



# Notice

4 November 2021

## Lancelin South Pty Ltd

### Approval of amendments to financial hardship policy

The Economic Regulation Authority has approved minor amendments to Lancelin South Pty Ltd's financial hardship policy for its water services licence WL47.

Lancelin South provides potable and non-potable water supply and sewerage services to a small residential development 2 kilometres south of Lancelin, in the Shire of Gingin.

Lancelin South has amended its financial hardship policy to:

- Clarify that it will not reduce a customer's water flow:
  - While it is assessing whether the customer is in financial hardship.
  - Within seven days of it offering the customer a payment plan or other arrangement.
  - If the customer is in financial hardship and complying with a payment plan.
- To clarify that it may only cut off, or reduce the rate of flow of, a supply of water if a water service charge remains unpaid for 30 days or more after it becomes due.<sup>1</sup>
- Address formatting and typographical errors.

Under the *Water Services Code of Conduct (Customer Service Standards) 2018*, the ERA approves licensees' financial hardship policies.

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 Lancelin South's financial hardship policy meets the requirements of the *Water Services Act 2012*, code and guidelines.

A copy of the amended financial hardship policy is available on the ERA's [website](#).

#### Further information

General enquiries

Paul Reid

Ph: 08 6557 7989

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

Media enquiries

Natalie Warnock

Ph: 08 6557 7933 | Mob: 0428 859 826

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

<sup>1</sup> The inclusion of this information in the policy was a recommendation in Lancelin South's 2021 operational audit and a requirement of the *Water Services Code of Conduct (Customer Service Standards) 2018*.