COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 19/10/2020

Disconnections (40 retailers reported)   **Last Week**

Total number of disconnections	403	⬆
Net disconnections*	201	⬆
Total number of retailers disconnecting customers	5	⬆

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

Debt weekly & quarterly trends - residential & small business customers
As at 19/10/2020

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 (23 included submissions)

Number of residential customers paying debt
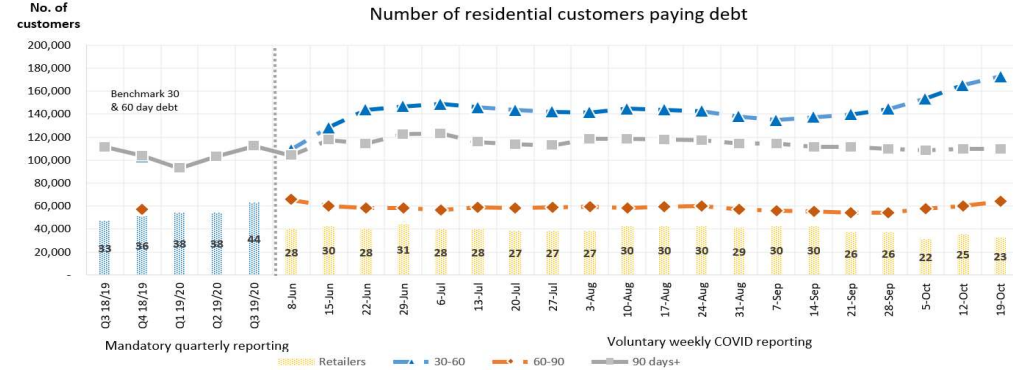
Debt
This data includes 30, 60 & 90+ day debt metrics. 90+ day total debt is higher than 30 and 60 day debt, because 90+ day debt covers a longer time period i.e. 90 days or older. Customers who are in debt for longer periods typically accumulate higher debts. The bars show the number of retailers which submitted data on 90+ day debt. The increase in customers repaying 30 day debt over the past month is driven by Tier 2 and large regional retailers.
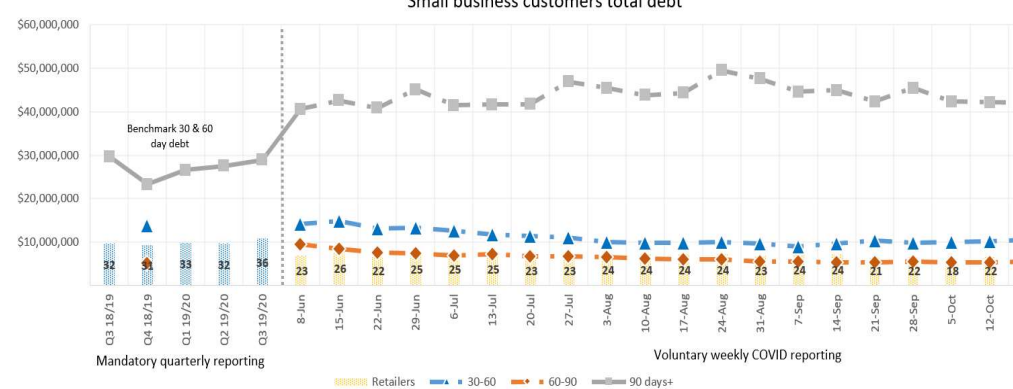

Residential customers total debt
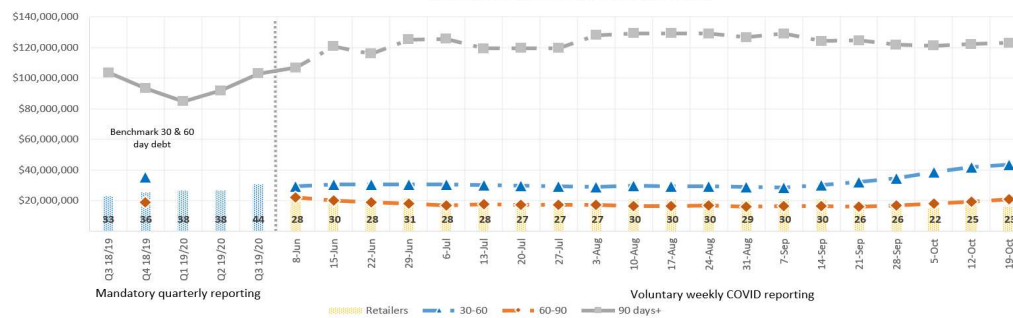
Small business electricity (20 included submissions)

