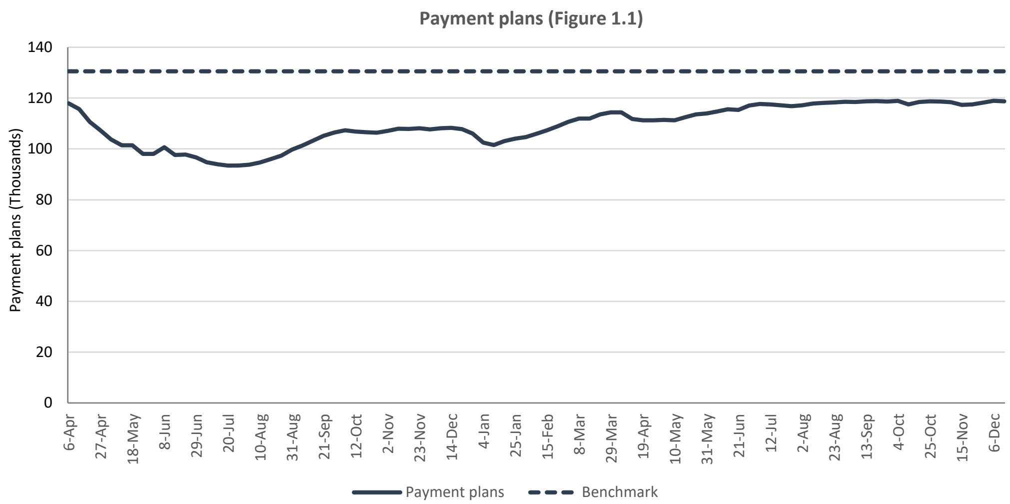
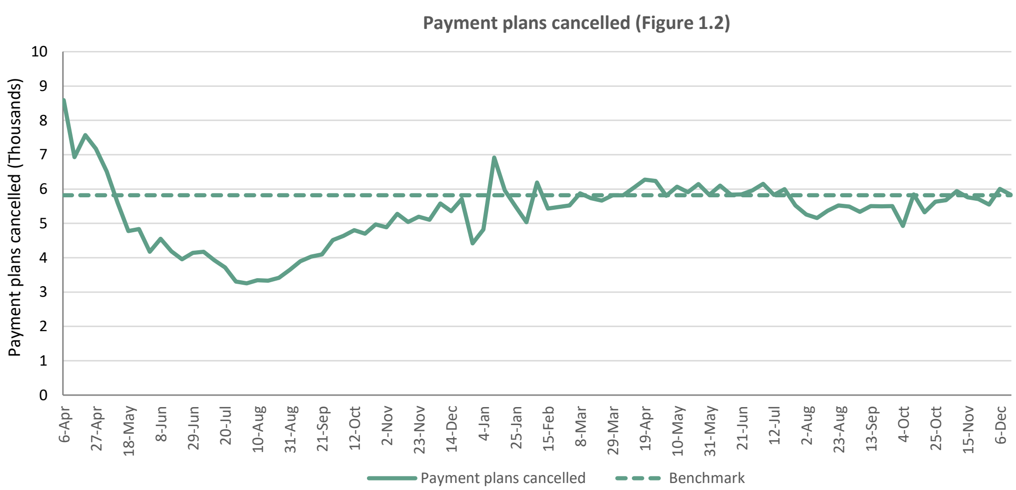
COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 December 2021)

Notes on chart benchmarks
- Chart benchmarks have been included to enable comparison with pre-COVID levels for each indicator.
- Benchmarks are created by averaging quarterly data from Q3 2018-19 to Q2 2019-20, with the exception of benchmarks for 30-90 day debt and for alternative debt arrangements:
  - 30-90 day debt benchmarks are created using Q4 2018-19 data only.
  - Alternative debt arrangements benchmarks are estimated based on data provided by two Tier 1 retailers in the first half of FY2019-20.

