

# COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)  
As at 14/09/2020

Disconnections (42 retailers report)

Total number of disconnections

158

Last Week



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

Net disconnections\*

98

Total number of retailers disconnecting customers

7



Debt weekly & quarterly trends - residential & small business customers  
As at 14/9/2020

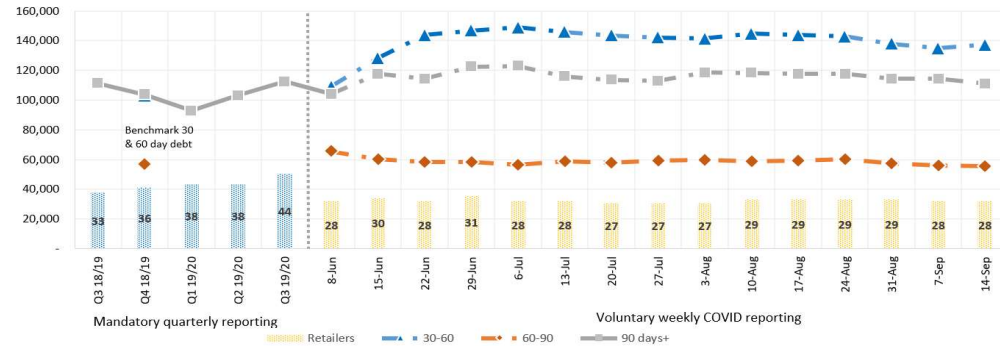
## Disconnections

The total number of disconnections increased from last week as part of a continuing upwards trend since many retailers recommenced disconnections from early August. This week's data includes net disconnections.

## Residential electricity (28 included submissions)

No. of customers

Number of residential customers paying debt

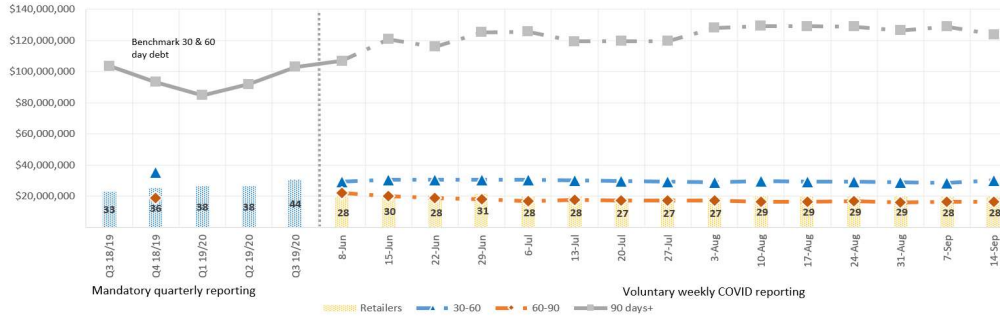


## Debt

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.

