

# COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)  
As at 15/2/2021

Disconnections (40 retailers reported)

Total number of disconnections

778

Net disconnections\*

433

Total number of retailers disconnecting customers

8

8/02/2021



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

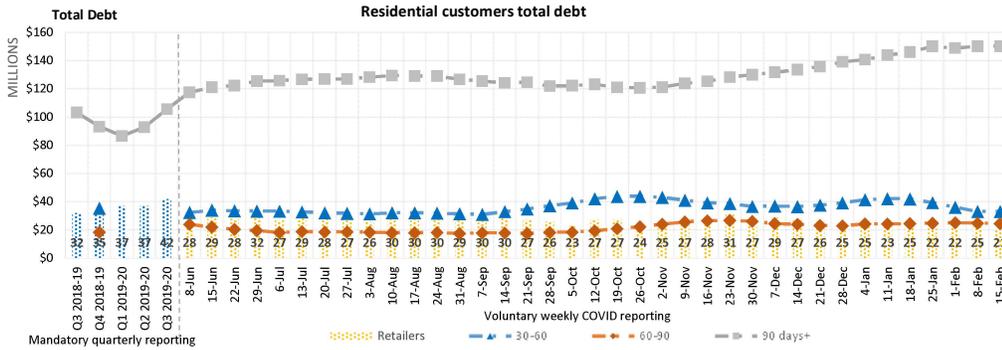
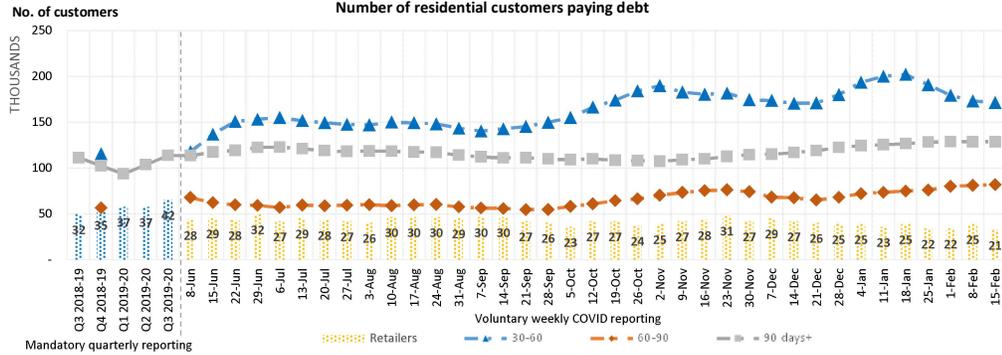
## Disconnections

After a pause in disconnections over the Christmas / New Year period, disconnections are now at their highest level since pre-pandemic.

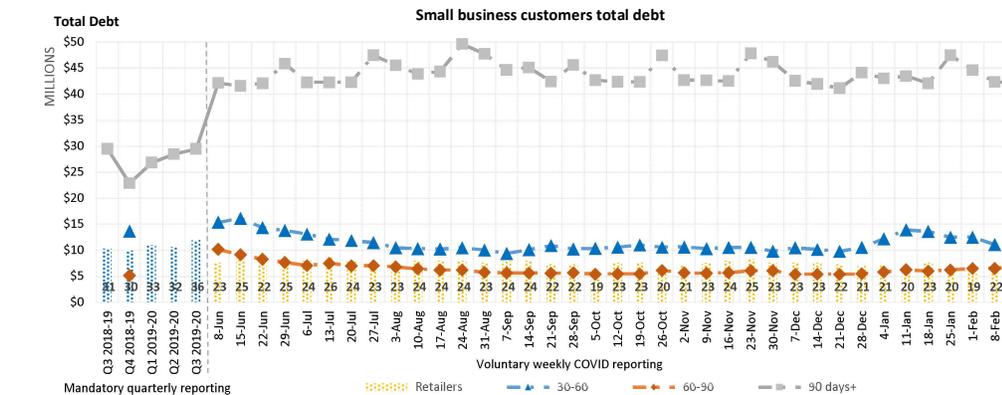
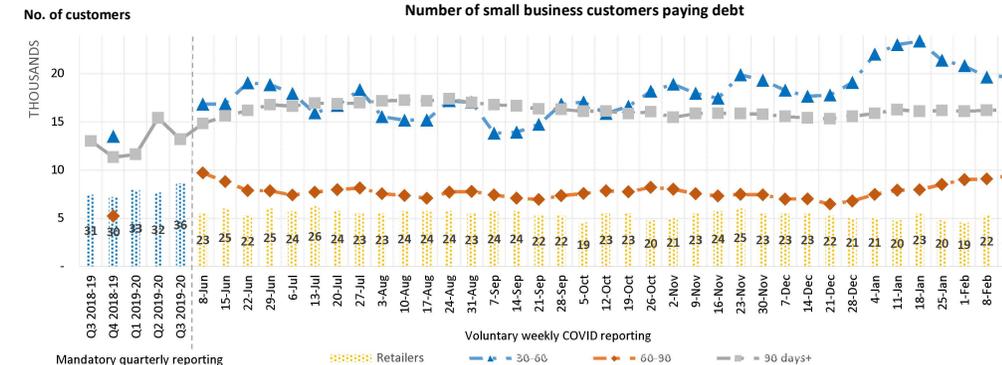
## Debt weekly & quarterly trends - residential & small business customers

