



Retail performance data snapshot 2018–19

Debt levels (non-hardship)

Residential customer debt[^]

Number of customers repaying energy debt			
	2017–18	2018–19	Change
QLD	39 085	35 587	▼ 3 498
SA	31 242	23 585	▼ 7 657
ACT	10 015	7 521	▼ 2 494
NSW	101 047	79 142	▼ 21 905
TAS	3 710	4 292	▲ 582
National	185 099	150 127	▼ 34 972

Customers in debt (%)			
	2017–18	2018–19	Change
QLD	1.80	1.60	▼ 0.20
SA	2.61	1.94	▼ 0.67
ACT	3.41	2.50	▼ 0.91
NSW	2.25	1.69	▼ 0.56
TAS	1.54	1.75	▲ 0.21
National	2.21	1.73	▼ 0.47

Small business customer debt[^]

Number of customers repaying energy debt			
	2017–18	2018–19	Change
QLD	3 392	3 588	▲ 196
SA	3 647	2 156	▼ 1 491
ACT	493	440	▼ 53
NSW	14 558	8 824	▼ 5 734
TAS	165	185	▲ 20
National	22 255	15 193	▼ 7 062

Customers in debt (%)			
	2017–18	2018–19	Change
QLD	1.61	1.70	▲ 0.08
SA	3.61	2.20	▼ 1.41
ACT	3.13	2.79	▼ 0.34
NSW	3.97	2.31	▼ 1.66
TAS	0.46	0.51	▲ 0.05
National	3.05	2.04	▼ 1.01

Average amount of energy debt (\$)			
	2017–18	2018–19	Change
QLD	680	653	▼ 28
SA	1 212	1 040	▼ 171
ACT	768	793	▲ 25
NSW	855	775	▼ 79
TAS	776	892	▲ 116
National	872	792	▼ 80

Average amount of energy debt (\$)			
	2017–18	2018–19	Change
QLD	1 893	1 835	▼ 58
SA	1 647	1 891	▲ 245
ACT	1 621	694	▼ 927
NSW	1 910	1 906	▼ 4
TAS	416	1 098	▲ 682
National	1 847	1 842	▼ 5

[^] gas & electricity combined

Payment plans

Residential electricity customers on payment plans*

Number of payment plans			
	2017-18	2018-19	Change
QLD	29 024	35 605	▲ 6 581
SA	13 656	12 911	▼ 745
ACT	699	730	▲ 31
NSW	28 525	31 545	▲ 3 020
TAS	2 797	2 728	▼ 69
National	74 701	83 519	▲ 8 818

% of payment plans cancelled			
	2017-18	2018-19	Change
QLD	63.62	55.82	▼ 7.80
SA	58.99	59.69	▲ 0.70
ACT	89.70	67.30	▼ 22.41
NSW	63.60	63.85	▲ 0.25
TAS	73.78	72.55	▼ 1.23
National	63.45	59.58	▼ 3.87

% of customers on payment plans			
	2017-18	2018-19	Change
QLD	1.54	1.86	▲ 0.32
SA	1.95	1.80	▼ 0.14
ACT	0.42	0.43	▲ 0.01
NSW	1.27	1.36	▲ 0.09
TAS	1.16	1.12	▼ 0.04
National	1.43	1.56	▲ 0.13

Residential gas customers on payment plans*

Number of payment plans *			
	2017-18	2018-19	Change
QLD	3 728	1 786	▼ 1 942
SA	2 973	3 435	▲ 462
ACT	345	324	▼ 21
NSW	4 844	5 454	▲ 610
National	11 890	10 999	▼ 891

% of payment plans cancelled			
	2017-18	2018-19	Change
QLD	68.55	66.26	▼ 2.29
SA	64.13	62.42	▼ 1.71
ACT	90.09	64.85	▼ 25.24
NSW	72.64	65.50	▼ 7.14
National	70.83	64.70	▼ 6.13

% of customers on payment plans			
	2017-18	2018-19	Change
QLD	1.97	0.91	▼ 1.05
SA	0.79	0.88	▲ 0.09
ACT	0.30	0.27	▼ 0.02
NSW	0.48	0.53	▲ 0.04
National	0.71	0.63	▼ 0.07

* excludes Energy Australia

Hardship

Residential Electricity Hardship indicators

Number of hardship customers			
	2017-18	2018-19	Change
QLD	18 648	19 070	▲ 422
SA	15 521	16 113	▲ 592
ACT	987	1 333	▲ 346
NSW	30 527	32 773	▲ 2 246
TAS	3 251	4 090	▲ 839
National	68 934	73 379	▲ 4 445

