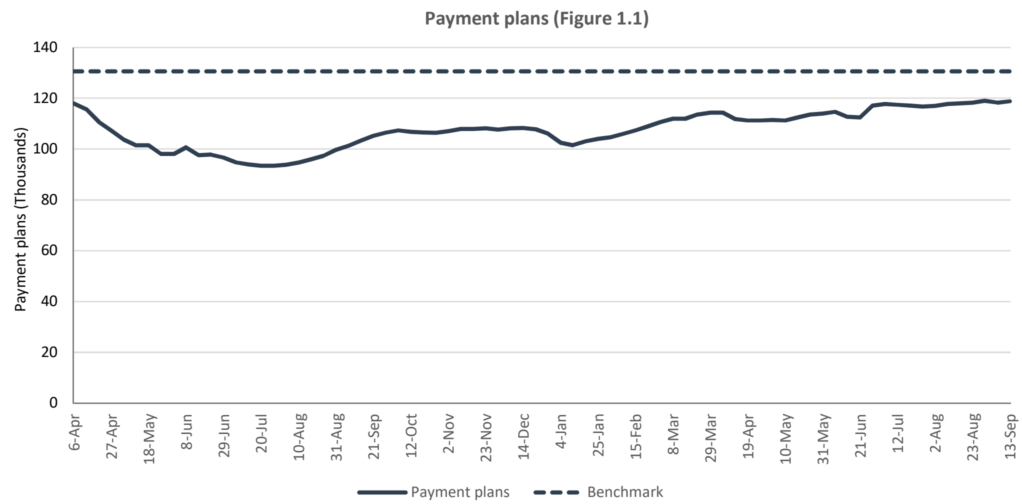
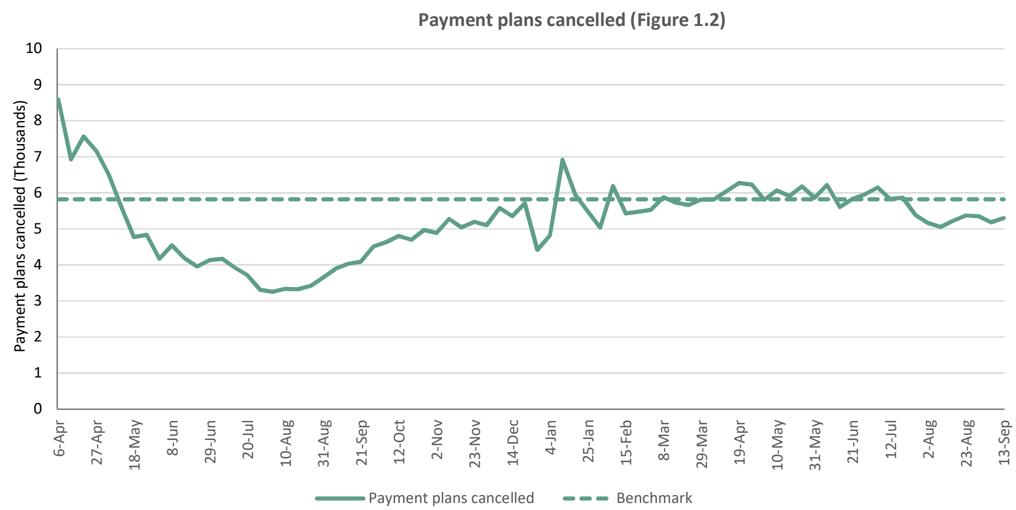
COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 September 2021)

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 FY 2019-20.

