



Notice

16 May 2014

Decision on Water Financial Hardship Policies

The *Water Services Code of Conduct (Customer Service Standards) 2013* (**Code**), which commenced on 18 November 2013, requires certain water licensees to have a financial hardship policy approved by the Economic Regulation Authority (**Authority**).

Licensees had 6 months from the day the Code commenced to have their financial hardship policies in place. Accordingly, licensees are required under the Code to have a financial hardship policy, duly approved by the Authority, in place by 18 May 2014.

The Authority has today released its [Decision](#) regarding financial hardship policies for licensees. The Authority has approved the financial hardship policies of the following water licensees:

- [Aquasol Pty Ltd](#)
- [Bunbury Water Corporation \(t/a Aqwest\)](#)
- [Busselton Water Corporation](#)
- [City of Kalgoorlie-Boulder](#)
- [Hamersley Iron Pty Ltd \(Rio Tinto\)](#)
- [Shire of Dalwallinu](#)
- [Shire of Dowerin](#)
- [Shire of Gnowangerup](#)
- [Shire of Goomalling](#)
- [Shire of Jerramungup](#)
- [Shire of Koorda](#)
- [Shire of Lake Grace](#)
- [Shire of Moora](#)
- [Shire of Ravensthorpe](#)
- [Shire of Victoria Plains](#)
- [Shire of Yilgarn](#); and
- [Water Corporation](#).

Licensees must ensure that their financial hardship policy is publicly available.



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The Authority has considered and decided not to approve the following financial hardship policy:

- Shire of Wickepin.

The Shire of Wickepin did not have an approved financial hardship policy in place as at 18 May 2014, and is therefore in breach of the Code.

The following licensees have not submitted financial hardship policies in approvable form to the Authority, and are therefore also in breach of the Code:

- Shire of Brookton;
- Shire of Coolgardie;
- Shire of Dumbleyung;
- Shire of Kent; and
- Shire of Morawa.

The Authority has decided to give the licensees without approved policies in place until 18 June 2014 to submit compliant financial hardship policies and required supporting information for the Authority to consider. Should any licensee fail to submit a compliant hardship policy by this date, the Authority will issue a rectification notice under section 31 of the *Water Services Act 2012*, requiring them to rectify the failure within a specified period.

For further information contact:

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