As at 15/2/2021

Residential electricity (24 included submissions)



Small business electricity (21 included submissions)



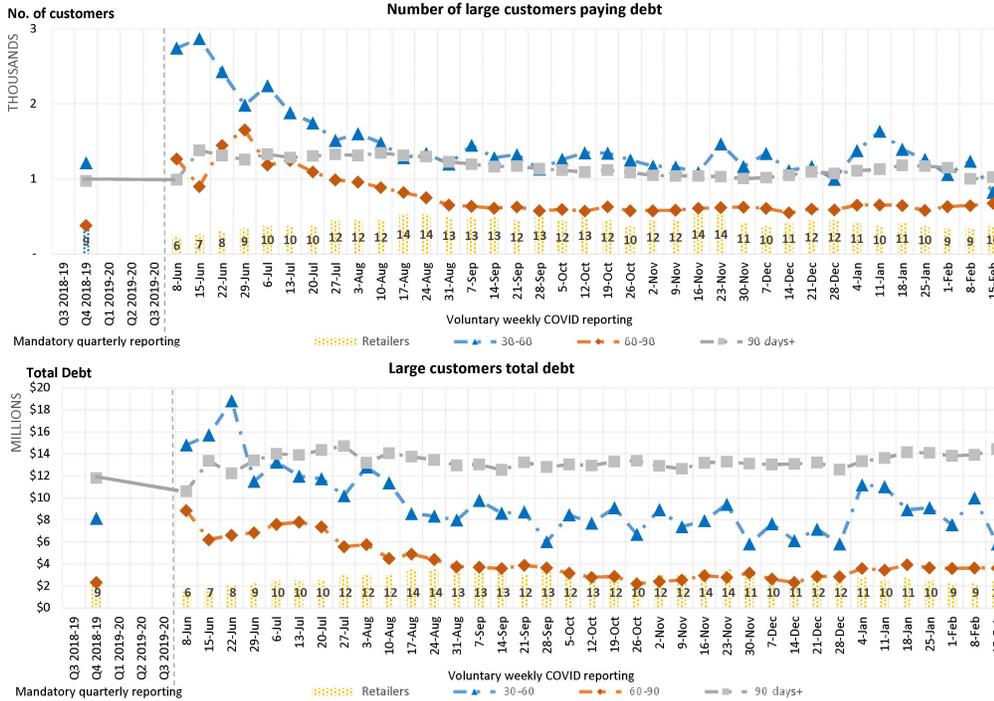
## Debt

This data includes 30, 60 & 90+ day debt metrics. The bars show the number of retailers which submitted data on 90+ day debt. The increase in 90+ day total debt since October has been driven primarily by Tier 1 and large Tier 2 retailers.

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## Debt weekly & quarterly trends - large customers As at 15/2/2021

Large electricity (10 included submissions)



## Deferred Debt - Electricity & Gas As at 15/2/2021

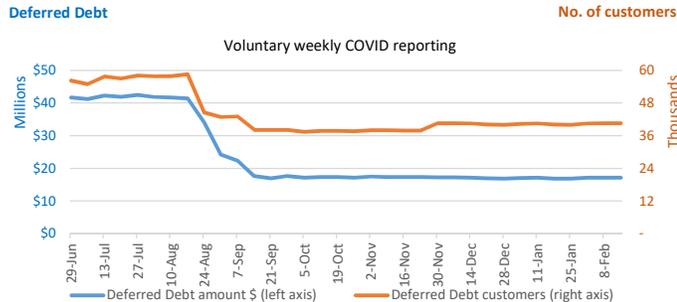
Deferred Debt (10 included submissions)