Payment plans



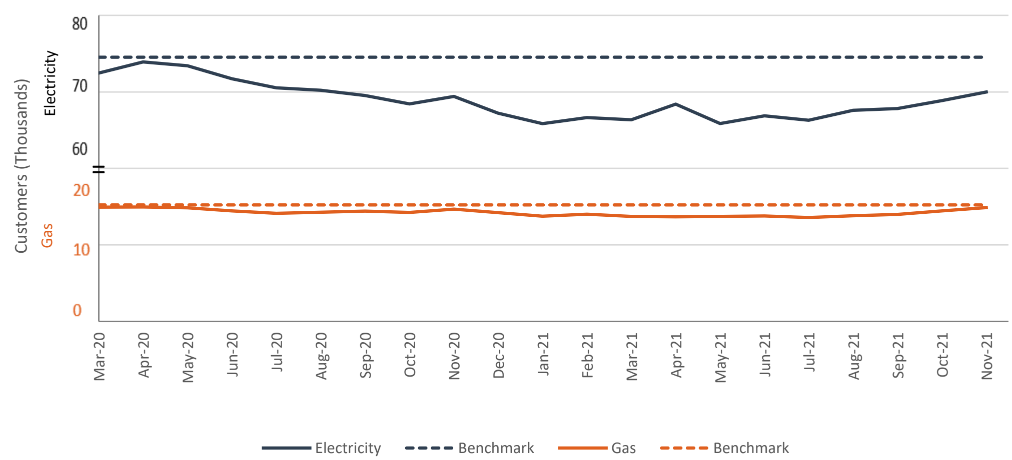


Analysis
- The number of customers on payment plans decreased at the start of the pandemic. However, in August and September 2020, payment plans increased, driven by a Tier 1 retailer closing its deferred debt program. In December 2021, payment plans are slightly above the level as at the start of the pandemic.
- The number of payment plans being cancelled for non-payment has been close to the benchmark over the last few weeks.
- ***Notes***
- *'Payment plan' requires a customer to be paying off an arrears across at least three instalments. This excludes flexible payment arrangements used for convenien ce or budgeting purposes.*
- *'Cancelled payment plans' are payment plans cancelled by the retailer for customer non-payment.*

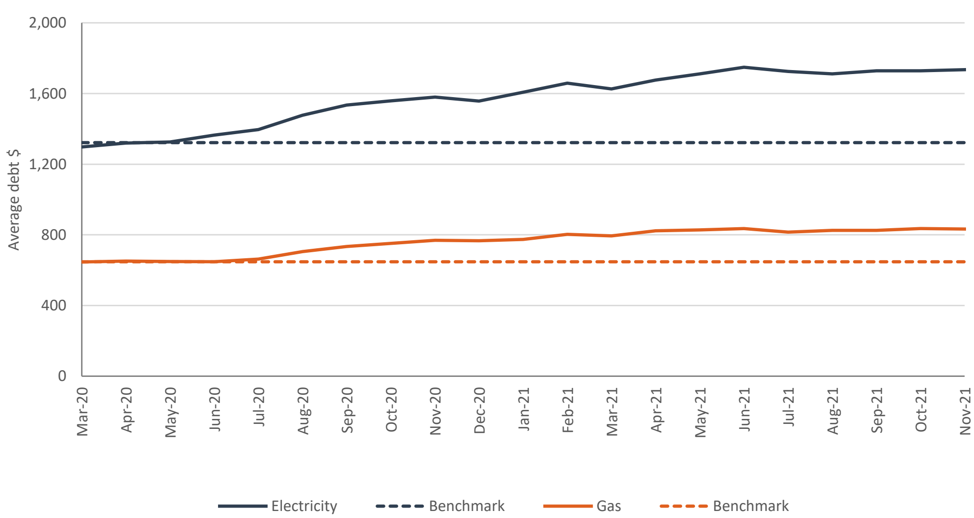
COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 December 2021)

Hardship

Customers on hardship programs (Figure 2.1)



Average hardship debt (Figure 2.2)



Analysis

- The number of customers on hardship programs dropped markedly from the start of the pandemic until May 2021. Since that time there has been a slow and gradual increase, which continued in November 2021.
- The increase in customers on hardship programs from August to November 2021 was driven by two tier 1 retailers.

