



# Notice

29 November 2019

## Lancelin South Pty Ltd

### Approval of amendments to financial hardship policy

The Economic Regulation Authority has approved amendments to Lancelin South Pty Ltd's financial hardship policy for its water services licence WL47.

Under the *Water Services Code of Conduct (Customer Service Standards) 2018*, a water service licensee's financial hardship policy does not have effect unless it is approved by the ERA.

The ERA's *Financial Hardship Policy Guidelines for Water Services* explain what matters the ERA expects to be addressed in a financial hardship policy.

The ERA considers that Lancelin South's amended financial 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 website.

#### Further information

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