



Notice

3 July 2014

Approval of Outstanding 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 (**Policy**) approved by the Economic Regulation Authority (**Authority**).

Licensees had 6 months from the day the Code commenced to have their Policies in place. Accordingly, licensees were required to have a Policy, duly approved by the Authority, in place by 18 May 2014.

On 16 May 2014, the Authority released its [Decision](#) to approve the Policies of 17 water licensees. In that Decision, the Authority decided not to approve the Policy for the Shire of Wickepin, and noted that five water licensees had failed to submit a compliant Policy.

The Authority has today released its [Decision](#) regarding the remaining six Policies. The Authority has approved the Policies of the following water licensees:

- [Shire of Brookton](#);
- [Shire of Coolgardie](#);
- [Shire of Dumbleyung](#);
- [Shire of Kent](#);
- [Shire of Morawa](#); and
- [Shire of Wickepin](#).

Licensees must ensure that their Policy is publicly available.

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