

NOTICE

RELEASE OF FINANCIAL HARDSHIP POLICY GUIDELINES

The Economic Regulation Authority today released draft Financial Hardship Policy Guidelines. A copy of the draft guidelines can be obtained from the Authority's [web site](#).

The need for a set of Financial Hardship Policy Guidelines was borne out of the review of the Code of Conduct for the Supply of Electricity to Small Use Customers which was undertaken by the Electricity Code Consultative Committee (ECCC).

The ECCC recommended that the Authority develop voluntary guidelines to assist electricity retailers in the development of a financial hardship policy.

The Authority welcomes submissions from the public on these draft guidelines. Submissions should be received by close of business on **Friday 4th July 2008**. Submissions can be emailed to hardship@era.wa.gov.au or addressed to:

Economic Regulation Authority
PO Box 8469
Perth Business Centre
PERTH WA 6849
Fax: (08) 9213 1999

Submissions made to the Authority will be treated as in the public domain and placed on the Authority's web site unless confidentiality is claimed. The submission or parts of the submission in relation to which confidentiality is claimed should be clearly marked. Any claim of confidentiality will be dealt with in the same way as is provided for in section 55 of the *Economic Regulation Authority Act 2003*.

For further information contact:

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23 May 2008