



# Notice

10 July 2024

## Publication of gas retailers' financial hardship policies

The ERA has published the current financial hardship policies for three gas retailers.

All gas retailers supplying gas to residential customers under a gas trading licence must have a financial hardship policy to assist customers to meet their financial obligations and responsibilities to the retailer.

The ERA has published on its [website](#) the financial hardship policies of:

- Alinta Energy
- IPower2 Pty Ltd and IPower Pty Ltd (trading as ENGIE)
- AGL Sales Pty Ltd

The ERA's new [Financial Hardship Policy Guidelines](#) together with the amended *Compendium of Gas Customer Licence Obligations*, came into effect on 1 July 2024.

The ERA does not approve gas or electricity financial hardship policies but publishes them for customer information. The policies are also available on the retailers' own websites.

### Further information

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