

MEDIA RELEASE

Norfolk Island Regional Council Announces Start of New Electricity Meter Rollout

FOR IMMEDIATE RELEASE

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Norfolk Island – In September 2023, Norfolk Island Regional Council (NIRC) will begin undertaking the replacement of all electricity meters on the island. This initiative is designed to help Norfolk Island transition to renewable energy solutions such as solar and batteries in an effort to lower the cost of electricity for all customers. As part of the transition to renewable energy, Council is encouraging residents to invest in solar and battery solutions. A subsidy on residential battery installations is available from approved providers. Please contact BESY Energy for more information

The full meter replacement process is expected to take approximately six months. When a meter is replaced, customers will be without power for a short period of time (typically less than two hours). Council will communicate the indicative meter replacement schedule on its website, social media and through Customer Care.

Once a new meter is installed, the corresponding customer electricity account will be transitioned to a new billing system. Bills generated from the new system will reflect the gazetted electricity tariffs. For all customers, lower tariffs will apply whenever the island's diesel generators can be turned off. Electricity tariffs will be cheapest when the island has lots of solar energy being produced.

Council understands that being without power is an inconvenience and appreciates customer cooperation and understanding during the rollout of this important initiative.

Contacts:

Lew Rojahn
Manager Customer Care
Norfolk Island Regional Council
Phone: 0100 or 22244
Email: customercare@nirc.gov.nf

BESY Energy
NIRC Electricity Consultant
Phone: 1300 252 504
Email: connect@besy.energy