



# Notice

14 July 2016

## Approval of amendments to Financial Hardship Policy

### HAMERSLEY IRON PTY LTD

The Economic Regulation Authority (**ERA**) has approved amendments to Hamersley Iron Pty Ltd's (**Hamersley Iron**) financial hardship policy for its water services licence WL33.

Under the *Water Services Code of Conduct (Customer Service Standards) 2013 (Code)*, a water service licensee's financial hardship policy does not have effect unless it is approved by the ERA.

As the Code does not specify all of the matters that must be addressed in a hardship policy, the ERA published the *Financial Hardship Policy Guidelines for Water Services (Guidelines)* in December 2013, which explain what the ERA expects to be addressed in a hardship policy under the Code.

The ERA considers that Hamersley Iron's hardship policy meets the relevant requirements of the *Water Services Act 2012*, Code and Guidelines.

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

For further information contact:

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