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Submission: Orana Energy Systems is a solar provider and installer. we previously were able to use our installing contractors to change the meters to the required net solar meters. This was done through Essential energy and there was one entity controlling the process. Since the Retailers have taken over this function it has been near imposible to get a clear procedure and with that many different suppliers with a lot only communicating with the customer via the internet.

When we have thought we had a process it seems ridiculous and workable. In all cases they will not allocate a job until after the solar system has been installed. Then the system has to be left off by the rules until the meter is changed. from that point they are saying it can take 4 to 6 weeks. Previously the meter was changed the same day as the solar install. This is obviously less interruption to supply than what is happening now.

Even when a meter change has been booked if the customer does not call or we chase it up it seems nothing is done to process the job to the meter install stage. We have had customers waiting in excess of 3 months to have the meter installed. The customer which is our customer thinks we are to blame, but it is obviously out of our control.

Quite often when the customer rings there provider they say it is because the installer hasn't done something which is a lie. This creates frustration for the customer.

In summary the retails are not equipped to do this roll and I am not sure what benefit it is to anyone that it continues. The system is non existing and does not work.