



Notice

6 June 2023

Ocean Reef Renewable Energy Pty Ltd

Publication of financial hardship policy

The Economic Regulation Authority has published Ocean Reef Renewable Energy Pty Ltd's [financial hardship policy](#) for electricity retail licence ERL32.

Ocean Reef Renewable Energy was recently [granted](#) electricity distribution and retail licences to operate a microgrid at the Ocean Reef Marina in the City of Joondalup, which will supply electricity to residential and business customers.

Licensed retailers that supply electricity to residential customers must have a financial hardship policy that sets out the retailer's processes and assistance for customers experiencing financial hardship.

The ERA is not required to approve electricity financial hardship policies but makes them available on its website.

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

Further information

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