



# Notice

17 March 2015

## Financial Hardship Policy Guidelines - Electricity & Gas Licences

The Economic Regulation Authority has approved the new *Financial Hardship Policy Guidelines - Electricity & Gas Licences* (**Guidelines**).

The Guidelines were amended as 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 needs to be made publically available, and hardship procedures, which are for the licensee's internal use. This approach means that a 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 Authority's Decision is available on the Authority's [website](#).

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

The Authority will now write to energy licensees asking them to review their policies in light of the new Guidelines.

For further information contact:

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