Author name: s. Turnbull

Date of submission: Tuesday, 5 June 2018

Submission: IPART

Hoping this might add weight/ evidence about the Metering debacle.

This PoC metering has basically ground the industry to a halt because of the reluctance of the Retailers to appoint Meter installers and they have formed themselves nice cosy little captured markets that they can control. So the Power of Choice hasn't gone to the Consumer its gone to the Retailer instead. Because they now control who installs Meters and When... See examples below from our businesses and the experiences we are having with Connections.

"Dealing with Plus ES has been a head-ache, trying to get a meter installed for our client is now much harder as it involves a new electricity contract and an agreement of fees that are on-going(in the case of ERM) which takes considerable time when dealing with a Government contract.(i.e Collaroy Public School solar Connection)"

As to the residential space I believe the power of choice has completely ruined the ASP 2 and electrical markets.

If we install a solar installation and when this happens people expect to be getting the benefit of the feedin tariff straight away, which used to happen in the old scheme, Now due to POC metering they are waiting over a month in some cases 2 months just to receive a Net meter from the retailer and potentially loosing 150-200 on the FIT they would receive on a standard 5 kw system.

This clearly shows POC metering is a failure, not only is the service to the end user terrible, The courses to be able to install a POC meter for 1 retailer are so few and far between that they are overbooked and in such regional areas (Dubbo) that there is a significant cost to the contractor to attend, and in doing so only allows them to install meters on behalf of that one retailer, this means the contractor will have to convince their client to change their retail contract to best suit the accreditation they have to get any benefit at all.

With ERM- We have been told they have enough Meter installers & we can't join.