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Submission: Hi, I have raised this issue back in 6/12/17 by writing directly to the minister and received a very poor and unsatisfactory response letter reference IM17/28544 attached. Further more we are a young family making end meet from day to day we have spent in a excess of [REDACTED] on retro fitting our ute to comply with the retailers requests including equipment never before required, to find out once we have completed several jobs with Zinfra which is a company under Vector. Zinfra has made it impossible to acquire payments for work completed still to date no payment has been received it is unacceptable. Zinfra refused to make payment and made up a new request for us to purchase a new IPAD as the current is not satisfactory to there standards we have refused to spend in a excess of \$800 on a IPAD that will be just as useful as the existing one we are using. Zinfra has a very poor knowledge of there own process they have implemented and would like the contractor individual to follow which is very complicated. The retailer meter software is not reliable and compatible with some meter further more there operating system crashes on a daily basis than the contractor has to wait onsite whilst the problem is rectified. We have several jobs that require meters for the past 10-12 weeks, retailers call 4-6 weeks after the meter request has been lodged questioning the work when it be ready we always advise the meter was requested to be installed days after the paperwork has been lodged. Meter retailers have complicated the process so much that the retailer them self can not understand. Before the retailers took over the metering from Endeavour Energy and AusGrid the jobs were so simple to do the job and meter would be completed with in a day and registered when the ASP was dealing with the customer. By adding a retailer and a meter issuer the jobs are impossible to do. ASP's should be able to purchase meters and install with out the retailer getting involved at time of installation