Payment plans





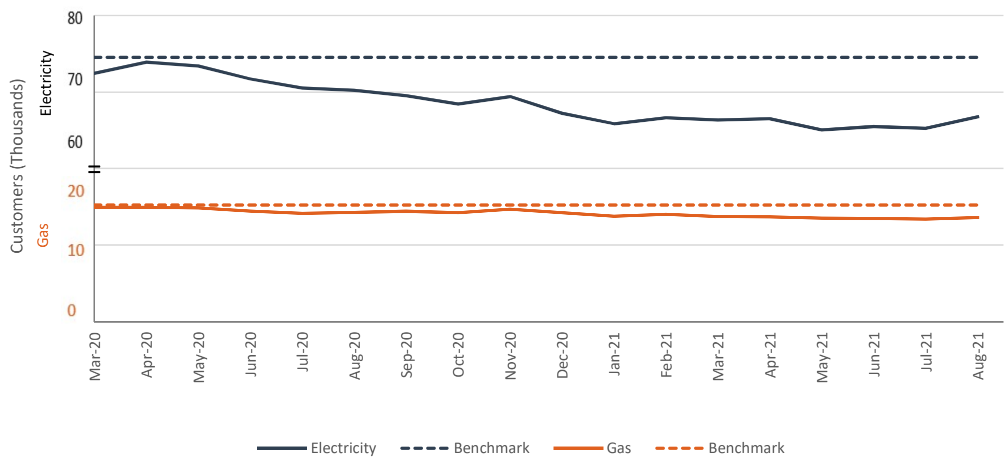
Analysis
- The number of customers on payment plans decreased at the start of the pandemic. However, in August and September 2020, payment plans increased slightly, driven by a Tier 1 retailer closing its deferred debt program. In 2021, payment plans returned to a similar level as at the start of the pandemic.
- Over the past two months, the number of payment plans being cancelled for non-payment has been lower than during the preceding months. This drop was fairly consistent across all retailers and coincides with several lockdowns, perhaps indicating retailers are currently being more cautious in their treatment of customers.

Notes
- *'Payment plan' requires a customer to be paying off an arrears across at least three instalments. This excludes flexible payment arrangements used for convenience or budgeting purposes.*
- *'Cancelled payment plans' are payment plans cancelled by the retailer for customer non-payment.*

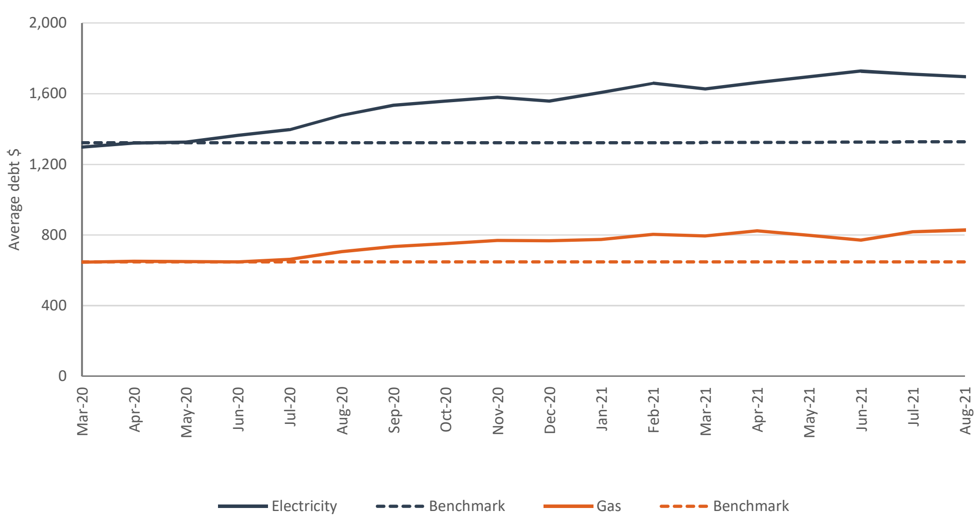
COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 September 2021)

Hardship

Customers on hardship programs (Figure 2.1)



Average hardship debt (Figure 2.2)



Analysis

- The number of customers on hardship programs has dropped markedly compared with the benchmark for both electricity and gas. In contrast, the average debt of both electricity and gas hardship electricity customers is now well over 25 per cent higher than the benchmark, implying that the customers who are remaining on hardship programs are accumulating more debt. Additionally, customers entering hardship are entering with more debt than they used to.
- The increase in customers on hardship programs in August was driven by a large regional retailer not subject to the current standby Statement of Expectations.

