

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 5/10/2020

Disconnections (40 retailers reported)

Total number of disconnections

304

Last Week



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

Net disconnections*

170



Total number of retailers disconnecting customers

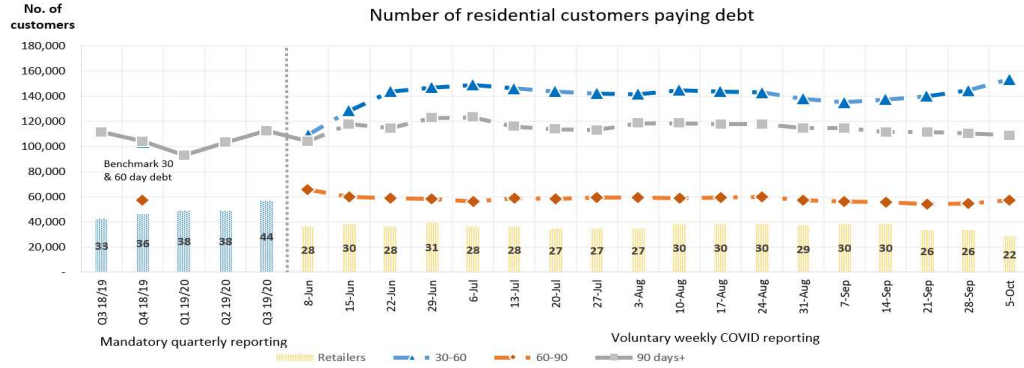
5

Debt weekly & quarterly trends - residential & small business customers
As at 5/10/2020

Disconnections

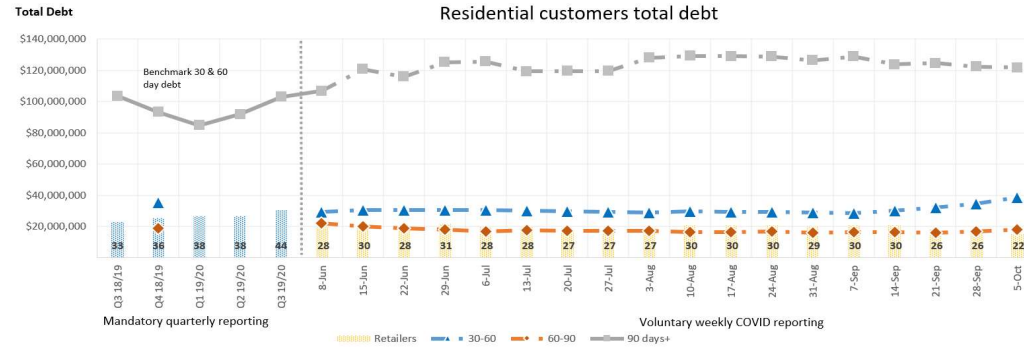
The total number of disconnections increased from last week as part of a continuing upwards trend since many retailers recommenced disconnections from early August.

Residential electricity (22 included submissions)

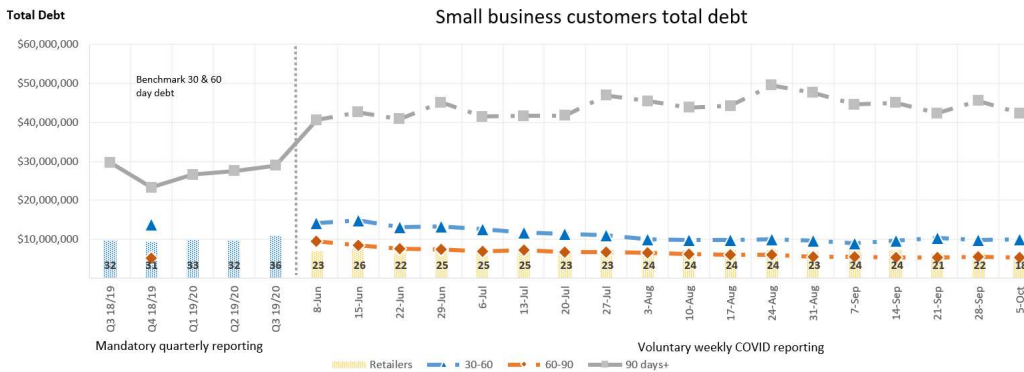
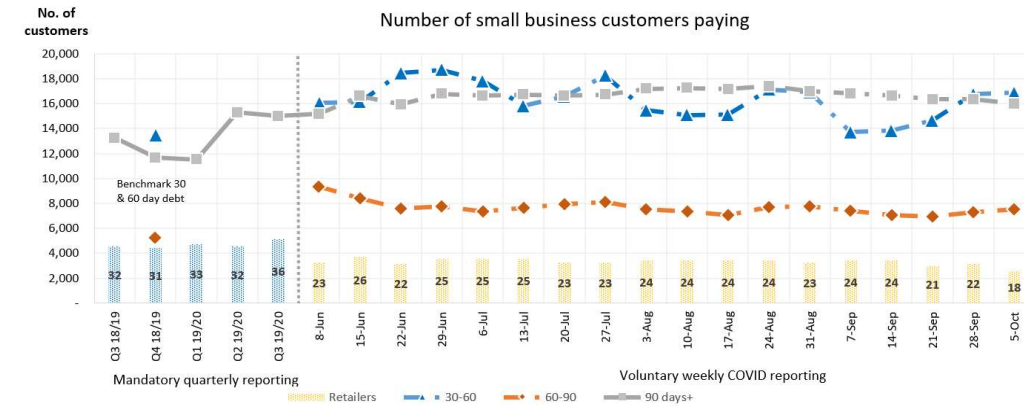


