

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 17/08/2020

Disconnections (out of reporting 39 retailers)

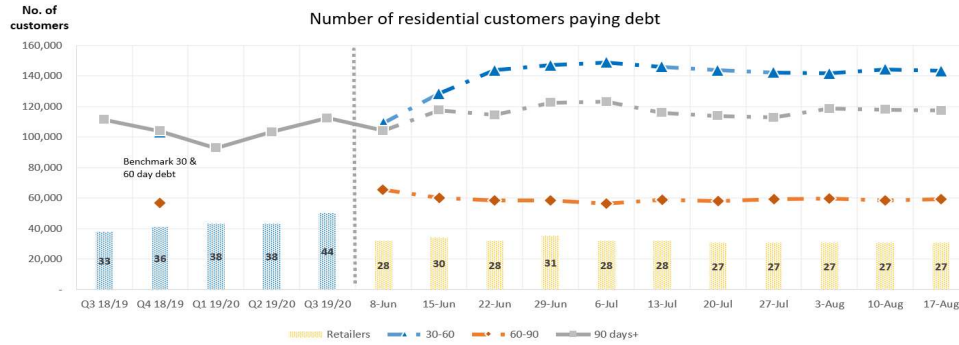
Total number of disconnections **12**
Total number of retailers disconnecting customers **4**

Disconnections

Both the total number of disconnections and number of retailers that disconnected customers increased compared to last week.

Debt weekly & quarterly trends - residential & small business customers
As at 17/8/2020

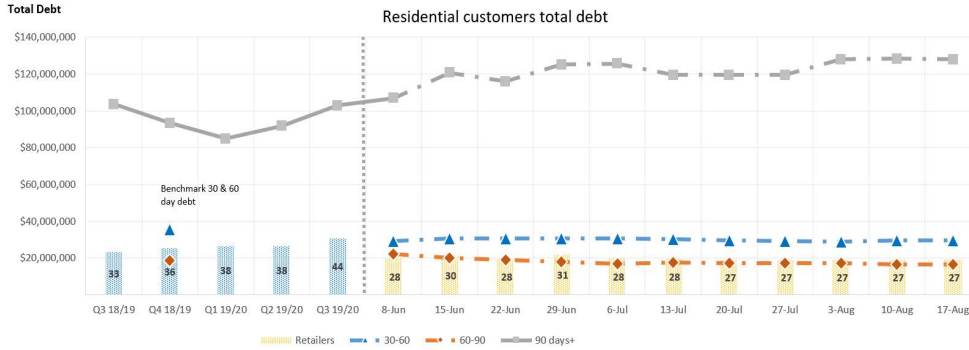
Residential electricity (27 included submissions)



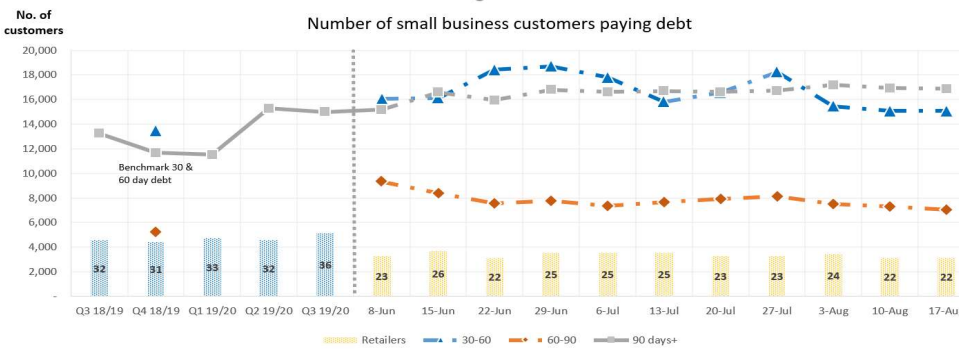
Debt

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

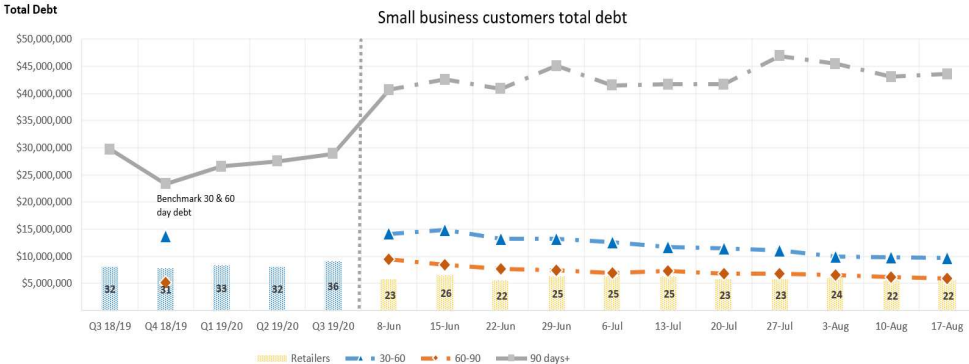
Total Debt



Small business electricity (22 included submissions)