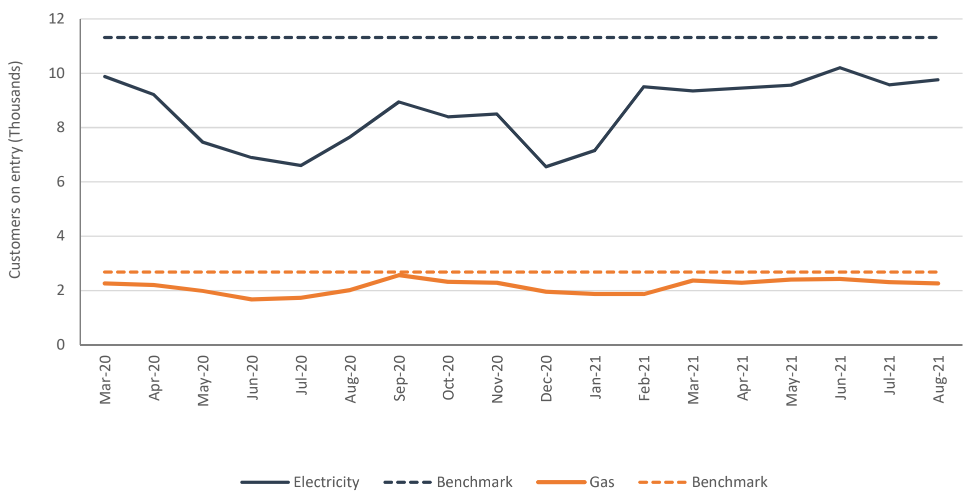
Notes

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

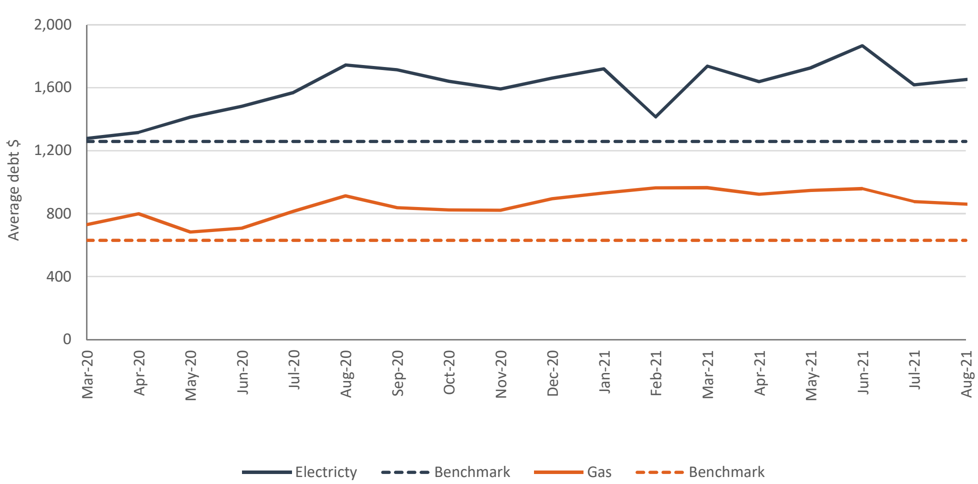
COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 September 2021)

Hardship

Customers entering hardship programs (Figure 2.3)



Average hardship debt on entry (Figure 2.4)



Analysis

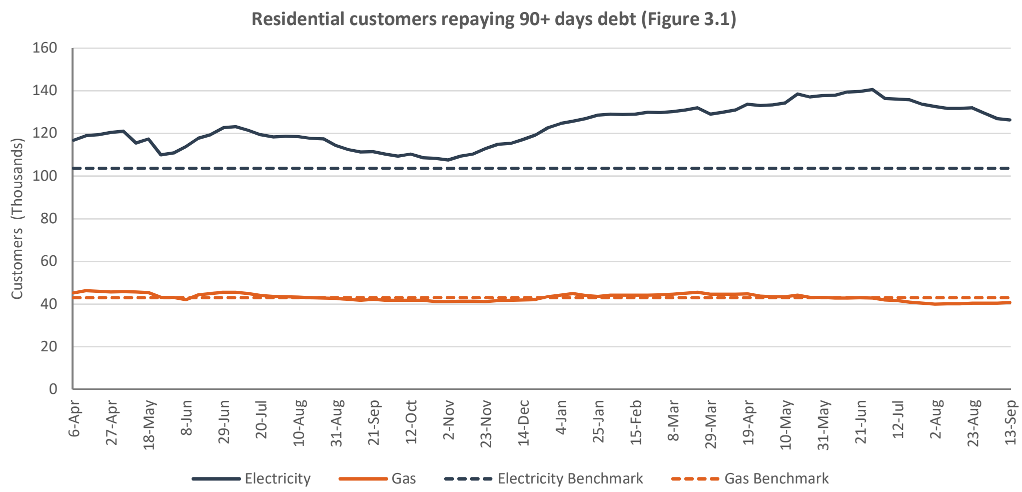
- The number of customers entering hardship programs has been consistently below the benchmark. By contrast, the average debt of those customers entering hardship has been consistently above the benchmark. Taken together, these observations imply that since the start of the pandemic, customers have only been entering hardship programs once they have accumulated larger amounts of debt.

