



Order of the Regulator No. 2024/E91

**ORDER FOR ELECTRIC POWER CORPORATION (EPC) TO REPLACE ORDER
NO.2021/E84 ON SMART METER PROJECT**

Pursuant to the Electricity Act 2010 (“Act”), the Regulator is empowered to regulate the electricity sector and to issue orders, respectively in the course of implementing statutory duties under the Act.

1. EPC Smart Meter Project

The Regulator had noticed that over the three years of ceasing the roll out of smart meters, there are still some regulatory measures that have not been undertaken by EPC including but not limited to:

- i. there are more complaints raised by the public concerning the use of smart meters, and;
- ii. there are technical issues with the smart meter system that have not yet been resolved.

Therefore, **EPC is ordered to:**

- i. permanently cease the installation and roll out of new smart meters,
- ii. continue to maintain existing meters, and
- iii. resolve the issues raised by the current smart meter users.

2. EPC Production of Documents and Information

EPC must submit the following information to the Office of the Regulator before end of June 2024.

- i. Report on complaints raised by the smart meter consumers received by EPC from July 2023 to date and the resolutions of these issues.
- ii. Provide monthly reports on the monitoring system of the smart meter.

3. Monitoring & Maintenance

EPC is obligated to continuously monitor the smart meters that are currently in use and continue maintenance where required.

Failure to submit or comply with this Order shall result in the Office of the Regulator taking appropriate legal action for non-compliance.

Lematua Gisa Fuatai Purcell
REGULATOR

Dated: **Wednesday 9th May 2024** (also Effective Date of the Order)