

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 29/3/2021

Disconnections (40 retailers reported)

Total number of disconnections

554

22/03/2021

Net disconnections*

212

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

Total number of retailers disconnecting customers

6

Debt weekly & quarterly trends - residential & small business customers

As at 29/3/2021

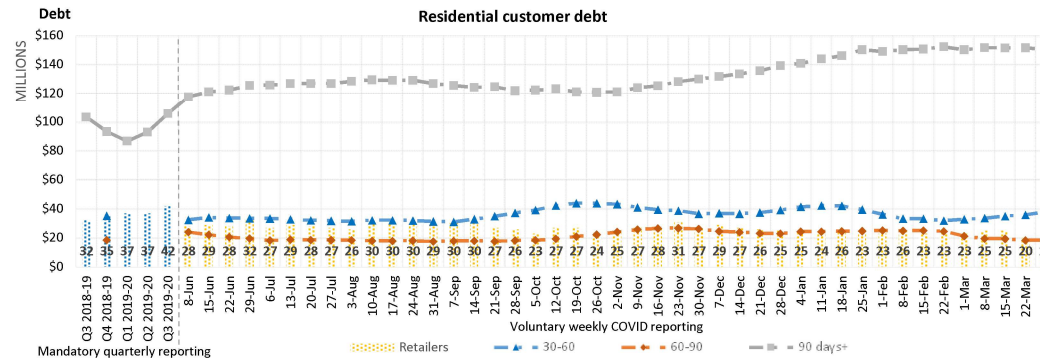
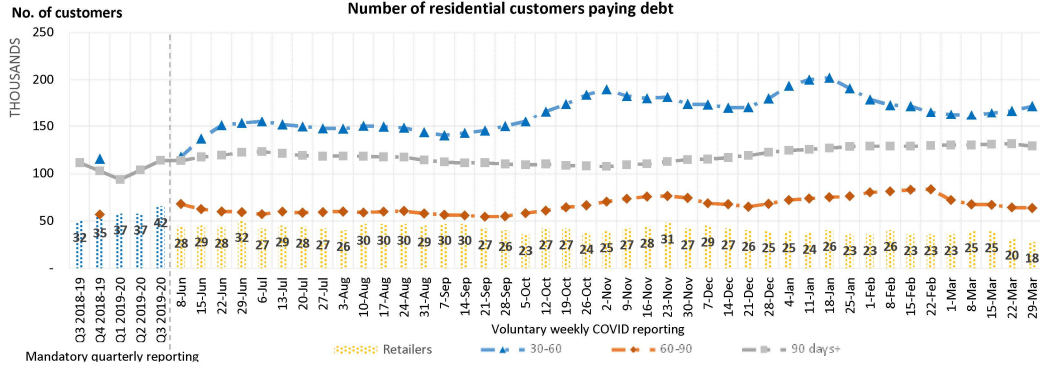
Disconnections

After peaking in mid-February, the number of weekly disconnections decreased till mid-march and has since steadied.

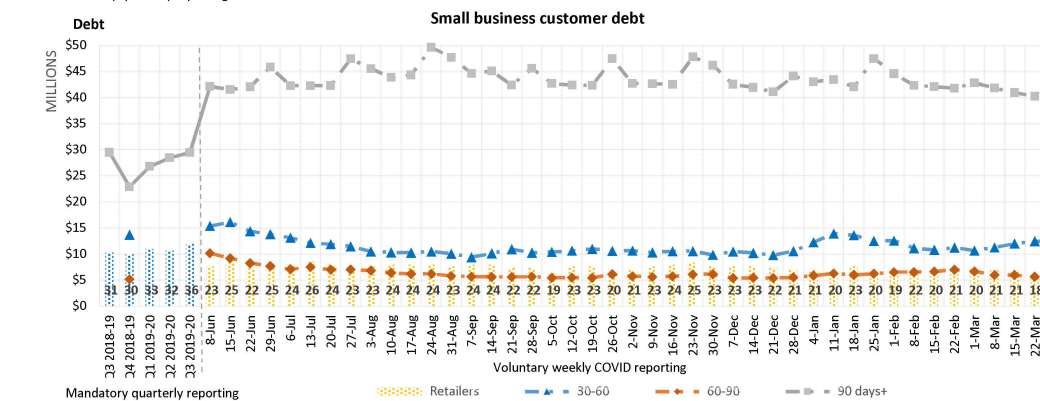
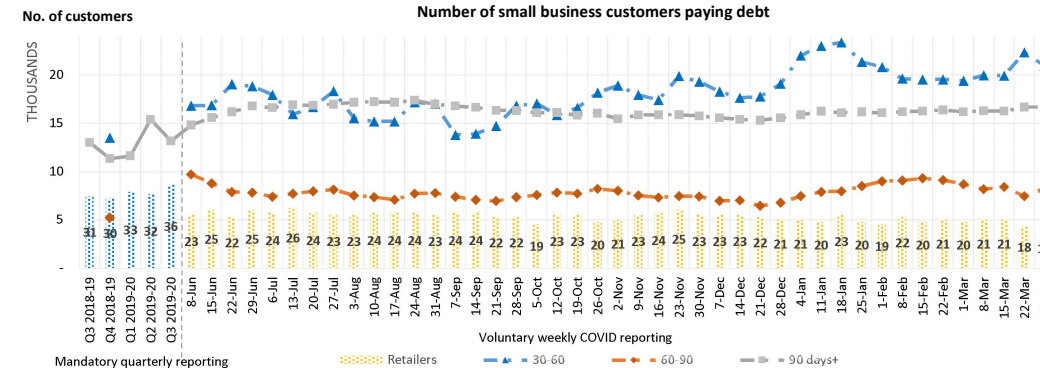
Debt

