

# COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)  
As at 12/10/2020

Disconnections (40 retailers reported)

Total number of disconnections

349

Last Week

↑

\*total disconnections minus customers reconnected by the same retailer within a week

Net disconnections\*

170

↓

Total number of retailers disconnecting customers

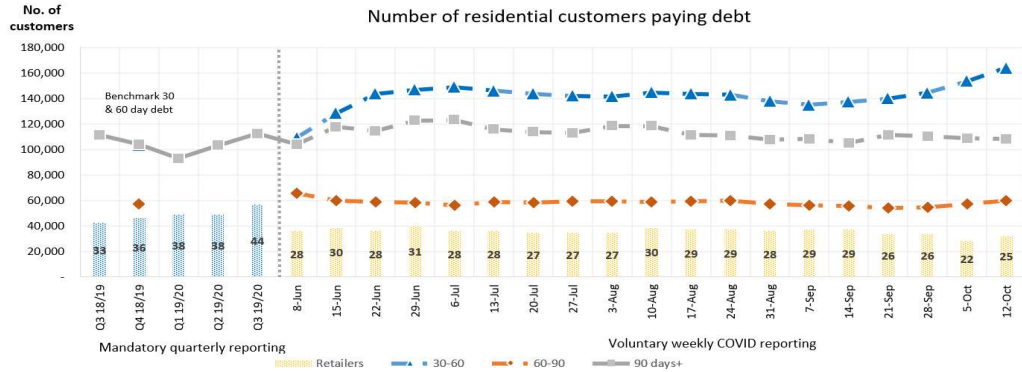
4

Debt weekly & quarterly trends - residential & small business customers  
As at 12/10/2020

## Disconnections

The total number of disconnections increased from last week as part of a continuing upwards trend since many retailers recommenced disconnections from early August.

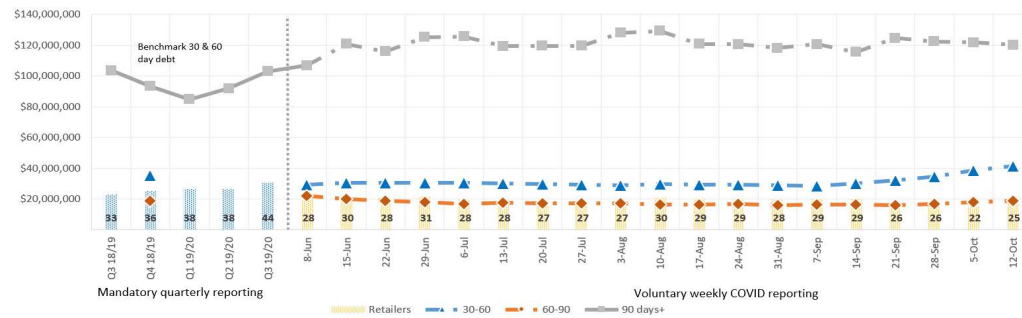
## Residential electricity (25 included submissions)