**Amount of Debt \$**

Residential	14.5 million
Sml Bus.	2.6 million

**Number of customers**

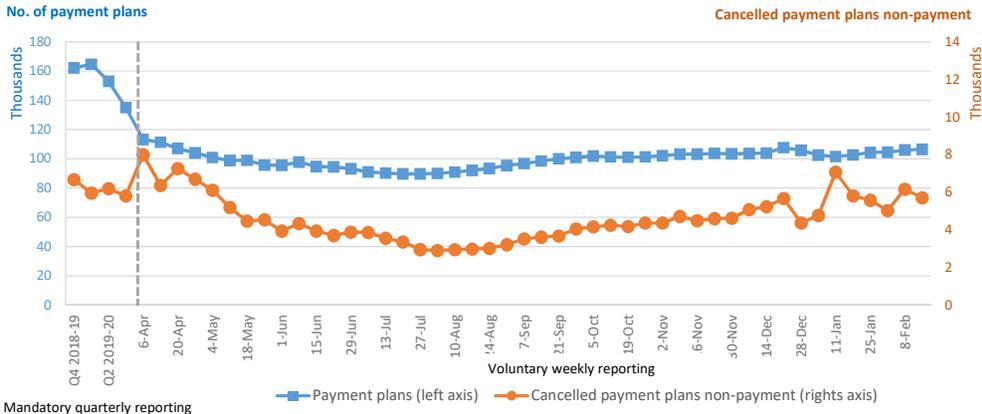
Residential	37888
Sml Bus.	2665



**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. Since then deferred debt has remained relatively stable.

## Payment plans - Electricity & Gas As at 15/2/2021

Payment plans (20 included submissions)



**Payment plans**  
The number of customers on payment plans increased in August and September, driven by one Tier 1 retailer moving customers off deferred payment arrangements and onto regular payment plans. The number of customers on payment plans has followed a flat, gradually-increasing trend since then.

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Call centre metrics - Weekly collection As at 15/2/2021

Call centre	Annual 2018-19	30/03/2020	8/02/2021
Average proportion of customer base calling an operator (17 included submissions)		% point change since	
<b>3.7%</b>	↑ 0.38	↑ 0.77	↓ 0.21
Average percentage of calls answered within 30 seconds (17 included submissions)		% point change since	
<b>67%</b>	↓ 4.90	↑ 7.28	↑ 2.43
Average time before an operator answers a call (15 included submissions)		% change since	
<b>74 Seconds</b>	↑ 47.73	↓ 28.49	↓ 8.98
Average percentage of calls abandoned before being answered (14 included submissions)		% point change since	
<b>5.24%</b>	↑ 1.60	↓ 2.16	↓ 0.64

**Call centre metrics**  
The number of calls to an operator remains on par with March 2020.

### Hardship - Monthly collection January 2021

Electricity hardship programs (24 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs		% point change since
<b>1.17%</b>	↑ 0.23	↑ 0.09
Average debt of electricity customers on hardship programs		% change since
<b>\$1,639.33</b>	↑ 30.98	↑ 25.62
<b>Electricity hardship programs - on entry (22 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>0.14%</b>	↓ 0.00	↓ 0.02
Average debt on entry to hardship for electricity customers		% change since
<b>\$1,479.98</b>	↑ 31.95	↑ 19.26
<b>Gas hardship programs (12 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>0.61%</b>	= 0.00	↓ 0.10
Average debt of gas customers on hardship programs		% change since
<b>\$641.24</b>	↑ 0.08	↓ 1.00
<b>Gas hardship programs - on entry (9 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>0.07%</b>	↓ 0.10	= 0.00
Average debt on entry to hardship for gas customers		% change since
<b>\$728.69</b>	↑ 11.88	↑ 3.62

**Hardship programs**  
The number of electricity and gas customers on hardship programs is at about the same level as at March 2020. The average debt of electricity customers on hardship programs is however markedly higher than the end of March 2020.

### Credit collection - Monthly collection January 2021

Credit collections (8 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection		% point change since
<b>0.41%</b>	↓ 0.24	↓ 0.24
Average proportion of customers credit defaulted		% point change since
<b>0.00%</b>	↓ 0.13	↓ 0.10

**Credit collections**  
Data on credit collection and defaults remains limited.

# COVID-19 RETAIL MARKET DATA DASHBOARD

## Deferral of network charges - Monthly collection

Deferral metrics:	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
Number of customers who deferred payment of network charges	0	0	0	0	0	0
Total amount of network charges deferred	0	0	0	0	0	0
Latest due date for payment of deferred network charges	N/A	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 COVID19. 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.