This data includes 30, 60 & 90+ day debt metrics. The bars show the number of retailers which submitted data on 90+ day debt.

Residential electricity (22 included submissions)

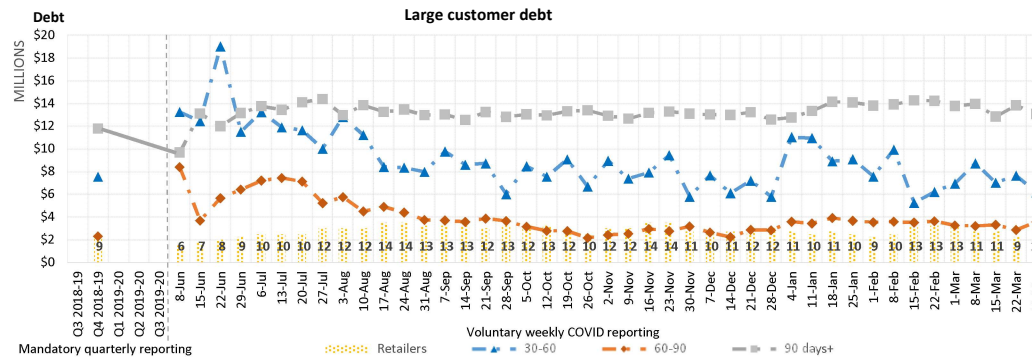
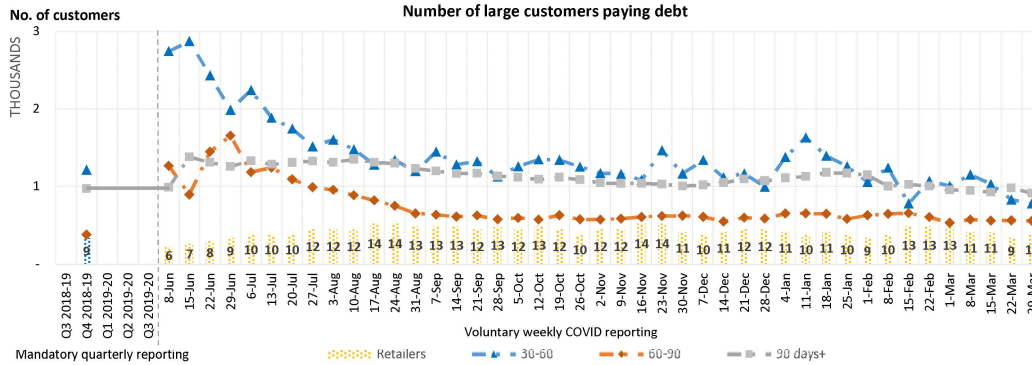


Small business electricity (19 included submissions)



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Large electricity (10 included submissions)



Deferred Debt - Electricity & Gas As at 15/3/2021

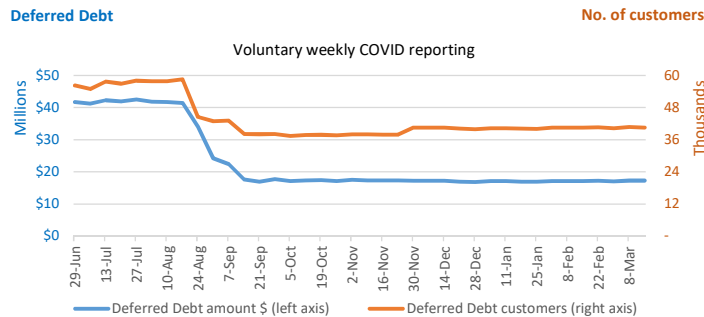
Deferred Debt (10 included submissions)