Average debt on entry (\$)			
	2017-18	2018-19	Change
QLD	890	895	▲ 5
SA	1 548	1 685	▲ 137
ACT	1 617	1 485	▼ 132
NSW	1 034	1 189	▲ 155
TAS	1 605	1 605	0
National	1 146	1 250	▲ 104

Average debt (\$)			
	2017-18	2018-19	Change
QLD	919	960	▲ 41
SA	1 694	1 863	▲ 168
ACT	940	1 603	▲ 663
NSW	916	1 216	▲ 300
TAS	1 304	1 328	▲ 24
National	1 111	1 305	▲ 194

Proportion of customers on hardship (%)			
	2017-18	2018-19	Change
QLD	0.94	0.94	0.00
SA	2.01	2.07	▲ 0.05
ACT	0.57	0.76	▲ 0.18
NSW	0.97	1.01	▲ 0.04
TAS	1.35	1.67	▲ 0.32
National	1.09	1.13	▲ 0.04

Residential Gas Hardship indicators

Number of hardship customers			
	2017-18	2018-19	Change
QLD	1 123	1 142	▲ 19
SA	5 608	5 342	▼ 266
ACT	636	754	▲ 118
NSW	6 360	6 735	▲ 375
National	13 727	13 973	▲ 246

Average debt on entry (\$)			
	2017-18	2018-19	Change
QLD	528	400	▼ 128
SA	670	640	▼ 30
ACT	1 449	1 185	▼ 264
NSW	754	677	▼ 77
National	732	666	▼ 66

Average debt (\$)			
	2017-18	2018-19	Change
QLD	443	438	▼ 5
SA	585	620	▲ 35
ACT	943	1356	▲ 414
NSW	668	682	▲ 15
National	627	674	▲ 47

Proportion of customers on hardship (%)			
	2017-18	2018-19	Change
QLD	0.59	0.59	0.00
SA	1.32	1.23	▼ 0.09
ACT	0.52	0.61	▲ 0.09
NSW	0.47	0.48	▲ 0.01
National	0.66	0.65	▼ 0.01

Disconnections

Residential

Number disconnected—Electricity			
	2017–18	2018–19	Change
QLD	27 910	26 937	▼ 973
SA	10 556	10 317	▼ 239
ACT	501	706	▲ 205
NSW	32 315	32 237	▼ 78
TAS	818	598	▼ 220
National	72 100	70 795	▼ 1 305

Proportion of customers disconnected—Electricity (%)			
	2017–18	2018–19	Change
QLD	1.41	1.33	▼ 0.08
SA	1.37	1.32	▼ 0.05
ACT	0.29	0.40	▲ 0.11
NSW	1.03	0.99	▼ 0.04
TAS	0.34	0.24	▼ 0.09
National	1.14	1.09	▼ 0.05

Number disconnected—Gas			
	2017–18	2018–19	Change
QLD	1 749	2 077	▲ 328
SA	4 362	3 625	▼ 737
ACT	433	481	▲ 48
NSW	5 250	4 190	▼ 1 060
National	11 794	10 373	▼ 1 421

Proportion of customers disconnected—Gas (%)			
	2017–18	2018–19	Change
QLD	0.92	1.07	▲ 0.15
SA	1.03	0.84	▼ 0.19
ACT	0.36	0.39	▲ 0.03
NSW	0.39	0.30	▼ 0.09
National	0.57	0.48	▼ 0.09

Small Business

Number disconnected—Electricity			
	2017–18	2018–19	Change
QLD	1 379	1 564	▲ 185
SA	566	623	▲ 57
ACT	81	131	▲ 50
NSW	2 654	3 392	▲ 738
TAS	42	33	▼ 9
National	4 722	5 743	▲ 1 021

Proportion of customers disconnected—Electricity (%)			
	2017–18	2018–19	Change
QLD	0.71	0.81	▲ 0.10
SA	0.62	0.71	▲ 0.09
ACT	0.61	1.01	▲ 0.39
NSW	0.83	1.04	▲ 0.21
TAS	0.12	0.09	▼ 0.03
National	0.72	0.88	▲ 0.16

Number disconnected—Gas			
	2017–18	2018–19	Change
QLD	128	137	▲ 9
SA	90	108	▲ 18
ACT	27	31	▲ 4
NSW	277	202	▼ 75
National	522	478	▼ 44

Proportion of customers disconnected—Gas (%)			
	2017–18	2018–19	Change
QLD	0.81	0.82	0.00
SA	0.92	1.13	▲ 0.21
ACT	1.06	1.14	▲ 0.09
NSW	0.61	0.42	▼ 0.20
National	0.71	0.62	▼ 0.10

National: Jurisdictions we regulate under the Retail Law and Retailer Rules – namely Queensland, the Australian Capital Territory, Tasmania, South Australia and New South Wales.

Australian Competition and Consumer Commission
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