



Notice

7 January 2021

Hamersley Iron Pty Ltd

Approval of amendments to financial hardship policy

The Economic Regulation Authority has approved minor amendments to Hamersley Iron Pty Ltd's financial hardship policy for its water services licence WL33. WL33 licenses Hamersley Iron to supply water supply and sewerage services to communities in Tom Price, Dampier and Paraburdoo.

Hamersley Iron has amended the financial hardship policy to update the contact details for the Energy and Water Ombudsman.

Under the *Water Services Code of Conduct (Customer Service Standards) 2018*, a water service licensee's financial hardship policy must be 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 financial hardship policy meets the relevant requirements of the *Water Services Act 2012*, Code and Guidelines.

A copy of the approved financial 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