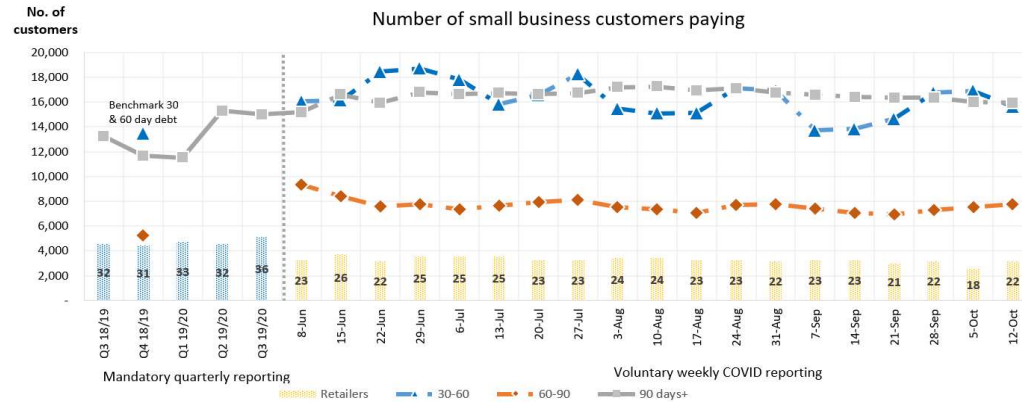
## Debt

This data includes 30, 60 & 90+ day debt metrics. 90+ day total debt is higher than 30 and 60 day debt, because 90+ day debt covers a longer time period i.e. 90 days or older. Customers who are in debt for longer periods typically accumulate higher debts. The bars show the number of retailers which submitted data on 90+ day debt. Fewer retailers have submitted data for 30 and 60 day debt.

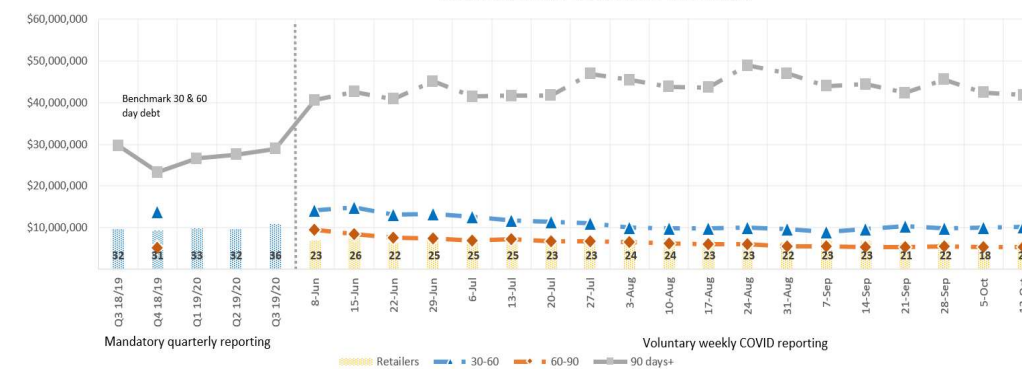
## Total Debt



## Small business electricity (22 included submissions)



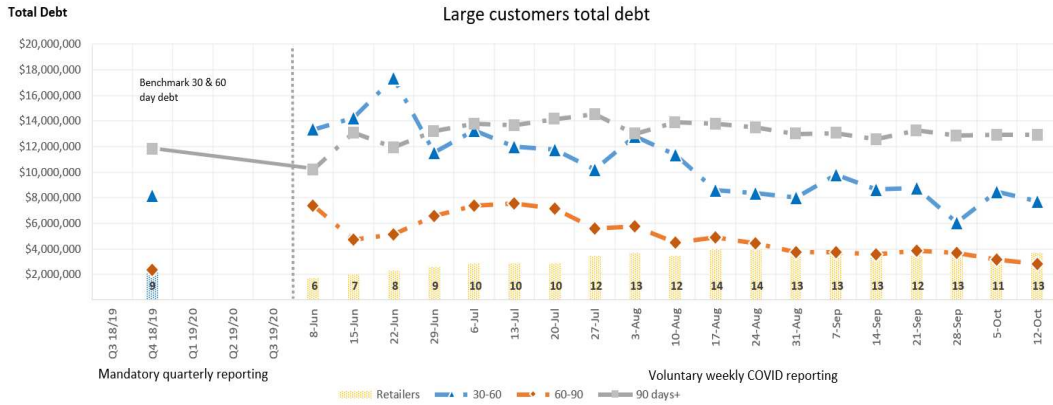
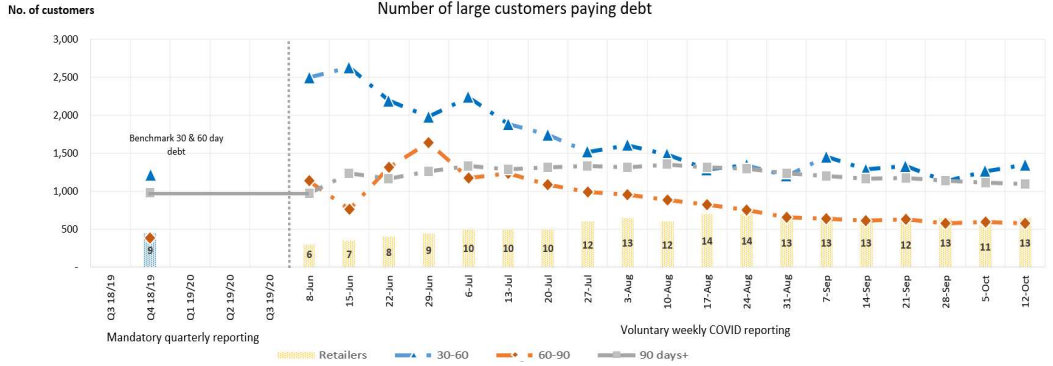
## Total Debt



