



Notice

18 October 2017

Publication of gas retailers' financial hardship policies

AGL SALES PTY LTD AND ORIGIN ENERGY RETAIL LTD

Following the recent [entry](#) of AGL Sales Pty Ltd (**AGL**) and Origin Energy Retail Ltd (**Origin Energy**) into the retail gas market in Western Australia, the Economic Regulation Authority (**ERA**) has published their financial hardship policies on its website:

- [AGL's financial hardship policy](#)
- [Origin Energy's financial hardship policy](#)

Gas retailers who supply gas to residential customers under a gas trading 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 gas or electricity financial hardship policies, but does make them available on its website.

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

The financial hardship policies of electricity, gas and water licensees are available on the ERA's website:

- [Electricity financial hardship policies](#)
- [Gas financial hardship policies](#)
- [Water financial hardship policies](#)¹

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¹ Under section 26 of the *Water Services Code of Conduct (Customer Service Standards) 2013*, the ERA approves water financial hardship policies.