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Submission: Team. I'm in the solar industry and when we install Solar generation to properties and a lot have old gross meters and now need Net / Smart meters, the poor customer has a great difficulty in understanding what to do. It is not clear on any of their Retailers web sites and some Retailers - they do not think it is their role to do this - call centres. So it is very hard for them - especially as most retailers will not let us handle this on their behalf - i had to get a stat dec. to talk on one customers behalf and the poor Lady wasn't young and her kids gave her this as a present to help her. Also trying to get items resolved is sadly very difficult and costs a Small business - far too much money and customers far too much money - when it was easily organised before. The process to install meters and get accreditation from the retailers is far too expensive - 1 weeks training first up (no income that week) and pay money for this. then every year another course (no income for these days) - when most have been doing this for years (understand is you are new to the game). Really drives out the small team and makes all things expensive - WHY ?. What are we really trying to achieve?.