

# COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)  
As at 15/3/2021

Disconnections (40 retailers reported)

Total number of disconnections

459

Net disconnections\*

287

Total number of retailers disconnecting customers

6

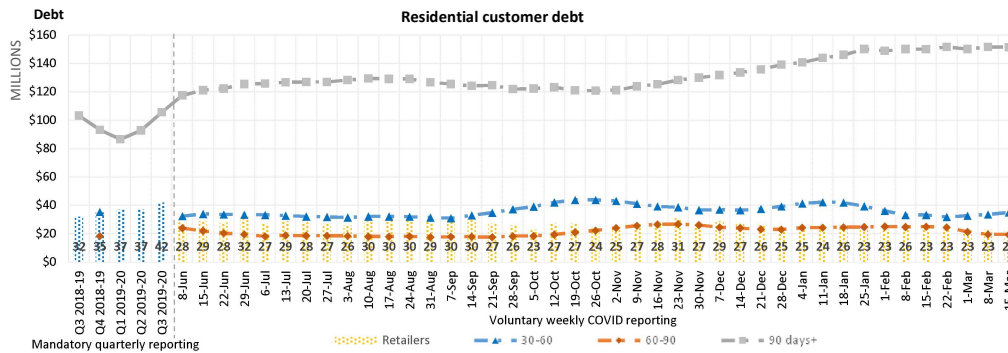
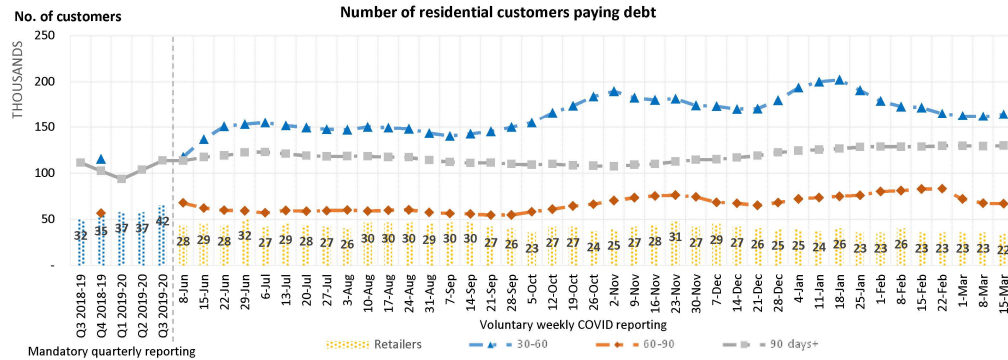
1/03/2021

\*total disconnections minus customers  
reconnected by the same retailer within a  
week

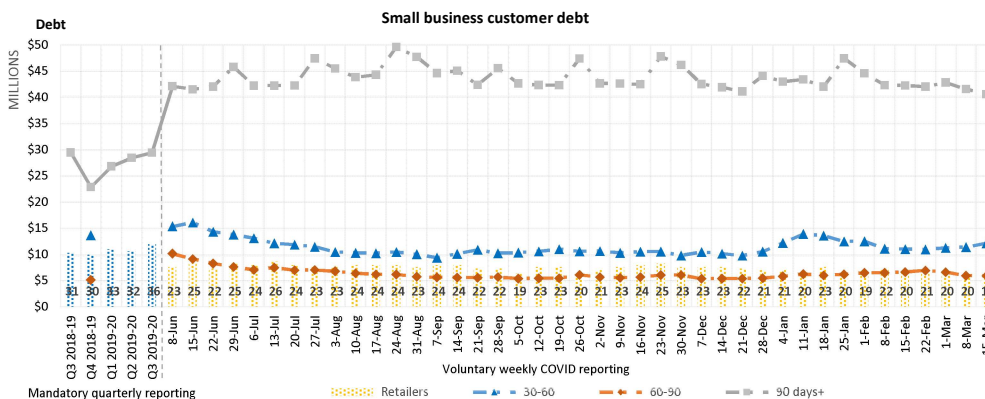
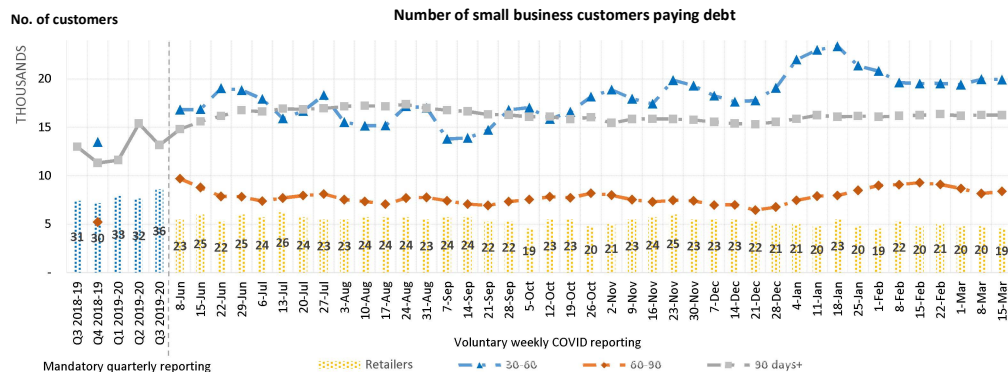
Debt weekly & quarterly trends - residential & small business customers

