



Notice

25 August 2017

ERA approves Lancelin South's financial hardship policy

The Economic Regulation Authority (**ERA**) has approved Lancelin South Pty Ltd's financial hardship policy for its water services licence WL47.

Lancelin South's licence covers the supply of potable water, non-potable water and sewerage services to the Lancelin South development. The development is located approximately 130 km north of Perth and 2.2 km south of Lancelin, in the Shire of Gingin. It will initially provide 1,000 residential lots, with the potential to create a further 3,000 residential lots.

The policy is a requirement under the *Water Services Code of Conduct (Customer Service Standards) 2013 (Code)*. It sets out how Lancelin South will assist 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:

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