



4 October 2012

Ms Cathryn Greville  
Assistant Director Customer Protection  
Economic Regulation Authority  
PO Box 8469  
PERTH BC WA 6849

Dear Ms Greville

**Financial Hardship Policy Guidelines**

Alinta Energy is grateful for the opportunity to comment on the proposed amendments to the Economic Regulation Authority's Financial Hardship Policy Guidelines (Guidelines).

Alinta Energy is of the view that the proposed amendments to the Guidelines are improvements and clarify the regulatory requirements and the Economic Regulation Authority's guidance.

The only comment Alinta Energy wishes to make in relation to Financial Hardship Policies more generally is that Alinta Energy would like to see the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licensing Obligations* amended to remove the requirement for an annual review of the policies, as we see this as unnecessary and consider that a biennial review would be more appropriate.

Should you wish to discuss, please contact me on (08) 9486 3762.

Yours sincerely

**Michelle Shepherd**  
General Manager Regulatory Affairs