



Notice

25 June 2018

Publication of Simply Energy's financial hardship policy

Following the grant of [gas trading licence 16](#) to IPower Pty Ltd and IPower 2 Pty Ltd, trading as Simply Energy, the Economic Regulation Authority (ERA) has published Simply Energy's [financial hardship policy](#) on its website.

Retailers who supply gas to residential customers under a gas trading licence must have a financial hardship policy to assist customers in meeting their financial obligations and responsibilities to the retailer.

The ERA is not required to approve gas or electricity financial hardship policies, but does make them available on its website.

The ERA has published [Financial Hardship Policy Guidelines](#) to provide guidance to retailers on the content of financial hardship policies and good practice in the development and implementation of these policies.

The financial hardship policies of electricity, gas and water licensees are available on the ERA's website:

- [Electricity financial hardship policies](#)
- [Gas financial hardship policies](#)
- [Water financial hardship policies](#)¹

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¹ Section 26 of the *Water Services Code of Conduct (Customer Service Standards) 2013* requires the ERA to approve financial hardship policies of licensed water service providers.