As at 15/3/2021

Residential electricity (22 included submissions)



Small business electricity (19 included submissions)



## Disconnections

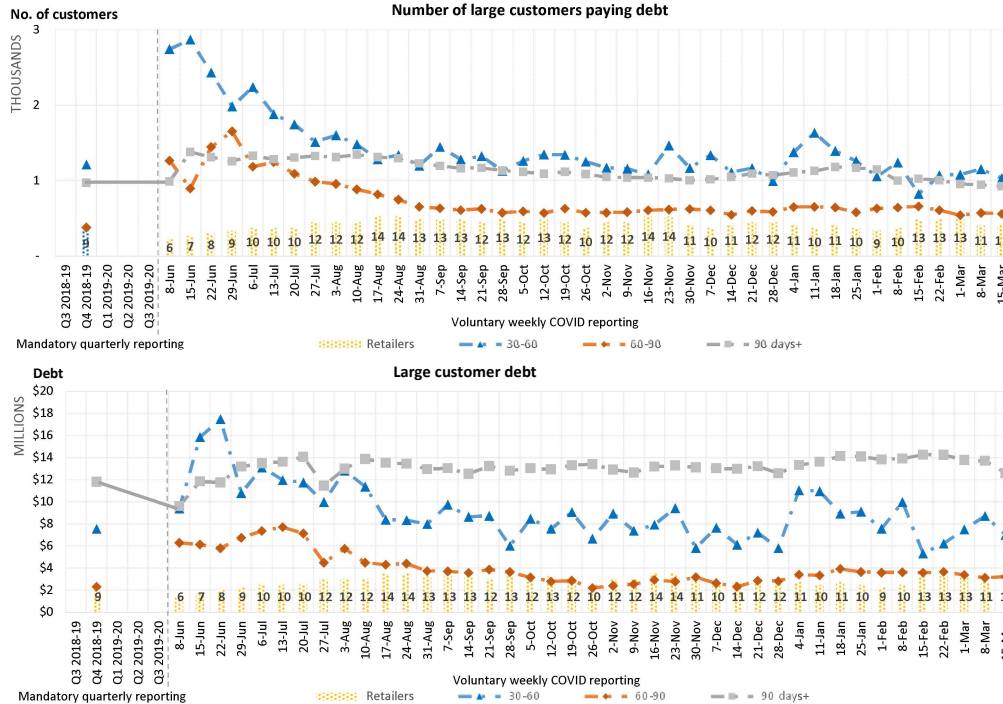
The number of weekly disconnections has generally trended upwards since disconnections recommenced in August 2020.

## Debt

This data includes 30, 60 & 90+ day debt metrics. The bars show the number of retailers which submitted data on 90+ day debt. The increase in 90+ day total debt since October has been driven primarily by Tier 1 and large Tier 2 retailers.