# COVID-19 RETAIL MARKET DATA DASHBOARD

## Debt weekly & quarterly trends - large customers As at 12/10/2020

### Large electricity (13 included submissions)



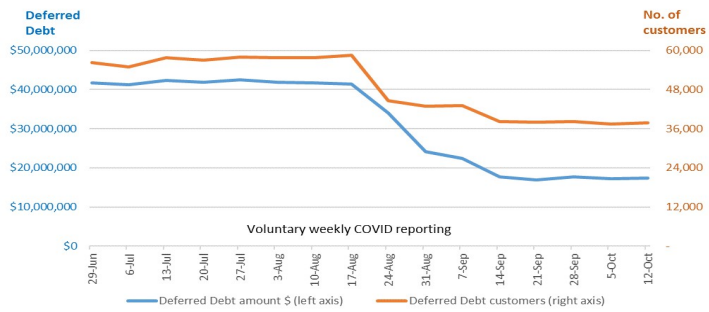
## Deferred Debt - Electricity & Gas As at 12/10/2020

### Deferred Debt (10 included submissions)

| Amount of Debt \$ |              |
|-------------------|--------------|
| Residential       | 14.7 million |
| Sml Bus.          | 2.7 million  |

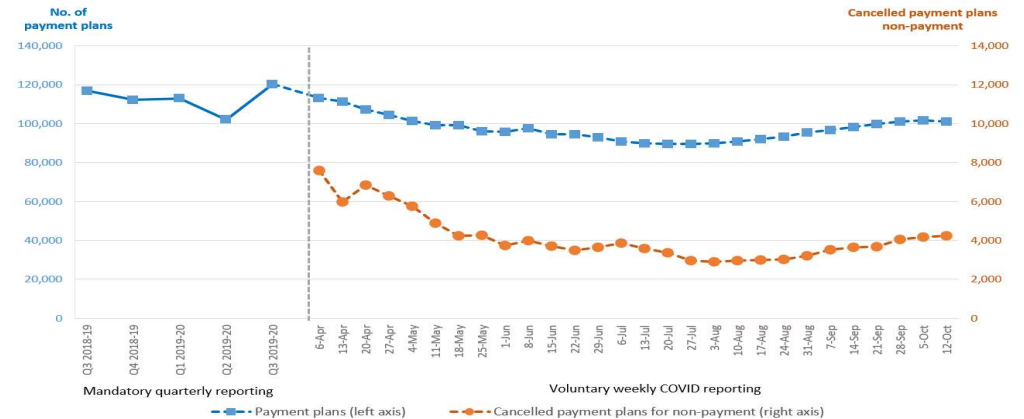
| Number of customers |       |
|---------------------|-------|
| Residential         | 35944 |
| Sml Bus.            | 1812  |



**Deferred debt**  
Many retailers have allowed customers to defer payments rather than using payment plans or hardship programs during the pandemic. However, a number of retailers stopped offering such arrangements as at 31 July. A significant drop occurred from 24 August, though since 14 September deferred debt levels have stabilised.