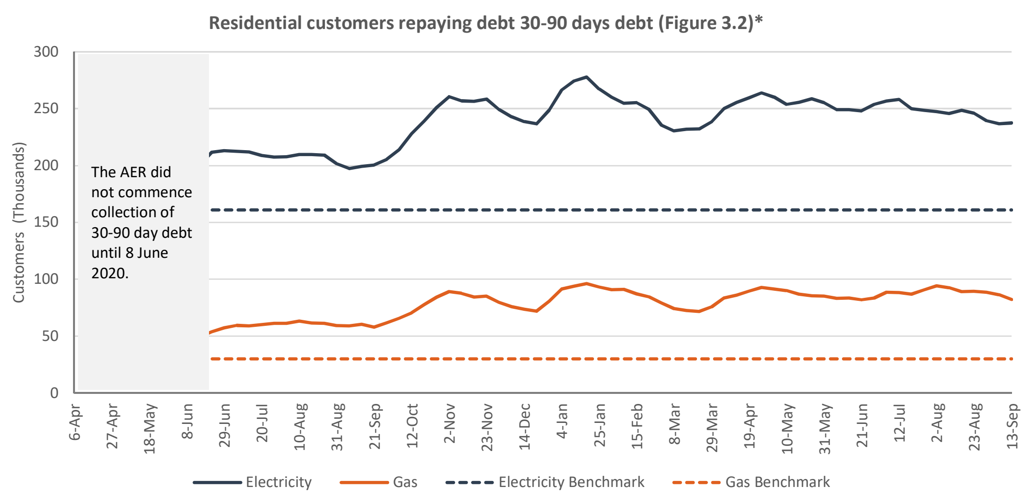
Notes

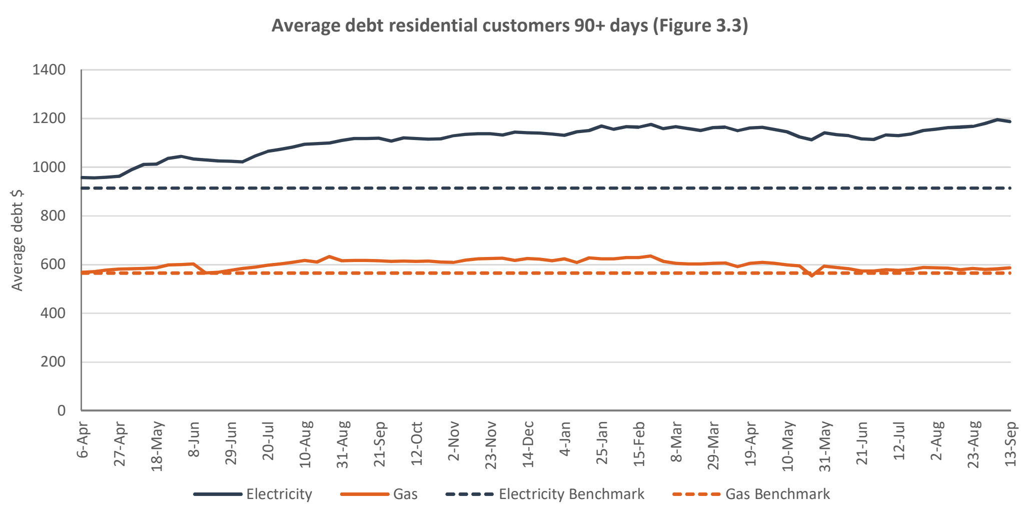
- *Customers entering hardship programs data is reported on a monthly basis. It is the cumulative amount of customers entering programs each month.*

