



Notice

29 June 2018

Financial hardship policy guidelines for water services

FURTHER AMENDMENT APPROVED

The Economic Regulation Authority (ERA) has approved one additional amendment to its financial hardship policy [guidelines](#) for water services.

The amendment consists of adding 'domestic or family violence' to the list of factors that may cause financial hardship.

Background

On 30 April 2018, the ERA released draft amended guidelines for a three week public consultation period. Most of the proposed amendments resulted from [changes](#) to the *Water Services Code of Conduct (Customer Service Standards)*. Amendments were also made to improve clarity and ease of reading.

The ERA published the final amended guidelines on its website on 19 June 2018. The [notice](#) accompanying the amended guidelines stated that the ERA had not received any public submissions.

Following publication of the notice, the ERA became aware that two stakeholders had made [submissions](#). The submissions, made by Aqwest and the Western Australian Council of Social Services (WACOSS), were made before the end of the public consultation period but due to a technical problem the ERA did not receive them before publishing the final amended guidelines.

The ERA decided to re-open the amendment process and consider these submissions. Aqwest supported all the proposed changes.

WACOSS raised four matters in its submission. The ERA agreed with WACOSS' proposal to include 'domestic or family violence' in the list of factors that may cause financial hardship (paragraph 2.2 of the guidelines).

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