



# Notice

19 December 2018

## Financial Hardship Policies for water services

### Approval of amendments

On 29 June 2018, the Economic Regulation Authority published the [Financial Hardship Policy Guidelines for Water Services – June 2018](#).<sup>1</sup> The guidelines included amendments that resulted mainly from changes to the *Water Services Code of Conduct (Customer Service Standards) 2018*, and the addition of ‘domestic or family violence’ to the list of factors that may cause financial hardship.

Clauses 29(1) and (2) of the Code of Conduct provides that only licensees who provide water supply services (drinking water only) or sewerage services must have a financial hardship policy.

On 2 August 2018, the ERA requested water licensees to review their financial hardship policy against the revised guidelines.<sup>2</sup>

The following licensees have amended their financial hardship policy:

- Aquasol Pty Ltd (WL42)
- Bunbury Water Corporation (trading as Aqwest) (WL2)
- Busselton Water Corporation (WL3)
- Hamersley Iron Pty Ltd (WL33)
- Lancelin South Pty Ltd (WL47)
- Shire of Dumbleyung (WL16)
- Shire of Gnowangerup (WL11)
- Water Corporation (WL32)

These financial hardship policies are available on the ERA’s [website](#).

<sup>1</sup> The guidelines are available on the ERA’s [website](#).

<sup>2</sup> Clause 29(3) of the Code of Conduct provides, “unless the Authority approves otherwise, a licensee’s financial hardship policy must comply with the Authority’s guidelines (if any) in relation to financial hardship policies”.

The following licensees are required to provide, but have not yet provided, an amended policy:

- City of Kalgoorlie-Boulder (WL4)
- Shire of Lake Grace (WL22)
- Water West North Dandelup (WL46)

The ERA will publish these policies when they have been approved.

### **Further information**

General enquiries

Paul Reid

Ph: 08 6557 7976

[licensing@erawa.com.au](mailto:licensing@erawa.com.au)

Media enquiries

Natalie Warnock

Ph: 08 6557 7933 | Mob: 0428 859 826

[media@erawa.com.au](mailto:media@erawa.com.au)