Amount of Debt \$

Residential	15.1 million
Sml Bus.	2.6 million

Number of customers

Residential	40151
Sml Bus.	2621

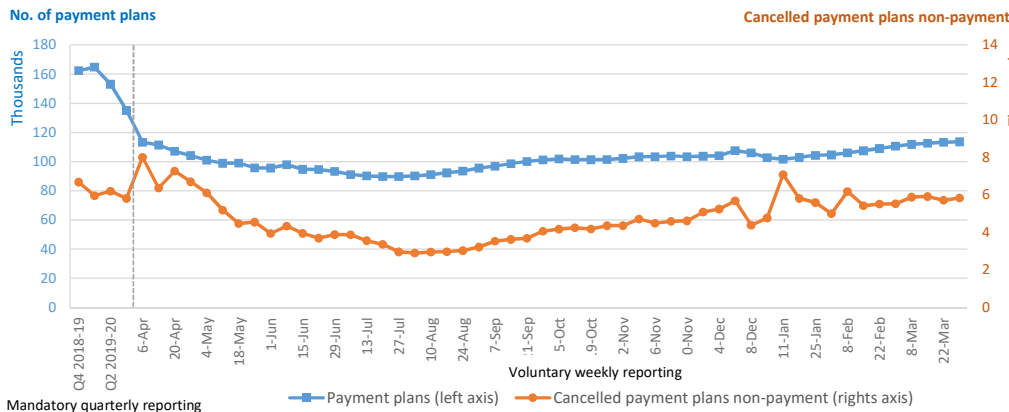


Deferred debt

At the start of the pandemic, many retailers allowed customers to defer payments rather than using payment plans or hardship programs. 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. Since then deferred debt has remained relatively stable.

Payment plans - Electricity & Gas As at 29/3/2021

Payment plans (20 included submissions)



Payment plans

Contrary to expectations, the number of customers on payment plans decreased at the start of the pandemic. However, in August and September 2020, payment plans increased slightly, driven by a Tier 1 retailer closing its deferred debt program. Since January 2021, payment plans have increased further. Payment plans have now returned to the same level as at the start of the pandemic.

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Call centre metrics - Weekly collection As at 29/3/2021

Call centre	Annual 2018-19	30/03/2020	22/03/2021
Average proportion of customer base calling an operator (13 included submissions) 3.3%	↑ 0.12	↑ 0.45	↓ 0.24
Average percentage of calls answered within 30 seconds (13 included submissions) 71%	↓ 0.52	↑ 14.47	↓ 0.63
Average time before an operator answers a call (13 included submissions) 64 Seconds	↑ 22.57	↓ 42.61	↑ 33.20
Average percentage of calls abandoned before being answered (11 included submissions) 5.07%	↑ 1.29	↓ 1.96	↑ 0.59

Call centre metrics
Average call wait time increased this week, driven by two large regional retailers.

Hardship programs - Monthly collection February 2021

Electricity hardship programs (23 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs 1.12%	↑ 0.18	↑ 0.04
Average debt of electricity customers on hardship programs \$1,579.32	↑ 34.64	↑ 27.57
Electricity hardship programs - on entry (19 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs 0.14%	↓ 0.00	↓ 0.03
Average debt on entry to hardship for electricity customers \$1,477.85	↑ 31.76	↑ 19.09
Gas hardship programs (11 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs 0.68%	▬ 0.00	↓ 0.03
Average debt of gas customers on hardship programs \$654.59	↑ 2.17	↑ 1.06
Gas hardship programs - on entry (9 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs 0.06%	↓ 0.11	▬ 0.00
Average debt on entry to hardship for gas customers \$950.15	↑ 45.88	↑ 35.12

Hardship programs
The number of customers on hardship programs for both electricity and gas is similar to the number at the end of March 2020. Average hardship debt for electricity and gas has increased since end of March 2020.

Credit collection - Monthly collection February 2021

Credit collections (9 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection 0.71%	↑ 0.05	↑ 0.05
Average proportion of customers credit defaulted 0.00%	↓ 0.13	↓ 0.10

Credit collections
Retailers reporting credit collections inform us that 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

	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21
Deferral metrics:							
Number of customers who deferred payment of network charges	0	0	0	0	0	0	0
Total amount of network charges deferred	0	0	0	0	0	0	0
Latest due date for payment of deferred network charges	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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.

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