



CONSULTATION

Financial Hardship Policy Guidelines for Water Services

The Economic Regulation Authority is seeking public comment on the draft *Financial Hardship Policy Guidelines for Water Services (Guidelines)*.

The *Water Services Code of Conduct (Customer Service Standards) 2013 (Water Customer Service Code)* applies to persons who hold a licence for water supply (drinking water only), sewerage, irrigation services or drainage services and their customers.

Among its requirements, the Water Customer Service Code requires licensees to develop a financial hardship policy for their residential customers. The Authority has developed the Guidelines to provide licensees with guidance in the development of their hardship policies.

The Guidelines are available on the Authority's [website](#). Interested parties are invited to make submissions on the Guidelines by **4:00 pm (WST) on Tuesday, 1 October 2013**.

Submissions should be marked to the attention of David Leith, A/Assistant Director Customer Protection.

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CONFIDENTIALITY

In general, all submissions from interested parties will be treated as being in the public domain and placed on the Authority's website. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim. Any claim of confidentiality will be considered in accordance with the provisions of Section 55 of the *Economic Regulation Authority Act 2003*.

The publication of a submission on the Authority's website shall not be taken as indicating that the Authority has knowledge either actual or constructive of the contents of a particular submission and, in particular, whether the submission in whole or part contains information of a confidential nature and no duty of confidence will arise for the Authority.

For further information contact:

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LYNDON ROWE
CHAIRMAN

13 September 2013