

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 30/11/2020

Disconnections (40 retailers reported)

Total number of disconnections

334

Last Week

↓

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

Net disconnections*

131

↓

Total number of retailers disconnecting customers

6

↑

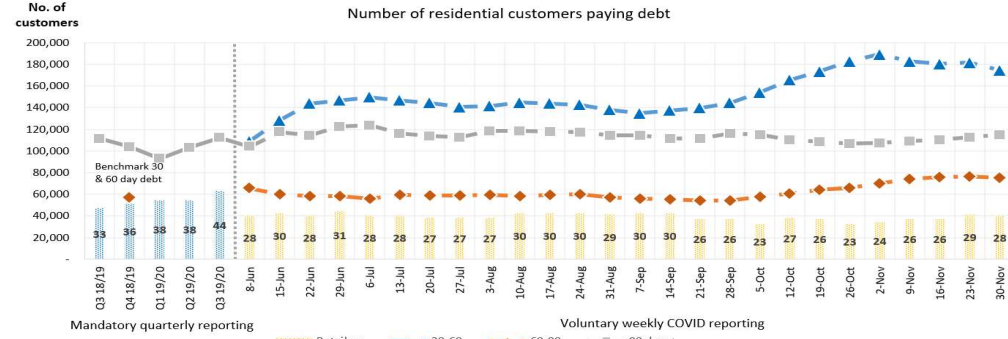
Disconnections

In this week's dashboard, we see a decrease in disconnections despite an increasing trend since early August.

Debt weekly & quarterly trends - residential & small business customers

As at 30/11/2020

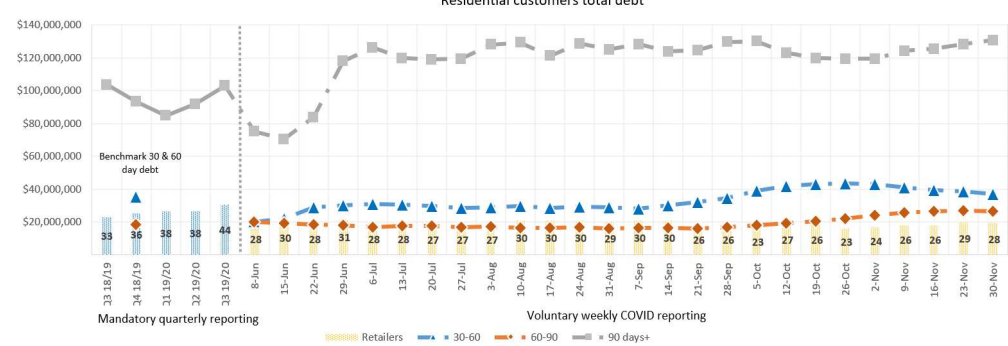
Residential electricity (28 included submissions)



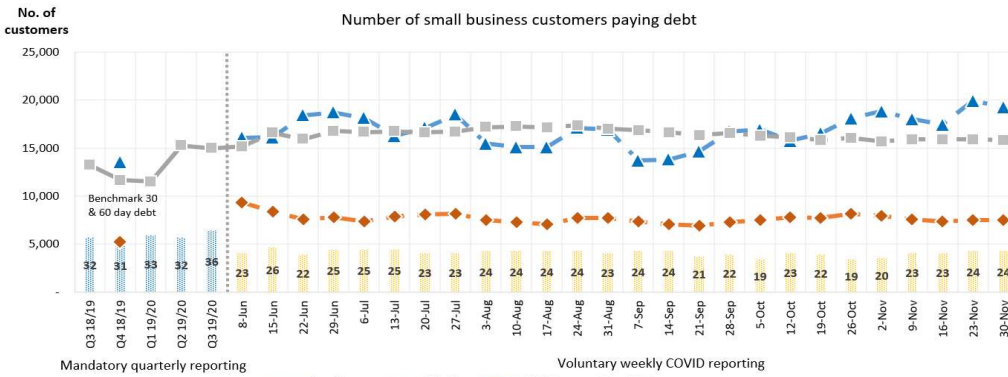
Debt

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 customers repaying 30 day debt since September was driven by Tier 2 and large regional retailers, while the decreasing trend since 2 November is driven by retailers across the board.

