



CONSULTATION

Financial Hardship Policy Guidelines

PROPOSED AMENDMENTS

The Economic Regulation Authority is seeking public comment on proposed amendments to its *Financial Hardship Policy Guidelines* (**Guidelines**).

The Guidelines provide guidance to retailers on the matters that will be considered by the Authority when assessing a retailer's financial hardship policy, to assist retailers in developing compliant, user-friendly and practical policies. The proposed amendments provide further guidance as to the type of information retailers could include in their hardship policies to meet each requirement under clause 6.10(2) of the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations*. It is anticipated that the amendments will assist the electricity and gas sectors in dealing with financial hardship, and reduce corresponding regulatory burden.

A copy of the amended Guidelines is available on the Authority's [website](#).

Interested parties are invited to make submissions on the Guidelines by **4:00 pm (WST) on Friday, 5 October 2012**.

Submissions should be marked to the attention of the Assistant Director Customer Protection.

Postal address: PO Box 8469, PERTH BC WA 6849
Office address: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000
Email address: publicsubmissions@erawa.com.au

CONFIDENTIALITY

In general, all submissions from interested parties will be treated as being in the public domain and placed on the Authority's website. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim. Any claim of confidentiality will be considered in accordance with the provisions of section 55 of the *Economic Regulation Authority Act 2003*.

The publication of a submission on the Authority's website shall not be taken as indicating that the Authority has knowledge either actual or constructive of the contents of a particular submission and, in particular, whether the submission in whole or part contains information of a confidential nature and no duty of confidence will arise for the Authority.

For further information contact:

General Enquiries

Cathryn Greville

Assistant Director Customer Protection

Ph: 08 6557 7900

Fax: 08 6557 7999

Media Enquiries

Richard Taylor

Riley Mathewson Public Relations

Ph: 61 8 9381 2144

Fax: 61 8 9381 3877

LYNDON ROWE

CHAIRMAN

14 September 2012