

# Decision on Financial Hardship Policy

Robe River Mining Co Pty Ltd

3 June 2015

Economic Regulation Authority

WESTERN AUSTRALIA

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## Decision

1. Pursuant to section 26 of the *Water Services Code of Conduct (Customer Service Standards) 2013 (Code)*, the Economic Regulation Authority (**ERA**) approves Robe River Mining Co Pty Ltd's (**Robe River**) financial hardship policy (**hardship policy**).

## Background

2. On 9 April 2015, the ERA granted Water Services Licence No. 45 (WL45) to Robe River to provide potable water supply services and sewerage services to the town of Pannawonica in the Pilbara.
3. The Code requires licensees that provide potable water supply services and sewerage services to have a written policy in relation to financial hardship. A hardship policy does not have effect unless it is approved by the ERA.
4. As the Code does not specify all of the matters that must be addressed in a hardship policy, the ERA published the *Financial Hardship Policy Guidelines for Water Services (Guidelines)* in December 2013, which explain what the ERA expects to be addressed in a hardship policy under the Code.
5. The ERA considers that Robe River's hardship policy meets the relevant requirements of the *Water Services Act 2012*, Code and Guidelines.
6. A copy of the approved hardship policy is available on the ERA's website.
7. Robe River must ensure their hardship policy is publicly available.