

# COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)  
As at 14/12/2020

Disconnections (40 retailers reported)

Total number of disconnections

354

Last Week

↑

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

Net disconnections\*

147

↑

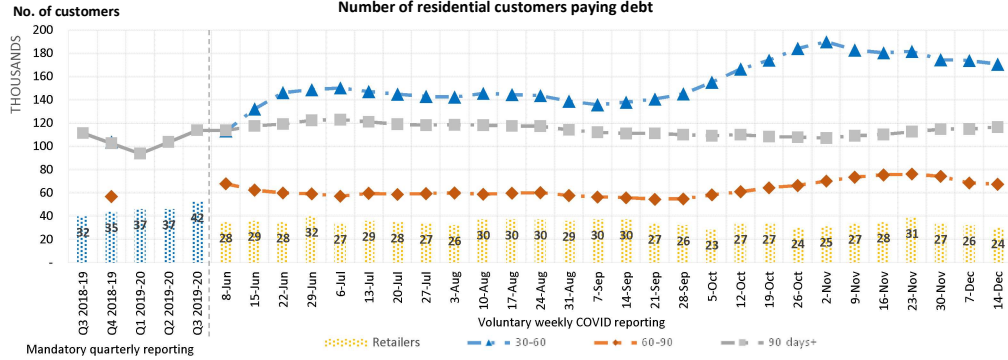
Total number of retailers disconnecting customers

6

↑

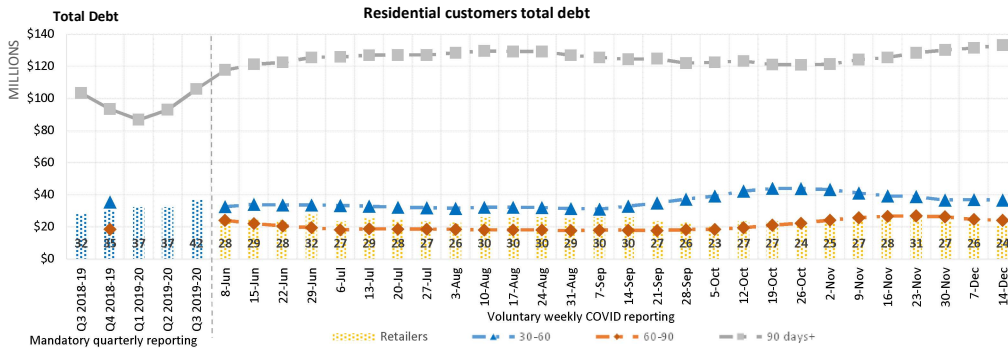
Debt weekly & quarterly trends - residential & small business customers  
As at 14/12/2020

Residential electricity (24 included submissions)

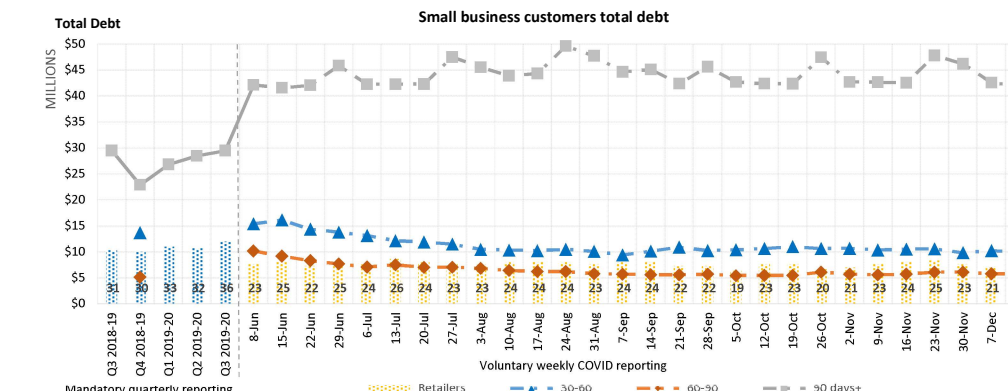
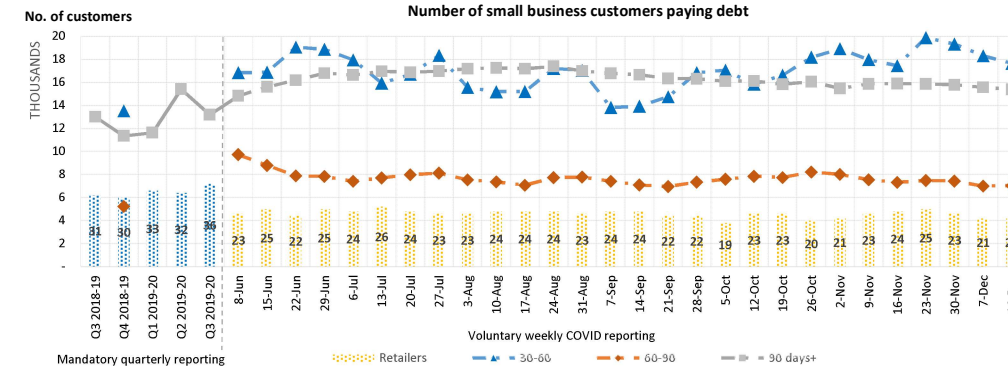


