### (a) Annual Debt Write Off

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>2016-17</th>
<th>2017-18</th>
<th>2018-19</th>
<th>2019-20</th>
<th>2020-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt Write off</td>
<td>$1,949,270.49</td>
<td>$1,299,447.67</td>
<td>$1,612,988.81</td>
<td>$2,998,901.27</td>
<td>$1,167,859.52</td>
</tr>
</tbody>
</table>

### (b) Annual Debt Write Off – Residential/Other Customers

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>2016-17</th>
<th>2017-18</th>
<th>2018-19</th>
<th>2019-20</th>
<th>2020-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>$1,949,270.49*</td>
<td>$1,165,162.03</td>
<td>$1,065,311.28</td>
<td>$2,528,462.28</td>
<td>$1,081,140.00</td>
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<tr>
<td>Other</td>
<td>$134,285.64</td>
<td>$547,677.53</td>
<td>$470,438.99</td>
<td>$86,719.52</td>
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</table>

* In 2016/17 there was no requirement to capture the split between residential and other. The figure represents the total debt write off for this year.

### (c) Households and Corporate Customers

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<tr>
<th>Financial Year</th>
<th>2019-20</th>
<th>2020-21</th>
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<tbody>
<tr>
<td>Number of households #</td>
<td>3,452</td>
<td>1,317</td>
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<tr>
<td>Value of Debt</td>
<td>$2,528,462.28</td>
<td>$1,081,140.00</td>
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<tr>
<td>Number of corporate customers</td>
<td>159</td>
<td>64</td>
</tr>
<tr>
<td>Value of debt</td>
<td>$470,438.99</td>
<td>$86,719.52</td>
</tr>
<tr>
<td>Financial Year</td>
<td>2019-20</td>
<td>2020-21</td>
</tr>
<tr>
<td>---------------</td>
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<td>-----------</td>
</tr>
<tr>
<td>i. Household Post codes</td>
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<tr>
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<td>ii. Corporate Post codes</td>
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