



Notice

10 August 2023

Bunbury Water Corporation (trading as Aqwest)

Approval of amended financial hardship policy

The Economic Regulation Authority has approved Aqwest's amended financial hardship policy for its water services licence WL2.

Aqwest is a statutory State-owned corporation that provides potable (drinking) water supply services to customers located in the City of Bunbury and surroundings areas and has approximately 17,800 customer accounts.

The *Water Services Code of Conduct (Customer Service Standards) 2018* requires water service licensees that supply drinking water or sewerage services to have an ERA-approved financial hardship policy in place.¹ Clause 29(7) of the Code requires a licensee to review its financial hardship policy at least once every five years.

Aqwest's five-year review was due this year and following the review it submitted an amended policy to the ERA for approval. Aqwest made minor amendments to the policy, including an additional payment option available to customers (paying at the post office) and a change in Aqwest's contact details.

The ERA considers that Aqwest's amended policy meets the requirements of the Code and the ERA's *Financial Hardship Policy Guidelines for Water Licences (June 2018)*.

A copy of the approved policy is available on the [ERA website](#).

Further information

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¹ There are two exceptions to this requirement: licensees that only supply non-residential customers, and licensees that supply solely to members.