Notes

- *Hardship data is reported on a monthly basis.*

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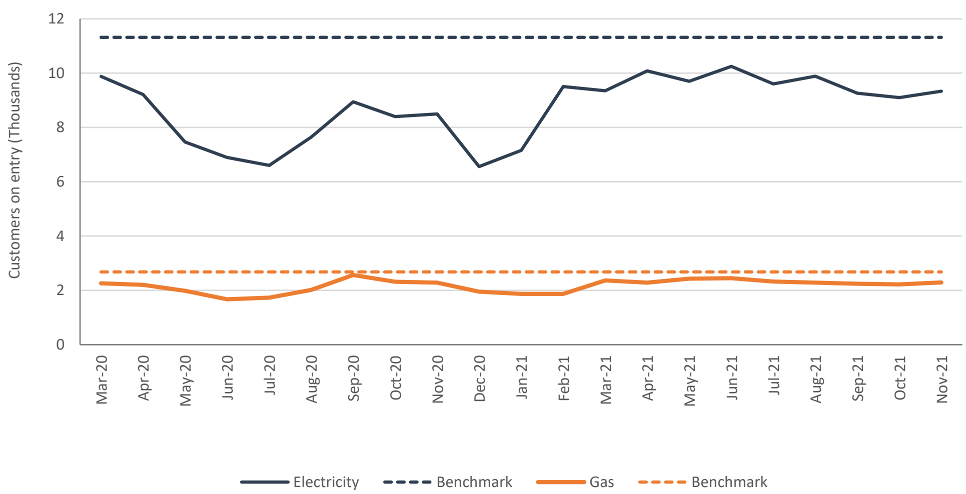
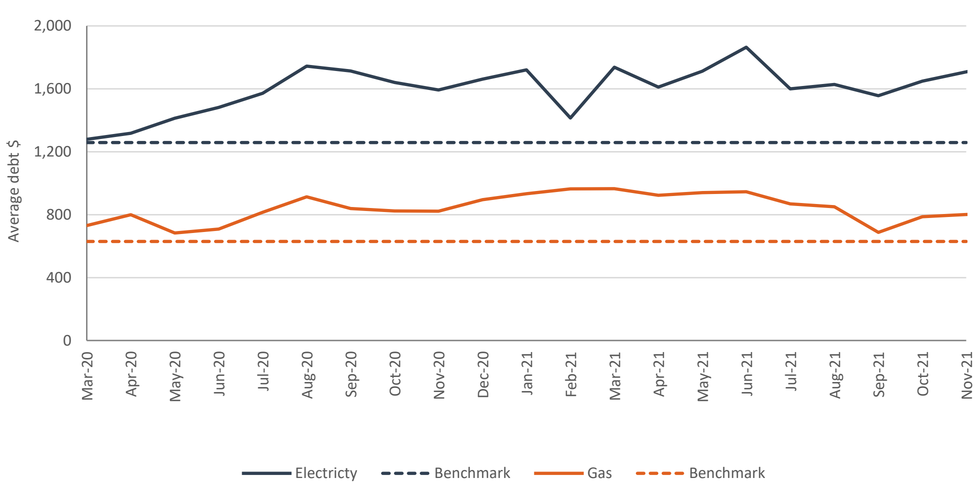
Hardship

Customers entering hardship programs (Figure 2.3)



Average hardship debt on entry (Figure 2.4)



Analysis

- The number of customers entering hardship programs has been consistently below the benchmark. By contrast, the average debt of those customers entering hardship has been consistently above the benchmark. Taken together, these observations imply that since the start ofthe pandemic, customers have only been entering hardship programs once they have accumulated larger amounts of debt.
- The drop in number of customers entering hardship programs from August to November 2021 has coincided with an increase in hardship programs overall during the period. This would suggest customers are staying in hardship programs longer.

Notes

- *Customers entering hardship programs data is reported on a monthly basis. It is the cumulative amount of customers entering programs each month.*

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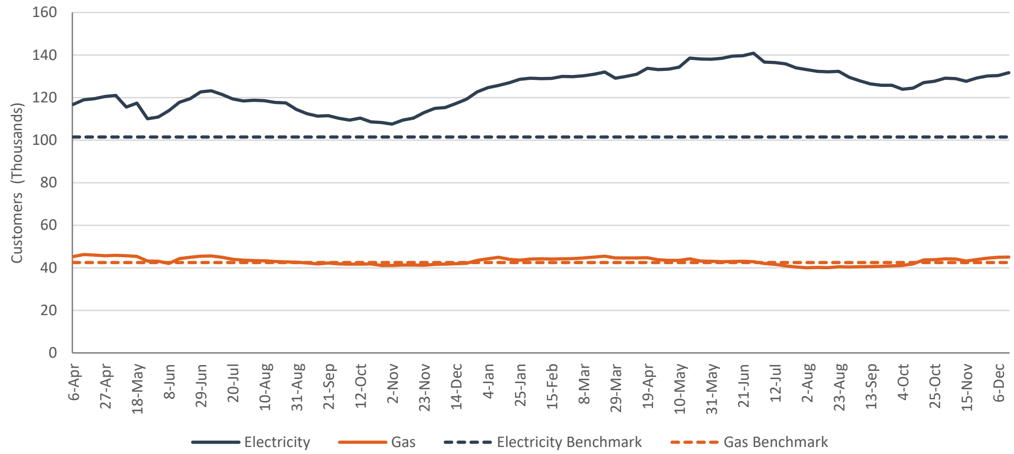
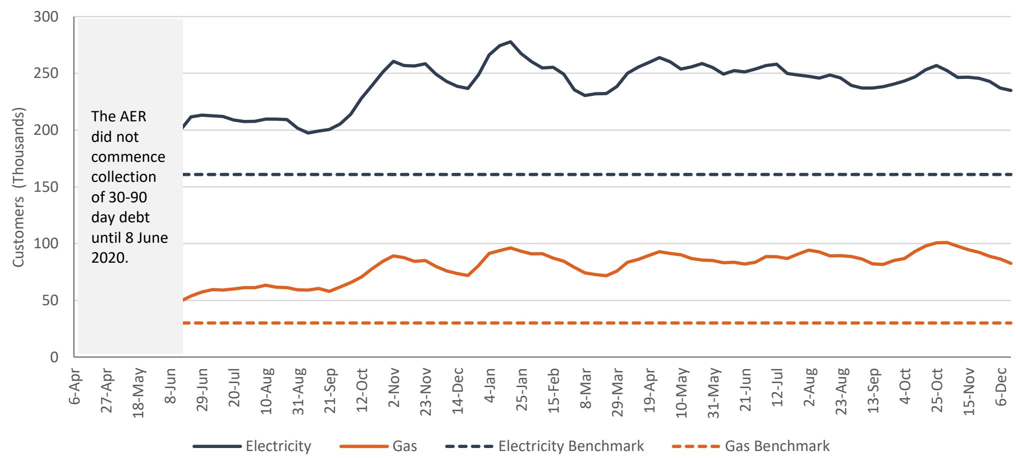
Residential debt

