



Notice

15 April 2020

COVID-19

The COVID-19 pandemic and resultant state of emergency are affecting all businesses, consumers and state government agencies in Western Australia.

Many of the ERA's stakeholders are suppliers of essential services such as water, gas and electricity.

The ERA regulates the conduct of retailers that supply residential and small business customers through the customer protection instruments that apply to utility service providers. These instruments include important protections for customers experiencing payment difficulties and financial hardship. In addition to these protections, the Western Australian Government has announced a range of welcome measures to help households and small businesses affected by the pandemic to continue to receive essential services.

The ERA also has a range of review and compliance functions in the wholesale electricity and gas markets where energy is generated, traded and supplied to large industrial and commercial customers.

The ERA is committed to acting in a reasonable, consistent and transparent manner. During the state of emergency, we will stay in close contact with licensees and regulated entities, to identify and help manage any issues arising from the pandemic that affect their regulated activities.

Further information

General enquiries

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