

Author name: Anonymous

Date of submission: Wednesday, 6 June 2018

Submission: I believe the new Power of Choice scheme is NOT meeting a satisfactory level of customer service. The process for customers & electricians has not been clearly identified by any Retailer & no one seems to be on the same page. The length of time taken to install new meters to new constructions is ridiculous & causing many headaches, in some instances we have been told installation dates by metering coordinators however still not installed on the proposed date. There have been other circumstances where the metering installer has tried to send installers from Sydney (a 6hr drive) rather than Albury (30min drive). Prior to the POC scheme, we were able to install meters ourselves on the same day as our underground installation, however now it seems to be a minimum 3-4wks and countless follow up by ourselves & customers for meter installation. We have also found no clear indication of costs etc. and who's responsible and have found metering installers constantly invoicing the wrong customer. We, as accredited ASP electricians, have also completed a training course with Acumen Metering however are struggling to receive further answers & information from them on how we can begin meter installations. Our company has also had to make employee's redundant as this has caused a dramatic decrease in our work flow.