Number of small business customers paying
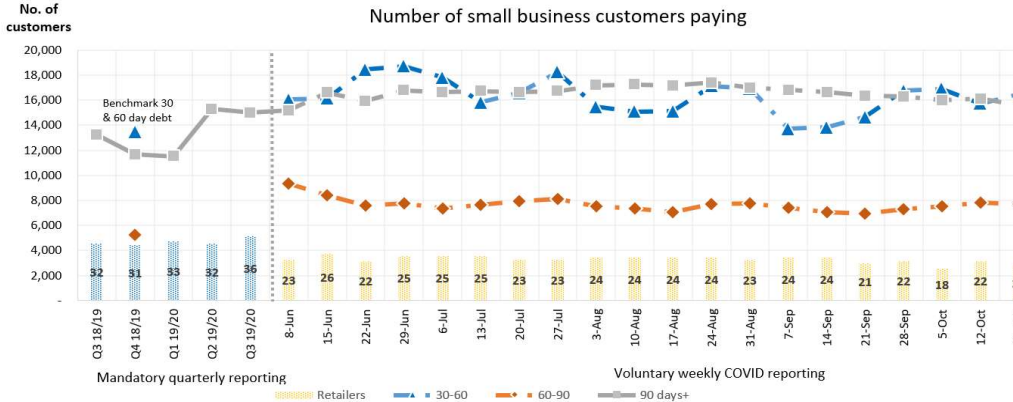
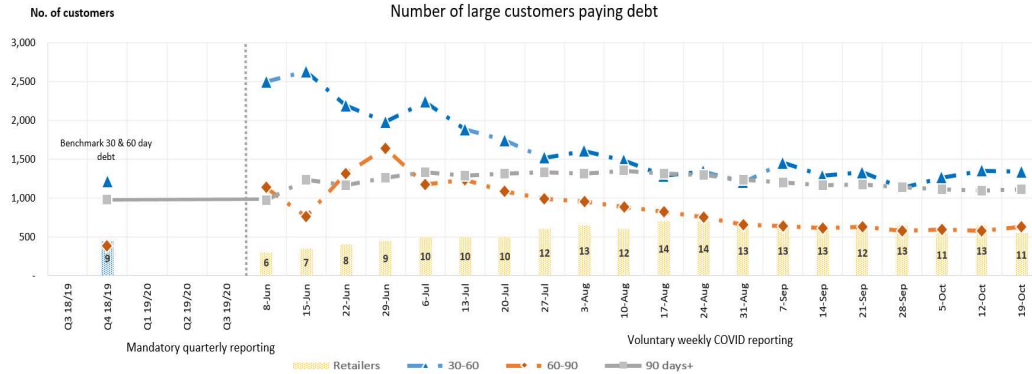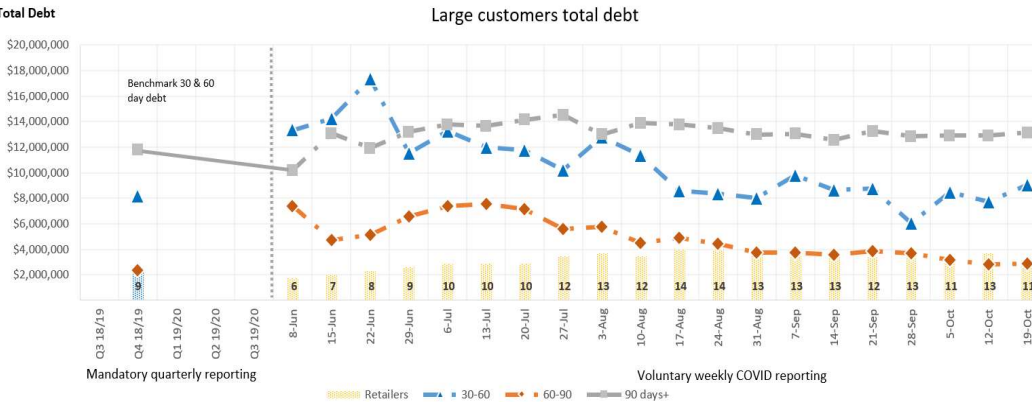

Small business customers total debt

COVID-19 RETAIL MARKET DATA DASHBOARD

Debt weekly & quarterly trends - large customers
As at 19/10/2020
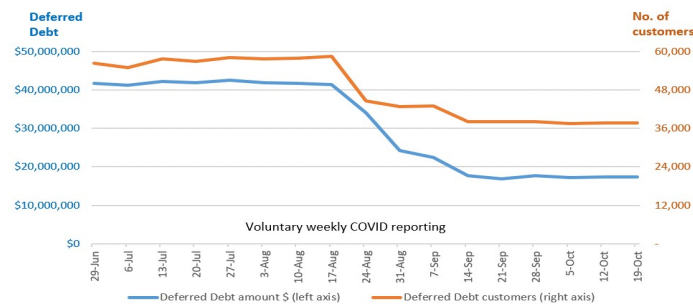
Large electricity (11 included submissions)

