

Thank you **Norfolk Islanders**



Thank you to the residents who attended the electricity transition community meeting held at Rawson Hall on June 9th, as well as, business and community leaders who took the time to meet with us during our recent trip to Norfolk Island. We listened to your concerns about the history of current solar inequality and diesel generation on Norfolk Island, and your questions regarding transition toward the 2024 Renewable Energy Target with the recent solar moratorium lifted. Below is a recap of frequently asked questions.

We are overwhelmed by your support to transition to a sustainable electricity grid for Norfolk Island residents and thank everyone who has reached out to converse further over the last couple of weeks as to how BESY will support you and your community further through lower tariffs, solar battery packages and the ability to control your electricity usage ongoing.

Greg & Megan @besyenergy

Let's talk about the new **Electricity Meters**

Can we 'opt-out' for health concerns associated with smart meters? Apparently in Australia you have the ability to 'opt-out'?

- As the new meters are being provided by NIRC, there is no opt out provision. Please note: the mainland opt out provision is very limited, and in place so that costs can not be imposed on consumers. You must have a time-of-use meter if you install solar throughout Australia.
- We are unaware of any health concerns associated with electricity meters, either the existing accumulation type or the new time-of-use ones.

If BESY collects data from the meter once per day, what happens if the meter cannot access the internet?

- The meter will make multiple attempts to send metering data every night so it will be very rare for data not to be sent. In the event that a read does not succeed, usage on that day will be estimated based on the resident's historical consumption. This is far more accurate than the estimates being used for accumulation meters of 90+ days of energy use.

Is there any risk of failure and/or disconnection medical equipment which is reliant on electricity i.e. dialysis machines? How will BESY be able to identify these properties with residents using medical equipment?

- The reliability of the electricity grid is largely driven by weather. NIRC will continue to invest in the grid to maintain and ultimately improve the reliability of the grid.
- Our billing software does provide for the registration of medical equipment dependent residents, and we will collect this information through residents own registration and update of information on BESY website.
- A battery is a good idea for residents dependent on medical equipment as they can provide power during an outage of the grid.

Let's talk about Renewable Energy



Will solar generated power have the same value as it does now?

- The value of electricity today is set to 72c/kWh in all hours. This is the notional value of solar generation today (noting that it applies as an offset against electricity purchases on your bill)
- Under the proposed arrangements your meter will record your net electricity consumption each half-hour. If your solar generation is greater than your load, you will be paid for that generation at the tariff that applies in that half hour. As more solar is added, it is more likely that the tariff received for surplus solar will be lower.

Will the existing billing arrangement remain where there is a minimum charge only bill if you generate more electricity than you use...meter winds backwards?

- Every resident, whether they have solar or not, will pay a daily charge for access to the electricity grid. This charge is 50c per day for 2022/23. Electricity purchases and sales will be on top of this amount, and your electricity bill will be the total of these amounts. Note: The NIRC is looking to remove the additional solar infrastructure charge and increase the daily charge after the new meters have been installed.

Will existing solar credits be honoured and transferred to the new system?

- NIRC is actively considering this now. There are many factors to consider – including the rules of the old system under the former NIRC, the value of the surplus energy at the time it was produced, and equity issues between all electricity customers.

Can we expand existing solar systems now?

- Technically, it won't be possible to expand existing solar systems, rather they will need to be replaced by new ones. This is because solar and inverter technologies have advanced considerably over the last decade. BESY will be offering solar and battery packages to all residents later this year.

How will BESY and NIRC transition to Renewable Energy?

- Once the meters are rolled out from August onwards we will be offering solar and battery packages to residents to aid their transition to renewable energy. Alongside the BESY Team, local electricians will install both meters and solar energy packages. The next step in the transition will be the automation of internet connected devices to enable resident's choice through price signal changes.

Dynamic Tariffs to be introduced

Renewable Overload

Too much Solar

-20c/kWh

Battery Charging

Absorbing Surplus
Renewable Energy

5c/kWh

System-In-Balance

Central Battery
Neither Absorbing or
Discharging Power

20c/kWh

Battery Discharging

Load Supplied by
Central Battery

35c/kWh

Diesel-In-Use

Diesel-Fired
Generation In Use

72c/kWh

Let's talk about **BESY Energy**



Why BESY?

- BESY is backed by a team of engineers and industry professionals who are passionate about long term energy-future for communities through implementing bespoke solutions based on location, population, landscape, environment, economic and utility studies ongoing.
- BESY is a registered National Electricity Market participant, is authorised to retail electricity by the Australian Energy Regulator, and is a Clean Energy Council Authorised Solar Retailer.

What does BESY want from you?

- Like all utility billing services, we require residents to register their account with name, address and email along with applicable information of medical devices and concession details. NIRC Customer Care and BESY Customer Service are here to help you through the easy process of account set up with a wide range of payment options. We will announce the dedicated Norfolk Island BESY website very soon.

Will any Norfolk Islanders lose their jobs?

- The Renewable Energy transition will create opportunities for jobs and ongoing work for locals. The power of innovation within Norfolk Island Renewable Energy industry is in your hands too.

What are BESY and NIRC actually going to achieve?

- Cheaper, safer and reliable electricity for residents and all NIRC utilities and facilities for the whole community to use. We want to empower you to make decisions about your electricity usage and your opportunity to contribute electricity to your community to lower electricity costs overall.

How will Norfolk Island Electricity Grid look in 2024?

- Norfolk Island resident's are in control of their electricity choices and no longer have to depend on diesel, such as cost, safety and supply issues.
- A Norfolk Island community driven electricity grid that is sustainable for all.

2024 Renewables Target

	Secure and reliable electricity supply
	Targeted introduction of renewable energy to displace diesel generation
	Integrated distributed renewable energy and storage solutions
	Reduce electricity costs