



Notice

10 May 2024

Financial Hardship Policy Guidelines for gas licences

Public consultation

The Economic Regulation Authority proposes to amend its [Financial Hardship Policy Guidelines](#) for gas licences, to incorporate changes made to the *Compendium of Gas Customer Licence Obligations* in its recent [review](#).

The ERA intends to publish the amended Guidelines on 1 July 2024, to coincide with the commencement date of the amended Compendium, and is seeking feedback on the proposed amendments.

The Compendium requires retailers that supply residential customers to develop a financial hardship policy and procedures to assist their customers to meet their financial obligations and responsibilities to the retailer. The Compendium sets out the minimum requirements for financial hardship policies and procedures.

The Guidelines have been developed to provide retailers with additional guidance in meeting the requirements of the Compendium.

Invitation for submissions

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

Submissions close 4:00 pm (WST) Friday, 31 May 2024.

Submissions can be lodged online using the form on our [Current Consultation webpage](#).

Further information

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