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

Residential debt

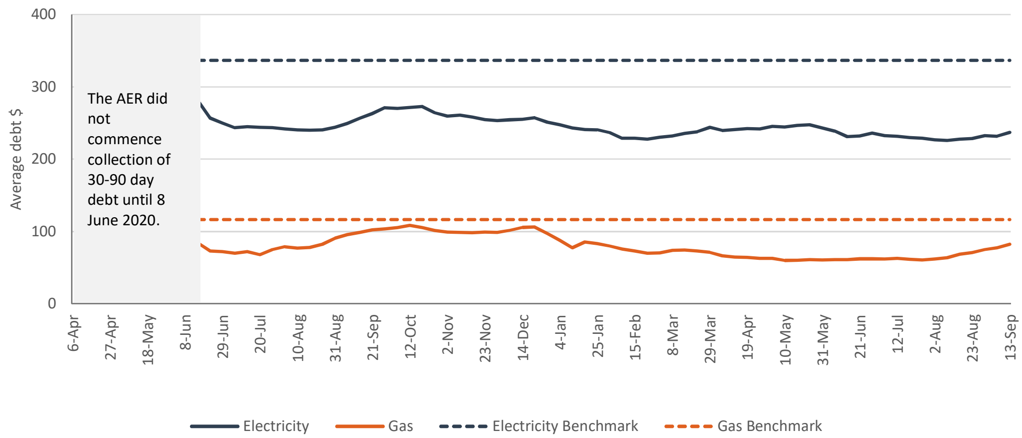




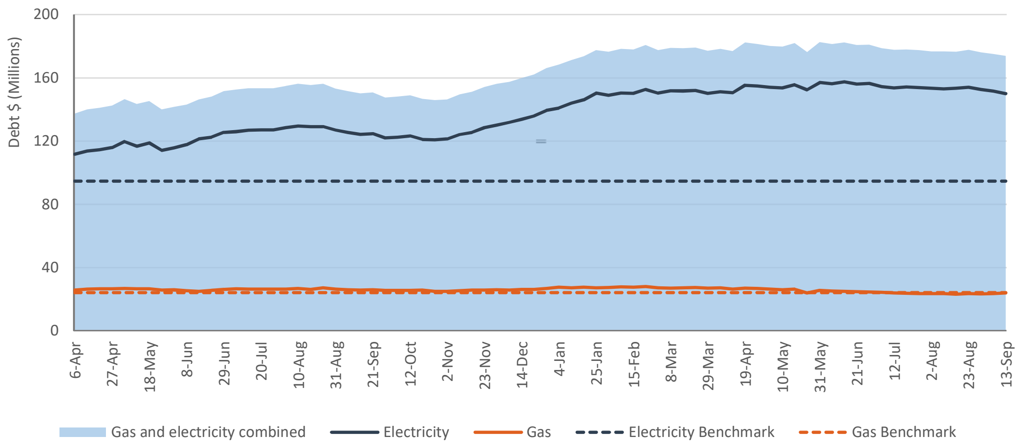


COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 September 2021)

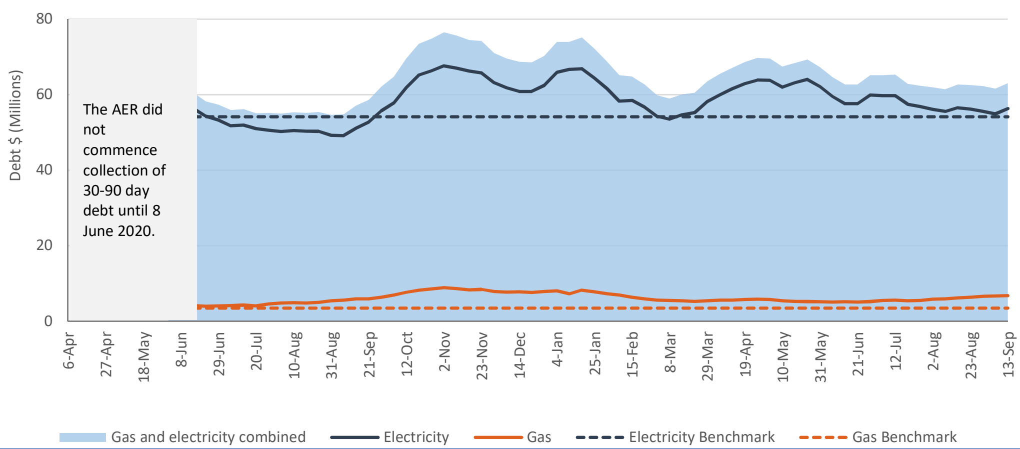
Average debt residential customers 30-90 days (Figure 3.4)*



Residential debt 90+ days (Figure 3.5)



Residential debt 30-90 days (Figure 3.6)*



Analysis

- For 90+ day electricity debt, the number of customers repaying debt has decreased in recent weeks, which was driven by some significant decreases recorded by primary regional retailers not subject to the current standby Statement of Expectations.
- For 30-90 day debt, the number of customers has fluctuated at a level well above the benchmark since October 2020.

