



INFORMATION

Financial Hardship Policies

2013 ASSESSMENTS

The Economic Regulation Authority today released the financial hardship policy assessments for:

- WorleyParsons Asset Management Pty Ltd
- Wesfarmers Kleenheat Gas Pty Ltd
- Alinta Sales Pty Ltd (t/a Alinta Energy)
- Regional Power Corporation (t/a Horizon Power)
- Electricity Retail Corporation (t/a Synergy)

Under Part 6 of the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations* (collectively known as the **Energy Codes**), electricity and gas retailers who supply residential customers are required to have financial hardship policies.

The Energy Codes require that retailers must undertake an annual review of their financial hardship policies and submit the results of that review to the Authority for assessment.

The Energy Codes specify that the Authority will assess the reviews and the financial hardship policies against the requirements of the Energy Codes and the *Financial Hardship Policy Guidelines (Guidelines)*. The [Guidelines](#) provide guidance to retailers as to the type of information they could include in their policies to meet the requirements under the Energy Codes.

The Authority provided feedback to all five licensees and, as a result, a number of changes were made to the financial hardship policies. A copy of the Authority's assessment for [WorleyParsons](#), [Wesfarmers Kleenheat](#), [Alinta Energy](#), [Horizon Power](#) and [Synergy](#), including copies of their policies, is available on the Authority's website.

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