



Notice

04 July 2024

Updated Financial Hardship Policy Guidelines for water licensees

The Economic Regulation Authority has amended its [Financial Hardship Policy Guidelines for water licensees](#) to improve readability and incorporate changes made in the recently published *Water Services Code of Conduct (Customer Service Standards) 2024*.

The ERA published its proposed changes to the Guidelines for stakeholder feedback in June 2024, and no submissions were received.

The ERA has made only minor further wording changes to the explanation in section 1 and 2.1 to clarify which entities are required to have a hardship policy.

Under the Water Code, licensees that provide water supply services or sewerage services are required to have a financial hardship policy. A holder of a licence for water supply services is, however, only required to have a hardship policy if the water it supplies is potable water or water that is not potable but is able to be treated by the customer to make it fit for humans to drink (as per clause 5(1) of the Water Code).

Further information

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