



# Notice

17 June 2024

## Financial Hardship Policy Guidelines for water licences

### Public consultation

The Economic Regulation Authority invites comments on its [draft \*Financial Hardship Policy Guidelines for water licences\*](#) that incorporates changes made to the *Water Services Code of Conduct (Customer Service Standards) 2018*, which will be repealed and replaced with the *Water Services Code of Conduct (Customer Service Standards) 2024* following a recent [review](#). Amendments have also been made to the Guidelines to improve clarity.

The ERA intends to publish the amended Guidelines in July 2024, following a consultation period.

Under the Water Code, licensees that provide water supply services (potable water or water that is not potable but is able to be treated by the customer to make it fit for humans to drink) or sewerage services are required to have a financial hardship policy.

### Invitation for submissions

The ERA invites interested parties to make submissions on the amended guidelines.

Submissions close 4:00 pm (WST) Friday, 28 June 2024.

Submissions can be lodged online using the form on our [Current Consultation webpage](#).

### Further information

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