

Author name: R. Prasad

Date of submission: Monday, 4 June 2018

Submission: I am a level 2 ASP authorized in Ausgrid and endeavour area since there was major change in metering December 2017 there is a major delays from the retailer to get the meter installed. As the builders not aware of the changes they keep putting pressure on ASP and also the ASP getting abuse for not doing the job on time. We have to keep calling retailer everyday but we not getting anywhere. On the multi occupancy site some retailers don't have the solution for multi occupancy metering where individual antennas need to be installed for every meter that makes hard as there is not enough room. Sometimes we do all the paperwork to get the work order but retailer send there own technician to install the meter for free. We not getting paid by the retailer so we as ASP have to charge the customer and when retailers installed the meters fo free the customers abuse us for double dipping. When the retailer tech install the meter specially in new subdivision where the network cable is underground and the service is energized up to the service fuse they done require any paperwork from the level 2 which means anyone can connect the mains in the service Pillar.