



Notice

1 October 2018

Amended Financial Hardship Policy Guidelines for electricity and gas licences

Invitation for submissions

The Economic Regulation Authority invites comments on its [draft amended Financial Hardship Policy Guidelines – Electricity and Gas Licences](#).

The Guidelines provide guidance to retailers on the matters the ERA will consider when it reviews a retailer's financial hardship policy and procedures.

Most of the proposed amendments result from changes made to the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations*.

Amendments are also proposed to improve clarity and for ease of reading.

Invitation for submissions

The ERA invites interested parties to make submissions on the amended guidelines.

Submissions close 4:00 pm (WST) Monday, 22 October 2018.

Submissions should be lodged online using the form on our website www.erawa.com.au/consultation.

Further information

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