



Notice

18 April 2017

Approval of amendments to Robe River Mining Co Pty Ltd's financial hardship policy

The Economic Regulation Authority (**ERA**) has approved amendments to Robe River Mining Co Pty Ltd's (**Robe River**) financial hardship policy for its water services licence WL45.

Under the *Water Services Code of Conduct (Customer Service Standards) 2013 (Code)*, a water service licensee's financial hardship policy does not have effect unless it is approved by the ERA.

The ERA's *Financial Hardship Policy Guidelines for Water Services (Guidelines)* explain what matters the ERA expects to be addressed in a financial hardship policy.

The ERA considers that Robe River's hardship policy meets the relevant requirements of the *Water Services Act 2012*, Code and Guidelines.

A copy of the approved hardship policy is available on the ERA [website](#).

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