

Steve Phillips [REDACTED]

To: [REDACTED]

Mon, Jun 4, 2018 at 3:32 PM

Dear recipient, I have been a level 2 service provider for 20 years, I think I'm quiet qualified to say that the new metering process is an absolute disgrace, the time frame that it now takes to install a new or alteration meter is to say the least a joke! You now have multiple meter providers with different systems and rules, a job that use to take a maximum of 5 days to get to a stage where the meter could be installed now takes a minimum of 3 to 4 WEEKS

I have customers that require either new solar meter, or off peak hot water meter to be installed, try telling them that after they have shelled out 4 or 5 grand for their solar system or just replaced their hot water tank and have to..wait another three weeks hopefully for the meter process to happen. There doesn't seem to be any emergency process to install a meter ie switch board fire or damage if there is it must be a secret because no one seems to know how or when? We are now relying on a third party that doesn't seem to give two hoots about the end user or how long it takes.If a change had to come they should have had one meter provider one set of rules and maintain the old time frame for installation.Im sure you will get a similar response from other Asp's .

My recommendation roll back the clock and put it back the way it was if it ain't broke don't fix it.

Steve phillips