



Notice

10 July 2019

Approval of amendments to financial hardship policy

Hamersley Iron Pty Ltd

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

Under the *Water Services Code of Conduct (Customer Service Standards) 2018*, 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* 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](#).

Further information

General enquiries

Paul Reid
Ph: 08 6557 7976
info@erawa.com.au

Media enquiries

Natalie Warnock
Ph: 08 6557 7933 | Mob: 0428 859 826
media@erawa.com.au