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Submission: Hello,

I am writing to you in response to your review of retailers meter installation practices in NSW as of 1st December 2017. I'm a Level 2 ASP for 8 years with the majority of my ASP work being metering installations. I don't understand how the government can change a legislation that has impacted all ASP's overnight not in a better way but in the worst possible way.

I do not understand the following why is it that overnight I can no longer;

- 1) Install metering which I have done years before and they are exactly the same meter.
- 2) Why do retailers get to dictate day/time and location for jobs I haven't done to begin with.
- 3) Why do my customers have to wait 6-8 weeks for a meter I have previously installed same days and registered.
- 4) Why do I need to chase the retailer for months on end pleading to get trained up to be able to pick up meters. Where before we picked bulk up and we assigned meters to jobs.
- 5) Why are there 4 papers to fill out for each job, where before we did only one how economical is that.
- 6) We have spent in excess of \$8350 just for materials to satisfy retailers needs and they do not pay bills in time.
- 7) Retailers expect us to guide the customers through the process of explain step by step what needs to be done for a meter installation.
- 8) I have lost family time, work time, money all on this new rubbish retailers meter installation since 1/12/2017.
- 9) The retailer signal testers and modems have been found to be faulty in most cases furthermore their meter registration operating system crashes on a daily basis. This is so unproductive waiting onsite.

IPART MUST change the legislation back to what it was. ASP's should be able to install meters for customers where and when required. The retailer should have no say to this as they have misled the minister and IPART in their timely installations as seen in the past 7-8 months. The retailer should be able to go to site and tune the newly installed smart meter to their specifications.