



Notice

22 May 2023

Alinta Sales Pty Ltd

Publication of amended financial hardship policy

The Economic Regulation Authority has published Alinta Sales Pty Ltd's amended [financial hardship policy](#) for gas trading licence GTL9.

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

Alinta has amended the policy to ensure it is consistent with the [Compendium of Gas Customer Licence Obligations](#) and to make it easier for customers to read and understand.

The ERA is not required to approve gas financial hardship policies, but does publish retailers' policies on its website.

The ERA has published the [Financial Hardship Policy Guidelines – 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

General enquiries

Alex Kroon
Ph: 08 6557 7989
info@erawa.com.au

Media enquiries

Danielle Asarpota
Mob: 0428 859 826
media@erawa.com.au