

Ref:10942257

17 April 2020

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Dear retailer

### **New data reporting requirements relating to COVID-19**

The Australian Energy Regulator (AER) and the Essential Services Commission of Victoria (ESCV) are working together to deliver a consistent and co-ordinated energy regulatory response to COVID-19. This includes an aligned approach to data collection from electricity and gas retailers.

The AER and ESCV agree that further information is needed from industry at this time to assist us support market resilience and protect consumers. This includes data relating to the customer experience during the pandemic.

We request that you voluntarily report key customer data on a more frequent basis. Key customer data includes information on debt levels, disconnections, customer support and call centre capacity metrics, as outlined in Attachment A. Please note there are some differences in the data requested by the ESCV to reflect their terminology under their regulatory framework.

The AER is also considering changes to the frequency of compliance reporting under the Compliance Procedures and Guidelines, particularly reporting that relates to the disconnection of customers. We will contact you shortly to discuss this and any limitations on you providing compliance reporting on a more regular basis.

A follow up email will be distributed shortly to provide a reporting template, details on reporting commencement times and further guidance on these voluntary requirements.

Finally, we would also remind you of your ongoing obligation under s150 of the National Energy Retail Law, to report to any potential issues of financial viability going forward in a timely manner.

I would like to take the opportunity to thank you for your cooperation in advance, if you have any questions or queries regarding these data and reporting requirements, please contact Scott Hall on (08) 8213 3425 with respect to the additional performance reporting or Rebecca Holland on (03) 9658 6467 with respect to compliance and enforcement issues.

Yours sincerely



Clare Savage  
AER Chair  
Sent by email on: 17.04.2020

<b>AER Guideline Indicators</b>	<b>Relevant reporting period</b>	<b>New relevant reporting period</b>
<b>Call Centre</b>		
S3.1. Total number of calls to an operator	Annual	<b>Weekly</b>
S3.2. Number and percentage of calls forwarded to an operator that are answered within 30 seconds	Annual	<b>Weekly</b>
S3.3. Average time before an operator answers a call	Annual	<b>Weekly</b>
S3.4. Number and percentage of calls abandoned before being answered by an operator	Annual	<b>Weekly</b>
<b>Non-hardship Debt</b>		
S3.15. Number of small customers repaying an energy bill debt	Quarterly	<b>Weekly</b>
S3.17. Average amount of energy bill debt for small customers	Quarterly	<b>Weekly</b>
<b>Credit Collection</b>		
S3.26. Number of residential customers who have been referred to an external credit collection agency for the purposes of debt recovery	Quarterly	<b>Monthly</b>
S3.28. Number of residential customers who have been credit defaulted – credit rating	Quarterly	<b>Monthly</b>
<b>Payment Plans</b>		
S3.22. Number of residential customers on a payment plan	Quarterly	<b>Weekly</b>
S3.23. Number of residential customers who had their payment plans cancelled for non-payment	Quarterly	<b>Weekly</b>
<b>Disconnections</b>		
S3.36. Number of customers disconnected for non-payment	Quarterly	<b>Daily</b>
<b>Hardship Programs</b>		
S4.1. Number of customers on a retailer's hardship program	Quarterly	<b>Monthly</b>
S4.3. Average debt upon entry into the hardship program	Quarterly	<b>Monthly</b>
S4.5. Average debt of hardship program customers	Quarterly	<b>Monthly</b>
S4.10. Number of customers entering the hardship program	Quarterly	<b>Monthly</b>
Full descriptions available via link: <a href="#">AER (Retail Law) Performance Reporting Procedures and Guidelines</a>		