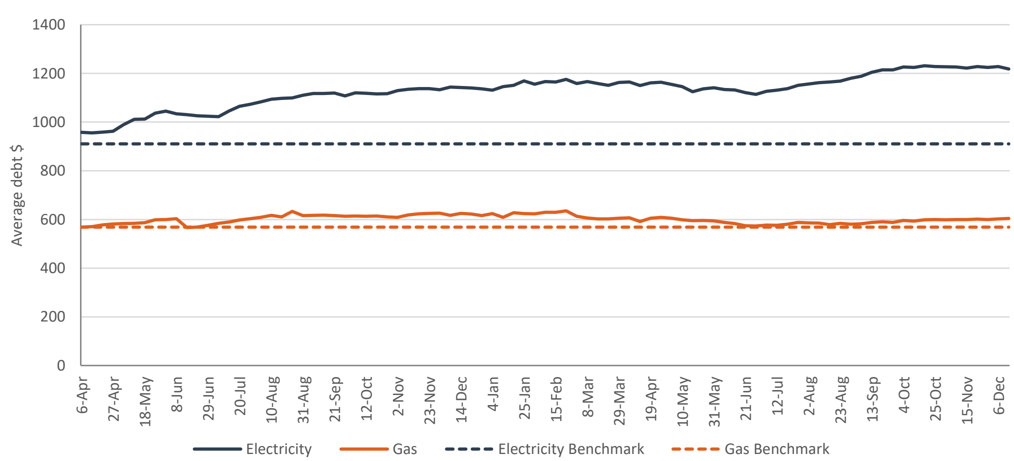
Residential customers repaying 90+ days debt (Figure 3.1)



Residential customers repaying debt 30-90 days debt (Figure 3.2)*



Average debt residential customers 90+ days (Figure 3.3)



