

## GAS RETAILERS - CUSTOMER HARDSHIP AND FAMILY VIOLENCE POLICIES

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The Tasmanian Economic Regulator, Mr Joe Dimasi, today published amendments to the Tasmanian Gas Retail Code. From 1 July 2023, gas retailers operating in Tasmania are required to have policies in place to assist customers experiencing difficulty paying their gas account due to hardship and customers experiencing family violence.

The amendments will ensure that gas customers in Tasmania benefit from similar hardship and family violence protections to those already in place for electricity customers in Tasmania. Electricity retailers, and gas retailers in other states and territories, are required to have such policies under the National Energy Retail Rules.

The Code requires gas retailers to have processes to identify and assist customers experiencing hardship and family violence, and to offer a range of payment and debt management options to affected customers.

The Code also requires enhanced information security for customers experiencing family violence and the identification a safe method of communication with such customers. Retailers must ensure that staff receive training on these policies and treat customers with respect and sensitivity.

Gas retailers must make their hardship and family violence policies easily accessible on their website and send copies to any customers who request them.

There are three licenced gas retailers currently operating in Tasmania: Aurora Energy, Tas Gas Retail, and Origin Energy.

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The Gas Retail Code is available at:  
[www.economicregulator.tas.gov.au](http://www.economicregulator.tas.gov.au)  
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