## Total Debt

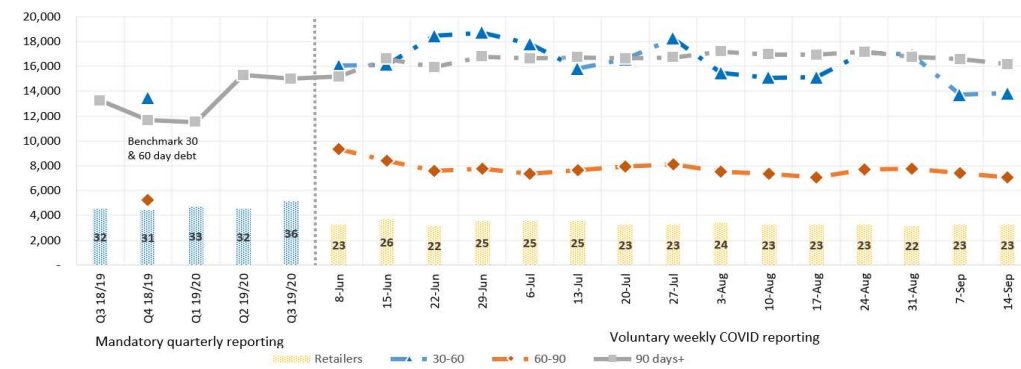
Residential customers total debt



## Small business electricity (23 included submissions)

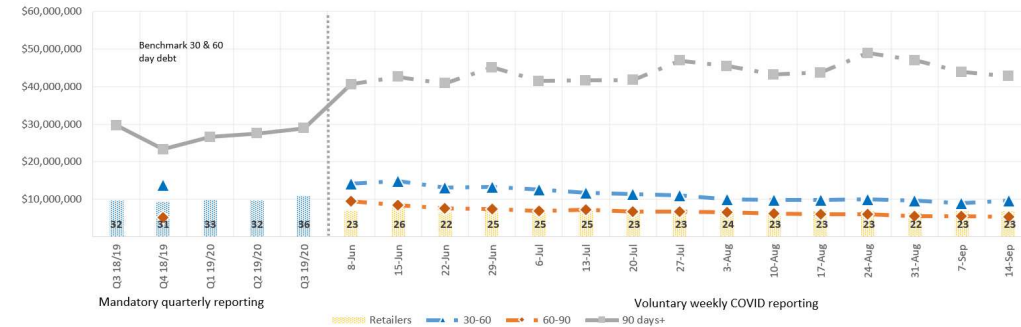
No. of customers

Number of small business customers paying



## Total Debt

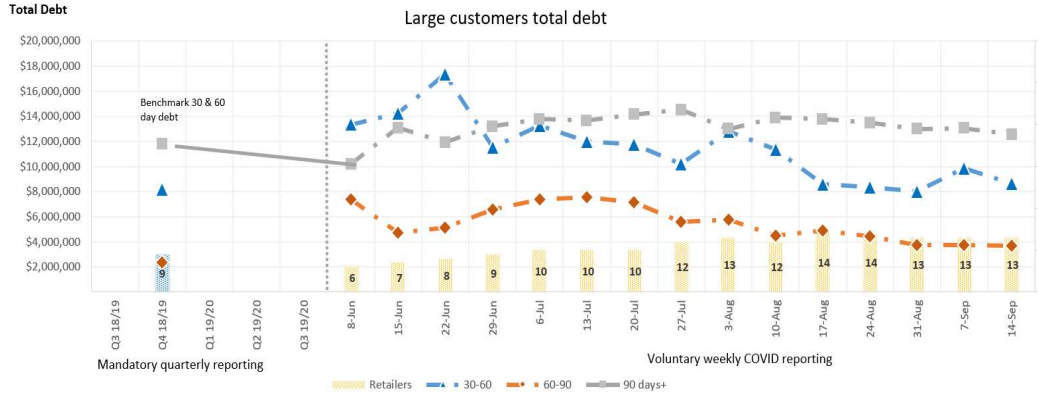
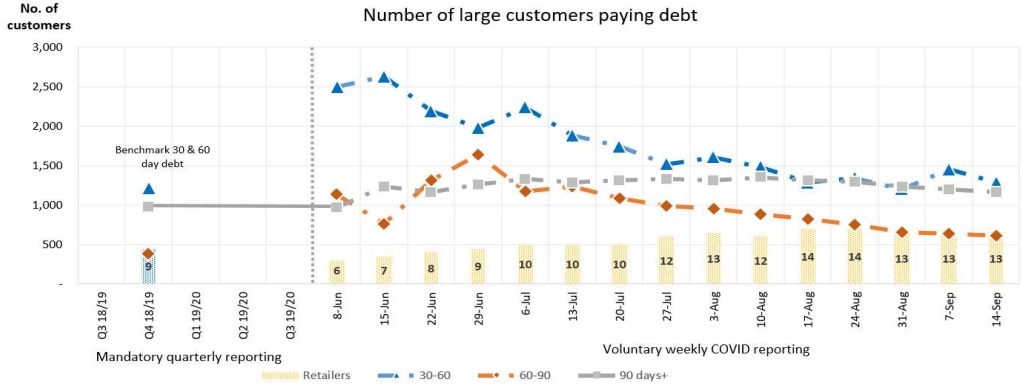
Small business customers total debt



# COVID-19 RETAIL MARKET DATA DASHBOARD

## Debt weekly & quarterly trends - large customers As at 14/9/2020

Large electricity (13 included submissions)