**Disconnections**  
In this week's dashboard, disconnections remain relatively steady despite an increasing trend since early August.

**Debt**  
This data includes 30, 60 & 90+ day debt metrics. The bars show the number of retailers which submitted data on 90+ day debt. The main point to emerge is that the levels of 90+ day debt of both residential and small business customers are markedly higher than baseline levels.



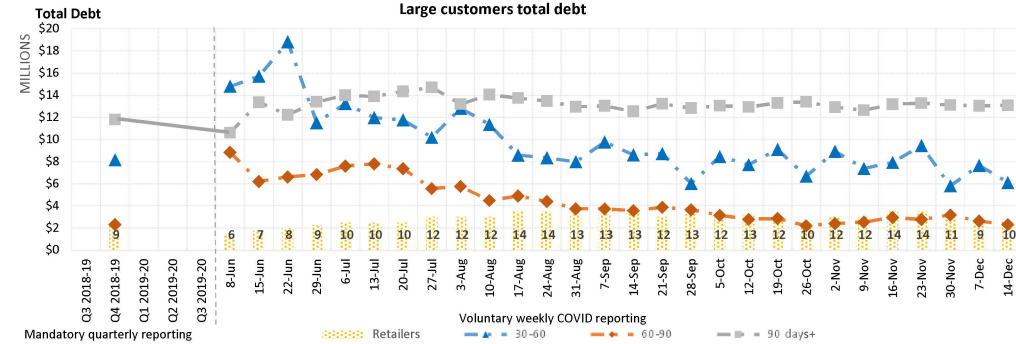
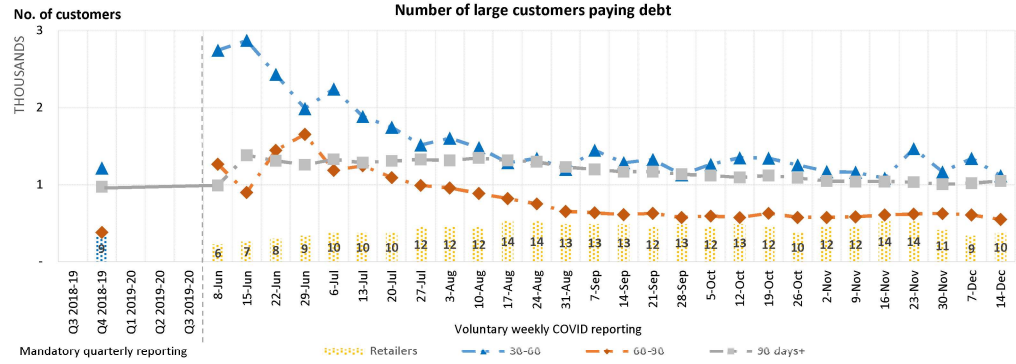
Small business electricity (21 included submissions)



# COVID-19 RETAIL MARKET DATA DASHBOARD

## Debt weekly & quarterly trends - large customers As at 14/12/2020

Large electricity (10 included submissions)



## Deferred Debt - Electricity & Gas As at 14/12/2020

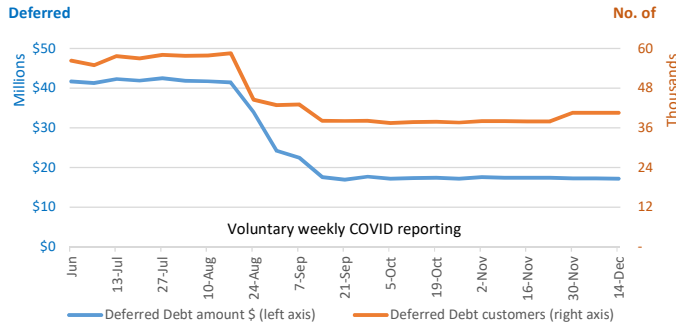
Deferred Debt (10 included submissions)

