



Notice

11 December 2019

Publication of financial hardship policy

Simply Energy

The Economic Regulation Authority has published IPower Pty Ltd and IPower 2 Pty Ltd's (trading as Simply Energy) [financial hardship policy](#) for its [gas trading licence GTL16](#).

Simply Energy amended its policy following the 2019 review of the *Compendium of Gas Customer Licence Obligations*.

In November 2019, the ERA published its [final decision](#) on the review of the Compendium. The amended Compendium will come into operation on 1 January 2020.

Financial hardship policies for gas licensees

Gas licensees who supply gas to residential customers must have a financial hardship policy to assist customers in meeting their financial obligations and responsibilities to the licensee.

The ERA is not required to approve gas or electricity financial hardship policies, but does make them available on its website.

The ERA has published [Financial Hardship Policy Guidelines](#) to provide guidance to licensees on the content of financial hardship policies and good practice in the development and implementation of these policies.

The financial hardship policies of gas licensees are available on the ERA [website](#).

Further information

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