Debt

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. Fewer retailers have submitted data for 30 and 60 day debt.



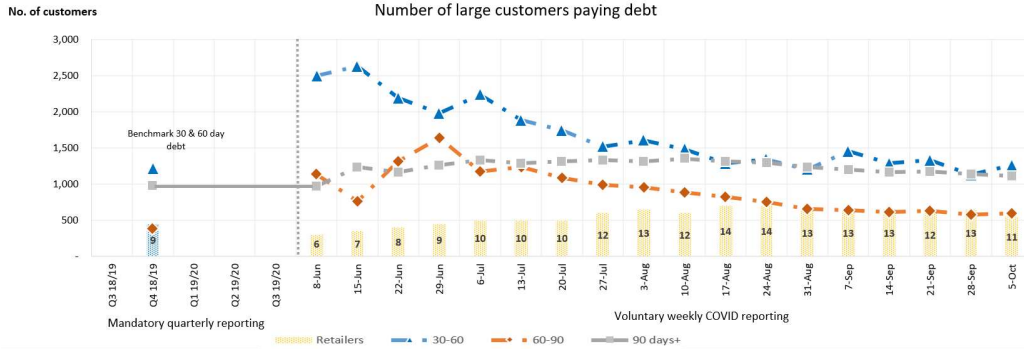
Small business electricity (18 included submissions)



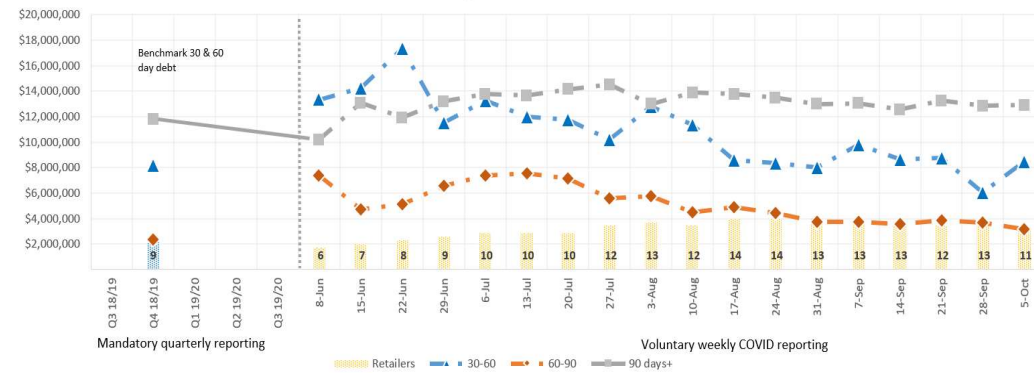
COVID-19 RETAIL MARKET DATA DASHBOARD

Debt weekly & quarterly trends - large customers As at 5/10/2020

Large electricity (11 included submissions)



