COVID-19 RETAIL MARKET DATA DASHBOARD

	% point change since	
Disconnections (out of 39 retailers)	**30/03/2020**	**Last week**
0	0.00	0.00

Debt weekly & quarterly trends - residential & small business customers
As at 27/7/2020

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

Debt
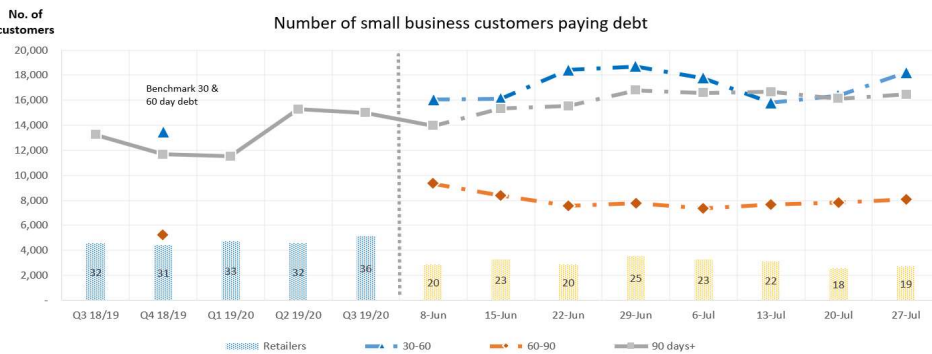This data includes 30, 60 & 90+ day debt metrics. 90+ day average debt is higher than 30 and 60 day debt, because the 90+ day debt covers any debt over a longer time period. i.e. 90 days or older. Customers who are in debt for longer periods typically accumulate higher debts.

Residential electricity (23 included submissions)
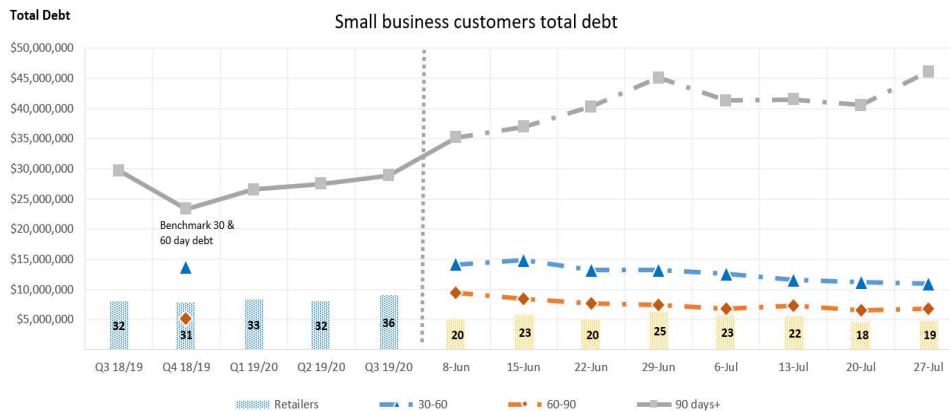

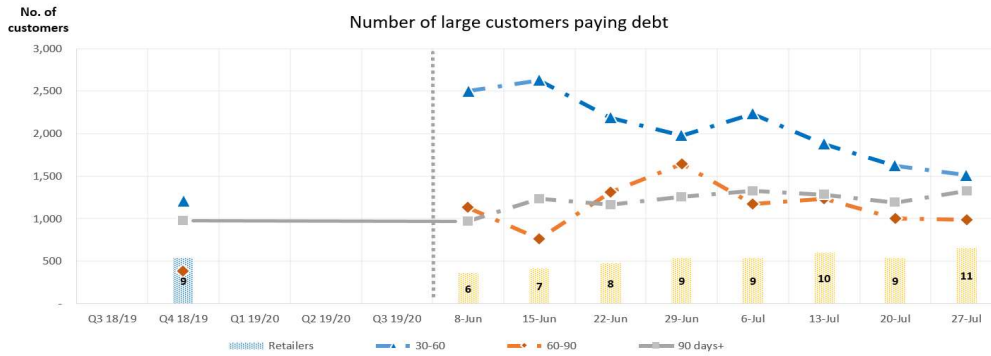Number of residential customers paying debt

Residential customers total debt
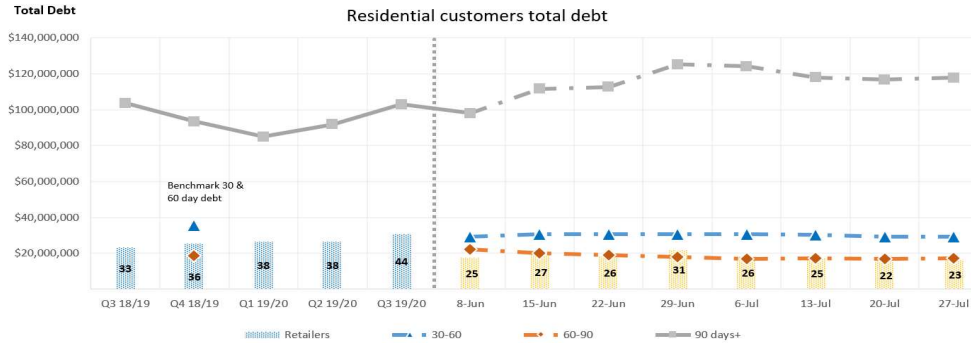
Small business electricity (19 included submissions)

