



# Notice

06 July 2023

## Synergy

### Publication of amended financial hardship policy

The Economic Regulation Authority has published Synergy's amended [financial hardship policy](#) for electricity retail licence ERL1.

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 or payment difficulties.

Synergy has amended the policy to provide more information about the hardship assistance available to its customers, consistent with the [Code of Conduct for the Supply of Electricity to Small Use Customers 2022](#).

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 Licences](#) 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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