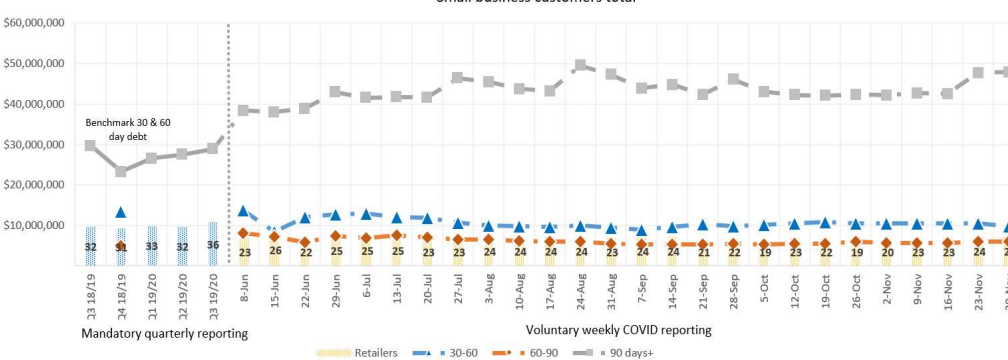
Total Debt



Small business electricity (24 included submissions)



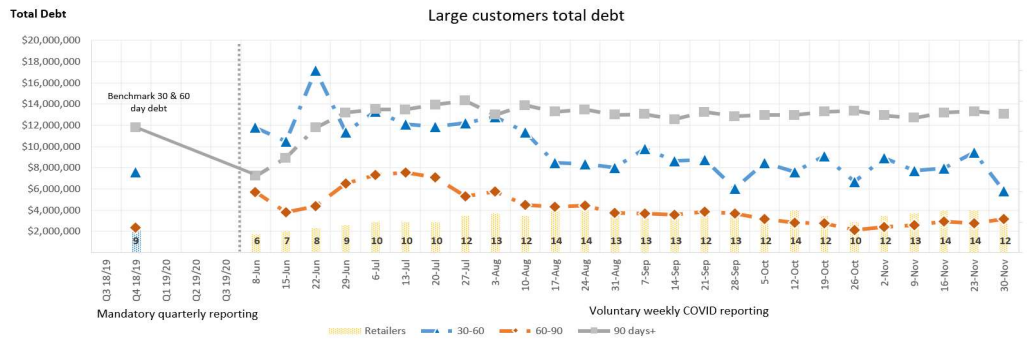
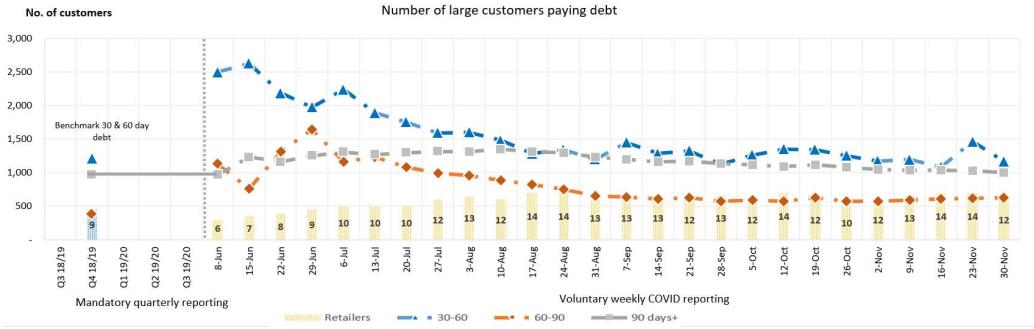
Total Debt



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Debt weekly & quarterly trends - large customers As at 30/11/2020

Large electricity (12 included submissions)

