

NOTICE

FINANCIAL HARDSHIP POLICY GUIDELINES

The Economic Regulation Authority has released Financial Hardship Policy Guidelines for electricity retailers.

A copy of the guidelines is available on the Authority's [web site](#).

The need for guidelines was highlighted by a review of the Code of Conduct for the Supply of Electricity to Small Use Customers undertaken by the Electricity Code Consultative Committee.

The guidelines, which are not mandatory, are to help electricity retailers understand good practice in developing their financial hardship policies.

The guidelines were subject to a six-week public consultation period. Copies of the submissions received are available on the Authority's [web site](#).

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