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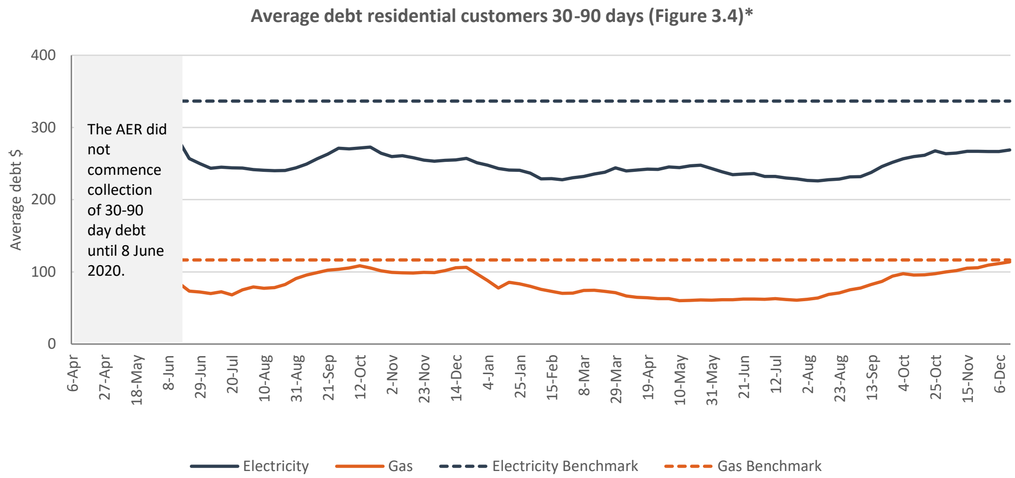
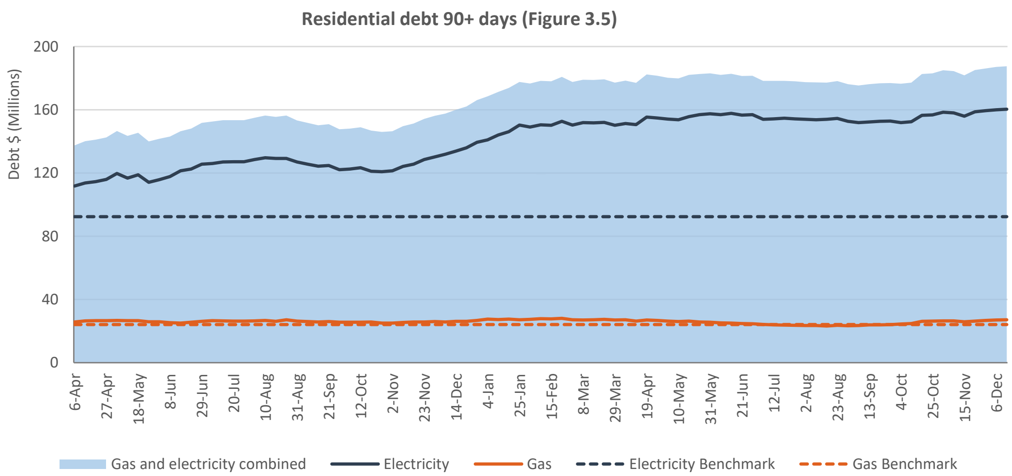
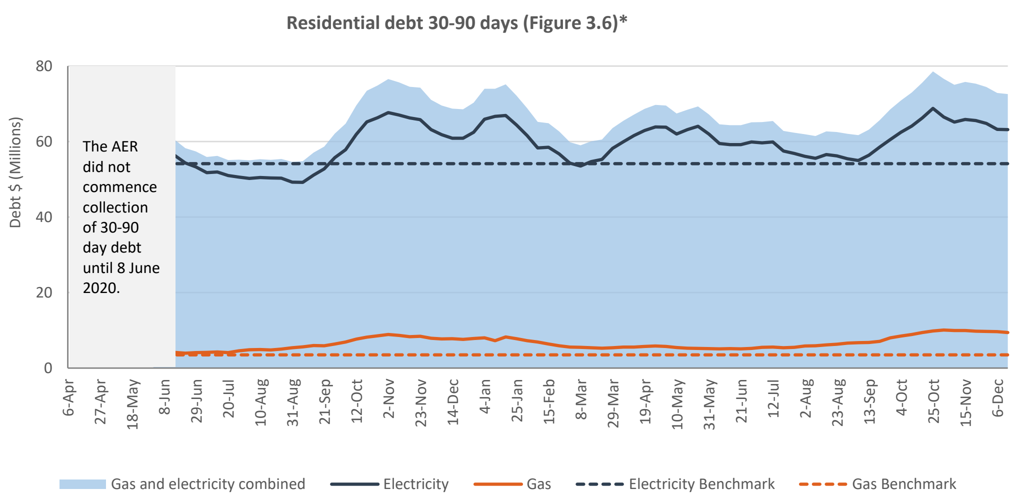