## Payment plans - Electricity & Gas As at 12/10/2020

### Payment plans (20 included submissions)



**Payment plans**  
The number of customers on payment plans has increased since July, driven by one Tier 1 retailer moving customers off deferred payment arrangements and onto regular payment plans. However, contrary to expectations, there are still fewer customers on payment plans than as at Q3 2019-2020. Note that, unlike quarterly data, the weekly data for this indicator represents a subset of all retailers (covering approximately 97.5% of market share).

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Call centre metrics - Weekly collection As at 12/10/2020

| Call centre  | Annual 2018-19 | 30/03/2020 | Last week |
|--|----------------|------------|-----------|
| Average proportion of customer base calling an operator<br>(17 included submissions)<br><b>3.13%</b>     | ↓ 0.17         | ↑ 0.22     | ↓ 0.19    |
| Average percentage of calls answered within 30 seconds<br>(17 included submissions)<br><b>75.43%</b>     | ↑ 3.80         | ↑ 15.98    | ↑ 1.74    |
| Average time before an operator answers a call<br>(16 included submissions)<br><b>49 Seconds</b>         | ↓ 2.14         | ↓ 52.63    | ↓ 11.32   |
| Average percentage of calls abandoned before being<br>answered (15 included submissions)<br><b>6.75%</b> | ↑ 3.33         | ↓ 1.13     | ↑ 0.31    |

**Call centre metrics**  
Call centre indicators this week were similar to annual 2018-19 benchmark levels. Most indicators did not shift much from last week.

### Hardship - Monthly collection September

| Electricity hardship programs (20 included submissions)                                | Q2 2019-20 | 30/03/2020 |
|--|------------|------------|
| Average proportion of electricity customers on hardship programs<br><b>1.17%</b>       | ↑ 0.03     | ↓ 0.02     |
| Average debt of electricity customers on hardship programs<br><b>\$1,465.43</b>        | ↑ 15.09    | ↑ 16.24    |
| <b>Electricity hardship programs - On entry</b> (13 included submissions)              |            |            |
| Average proportion of electricity customers entering hardship programs<br><b>0.16%</b> | ↑ 0.02     | = 0.00     |
| Average debt on entry to hardship for electricity customers<br><b>\$1,354.23</b>       | ↑ 16.66    | ↑ 9.12     |
| <b>Gas hardship programs</b> (10 included submissions)                                 |            |            |
| Average proportion of gas customers on hardship programs<br><b>0.66%</b>               | = 0.00     | ↓ 0.05     |
| Average debt of gas customers on hardship programs<br><b>\$751.10</b>                  | ↑ 17.23    | ↑ 15.96    |
| <b>Gas hardship programs - On entry</b> (10 included submissions)                      |            |            |
| Average proportion of gas customers entering hardship programs<br><b>0.09%</b>         | ↓ 0.07     | = 0.00     |
| Average debt on entry to hardship for gas customers<br><b>\$733.98</b>                 | ↑ 12.69    | ↑ 4.38     |

**Hardship programs**  
The number of customers on hardship programs for both electricity and gas is similar to the number at the end of March. Average hardship debt for electricity and gas is slightly higher than at the end of March. Some retailers are offering deferred payment arrangements rather than placing customers on formal hardship arrangements.

### Credit collection - Monthly collection September

| Credit collections (5 included submissions)                                   | Q2 2019-20 | 30/03/2020 |
|---|------------|------------|
| Average proportion of customers referred to credit collection<br><b>0.94%</b> | ↑ 0.20     | ↑ 0.15     |
| Average proportion of customers credit defaulted<br><b>0.00%</b>              | ↓ 0.13     | ↓ 0.10     |

**Credit collections**  
The few retailers that reported against this indicator reported a non-zero number of credit collections, contrary to expectations. Based on discussions with the retailers concerned, they have paused credit defaults and have repurposed their credit collection agencies to recover debt through the offering of payment plans and other forms of payment assistance.

**Dashboard NB:** This dashboard incorporates additional data from previous weeks resulting in a more complete and robust data report.