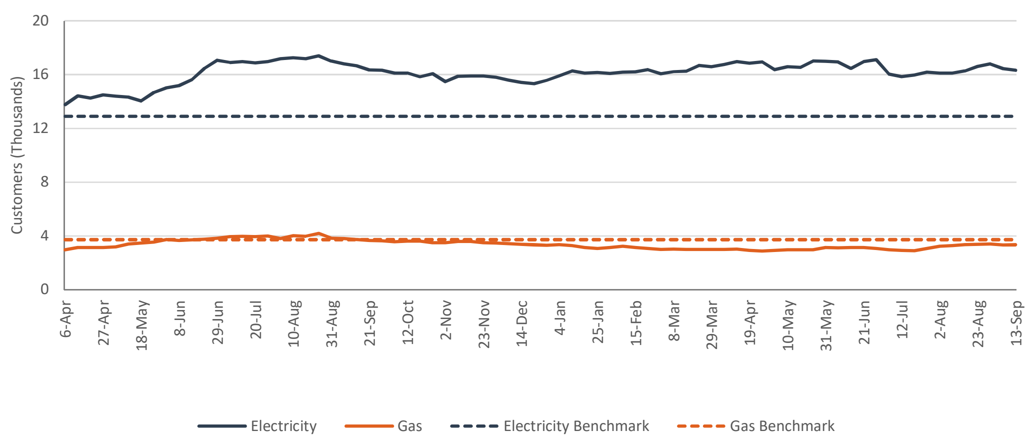
Notes:

- *'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.*

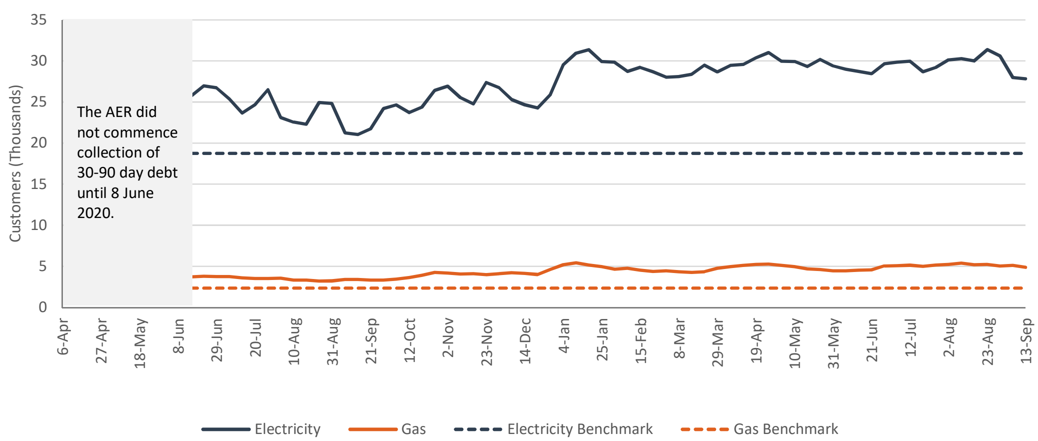
COVID-19 RETAIL MARKET DATA DASHBOARD (as at 13 September 2021)

Small business debt

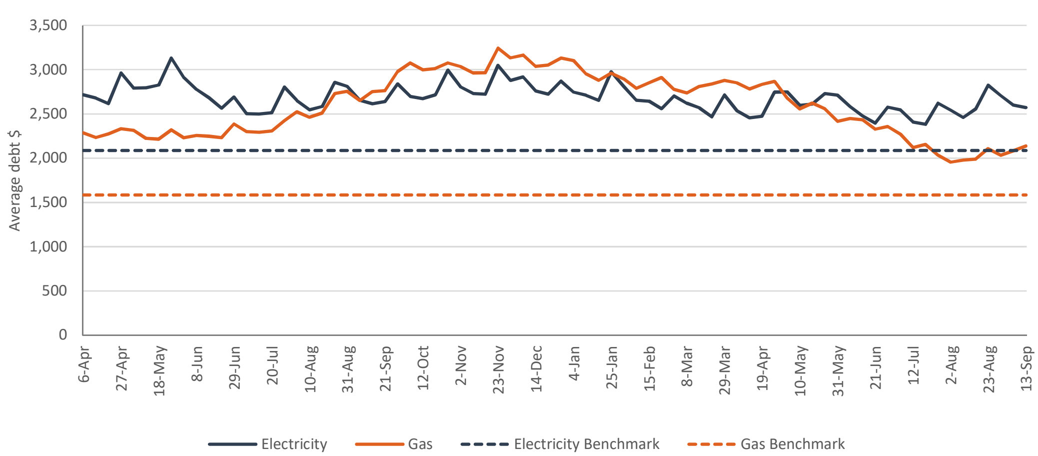
Small business customers repaying debt 90+ days (Figure 4.1)