Number of small business customers paying debt

Small business customers total debt

COVID-19 RETAIL MARKET DATA DASHBOARD

Large electricity (11 included submissions)

Number of large customers paying debt

Legend: Retailers | 30-60 | 60-90 | 90 days+

Large customers total debt

Legend: Retailers | 30-60 | 60-90 | 90 days+
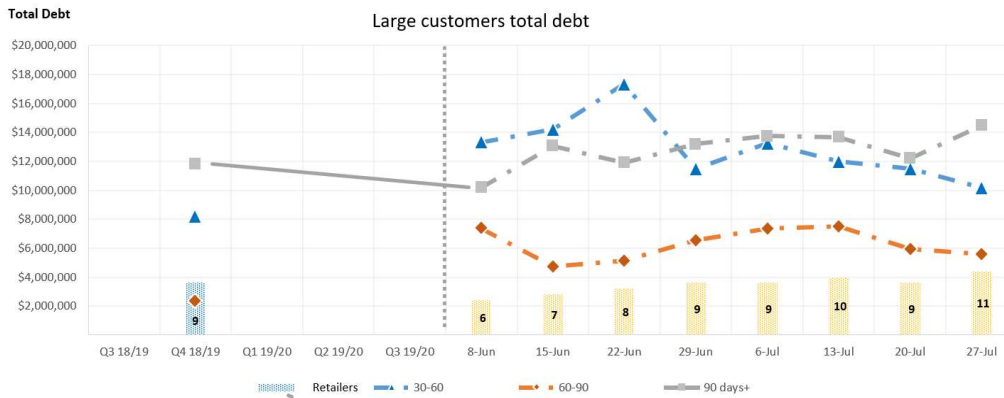
Deferred Debt
As at 27/7/2020

Deferred Debt (9 included submissions)	Amount of Debt $	Number of customers
Residential	21.3 million	35286
Small Business	13 million	4270

Payment plans - Weekly collection
As at 27/7/2020

Payment plans (19 included submissions)	Q2 2019-20	30/03/2020	Last week
Average proportion of customers on payment plans		% point change since	
1.36%	⬇ 0.39	⬇ 0.44	⬆ 0.02
Average proportion of payment plans cancelled		% point change since	
0.06%	⬇ 0.03	⬇ 0.17	⬇ 0.02

Call centre metrics - Weekly collection
As at 27/7/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)		% point change since	
3.12%	⬇ 0.30	⬆ 0.31	▭ 0.00
Average percentage of calls answered within 30 seconds (18 included submissions)		% point change since	
75.09%	⬆ 9.83	⬆ 12.85	⬆ 4.35
Average time before an operator answers a call (17 included submissions)		% change since	
52 Seconds	⬆ 27.92	⬇ 57.62	⬇ 7.68
Average percentage of calls abandoned before being answered (16 included submissions)		% point change since	
4.39%	⬆ 0.80	⬇ 5.21	⬇ 0.15

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 9 retailers, which approximately covers 75% of the market share, showing a large amount of debt is being deferred. Many of these debt deferral arrangements were scheduled to expire on 31 July.

Payment Plans
The number of customers on payment plans is lower than as at Q2 2019-2020. This may reflect that retailers offered customers the option to defer their arrears payment. Deferred debt is above.

Call Centre metrics
As at 27 July, the total number of calls to an operator is slightly below the 2018-19 level.

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Hardship - Monthly collection June		

Electricity hardship programs (17 included submissions) | **Q2 2019-20** | **30/03/2020**

Average proportion of electricity customers on hardship programs

% point change since

1.21% | ⬆ 0.05 | ⬆ 0.02

Average debt of electricity customers on hardship programs

% change since

$1,345.82 | ⬆ 0.93 | ⬆ 7.49

Electricity hardship programs - On entry (12 included submissions) | **Q2 2019-20** | **30/03/2020**

Average proportion of electricity customers entering hardship programs

% point change since

0.14% | ⬆ 0.01 | ⬇ 0.01

Average debt on entry to hardship for electricity customers

% change since

$1,418.05 | ⬆ 15.29 | ⬆ 15.34

Gas hardship programs (8 included submissions) | **Q2 2019-20** | **30/03/2020**

Average proportion of gas customers on hardship programs

% point change since

0.69% | ⬆ 0.01 | ⬆ 0.14

Average debt of gas customers on hardship programs

% change since

$650.73 | ⬆ 1.07 | ⬇ 3.60

Gas hardship programs - On entry (8 included submissions) | **Q2 2019-20** | **30/03/2020**

Average proportion of gas customers entering hardship programs

% point change since

0.06% | ⬇ 0.01 | ⬇ 0.01

Average debt on entry to hardship for gas customers

% change since

$824.36 | ⬆ 33.60 | ⬆ 20.30

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		

Credit collections (4 included submissions) | **Q2 2019-20** | **30/03/2020**
Average proportion of customers referred to credit collection

% point change since

1.09% | ⬆ 0.42 | ⬆ 0.41

Average proportion of customers credit defaulted

% point change since

0.00% | ⬇ 0.10 | ⬇ 0.03

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.