

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)

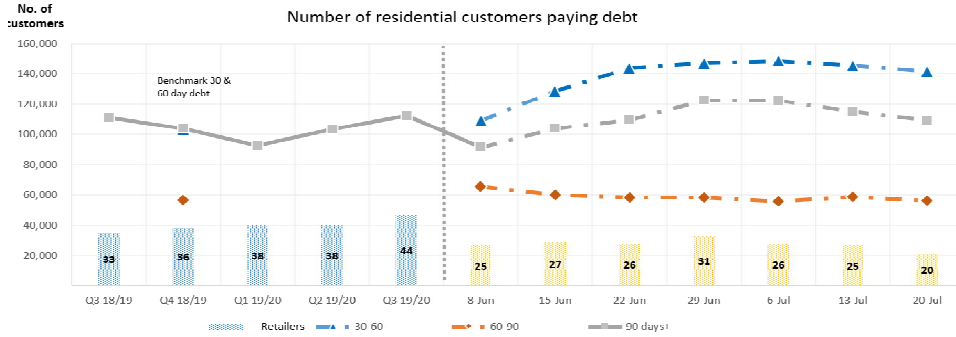
Disconnections (out of 38 retailers)
0

% point change since
30/03/2020 0.00
Last week 0.00

Disconnections
Retailers have not reported any disconnections for non-payment since 30 March.

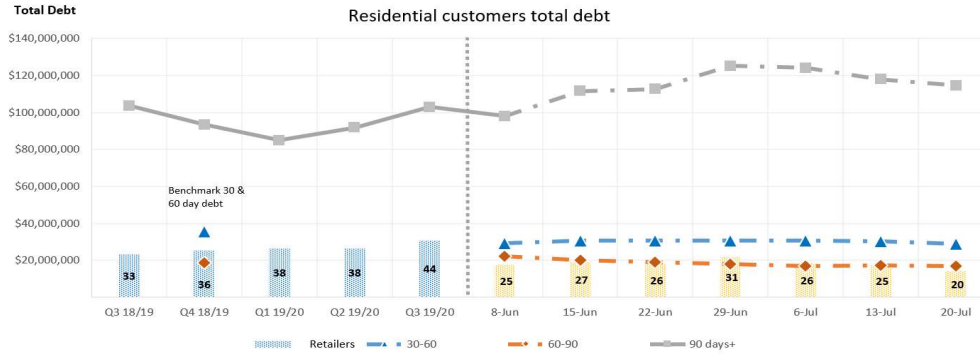
Debt weekly & quarterly trends - residential & small business customers
As at 20/7/2020

Residential electricity (20 included submissions)

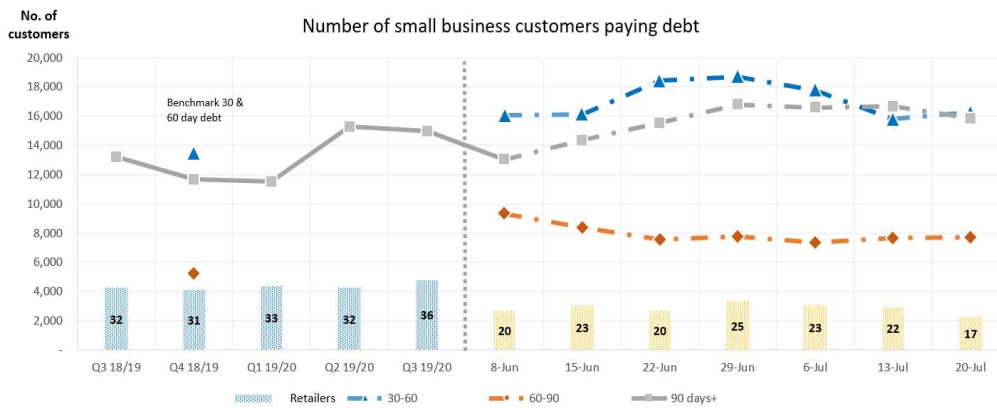


Debt
This data includes 30, 60 & 90+ day debt metrics. 90+ day average debt is higher than 30 and 60 day debt, because the 90+ day debt covers any debt for a longer time period. i.e. 90 days or older

