

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	<i>Option 1:</i> Average debt of customers upon entry into the hardship program	<i>Option 2:</i> Average AND median level debt of customers upon entry into the hardship program	<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+	
<ul style="list-style-type: none">▪ Average debt of customers upon exit from the hardship program	<i>Alternative indicator proposed:</i> Compare debt levels of those customers exiting the hardship program with their debt on entry	<i>Option 1:</i> Median debt levels on exit and the number of customers exiting the hardship program in different debt bands	<i>Option 2:</i> Average debt upon exit of customers successfully completing the hardship program	<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: <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] 			