



# Notice

13 December 2023

## Water services licences

### Approval of amended financial hardship policies

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

The following water licensees have completed their five-yearly financial hardship policy review and submitted their amended policies to the ERA for approval:

- Country Heights Water Pty Ltd (WL49)
- Water West North Dandalup Pty Ltd (WL46).

Country Heights has updated its business name, which changed from Athen Water Solutions Pty Ltd in 2022. Water West updated its contact details.

The ERA considers that both policies meet the requirements of the Code and the ERA's *Financial Hardship Policy Guidelines for Water Licences (June 2018)*.

A copy of the approved policies is available on the [Financial Hardship Policies webpage](#).

### Further information

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