



PUBLICATION

Financial Hardship Policy Guidelines for Water Services

FINAL DECISION

The Economic Regulation Authority has approved the *Financial Hardship Policy Guidelines for Water Services* (**Guidelines**).

- [Decision](#)
- [Financial Hardship Policy Guidelines for Water Services](#)

The Guidelines provide guidance to licensees about how they can satisfy the financial hardship provisions of the *Water Services Code of Conduct (Customer Service Standards) 2013* (**Code**) and on the matters that will be considered by the Authority when assessing a licensee's financial hardship policy.

The Code applies to persons who hold a licence for water supply services (drinking water only), sewerage services, irrigation services and/or drainage services and their customers. Clause 26 of the Code requires licensees to have a written financial hardship policy, which does not have effect unless it is approved by the Authority. The Code took effect on 18 November 2013.

The financial hardship policy must be in place within six months of the Code taking effect or, in the case of licences granted after this date, within six months of the grant of the licences.

On 13 September 2013, the Authority released draft Guidelines for public comment. The period for comment closed on 1 October 2013. Two submissions were received, one from the Western Australian Council of Social Services and one from Busselton Water.

- Submission from the [Western Australian Council of Social Services](#)
- Submission from [Busselton Water](#)

Upon consideration of the submissions, the Authority has made several amendments to the Guidelines.

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