



# Notice

20 May 2015

## Approval of Financial Hardship Policy

### WATER CORPORATION

The Economic Regulation Authority (**Authority**) has approved the Water Corporation's amended financial hardship policy (**hardship policy**).

On 11 December 2014, the Water Corporation submitted a revised hardship policy for the Authority's approval. The Authority considered the Water Corporation's proposal for a tenant to seek their landlord's approval to enter into a payment plan to be inconsistent with the *Water Services Code of Conduct (Customer Service Standards) 2013 (Water Code)* and decided not to approve the revised hardship policy.

On 27 March 2015, the Water Corporation submitted a further amended hardship policy for the Authority's approval. Under the amended hardship policy, tenants can negotiate a payment plan directly with the Water Corporation. The Water Corporation will then notify the land owner of the proposed plan and seek the land owner's consent.

The Authority has decided to approve the Water Corporation's amended hardship policy as submitted on 27 March 2015. The Authority's [decision](#) and a copy of the Water Corporation's amended [hardship policy](#) can be found on the Authority's website.

For further information contact:

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