



## **RETAILER METERING REVIEW- ASP**

### **INTRODUCTION:**

Our company has been installing meters in Ausgrid and Endeavour Energy Areas for about 19 years now and never have we faced the issues we are facing today due to Power of Choice. Prior to December 1<sup>st</sup> Last year our company's Average meter installation time after the customer provides us the NMI or We get the job number was between 2-10 business days, our current meter installation time now ranges anywhere between 3-10 Weeks or even longer depending on the scenario.

One Major issues would have to be this new 10 days notification to customer from the retailer for adds and alterations about power disruption. I don't believe this should apply to Level 2s as we do not disconnect the power without our customer being present and we notify the customers ourselves, also if the customer agrees for less than 10 days' notice this should be acceptable as well.

### **AGL/ACTIVE STREAM (Plus ES)**

#### **PROS:**

1. Active stream its self are very helpful and are very fast at issuing work orders (Once they get required information from AGL).
2. Excellent communication with active stream
3. Our company is issued with Bulk Stock meters.

#### **CONS: -**

1. When it comes to AGL raising the work orders for active stream this seems to take a while unless I call up and in some cases I call up and the person I talk to from AGL doesn't understand what im asking.
2. Due to AGL not asking the correct information from the customer sometimes work orders get lost.

**OVERVIEW:** I would have to say that AGL and Active stream are the easiest retailers to deal with, Work orders get issued on paper and any of our

technicians can then do the job, the bulk meters are also very helpful as we never wait on meters,

## **ORIGIN ENERGY/ACUMEN.**

### **PROS-**

1. For New connections when the customer gets our company to set up the NMIs on their behalf there is generally a smoother process and I don't come across any issues.

### **CONS-**

1. Before our company became accredited with Acumen we were informed that for new connections it will take 2 days to set up the NMI and 5 days for a work order to be issued and Meter delivered the next business days and for Adds and Alts it would be less than 10 business days for work order and meter issues but as below points you will see that this is not the Case.
2. Not the best communication between acumen and Origin sometimes origin will have a service order or work order raised and nothing is done about it until I contact Acumen myself to find out.
3. Average waiting time is between 6-12 weeks for Origin/Acumen meter installations Especially Adds and alts, it seems they don't care as much because the customer is already with the.
4. There has been no clear communication to our company about the different procedure on applying for a meter its something I had to learn myself and a lot of Trial and Error was used.
5. Work orders get issues but then they sometimes forget about sending us out a meter. there was one job which was an adds and alts where they scheduled in the work order for a day but didn't send us the meter prior and then we were informed because we missed the date we now need to wait another 10 Business days.

**OVERVIEW:** Our company is not at all happy with the delays from Origin and acumen that are causing delays in meter installations, they don't seem to be trying to make it any easier on ASPS either.

## **VECTOR METERING/ ENERGY AUSTRALIA/ RED ENERGY,**

### **CONS: -**

1. Vector don't allow us to deal with them directly we had to work with a company called Zinfra which is not the best organisation for a company like ours.
2. Due to the above point when Energy Australia would issue a service order or work Order it would get lost somewhere when going from Vector to Zinfra, there was even a case that we got a phone call from another technician

asking why the job wasn't finished yet even though our company would have completed everything on the meter installation date

**OVERVIEW:** After all the stress and delays that were caused with Vector metering our company no longer installs meters for Vector.

**OTHER RETAILERS:**

Our company has come across a few jobs where these is new retailers that we haven't even heard of e.g. Click Energy, Dodo Etc, where they do not allow our company to install there meters, I'm not completely sure who there meter provider is but I know that we are not allowed to be Authorised with them, A lot of customer that have 3 phase upgrades or if they need to change the meter to make room for a new granny flat meter are having issues with the meter replacement when dealing with this other companies.

**CONCLUSSION:**

I believe that since these power of choice changes have occurred it has become a lot more difficult to install a meter, Customers are complaining, and I am sure more ASPs are complaining too either these issues need to start getting solved and the average meter installation timing gets shortened or it needs to go back to the old ways. These issues are causing customers to be without power for longer the necessary, or in summer customers suffer without air conditioning until the upgrade of the meter is completed.

Thank you,

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