# COVID-19 RETAIL MARKET DATA DASHBOARD

## Large electricity (10 included submissions)

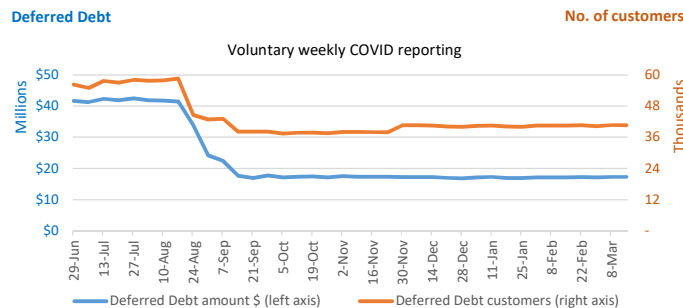


## Deferred Debt - Electricity & Gas As at 15/3/2021

### Deferred Debt (10 included submissions)

Amount of Debt \$	
Residential	14.6 million
Sml Bus.	2.6 million

Number of customers	
Residential	37922
Sml Bus.	2672

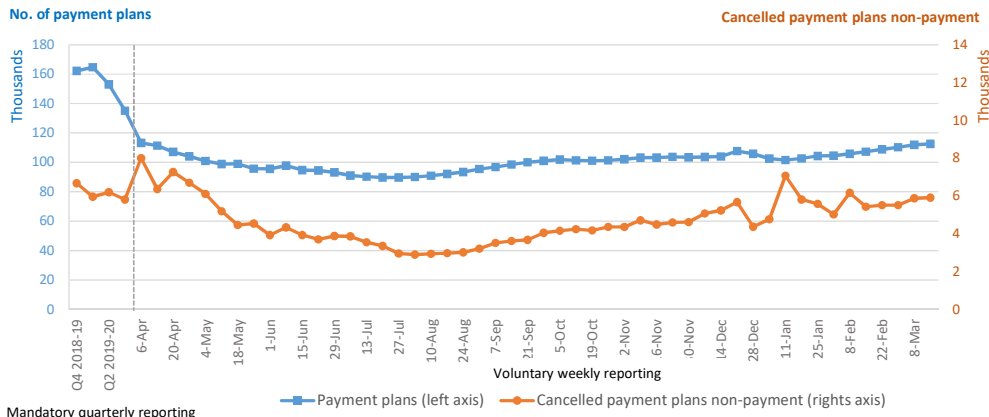


### Deferred debt

Many retailers have allowed customers to defer payments rather than using payment plans or hardship programs during the pandemic. However, a number of retailers stopped offering such arrangements from 31 July. A significant drop occurred from 24 August, due to a Tier 1 retailer closing its deferred debt program. Since then deferred debt has remained relatively stable.

## Payment plans - Electricity & Gas As at 15/3/2021

### Payment plans (20 included submissions)



### Payment plans

The number of customers on payment plans increased in August and September, driven by one Tier 1 retailer moving customers off deferred payment arrangements and onto regular payment plans. However, contrary to expectations, there are still fewer customers on payment plans than as at Q3 2019-2020. Note that, unlike quarterly data, the weekly data for this indicator represents a subset of all retailers (covering approximately 97.5% of market share).

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Call centre metrics - Weekly collection As at 01/3/2021

Call centre	Annual 2018-19	30/03/2020	1/03/2021
Average proportion of customer base calling an operator (17 included submissions)		% point change since	
<b>3.3%</b>	↓ 0.02	↑ 0.38	↓ 0.25
Average percentage of calls answered within 30 seconds (17 included submissions)		% point change since	
<b>74%</b>	↑ 1.94	↑ 14.12	↓ 2.55
Average time before an operator answers a call (15 included submissions)		% change since	
<b>51 Seconds</b>	↑ 3.27	↓ 50.01	↑ 0.81
Average percentage of calls abandoned before being answered (14 included submissions)		% point change since	
<b>5.19%</b>	↑ 1.55	↓ 2.21	↓ 0.85

#### Call centre metrics

The fall in 'call centre average wait time' was driven by Tier 1 retailers

### Hardship - Monthly collection February 2021

Electricity hardship programs (23 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs		% point change since
<b>1.12%</b>	↑ 0.18	↑ 0.04
Average debt of electricity customers on hardship programs		% change since
<b>\$1,596.52</b>	↑ 36.11	↑ 28.96
<b>Electricity hardship programs - on entry (19 included submissions)</b>	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of electricity customers entering hardship programs		% point change since
<b>0.14%</b>	↓ 0.00	↓ 0.03
Average debt on entry to hardship for electricity customers		% change since
<b>\$1,477.85</b>	↑ 31.76	↑ 19.09
<b>Gas hardship programs (11 included submissions)</b>	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers on hardship programs		% point change since
<b>0.68%</b>	0.00	↓ 0.03
Average debt of gas customers on hardship programs		% change since
<b>\$654.59</b>	↑ 2.17	↑ 1.06
<b>Gas hardship programs - on entry (9 included submissions)</b>	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers entering hardship programs		% point change since
<b>0.06%</b>	↓ 0.11	0.00
Average debt on entry to hardship for gas customers		% change since
<b>\$826.04</b>	↑ 26.83	↑ 17.47

#### Hardship programs

The number of customers on hardship programs for both electricity and gas is similar to the number at the end of March 2020. Average hardship debt for electricity and gas is trending higher since end of March 2020.

### Credit collection - Monthly collection February 2021

Credit collections (9 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection		% point change since
<b>0.71%</b>	↑ 0.05	↑ 0.05
Average proportion of customers credit defaulted		% point change since
<b>0.00%</b>	↓ 0.13	↓ 0.10

#### Credit collections

Contrary to expecting a nil response, retailers reported data against this criteria. Based on discussions with the retailers concerned, they have paused credit defaults and have repurposed their credit collection agencies to recover debt through the offering of payment plans and other forms of payment assistance.

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Deferral of network charges - Monthly collection

	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
<b>Deferral metrics:</b>						
Number of customers who deferred payment of network charges	0	0	0	0	0	0
Total amount of network charges deferred	0	0	0	0	0	0
Latest due date for payment of deferred network charges	N/A	N/A	N/A	N/A	N/A	N/A

#### Deferral of network charges

In August, the AEMC made a rule change to allow some retailers to defer payment of network charges for customers impacted by COVID19. To date, no retailers have used the network charges deferral mechanism.

**Dashboard NB:** This dashboard incorporates additional data from previous weeks resulting in a more complete and robust data report.