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## **Economic Regulation Authority Western Australia**

**Submitted online**

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### **ERAWA amended financial hardship policy guidelines for electricity and gas licenses 2018**

AGL Energy (AGL) welcomes the opportunity to comment on the Economic Regulation Authority Western Australia's (ERAWA) draft amended Financial Hardship Policy Guidelines (draft Guidelines).

We support the ERAWA proposed guidelines on retailer's financial hardship policy and procedures, recognising that their development will add to consistency and clarity for retailers operating electricity and/or gas license in Western Australia. These guidelines will likely improve retailer efficiency in the development and implementation of policies that are clear and useful for customers.

We submitted and published our final hardship policy and procedures in July 2017, after working closely with ERAWA staff to ensure our policy met all the relevant requirements. This policy is available on AGL's website and is provided to customers at no cost upon their request.

We ask that if the final guidelines result in differences with existing retailer hardship policies and procedures approved by the ERAWA, the ERAWA work with those retailers to make the necessary changes to align with the new guidelines. Should the ERAWA determine that revised policies and/or procedures are required from retailers, we further request a reasonable period of time be provided to allow retailers to make these changes and update internal processes.

Should you have any questions or comments, please contact Kathryn Burela on 0498 001 328 or [kburela@agl.com.au](mailto:kburela@agl.com.au).

Regards

Con Hristodoulidis

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