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Submission: We are a small electrical contractor specialising in switchboards and metering in the Hunter Valley. We have been badly affected financially by "Power of Choice" and so have many of our customers. The 3 main meter providers - Active Stream, Acumen, Vector/Zinfra - have made us train with each of them individually to basically install the same three types of meter through an app. Each one having a different app. and each one requiring that we invest in specialist tooling, iPads, equipment etc. The easiest one of the 3 to work with is Active Stream (now PlusES), as they had the foresight to recruit ASP2's early before the implementation of POC. The other two - especially Vector/Zinfra) aren't interested in assisting companies like us because we don't have anyone that we can dedicate to working for them on their meter replacement program. This has resulted in many of our customers experiencing delays which looks bad on us as their electrical contractor of choice. Some of our customers are still waiting for meters which were requested as far back as February this year. Other customers - civil contractors & project builders who were with EA or RED - have cancelled their accounts and opened new ones with AGL. This is counter-productive to what the retailers are employing the metering coordinators for, but is purely down to the fact that PlusES are proactive in working with electrical contractors whereas the others - especially Vector - aren't. They are only interested in getting the meter exchange program done as cheaply as possible by enticing inexperienced non level 2 trained electricians to do the job for peanuts. As we have seen before wish ill thought out rushed through government initiatives, this can lead to tragic consequences. In order to keep our customers connected we sometimes have to reinstall the old meters on new switchboards as a temporary measure waiting for the MC's to get their act together. The process needs to made easier to obtain meters smoothly.