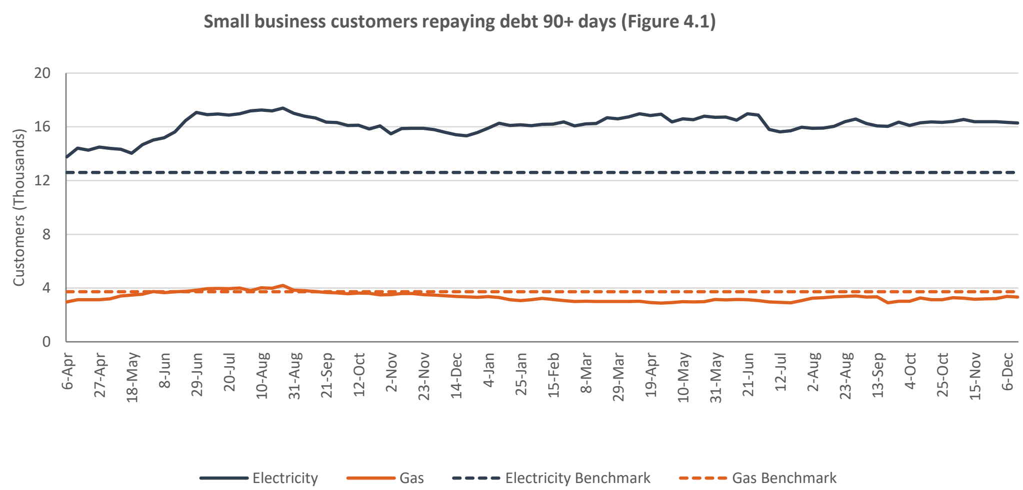


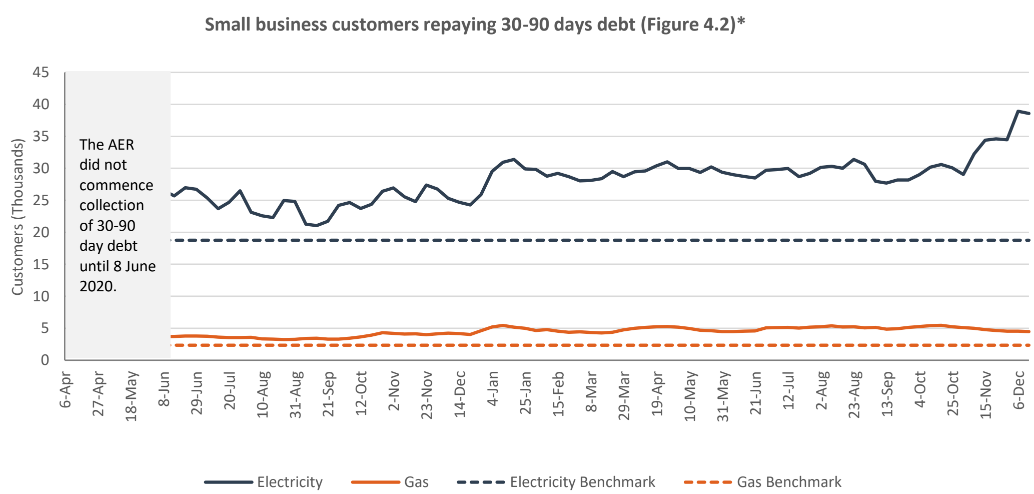
Analysis

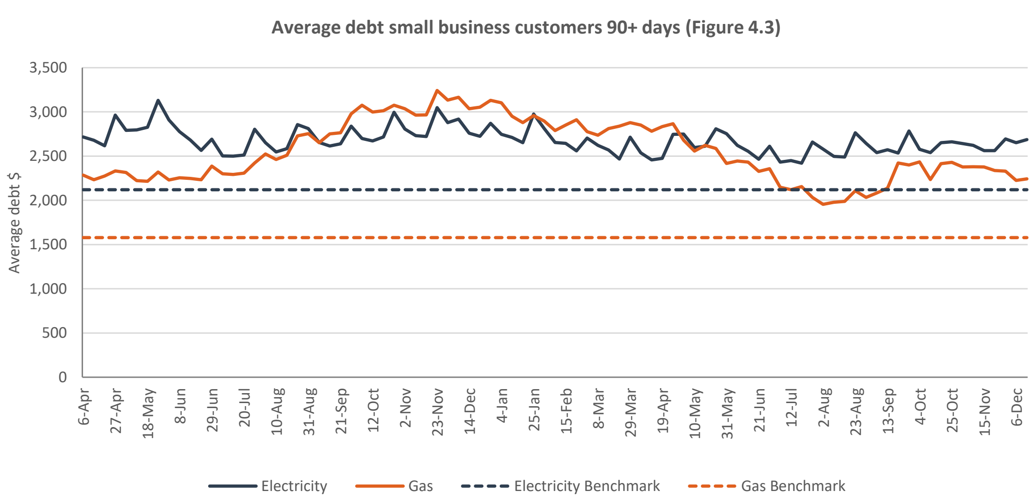
- For 90+day electricity debt, the number of customers repaying debt and the size of average debt increased in recent weeks across most retailers.
- For 30-90 day debt, the decrease across November is being primarily driven by a Tier 1 retailer who had been subject to the standby statement of expectation in NSW.
- ***Notes:***
- *'90+ day debt' is debt that is outstanding for 90 days or more, while '30-90 day debt' is debt that is outstanding for 30 to 90 days.*
- *Customers with hardship debt are not included.*
- *The blue shaded area of Figs 3.5 and 3.6 is the sum of electricity and gas debt.*
- **Fewer retailers submit data for 30-90 day debt as compared with 90+ day debt, thus these charts cover a smaller proportion of the market and are less reliable.*

COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 December 2021)

