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27 May 2024

Ms Emma Forrest
Assistant Director, Licensing and Customer Protection
Economic Regulation Authority of Western Australia
Level 4, Albert Facey House
469-489 Wellington Street
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Dear Ms Forrest


FINANCIAL HARDSHIP POLICY GUIDELINES FOR GAS LICENCES- PUBLIC CONSULTATION

Thank you for the opportunity to provide a submission on the Economic Regulation Authority's (ERA) Financial Hardship Policy Guidelines for Gas Licences (**Guidelines**).

Synergy currently does not supply gas to residential customers. Notwithstanding, Synergy supports the ERA's proposed Guidelines which in conjunction with the new Gas Compendium will provide valuable support to vulnerable gas customers as well offering gas and electricity residential customers the same levels of assistance and protection.

Yours sincerely

INGITA WILKINSON

A handwritten signature in black ink, appearing to read "Ingita Wilkinson".

FOL.

SIMON THACKRAY
HEAD OF REGULATION AND COMPLIANCE