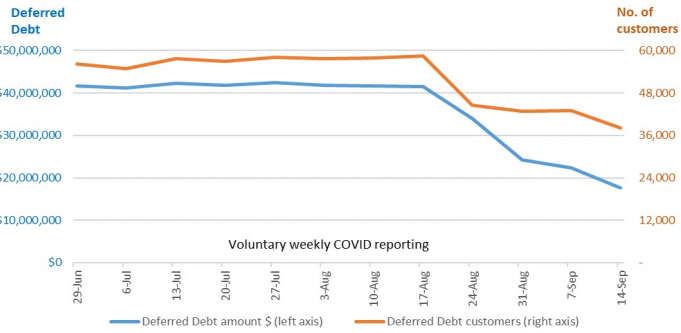


## Deferred Debt - Electricity & Gas As at 14/9/2020

Deferred Debt (9 included submissions)

**Amount of Debt \$**  
Residential 14.8 million  
Sml Bus. 2.9 million

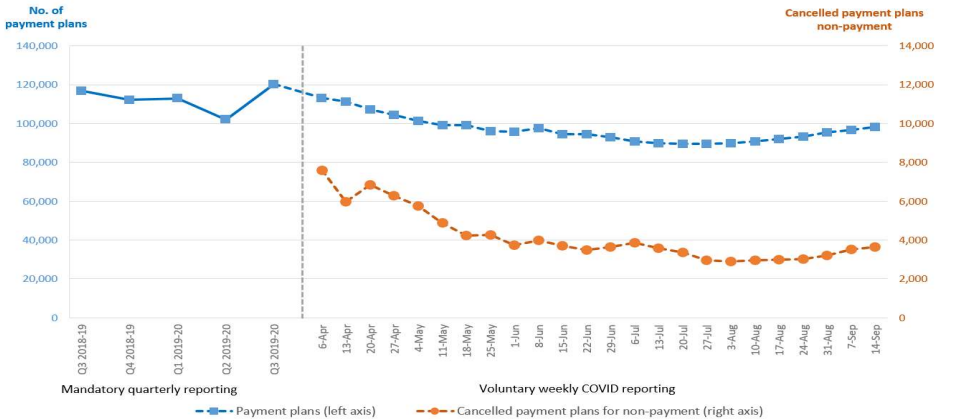
**Number of customers**  
Residential 36108  
Sml Bus. 2012



**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 and continues to fall as retailers close their deferred debt programs.

## Payment plans - Electricity & Gas As at 14/9/2020

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% market share).

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Call centre metrics - Weekly collection As at 14/9/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (16 included submissions) <b>3.32%</b>	↑ 0.01	↑ 0.41	↓ 0.01
Average percentage of calls answered within 30 seconds (17 included submissions) <b>72.01%</b>	↑ 0.38	↑ 12.56	↑ 1.80
Average time before an operator answers a call (17 included submissions) <b>73 Seconds</b>	↑ 55.64	↓ 36.81	↓ 20.81
Average percentage of calls abandoned before being answered (14 included submissions) <b>6.08%</b>	↑ 2.55	↓ 1.50	↓ 0.77

#### Call centre metrics

All indicators remained relatively steady in comparison to last week and slightly above the annual 2018-19 benchmark, except for average wait time which remains significantly higher due to a single large retailer who temporarily has less operators available due to staff training.

### Hardship - Monthly collection August

Electricity hardship programs (20 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs <b>1.19%</b>	↑ 0.06	↑ 0.01
Average debt of electricity customers on hardship programs <b>\$1,389.31</b>	↑ 9.11	↑ 10.20
<b>Electricity hardship programs - On entry</b> (13 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of electricity customers entering hardship programs <b>0.15%</b>	↑ 0.01	↓ 0.01
Average debt on entry to hardship for electricity customers <b>\$1,320.85</b>	↑ 13.79	↑ 6.43
<b>Gas hardship programs</b> (10 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers on hardship programs <b>0.68%</b>	0.00	↓ 0.03
Average debt of gas customers on hardship programs <b>\$772.74</b>	↑ 20.61	↑ 19.30
<b>Gas hardship programs - On entry</b> (10 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers entering hardship programs <b>0.08%</b>	↓ 0.08	↓ 0.01
Average debt on entry to hardship for gas customers <b>\$785.22</b>	↑ 20.56	↑ 11.66

#### 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 August

Credit collections (5 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection <b>0.80%</b>	↑ 0.07	↑ 0.02
Average proportion of customers credit defaulted <b>0.00%</b>	↓ 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 continue to repurpose their credit collection functions to provide payment assistance related to the pandemic. 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.