Small business debt

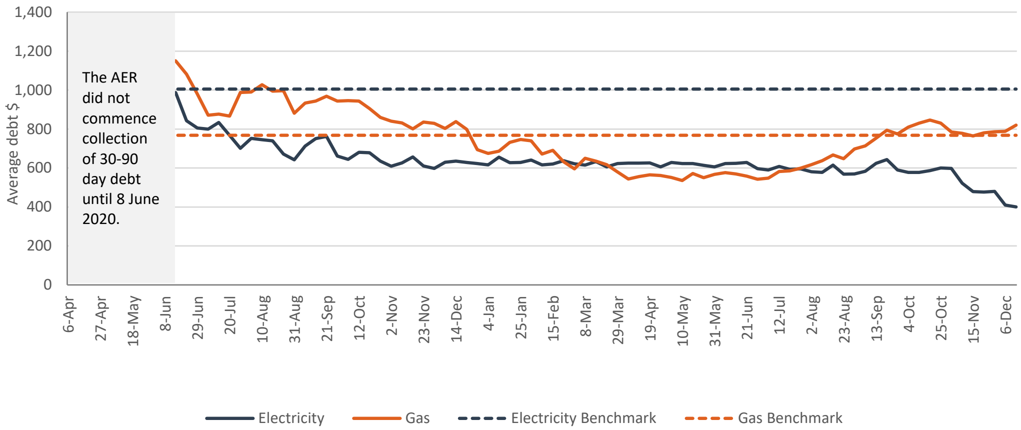




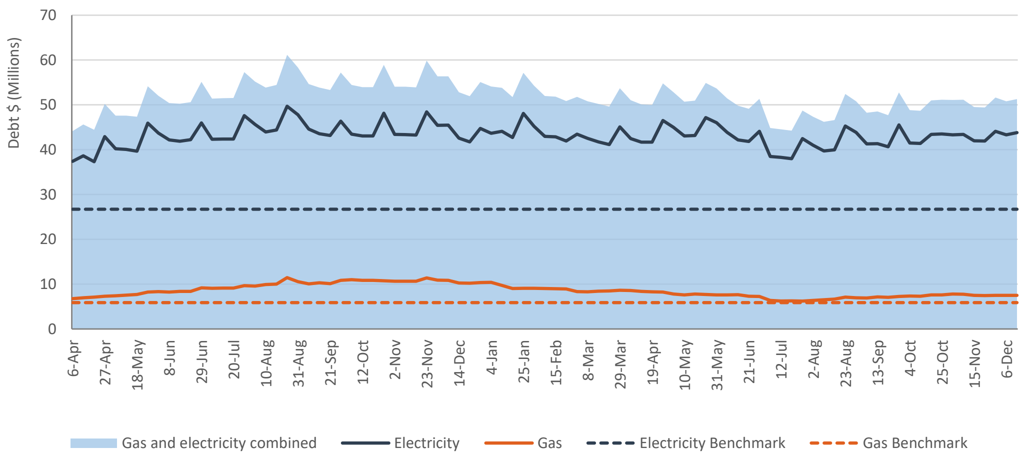


COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 December 2021)

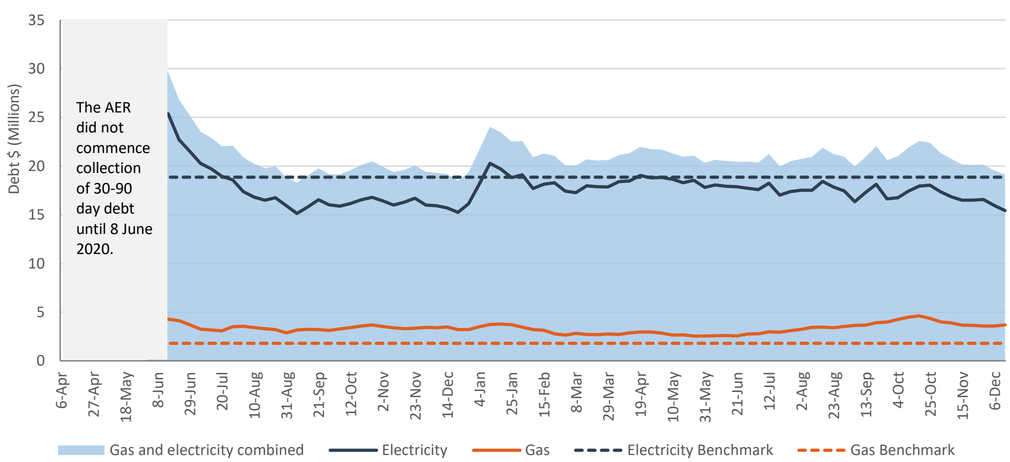
Average debt small business customers 30-90 days (Figure 4.4)*



Small business debt 90+ days (Figure 4.5)



