018

Submission: Hi, as a level two service provider for many years, I have never seen anything so ridiculous, as to what has been happening since December 1st 2017, with retailers now responsible for metering requirements. My average wait time, has been at least a month, before meter's are being supplied. In one instance, waiting more than 2 months for a C.T. meter supply. The process for metering requisition is long and arduous with the retailers, (Previously a maximum of 2 days from the network providers), to say that this is a joke, is an absolute under statement. When ordering a meter, on line, with say ACUMEN / ORIGIN, as an example, the calendar, on their site, is blocked out for 3 weeks from order date, which means the meter is unlikely to arrive in this space of time, and if it did arrive in that time period, we would be unable to install anyway, due to the silly regulation, of a three week notice, for an outage, to be supplied to the owner, by the retailer, in most circumstances, these forward dates, usually don't work, for one reason or another. Previously we would inform the client personally of the impending meter change, and unless there was some life threatening circumstance, we would perform the meter install, on the owners say so, not some organisation, such as Origin / Acumen. The app for meter installations is an absolute joke, and a waste of time, and the time it takes to install a meter under the new procedure, is a an absolute farce. I have nothing but dislike for these organisations, and if this is the future for metering in N.S.W., then god help us all. Give the metering back to the network providers. and lets get some common sense, and practicality,back into metering and level two works.