

# Annual retail markets report 2019–20

## Key facts

November 2020



Australian Government

# Key facts 2019–20

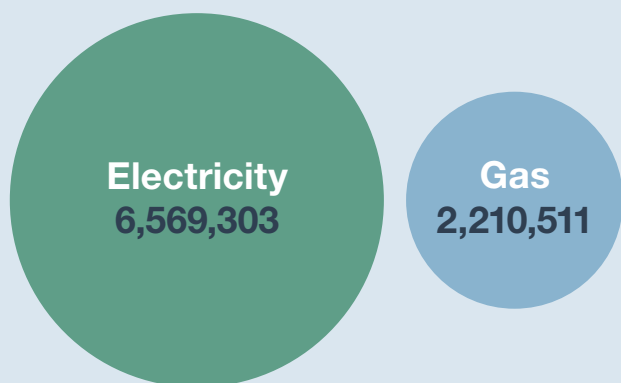
## Market overview

as at 30 June 2020



### Residential

#### TOTAL NUMBER OF CUSTOMERS



#### TIER 1 MARKET SHARE



#### CUSTOMERS ON MARKET CONTRACTS



### Small business

#### TOTAL NUMBER OF CUSTOMERS



#### TIER 1 MARKET SHARE



#### CUSTOMERS ON MARKET CONTRACTS





# Payment difficulties and hardship

as at 30 June 2020

## CUSTOMERS IN DEBT (excludes hardship customers)



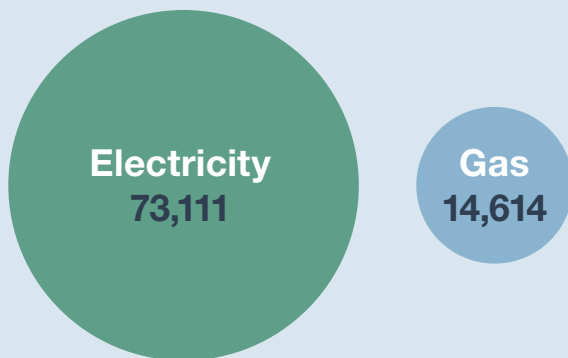
**171,464**  
customers in debt

## AVERAGE DEBT (excludes hardship customers)

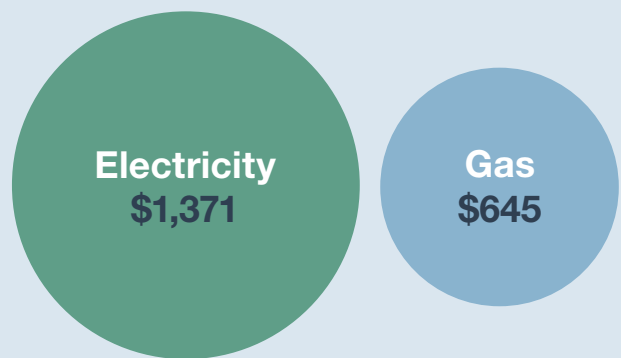


**\$908**  
average debt

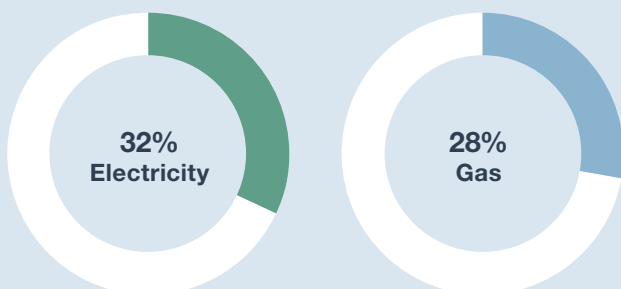
## CUSTOMERS ON HARDSHIP PROGRAMS



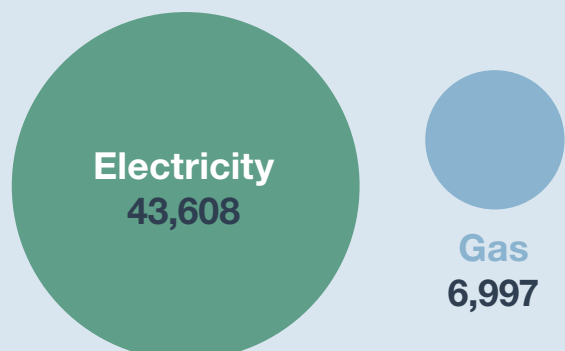
## AVERAGE HARDSHIP DEBT



## ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS

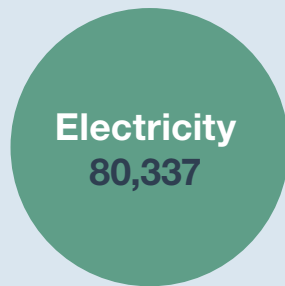


## ANNUAL DISCONNECTIONS



# Payment plans

CUSTOMERS ON PAYMENT PLANS  
as at 30 June 2020



1.2% of customers



0.7% of customers

## Customer service

ANNUAL AVERAGE WAITING TIME



**100**  
Seconds

ANNUAL COMPLAINTS



**2%**  
of customers  
complained

## Compliance and enforcement



**3**  
Legal  
proceedings



**\$360,000**  
Penalties paid



**3**  
Court  
enforceable  
undertakings



**13**  
Compliance  
audits