



Notice

5 October 2023

IPower Pty Ltd and IPower 2 Pty Ltd (t/a Simply Energy)

Publication of amended financial hardship policy

The Economic Regulation Authority has published Simply Energy's amended [financial hardship policy](#) for its gas trading licence GTL16.

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.

Simply Energy has amended its financial hardship policy to make it easier for customers to read and understand and to align it with the ERA's *Compendium of Gas Customer Licence Obligations*.

The ERA is not required to approve gas financial hardship policies, but publishes 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 developing and implementing these policies.

Further information

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