



# Notice

27 September 2023

## City of Kalgoorlie-Boulder

### Approval of amended financial hardship policy

The Economic Regulation Authority has approved the City of Kalgoorlie-Boulder's amended financial hardship policy for water services licence WL4.

The City provides sewerage services to approximately 13,000 properties and non-potable water supply to a small number of large commercial customers and to irrigate its ovals and parks.

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.<sup>1</sup>

CKB has amended its policy to:

- Update its definition of financial hardship
- Include information on fees and charges relating to complaints
- Update the City's branding and the policy's formatting.

The ERA considers that the CKB'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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<sup>1</sup> There are two exceptions to this requirement: licensees that only supply non-residential customers, and licensees that supply solely to members.