



# NOTICE

## Invitation for Public Submissions

### FINANCIAL HARDSHIP POLICY GUIDELINES

The Economic Regulation Authority is seeking public comment on amendments to the Financial Hardship Policy Guidelines.

From 1 July 2010, the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations* (Gas Customer Code) will be amended to require that electricity retailers and gas traders review their financial hardship policy at least annually. The results of any review must be submitted to the Authority within 5 business days after it is completed.

The Codes will require that any review of a retailer's hardship policy must have regard to the Authority's Financial Hardship Policy Guidelines. Upon receipt of a retailer's hardship policy, the Authority will assess whether the review was undertaken consistently with the guidelines. The Authority will also examine whether the hardship policy complies with the Code requirements.

The Financial Hardship Policy Guidelines were originally published by the Authority in August 2008. A copy of the amended Guidelines is available on the Authority's [website](#).

Interested parties are invited to make submissions in print and electronic form by **4:00 pm (WST) on Wednesday, 14 July 2010**.

Submissions should be marked to the attention of Ms Lanie Chopping, Assistant Director, Customer Protection.

Postal address: PO Box 8469, PERTH BC WA 6849  
Office address: Level 6, 197 St Georges Terrace, PERTH WA 6849  
Email address: [publicsubmissions@erawa.com.au](mailto:publicsubmissions@erawa.com.au)

### Confidentiality

In general, all submissions from interested parties will be treated as being in the public domain and placed on the Authority's website. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim.

The publication of a submission on the Authority's website shall not be taken as indicating that the Authority has knowledge either actual or constructive of the contents of a particular submission and, in particular, whether the submission in whole or part contains information of a confidential nature and no duty of confidence will arise for the Authority.

For further information contact:

### General Enquiries

### Media Enquiries

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LYNDON ROWE  
**CHAIRMAN**

23 June 2010