



# INFORMATION

## Financial Hardship Policy Guidelines

### SUBMISSIONS RECEIVED ON PROPOSED AMENDMENTS

The Economic Regulation Authority (**Authority**) received three submissions on the Authority's [proposed amendments](#) to the *Financial Hardship Policy Guidelines* (**Guidelines**).

The Guidelines provide guidance to retailers on the matters that will be considered by the Authority when assessing a retailer's financial hardship policy, to assist retailers in developing compliant, user-friendly and practical policies.

The proposed amendments provide further guidance as to the type of information retailers could include in their hardship policies to meet each requirement under clause 6.10(2) of the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations* (**Energy Codes**). It is anticipated that the amendments will assist the electricity and gas sectors in dealing with financial hardship, and reduce corresponding regulatory burden.

Electricity and gas retailers are required to have a financial hardship policy under Part 6 of the Energy Codes.

The proposed amendments to the Guidelines were made available for public consultation from 14 September to 5 October 2012. The Authority received submissions from the following interested parties:

- [Alinta Energy](#);
- [Horizon Power](#); and
- [Western Australian Council of Social Service Inc.](#)

All submissions are available on the Authority's [website](#).

The Authority is currently considering the submissions received and intends to make its decision on the proposed amendments shortly.

For further information contact:

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