



Notice

30 October 2023

Water services licences

Approval of financial hardship policies

The *Water Services Code of Conduct (Customer Service Standards) 2018* requires water service licensees that supply drinking water or sewerage services to have an approved financial hardship policy in place.¹ Clause 29(7) of the Code requires a licensee to review its financial hardship policy at least once every five years.

As their five-year review was due this year, the Economic Regulation Authority requested that the following water licensees review their financial hardship policies:

- Aquasol Pty Ltd (WL42)
- Hamersley Iron Pty Ltd (WL33)
- Lancelin South Pty Ltd (WL47)
- Moore River Water Services Pty Ltd (WL48)
- Shire of Gnowangerup (WL11).

Following the review, the licensees submitted their policies to the ERA for approval, including details of their consultation with relevant consumer organisations, which the Code requires.

Three licensees, Aquasol, Hamersley Iron and Lancelin South, made minor amendments to their policies, including clarifying their processes for assessing whether a customer is in financial hardship and how they manage complaints, and updating the contact details of external financial counselling services.

Moore River and the Shire of Gnowangerup did not change their policies following their reviews.

The ERA considers that the 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 [ERA website](#).

Further information

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¹ There are two exceptions to this requirement: licensees that only supply non-residential customers, and licensees that solely supply members.