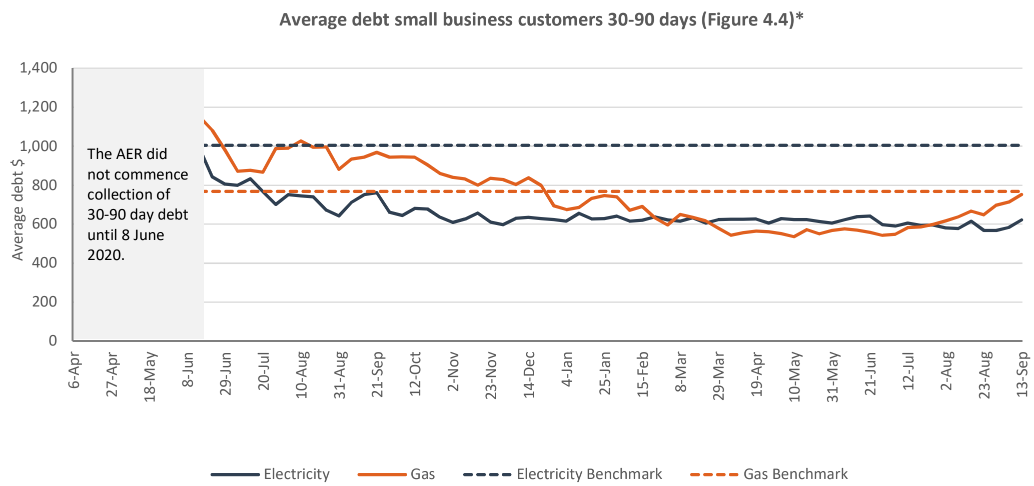
Small business customers repaying 30-90 days debt (Figure 4.2)*

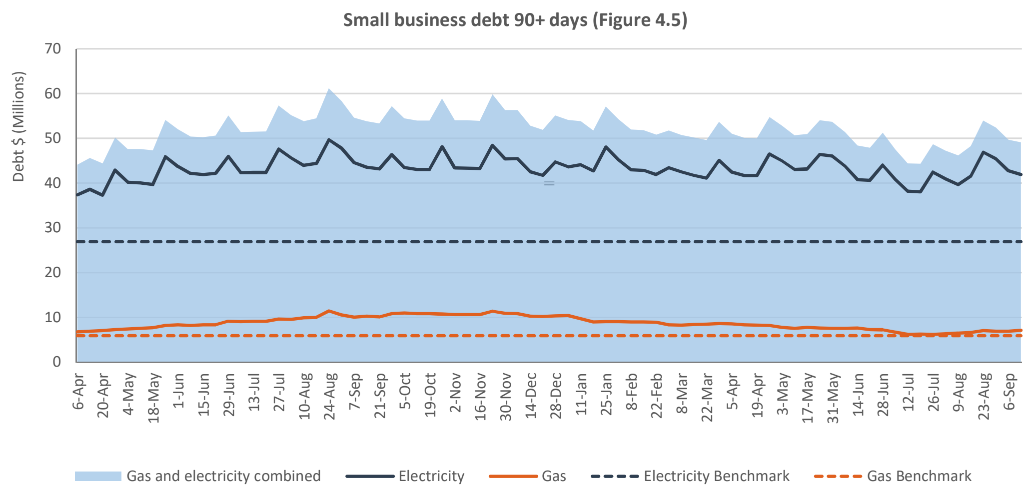


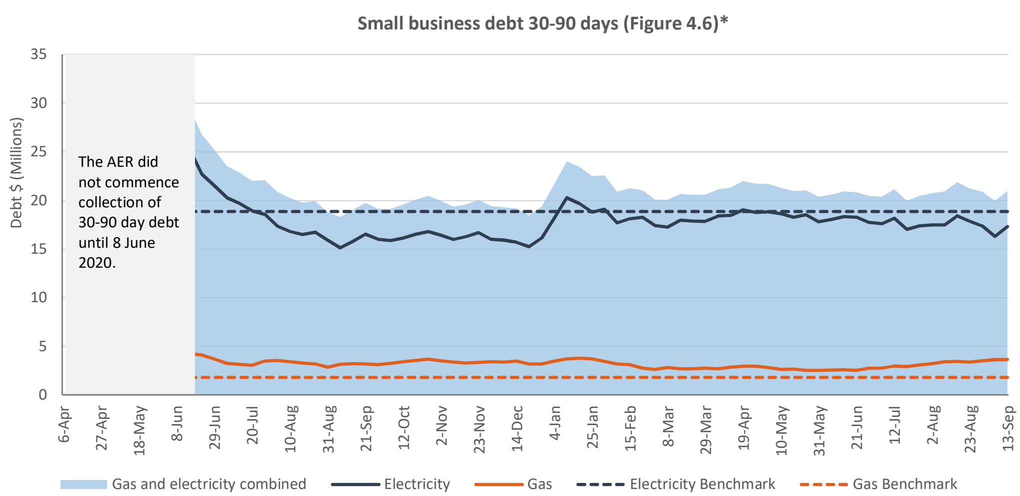
Average debt small business customers 90+ days (Figure 4.3)



