



Notice

4 September 2018

Publication of Perth Energy's financial hardship policy

The Economic Regulation Authority has published Perth Energy's [financial hardship policy](#).

Retailers who supply electricity and gas to residential customers under a 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 financial hardship policies, but does make them available on its website.

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

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