



Notice

3 December 2021

Clear Energy Pty Ltd

Publication of financial hardship policy

The Economic Regulation Authority has published Clear Energy's [financial hardship policy](#).

Retailers that supply electricity to residential customers under a licence must have a financial hardship policy to set out the retailer's processes and assistance for customers experiencing financial hardship or payment difficulties.

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

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

Further information

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