Small business debt 30-90 days (Figure 4.6)*



Analysis

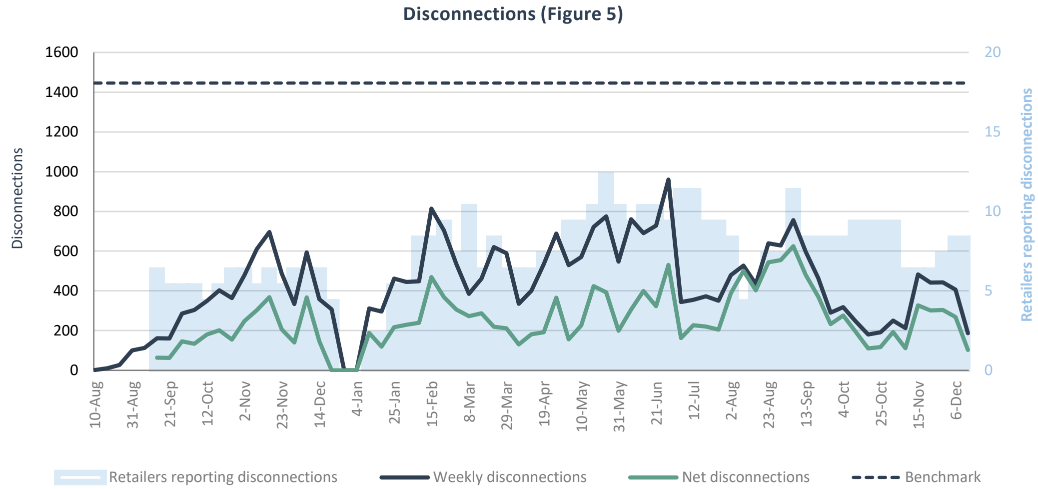
- The increase in customers repaying 30-90 day debt in the November 2021 was driven by a Tier 1 retailer in Queensland.
- Average 90+ day electricity & gas small business debt has been consistently higher than the benchmark and follows a cyclical monthly pattern (which may be related to billing administration cycles).

Notes

- *Only a few retailers submit small business gas debt data.*
- *The blue shaded area of Figs 4.5 and 4.6 is the sum of electricity and gas debt.*
- **Fewer retailers submit data for 30-90 day debt as compared with 90+ day debt, thus these charts cover a smaller proportion of t he market and are less reliable.*

COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 December 2021)

Disconnections



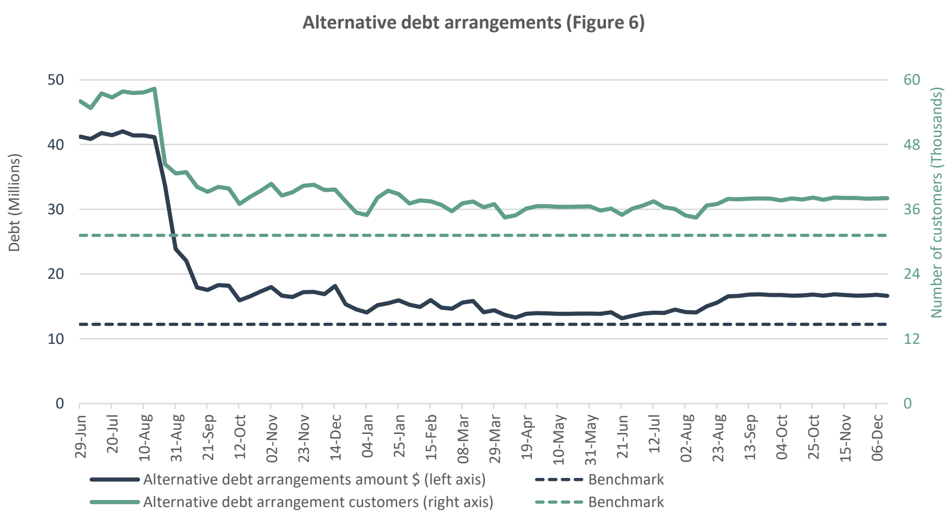
Analysis

- Disconnections fluctuated in November 2021 driven by retailers in Queensland and South Australia.
- Very low levels of disconnections have been observed in NSW, which corresponds to the enactment of the AER's standby Statement of Expectations.

Notes

- *'Net disconnections' includes all disconnections where the customer has not been reconnected (by the same retailer at the same address) by the end of that reporting week.*
- *Bars show the number of retailers who have reported disconnections for any given week.*

Alternative debt arrangements



Analysis

- The significant drop in alternative debt arrangements during August 2020 was primarily the result of a Tier 1 retailer closing its deferred debt program. There were also a number of smaller retailers who stopped offering alternative debt arrangements from 31 July 2020.
- Current levels of alternative debt arrangements incorporate deferred debt accumulated during the pandemic as well as arrangements available prior to Covid-19 (see benchmarks). The increase in alternative debt arrangements since 9 August 2021 is driven by a Tier 1 retailer.

Notes

- *This indicator captures 'alternative debt arrangements' not captured by our usual payment plan, hardship or debt indicators. At the start of the pandemic, many retailers allowed customers to defer bill payments or utilise alternative debt arrangements rather than placing customers on payment plans or hardship programs.*
- *Currently, the vast majority of alternative debt arrangements are reported by two Tier 1 retailers.*