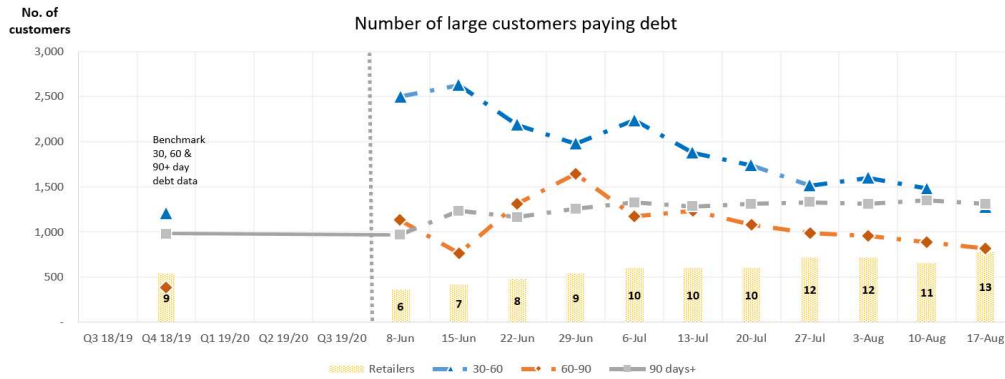
Total Debt



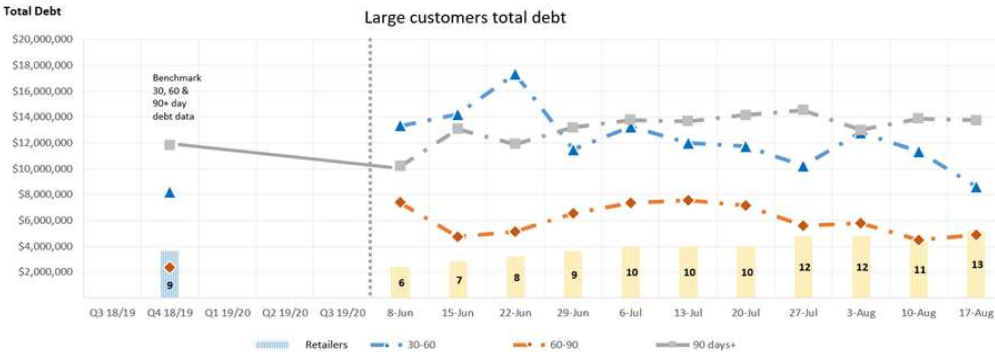
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Debt weekly & quarterly trends - large customers As at 17/8/2020

Large electricity (13 included submissions)



Total Debt



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 10 retailers only, covering about 75% of the market. One Tier 1 retailer provided corrected data this week, resulting in an increase in customers of 9,900.

Deferred Debt As at 17/8/2020

Deferred Debt (10 included submissions)	Amount of Debt \$	Number of customers
Residential	25.4 million	44104
Small Business	14.1 million	5224

Payment plans - Weekly collection As at 17/8/2020

Payment plans (17 included submissions)	Q2 2019-20	30/03/2020	Last week
Average proportion of customers on payment plans	1.39%	↓ 0.34	↓ 0.21
Average proportion of payment plans cancelled	0.06%	↓ 0.06	↓ 0.08
			↓ 0.01

Payment Plans

The number of customers on payment plans is lower than as at Q2 2019-2020. This may reflect that many retailers are offering deferred debt arrangements (see deferred debt above).

Call centre metrics - Weekly collection As at 17/8/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (16 included submissions)	3.20%	↓ 0.25	↑ 0.40
Average percentage of calls answered within 30 seconds (17 included submissions)	74.47%	↑ 2.84	↑ 14.61
Average time before an operator answers a call (16 included submissions)	64 Seconds	↑ 36.21	↓ 47.46
Average percentage of calls abandoned before being answered (13 included submissions)	4.62%	↑ 0.84	↓ 2.41

Call Centre metrics

As at 17 August, the total number of calls to an operator is slightly below the 2018-19 level.

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Hardship - Monthly collection July

	Q2 2019-20	30/03/2020
Electricity hardship programs (19 included submissions)		
Average proportion of electricity customers on hardship programs	% point change since	
1.25%	↑ 0.10	↑ 0.12
Average debt of electricity customers on hardship programs	% change since	
\$1,362.57	↑ 2.18	↑ 12.32
Electricity hardship programs - On entry (12 included submissions)		
Average proportion of electricity customers entering hardship programs	% point change since	
0.09%	↓ 0.04	↓ 0.06
Average debt on entry to hardship for electricity customers	% change since	
\$1,280.43	↑ 4.11	↑ 7.58
Gas hardship programs (9 included submissions)		
Average proportion of gas customers on hardship programs	% point change since	
0.74%	↑ 0.05	↑ 0.14
Average debt of gas customers on hardship programs	% change since	
\$649.49	↑ 1.86	↓ 1.90
Gas hardship programs - On entry (9 included submissions)		
Average proportion of gas customers entering hardship programs	% point change since	
0.07%	= 0.00	↑ 0.01
Average debt on entry to hardship for gas customers	% change since	
\$813.27	↑ 24.87	↑ 18.34

Hardship programs

The number of customers on hardship programs and average hardship debt are higher than in December 2019, but not as high as expected. Retailers' introduction of deferred payment arrangements during the pandemic may explain this.

Credit collection - Monthly collection July

	Q2 2019-20	30/03/2020
Credit collections (4 included submissions)		
Average proportion of customers referred to credit collection	% point change since	
0.83%	↓ 0.07	↓ 0.19
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 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.