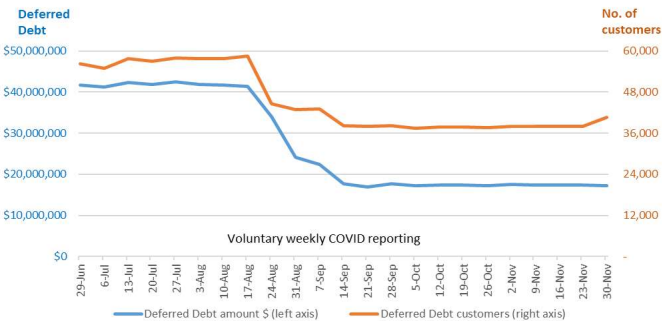


Deferred Debt - Electricity & Gas As at 30/11/2020

Deferred Debt (10 included submissions)

Amount of Debt \$
Residential 14.5 million
Sml Bus. 2.7 million

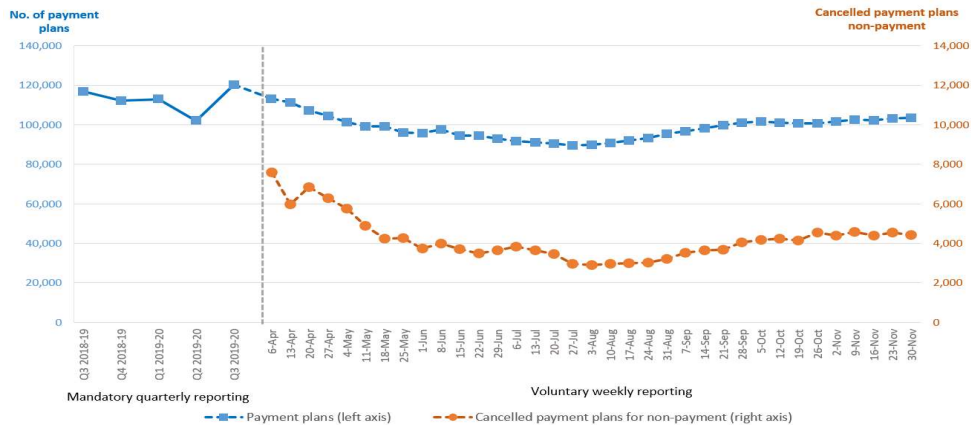
Number of customers
Residential 37877
Sml Bus. 2700



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. After remaining stable for the past 2 months there has been an uptick driven by a Tier 1 retailer.

Payment plans - Electricity & Gas As at 30/11/2020

Payment plans (20 included submissions)



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).

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Call centre metrics - Weekly collection As at 30/11/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)		% point change since	
3.5%	↑ 0.18	↑ 0.57	↑ 0.05
Average percentage of calls answered within 30 seconds (17 included submissions)		% point change since	
71%	↓ 0.67	↑ 11.51	↑ 0.93
Average time before an operator answers a call (16 included submissions)		% change since	
66 Seconds	↑ 32.37	↓ 35.93	↑ 8.95
Average percentage of calls abandoned before being answered (14 included submissions)		% point change since	
6.72%	↑ 3.08	↓ 0.68	↑ 0.43

Call centre metrics

Call centre indicators this week were similar to our last dashboard.

Hardship - Monthly collection October

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%	↑ 0.08	↓ 0.02
Average debt of electricity customers on hardship programs		% change since
\$1,456.70	↑ 14.40	↑ 9.67
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
0.15%	↑ 0.01	↓ 0.01
Average debt on entry to hardship for electricity customers		% change since
\$1,266.55	↑ 9.11	↑ 2.06
Gas hardship programs (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs		% point change since
0.64%	= 0.00	↓ 0.07
Average debt of gas customers on hardship programs		% change since
\$685.91	↑ 7.05	↑ 5.89
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
0.06%	↓ 0.11	= 0.00
Average debt on entry to hardship for gas customers		% change since
\$625.02	↓ 4.04	↓ 11.12

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 October

Credit collections (6 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection		% point change since
0.58%	↓ 0.15	↓ 0.20
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.

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Deferral of network charges - Monthly collection

Deferral metrics:	August	September	October	November	Cumulative	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.
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	

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