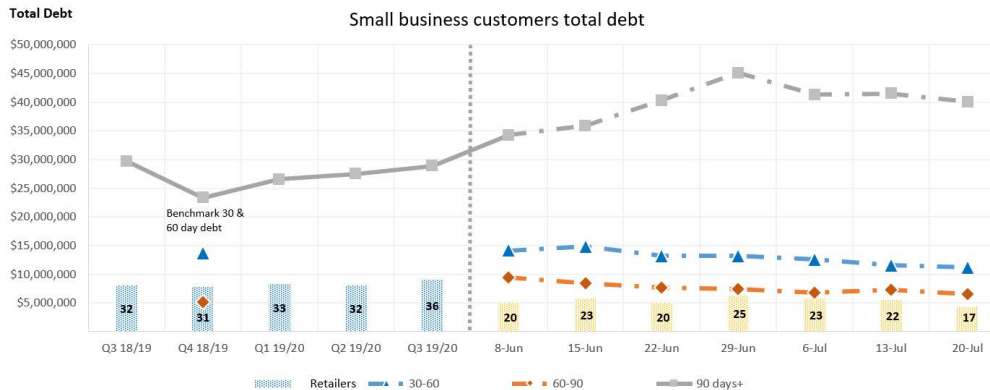
Total Debt



Small business electricity (17 included submissions)



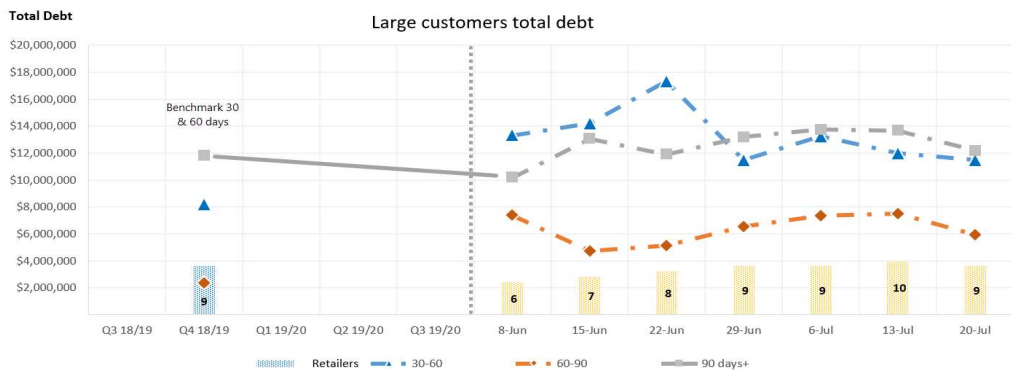
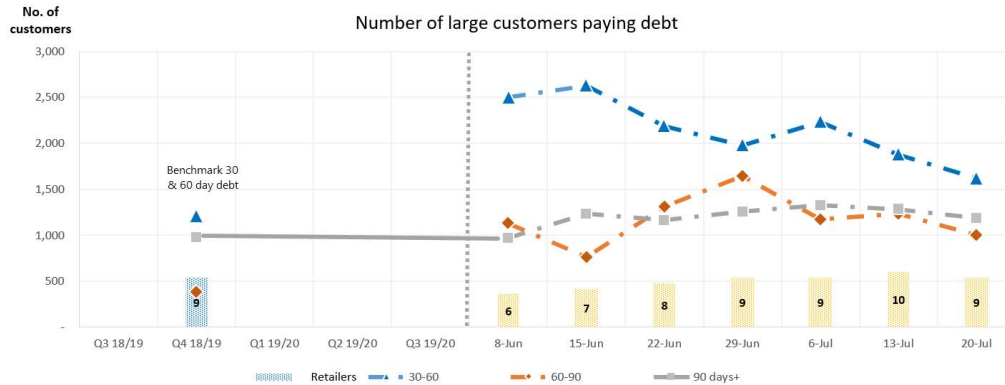
Total Debt



