

Summary of Hardship Program Indicators – for discussion at forum on 8 September 2010

Initial indicator	Comments and alternatives for consideration	
<ul style="list-style-type: none"> ▪ Total number of customers currently on the hardship program 	No change proposed	
<ul style="list-style-type: none"> ▪ Number of customers entering the hardship program 	No change proposed	
<ul style="list-style-type: none"> ▪ Number of hardship program participants who receive any appropriate government energy concession 	Definitional and reporting clarification required	
<ul style="list-style-type: none"> ▪ Number of customers denied access to the hardship program 	<i>Option 1: status quo</i> Number of customers denied access to the hardship program	<i>Option 2: collect data on reason for denial</i> Number of customers denied access to the hardship program because: <ul style="list-style-type: none"> • Does not meet hardship policy eligibility criteria • Provided assistance outside the hardship program • Previously excluded from the hardship program from non-compliance • Other?
	Definitional and reporting clarification required	
PROPOSED TO NOT INCLUDE: <ul style="list-style-type: none"> ▪ Third party referrals to the hardship program 	No change proposed.	
PROPOSED TO NOT INCLUDE: <ul style="list-style-type: none"> ▪ Length of participation 	<i>Alternative suggested:</i> Number of customers who have remained on the hardship program continuously for two years or more	

<ul style="list-style-type: none"> Average debt of customers upon entry into the hardship program 	<p><i>Option 1:</i> Average debt of customers upon entry into the hardship program</p>	<p><i>Option 2:</i> Average AND median level debt of customers upon entry into the hardship program</p>	<p><i>Option 3:</i> Average debt of customers upon entry into the hardship program AND number of customers entering the hardship program who owe \$0 - \$500, \$501 - \$1500, \$1501-\$2500, \$2501+</p>	
<ul style="list-style-type: none"> Average debt of customers upon exit from the hardship program 	<p><i>Alternative indicator proposed:</i> Compare debt levels of those customers exiting the hardship program with their debt on entry</p>	<p><i>Option 1:</i> Median debt levels on exit and the number of customers exiting the hardship program in different debt bands</p>	<p><i>Option 2:</i> Average debt upon exit of customers successfully completing the hardship program</p>	<p><i>Option 3:</i> Average debt of customers upon exit from the hardship program AND the number (%) of customers currently in the hardship program who are:</p> <ul style="list-style-type: none"> Not meeting ongoing consumption costs (debt increasing) Meeting ongoing consumption costs (debt stable) Meeting ongoing consumption costs & reducing arrears (debt decreasing)

<ul style="list-style-type: none"> Total number of customers exiting the hardship program AND the number of customers excluded from the hardship program for non compliance 	<p>Total number of customers who exited the hardship program in the reporting period and broken down by:</p> <ul style="list-style-type: none"> Those who successfully completed the program (debt of \$0 and return to mainstream billing) Those excluded for non-compliance (e.g. not making payments, no contact) Those who left the retailer (e.g. switched or moved) <p>Definitional and reporting clarification required. Further breakdown useful?</p>			
<ul style="list-style-type: none"> Number of customers who were disconnected during the reporting period who have been on a hardship program in the previous 24 months AND those who were subsequently reconnected within seven (or ten) days 	<p><i>Option 1:</i> Monitor only for customers who successfully complete the hardship program</p>	<p><i>Option 2:</i> Shorten timeframes: 4 weeks OR 3, 6, 9 and 12 months</p>	<p><i>Option 3:</i> Number of customers re-entering the hardship program</p>	<p><i>Option 4:</i> Number of customers who have successfully completed the hardship program 12 months ago that:</p> <ul style="list-style-type: none"> Are now meeting agreed payment terms, or Re-entered the hardship program, or Were disconnected due to non-payment of bill Monitor those now in debt and their average debt?
	<p><i>Additional assistance indicators</i> Number of hardship customers:</p> <ul style="list-style-type: none"> notified of government concessions, grants etc notified of / referred to a financial counsellor on the following payment arrangements: <ul style="list-style-type: none"> Regular payment plans Incentive payment plans Centrepay Prepayment meters Other who received energy efficiency information (including the provision of leaflets etc). who received other assistance from their retailer: <ul style="list-style-type: none"> Number completed home energy efficiency audits conducted over the phone Number completed home energy efficiency field audits Number of customers who received or had energy efficiency measures installed (including light bulbs, door seals, draught proofing etc). Number of appliance replaced [retailers free to add further details here] 			