No. of customers

Number of large customers paying debt

Benchmark 30 & 60 day debt

Mandatory quarterly reporting

Voluntary weekly COVID reporting

Retailers — ▲ 30-60 — ◆ 60-90 — ■ 90 days+

Total Debt

Large customers total debt

Benchmark 30 & 60 day debt

Mandatory quarterly reporting

Voluntary weekly COVID reporting

Retailers — ▲ 30-60 — ◆ 60-90 — ■ 90 days+

Deferred Debt - Electricity & Gas
As at 19/10/2020

Deferred Debt (10 included submissions)

Amount of Debt $

Residential	14.8 million
Sml Bus.	2.6 million

Number of customers

Residential	36005
Sml Bus.	1810

Deferred Debt

No. of customers

Voluntary weekly COVID reporting

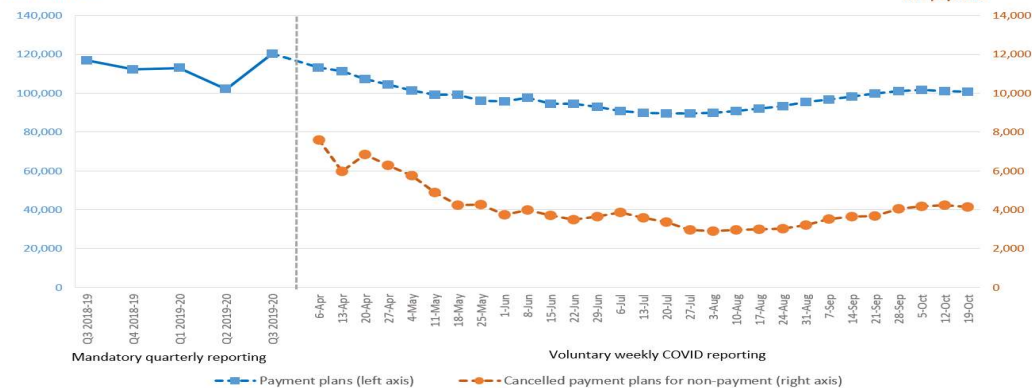— Deferred Debt amount $ (left axis) — Deferred Debt customers (right axis)

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 stablised.

Payment plans - Electricity & Gas
As at 19/10/2020

Payment plans (20 included submissions)

No. of payment plans

Cancelled payment plans non-payment

Mandatory quarterly reporting

Voluntary weekly COVID reporting

— Payment plans (left axis) — Cancelled payment plans for non-payment (right axis)

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 19/10/2020			

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)		% point change since	
3.4%	⬆ 0.10	⬆ 0.49	⬆ 0.26
Average percentage of calls answered within 30 seconds (17 included submissions)		% point change since	
77%	⬆ 5.37	⬆ 17.55	⬆ 1.89
Average time before an operator answers a call (16 included submissions)		% change since	
35 Seconds	⬇ 30.76	⬇ 66.48	⬇ 29.87
Average percentage of calls abandoned before being answered (15 included submissions)		% point change since	
4.61%	⬆ 1.19	⬇ 3.26	⬇ 2.27

Call centre metrics
Call centre indicators this week were similar to annual 2018-19 benchmark levels. Average call wait times have fallen, driven by large regional retailers.

Hardship - Monthly collection September		

Electricity hardship programs (20 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs	% point change since	
1.17%	⬆ 0.09	⬇ 0.02
Average debt of electricity customers on hardship programs	% change since	
$1,465.43	⬆ 18.43	⬆ 19.03
Electricity hardship programs - On entry (13 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs	% point change since	
0.16%	⬆ 0.02	▬ 0.00
Average debt on entry to hardship for electricity customers	% change since	
$1,339.28	⬆ 15.38	⬆ 7.92
Gas hardship programs (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs	% point change since	
0.66%	▬ 0.00	⬇ 0.05
Average debt of gas customers on hardship programs	% change since	
$751.10	⬆ 17.23	⬆ 15.96
Gas hardship programs - On entry (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs	% point change since	
0.09%	⬇ 0.07	▬ 0.00
Average debt on entry to hardship for gas customers	% change since	
$733.98	⬆ 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	% point change since	
0.94%	⬆ 0.20	⬆ 0.15
Average proportion of customers credit defaulted	% point change since	
0.00%	⬇ 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.