



Notice

19 June 2018

Financial hardship policy guidelines for water services

AMENDMENTS APPROVED

The Economic Regulation Authority (ERA) has amended its financial hardship policy [guidelines](#) for water services.

Most of the amendments result from changes to the *Water Services Code of Conduct (Customer Service Standards)*. Amendments were also made to improve clarity and ease of reading.

The ERA undertook public consultation on the amended guidelines, but did not receive any comments.

The new code of conduct and amended guidelines will take effect on 1 July 2018.

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