



# Notice

24 January 2023

## Financial Hardship Policy Guidelines for electricity licences

The Economic Regulation Authority has amended its [Financial Hardship Policy Guidelines](#) for electricity licences.

The Guidelines have been updated to incorporate changes to the *Code of Conduct for the Supply of Electricity to Small Use Customers 2022*. Amendments have also been made to the Guidelines to improve its clarity.

The Electricity Code requires retailers that supply residential customers to develop a Financial Hardship Policy and Hardship Procedures to assist their customers to meet their financial obligations and responsibilities to the retailer. The Electricity Code sets out the minimum requirements for Hardship Policies and Hardship Procedures.

The Financial Hardship Policy Guidelines have been developed to provide retailers with additional guidance in meeting the requirements set out in the Electricity Code.

### Invitation for submissions

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

Submissions close 4:00 pm (WST) Tuesday, 14 February 2023.

Submissions should be lodged online using the form on our website [www.erawa.com.au/consultation](http://www.erawa.com.au/consultation).

### Further information

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