Total Debt Large customers total debt

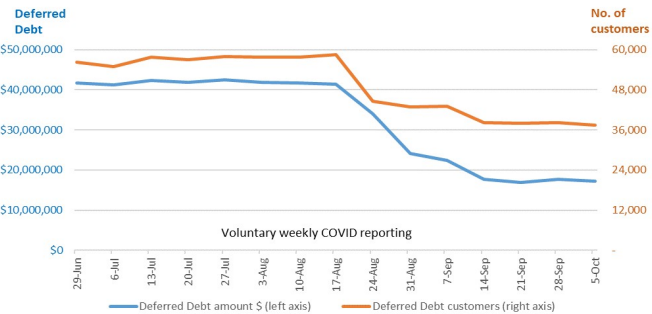


Deferred Debt - Electricity & Gas As at 5/10/2020

Deferred Debt (9 included submissions)

Amount of Debt \$	
Residential	14.5 million
Sml Bus.	2.6 million

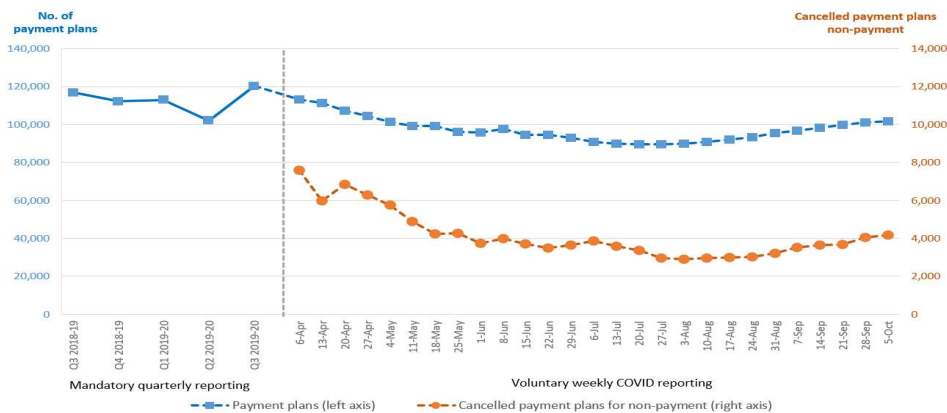
Number of customers	
Residential	35667
Sml Bus.	1791



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 stabilised.

Payment plans - Electricity & Gas As at 5/10/2020

Payment plans (20 included submissions)



Payment plans
Contrary to expectations, the number of customers on payment plans is lower than as at Q3 2019-2020. However, payment plans began to rise in recent weeks driven by one Tier 1 retailer moving customers off deferred payment arrangements and onto regular payment plans. 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 5/10/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)	↓ 0.01	↑ 0.39	↓ 0.21
3.30%	% point change since		
Average percentage of calls answered within 30 seconds (17 included submissions)	↑ 2.38	↑ 14.56	↑ 2.06
74.01%	% point change since		
Average time before an operator answers a call (16 included submissions)	↓ 2.78	↓ 52.94	↓ 19.34
48 Seconds	% change since		
Average percentage of calls abandoned before being answered (15 included submissions)	↑ 2.45	↓ 2.01	↓ 0.24
5.86%	% point change since		

Call centre metrics
Call centre indicators this week were similar to annual 2018-19 benchmark levels. Most indicators did not shift much from last week; however, average wait times dropped substantially due to a single large retailer having more operators available again following a period of staff training.

Hardship - Monthly collection September

Electricity hardship programs (20 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs	↑ 0.05	= 0.00
1.19%	% point change since	
Average debt of electricity customers on hardship programs	↑ 9.47	↑ 10.57
\$1,393.86	% change since	
Electricity hardship programs - On entry (13 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs	↑ 0.02	= 0.00
0.16%	% point change since	
Average debt on entry to hardship for electricity customers	↑ 16.66	↑ 9.12
\$1,354.23	% change since	
Gas hardship programs (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs	= 0.00	↓ 0.02
0.69%	% point change since	
Average debt of gas customers on hardship programs	↑ 16.16	↑ 14.90
\$744.22	% change since	
Gas hardship programs - On entry (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs	↓ 0.07	↑ 0.01
0.10%	% point change since	
Average debt on entry to hardship for gas customers	↑ 12.69	↑ 4.38
\$733.98	% change since	

Hardship programs
The number of customers on hardship programs for electricity and gas is similar to the end of March data. Average hardship debt for electricity and gas is slightly higher than the end of March data. Some retailers are offering deferred payments 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	↑ 0.20	↑ 0.15
0.94%	% point change since	
Average proportion of customers credit defaulted	↓ 0.13	↓ 0.10
0.00%	% point change since	

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.