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Power of Choice Submission

I am employed as an office Manager for an electrical contracting firm, we also undertake small scale, grid connected solar installations. I have worked for the business for over eight years now.

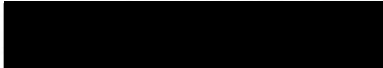
Prior to December 2017 when the Power of Choice scheme came into effect, our two Level 2 ASP staff members were able to provide metering services for our customers as required. We kept a stock of meters at our depot, when one was required the appropriate meter was taken to site at the same time as the electrical work was done, meter installed, paperwork completed and submitted to the necessary authority, generally within a few days, job done!

Post December 2017 with Power of Choice in effect our customers are being subjected to a disorganized, traumatic debacle. The new scheme seems to be designed to be as difficult and protracted as possible. To secure a new meter, customers now have to make multiple phone calls to providers even after submitting the correctly completed forms and are waiting anything up to 3 months for their new meters. In the case of a new solar installation this translates to a customer losing revenue/savings on their new solar system until their new meter is installed. Red Energy for example will not start queuing their customers for a new solar meter until the solar installation is completed, this results in a significant time delay and revenue loss for the customer. Before the changes came into effect, our solar customers had their new solar meter installed on the same day their solar installation was completed and the system was turned on.

I have had some customers who required a new meter actually contacting State and Federal Members of Parliament in desperation over the scheme.

Common sense shows that the Power of Choice scheme has been a failure and either needs to be significantly streamlined or abolished altogether and the installation of new meters reverting to the previous (simple and efficient) system.

I am happy to provide specific incidences relating to the above mentioned if required.


Louise Adams
Office Manager