



Notice

23 October 2015

Financial Hardship Policies - Electricity and Gas Licensees

Publication of Financial Hardship Policies

Financial Hardship Policies (**hardship policies**) for relevant electricity and gas licensees have been published by the Economic Regulation Authority (ERA).

Under Part 6 of the *Code of Conduct for the Supply of Electricity to Small Use Customers* and Part 6 of the *Compendium of Gas Customer Licence Obligations* (collectively known as the **Energy Codes**), electricity and gas retailers who supply residential customers are required to have a hardship policy and hardship procedures.

In March 2015, the ERA published updated *Financial Hardship Policy Guidelines - Electricity & Gas Licences* ([Guidelines](#)), which were amended to reflect changes to the Energy Codes. The most significant change was that the requirements of the Energy Codes and Guidelines now have to be addressed through two separate documents: a hardship policy, which needs to be made publicly available, and hardship procedures, which are for the licensee's internal use.

Under the Energy Codes, a licensee is required to review their hardship policy and hardship procedures upon the request of the ERA, and submit the results of the review to the ERA. After the release of the amended Guidelines, the ERA requested that the relevant licensees review their hardship policy and hardship procedures with respect to the amended Guidelines. The ERA has now received the results of the reviews, along with a copy of each updated hardship policy. A copy of each licensee's hardship policy is available from the ERA website:

- [Alinta Sales](#)
- [Esperance Gas Distribution Company](#)
- [Horizon Power](#)
- [Wesfarmers Kleenheat Gas](#)
- [Synergy](#)

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