**Amount of Debt \$**

Residential	14.6 million
Sml Bus.	2.6 million

**Number of customers**

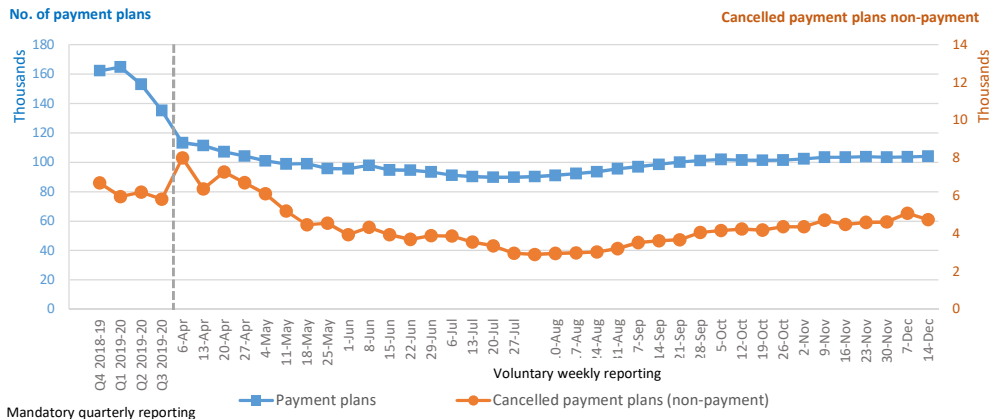
Residential	37850
Sml Bus.	2673



**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 from 31 July. A significant drop occurred from 24 August, due to a Tier 1 retailer closing its deferred debt program.

## Payment plans - Electricity & Gas As at 14/12/2020

Payment plans (20 included submissions)



**Payment plans**  
After trending downwards from March through to July 2020, the number of payment plans began to trend upwards from about 3 August following the closure of some retailers' deferred debt arrangements. From about 5 October, the level of payment plan participation steadied, and has remained at a similar level since.

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Call centre metrics - Weekly collection As at 14/12/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)		% point change since	
<b>3.7%</b>	↑ 0.39	↑ 0.78	↑ 0.14
Average percentage of calls answered within 30 seconds (17 included submissions)		% point change since	
<b>71%</b>	↓ 0.98	↑ 11.20	↓ 0.46
Average time before an operator answers a call (15 included submissions)		% change since	
<b>52 Seconds</b>	↑ 4.69	↓ 49.32	↓ 7.11
Average percentage of calls abandoned before being answered (14 included submissions)		% point change since	
<b>5.41%</b>	↑ 1.77	↓ 1.99	↓ 0.78

**Call centre metrics**  
Call centre indicators this week were relatively consistent with previous weeks.

### Hardship - Monthly collection November

Electricity hardship programs (28 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs		% point change since
<b>1.19%</b>	↑ 0.11	= 0.00
Average debt of electricity customers on hardship programs		% change since
<b>\$1,446.94</b>	↑ 13.64	↑ 8.94
<b>Electricity hardship programs - on entry (26 included submissions)</b>	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of electricity customers entering hardship programs		% point change since
<b>0.21%</b>	↑ 0.07	↑ 0.05
Average debt on entry to hardship for electricity customers		% change since
<b>\$1,314.83</b>	↑ 13.27	↑ 5.95
<b>Gas hardship programs (11 included submissions)</b>	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers on hardship programs		% point change since
<b>0.68%</b>	= 0.00	↓ 0.03
Average debt of gas customers on hardship programs		% change since
<b>\$658.30</b>	↑ 2.75	↑ 1.63
<b>Gas hardship programs - on entry (10 included submissions)</b>	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers entering hardship programs		% point change since
<b>0.09%</b>	↓ 0.08	= 0.00
Average debt on entry to hardship for gas customers		% change since
<b>\$697.10</b>	↑ 7.03	↓ 0.87

**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 trending higher compared to the end of March (particularly for electricity). Some retailers are offering deferred payment arrangements rather than placing customers on formal hardship arrangements.

### Credit collection - Monthly collection November

Credit collections (7 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection		% point change since
<b>0.56%</b>	↓ 0.17	↓ 0.23
Average proportion of customers credit defaulted		% point change since
<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.

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## Deferral of network charges - Monthly collection

Deferral metrics:	August	September	October	November	Cumulative
Number of customers who deferred payment of network charges	0	0	0	0	0
Total amount of network charges deferred	0	0	0	0	0
Latest due date for payment of deferred network charges	N/A	N/A	N/A	N/A	N/A

**Deferral of network charges**  
 In August, the AEMC made a rule change to allow some retailers to defer payment of network charges for customers impacted by COVID-19. To date, no retailers have used the network charges deferral mechanism.

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