



Notice

7 August 2017

ERA approves Water West's financial hardship policy

The Economic Regulation Authority (**ERA**) has approved Water West North Dandalup Pty Ltd's (**Water West**) financial hardship policy for its Water Services Licence WL46.

Water West's licence covers the supply of sewerage and non-potable water services to the North Dandalup townsite expansion, located approximately 20 kilometres east of Mandurah. The expansion project could provide as many as 1,400 residential lots, a primary school and a commercial centre.

The policy is a requirement under the *Water Services Code of Conduct (Customer Service Standards) 2013 (Code)*. It sets out how Water West will assist its residential customers who are unable to pay for their water services because of financial hardship.

The ERA has found that the policy meets the requirements of the Code and the ERA's *Financial Hardship Policy Guidelines for Water Services*.

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

For further information contact:

Media Enquiries

Sinéad Mangan

Work: 08 6557 7912

Mobile: 0428 859 826

Email: communications@erawa.com.au