



INFORMATION

Financial Hardship Policies

The Economic Regulation Authority has received the financial hardship policies of [Synergy](#), [Horizon Power](#), [Alinta Energy](#), [Wesfarmers Kleenheat Gas Pty Ltd](#) and [WorleyParsons Asset Management Pty Ltd](#).

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 (Gas Customer Code)* (collectively known as the **Energy Codes**), electricity and gas retailers are required to have a financial hardship policy.

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

The Energy Codes specify that the Authority will assess the review and the financial hardship policy against the requirements of the Energy Codes and the *Financial Hardship Policy Guidelines (Guidelines)*. The Guidelines provide information to retailers regarding the requirements of the Energy Codes and detail good practice in the development and implementation of financial hardship policies. A copy of the Guidelines is available on the Authority's [website](#).

The Authority provided feedback to all five licensees and as a result a number of changes were made to the financial hardship policies.

The Guidelines provide that the Authority will endeavour to publish its assessment and a copy of the licensee's financial hardship policy every two years, unless a policy contains substantial amendments or a previous assessment was poor. As the Authority published assessments of the five licensees' financial hardship policies last year, the Authority will not publish the assessments this year.

Copies of the financial hardship policies are available on the Authority's [website](#).

For further information contact:

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