

WORK AND INCOME Number of Vulnerable or potential vulnerable consumers on whose behalf the retailer has consulted with Work and Income in that Quarter

Quarter	Aggregated sum
Q1 06	
Q2 06	
Q3 06	
Q4 06	
Q1 07	
Q2 07	
Q3 07	
Q4 07	1,112
Q1 08	524
Q2 08	591
Q3 08	5,160
Q4 08	11,320
Q1 09	11,325
Q2 09	11,130
Q3 09	11,589
Q4 09	7,693
Q1 10	5,885
Q2 10	4,121
Q3 10	5,567
Q4 10	3,993
Q1 11	2,376
Q2 11	1,905
Q3 11	2,541
Q4 11	2,186
Q1 12	2,032
Q2 12	1,985
Q3 12	2,768
Q4 12	2,310
Q1 13	1,731
Q2 13	1,959
Q3 13	2,333
Q4 13	2,320
Q1 14	1,947
Q2 14	1,543
Q3 14	2,212
Q4 14	1,973
Q1 15	1,553
Q2 15	1,307
Q3 15	1,626
Q4 15	1,926
Q1 16	1,639
Q2 16	1,426
Q3 16	1,698
Q4 16	1,552

Q1 17	1,429
Q2 17	1,272
Q3 17	2,080
Q4 17	1,452
Q1 18	1,389
Q2 18	1,122
Q3 18	1,471
Q4 18	1,350
Q1 19	1,218

MEDICALLY DEPENDENT Number of identified medically dependent vulnerable consumers registered at the end of the quarter

Quarter	Aggregated sum
Q1 06	
Q2 06	
Q3 06	
Q4 06	
Q1 07	
Q2 07	
Q3 07	
Q4 07	4,233
Q1 08	8,395
Q2 08	10,797
Q3 08	13,625
Q4 08	14,969
Q1 09	16,002
Q2 09	17,738
Q3 09	19,216
Q4 09	22,057
Q1 10	22,733
Q2 10	25,370
Q3 10	26,471
Q4 10	27,506
Q1 11	27,571
Q2 11	29,172
Q3 11	32,435
Q4 11	33,333
Q1 12	34,839
Q2 12	36,768
Q3 12	39,023
Q4 12	40,019
Q1 13	39,584
Q2 13	41,235
Q3 13	43,657
Q4 13	45,098
Q1 14	45,466
Q2 14	47,989

Q3 14	49,706
Q4 14	51,833
Q1 15	46,437
Q2 15	46,424
Q3 15	47,401
Q4 15	47,365
Q1 16	47,920
Q2 16	24,623
Q3 16	22,311
Q4 16	21,524
Q1 17	21,656
Q2 17	20,474
Q3 17	20,721
Q4 17	19,396
Q1 18	18,147
Q2 18	18,220
Q3 18	18,045
Q4 18	17,878
Q1 19	18,049

DEBT - MEDICALLY DEPENDENT The number of customers who are flagged as dependent on electricity for critical medical support and who have debts greater than 60 days

Quarter	Aggregated sum
Q1 06	
Q2 06	
Q3 06	
Q4 06	
Q1 07	
Q2 07	
Q3 07	
Q4 07	365
Q1 08	986
Q2 08	1,330
Q3 08	1,512
Q4 08	2,187
Q1 09	2,028
Q2 09	1,578
Q3 09	1,699
Q4 09	1,971
Q1 10	2,370
Q2 10	2,748
Q3 10	2,210
Q4 10	2,430
Q1 11	1,980
Q2 11	2,376
Q3 11	2,638
Q4 11	3,266

Q1 12	3,071
Q2 12	2,552
Q3 12	2,702
Q4 12	3,262
Q1 13	3,421
Q2 13	3,827
Q3 13	3,164
Q4 13	3,296
Q1 14	2,907
Q2 14	2,814
Q3 14	2,915
Q4 14	3,407
Q1 15	2,901
Q2 15	2,523
Q3 15	2,471
Q4 15	2,669
Q1 16	2,214
Q2 16	1,790
Q3 16	1,898
Q4 16	1,635
Q1 17	1,402
Q2 17	1,069
Q3 17	1,136
Q4 17	1,252
Q1 18	964
Q2 18	726
Q3 18	979
Q4 18	1,024
Q1 19	1,082