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







Analysis

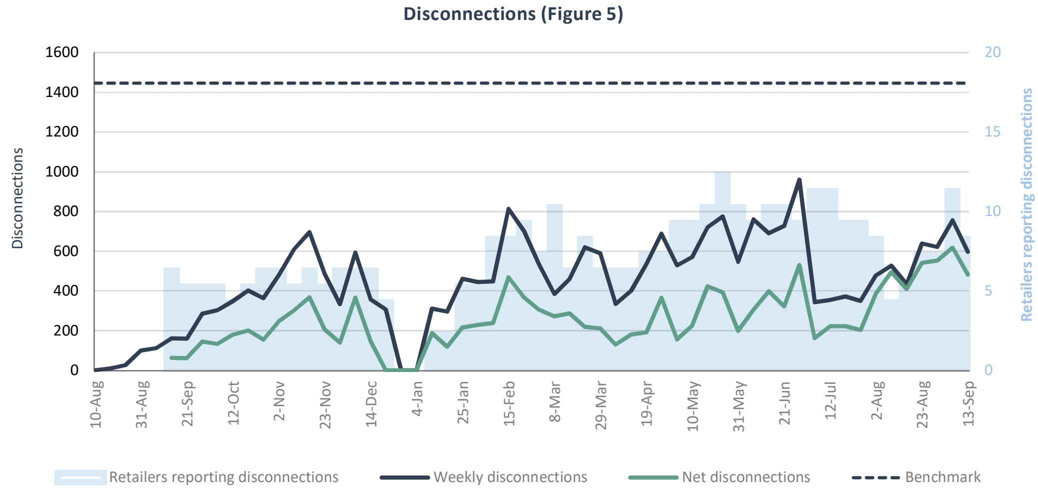
- The drop in customers repaying 30-90 day debt in the past month was driven by a Tier 1 retailer.
- Average 90+ day electricity & gas small business debt has been consistently higher than the benchmark and follows a cyclical monthly pattern (which may be related to billing administration cycles).

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 the market and are less reliable.*

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

Disconnections



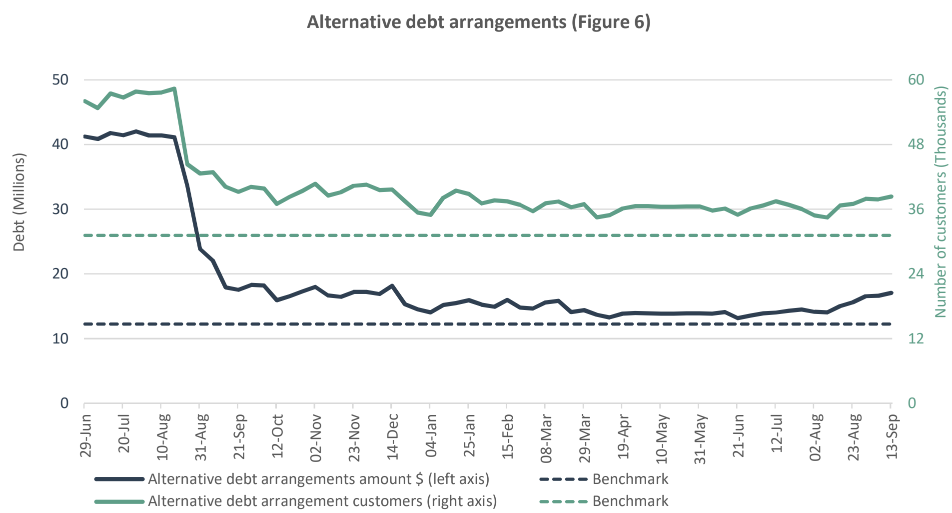
Analysis

- Disconnections have increased substantially over the past several weeks, driven by increases in South Australia, Tasmania and especially Queensland. There have been very few recent disconnections in NSW, corresponding with the AER's enactment of its 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.*