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Debt weekly & quarterly trends - large customers As at 20/7/2020

Large electricity (9 included submissions)



Deferred Debt As at 20/7/2020

Deferred Debt (8 included submissions)

	Amount of Debt \$	Number of customers
Residential	20 million	28372
Small Business	10.7 million	3605

Payment plans - Weekly collection As at 20/7/2020

Payment plans (19 included submissions)

	Q2 2019-20	30/03/2020	Last week
Average proportion of customers on payment plans	1.31%	↓ 0.36	↓ 0.01
Average proportion of payment plans cancelled	0.08%	↓ 0.02	↓ 0.00

Call centre metrics - Weekly collection As at 20/7/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (18 included submissions)	3.15%	↓ 0.55	↓ 0.02
Average percentage of calls answered within 30 seconds (18 included submissions)	67.55%	↓ 5.90	↓ 6.55
Average time before an operator answers a call (17 included submissions)	52 Seconds	↓ 20.84	↑ 18.33
Average percentage of calls abandoned before being answered (18 included submissions)	4.66%	↑ 1.51	↑ 0.46

Deferred Debt

Many retailers are allowing customers to defer payments instead of using payment plans or hardship programs. We have received debt deferral data from only 8 retailers, which approximately covers 75% of the market share, showing a large amount of debt is being deferred. Many of these debt deferral arrangements are scheduled to expire on 31 July.

Payment Plans

The number of customers on payment plans is slightly lower than as at Q2 2019-2020. This may reflect that many retailers are offering customers the option to defer outstanding arrears payment, typically until 31 July. Data on deferrals is listed above.

Call Centre metrics

As at 20 July, the total number of calls to an operator is slightly below the 2018-19 level.

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Hardship - Monthly collection June

	Q2 2019-20	30/03/2020
Electricity hardship programs (17 included submissions)		
Average proportion of electricity customers on hardship programs	% point change since ↑ 0.05	↑ 0.02
1.21%		
Average debt of electricity customers on hardship programs	% change since ↑ 0.93	↑ 7.49
\$1,345.82		
Electricity hardship programs - On entry (12 included submissions)		
Average proportion of electricity customers entering hardship programs	% point change since ↑ 0.01	↓ 0.01
0.14%		
Average debt on entry to hardship for electricity customers	% change since ↑ 15.29	↑ 15.34
\$1,418.05		
Gas hardship programs (8 included submissions)		
Average proportion of gas customers on hardship programs	% point change since ↑ 0.01	↑ 0.14
0.69%		
Average debt of gas customers on hardship programs	% change since ↑ 1.07	↓ 3.60
\$650.73		
Gas hardship programs - On entry (8 included submissions)		
Average proportion of gas customers entering hardship programs	% point change since ↓ 0.01	↓ 0.01
0.06%		
Average debt on entry to hardship for gas customers	% change since ↑ 33.60	↑ 20.30
\$824.36		

Hardship programs

The number of customers on hardship programs and the average hardship debt is slightly higher than December 2019 levels. Some retailers are offering deferred payments arrangements rather than placing customers on formal hardship arrangements.

Credit collection - Monthly collection June

	Q2 2019-20	30/03/2020
Credit collections (4 included submissions)		
Average proportion of customers referred to credit collection	% point change since ↑ 0.42	↑ 0.41
1.09%		
Average proportion of customers credit defaulted	% point change since ↓ 0.10	↓ 0.03
0.00%		

Credit collections

The few retailers that reported against this indicator reported credit collections, contrary to expectations. However, based on discussions with each of the retailers concerned, we understand they have repurposed their credit collection functions to provide payment assistance during the pandemic and, as such, these are not credit collections under AER's definition.

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