



# Notice

28 January 2015

## Consultation on proposed Financial Hardship Policy Guidelines - Electricity & Gas Licences

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

The amendments are a result of changes to the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations*. The most significant change is that the requirements in the Guidelines are now required to be addressed through two separate documents: a hardship policy, which would be publically available, and hardship procedures, which would be for the licensee's internal use. This approach means that the hardship policy will be more user-friendly as it only needs to contain information of direct interest to customers.

The Guidelines set out the requirements for hardship policies and hardship procedures and provide assistance to energy retailers in developing compliant hardship policies and hardship procedures.

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

Interested parties are invited to make submissions on the proposed amended Guidelines by **4:00 pm (WST) on Wednesday 18 February 2015**.

Submissions should be marked to the attention of Cathryn Greville - 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](mailto: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 *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:

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