



Notice

4 April 2018

Approval of amendments to Hamersley Iron Pty Ltd's financial hardship policy

The Economic Regulation Authority (**ERA**) has approved amendments to Hamersley Iron Pty Ltd's (**Hamersley Iron**) financial hardship policy for its water services licence WL33.

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 Hamersley Iron'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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