



Notice

27 January 2015

Decision not to approve the Water Corporation's amended financial hardship policy

The Economic Regulation Authority (**Authority**) has decided not to approve proposed amendments to the Water Corporation's financial hardship policy.

Unlike the Water Corporation's current hardship policy which only applies to land owners, the proposed amended hardship policy applies to both land owners and tenants. In relation to tenants who are experiencing financial hardship and who wish to enter into a payment plan, the amended hardship policy requires the tenant to advise their landlord of their inability to pay for water charges. The tenant must then ask the landlord to contact the Water Corporation to set up an instalment plan on their behalf.

The Authority considers the Water Corporation's proposal for a tenant to seek their landlord's approval to enter into a payment plan to be inconsistent with clause 28(1) of the *Water Services Code of Conduct (Customer Service Standards) 2013 (Water Code)*. This clause requires a licensee to ensure that the owner is aware of the proposed payment plan or arrangement. Under the Water Code, the obligation is on the Water Corporation, not the tenant, to ensure the owner is aware of the situation.

For this reason, the Authority has decided not to approve the Water Corporation's proposed amended hardship policy. A copy of the Authority's decision is available on the Authority's [website](#).

The Authority has requested that the Water Corporation amend its hardship policy to address the inconsistencies and comply with clause 28(1) of the Water Code by 1 March 2015.

For further information contact:

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