



Notice

26 October 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. Under WL33, Hamersley Iron provides water supply and sewerage services to communities in Tom Price, Dampier and Paraburdoo.

Hamersley Iron has amended the financial hardship policy to:

- Refer to Hamersley Iron's new *Family violence guidance for residential water services customers policy*.
- Update the:
 - Email contact details.
 - Summary process for reminder notices issued to customers.
- Set the period between reviews of the policy to be at least once in every five years, as required by the *Water Services Code of Conduct (Customer Service Standards) 2018*.

Under the Code, a 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

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