



# Notice

30 April 2018

## Consultation on amended *Financial Hardship Policy Guidelines for Water Services*

The Economic Regulation Authority (**ERA**) invites comments on its [draft amended \*Financial Hardship Policy Guidelines for Water Services\* \(guidelines\)](#).

Most of the proposed amendments result from changes being made to the *Water Services Code of Conduct (Customer Service Standards)* on 1 July 2018. Amendments are also proposed to improve clarity and for ease of reading.

The ERA proposes that the amended guidelines take effect on 1 July 2018 to align with when the new *Water Services Code of Conduct (Customer Service Standards) 2018* will take effect.<sup>1</sup>

### Invitation for submissions

The ERA invites interested parties to make submissions on the draft amended guidelines.

Submissions close 4:00 pm (WST) **Friday, 18 May 2018**.

Submissions should be lodged online using the form on our website [www.erawa.com.au/consultation](http://www.erawa.com.au/consultation).

For further information contact:

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<sup>1</sup> Information on the ERA's review of the *Water Service Code of Conduct (Customer Service Standards)* is available on the ERA [website](#).