COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 21/09/2020

Disconnections (40 retailers reported)   **Last Week**

Total number of disconnections	160 ⬆
Net disconnections*	97 ⬇
Total number of retailers disconnecting customers	5 ⬇

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

Debt weekly & quarterly trends - residential & small business customers
As at 21/9/2020

Residential electricity (24 included submissions)

Number of residential customers paying debt

Residential customers total debt

Small business electricity (20 included submissions)

Number of small business customers paying

Small business customers total debt

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. Net disconnections have been reported since 14 September.
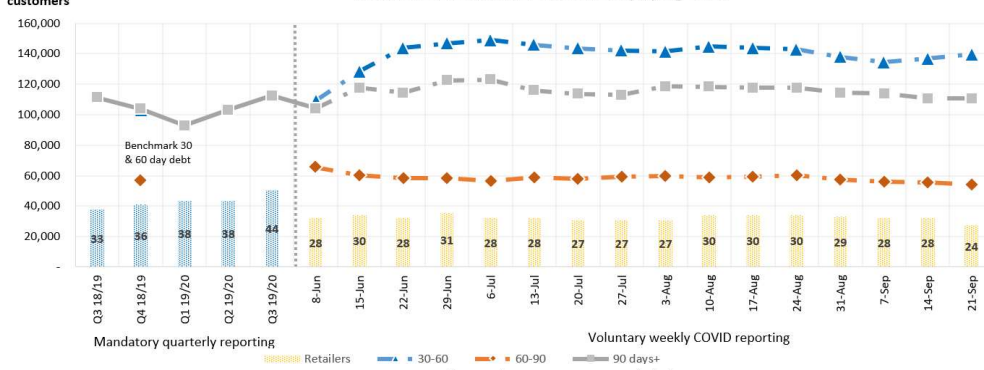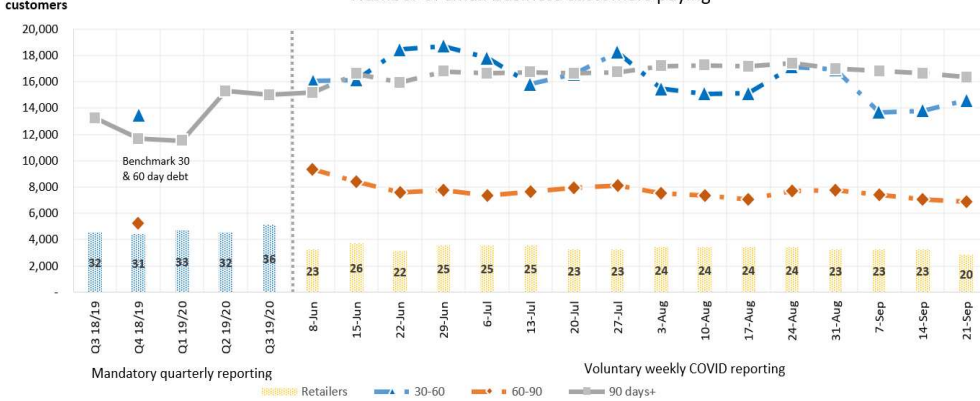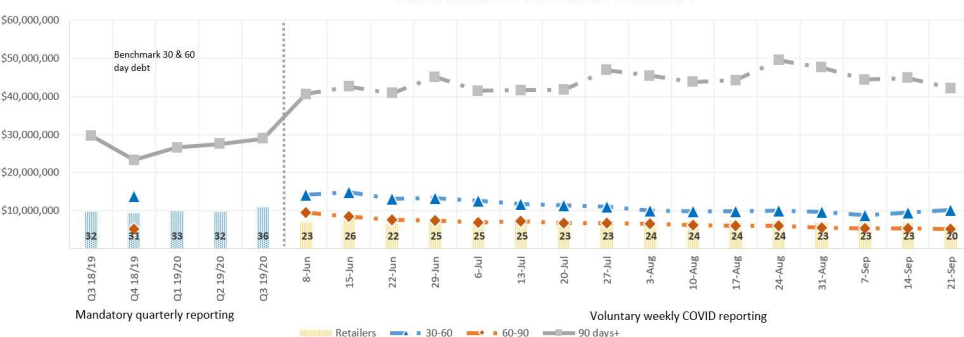
Debt
This data includes 30, 60 & 90+ day debt metrics. 90+ day total debt is higher than 30 and 60 day debt, because 90+ day debt covers a longer time period i.e. 90 days or older. Customers who are in debt for longer periods typically accumulate higher debts. The bars show the number of retailers which submitted data on 90+ day debt. Fewer retailers have submitted data for 30 and 60 day debt.

COVID-19 RETAIL MARKET DATA DASHBOARD

Large electricity (12 included submissions)

Number of large customers paying debt

Mandatory quarterly reporting · Voluntary weekly COVID reporting

Legend: Retailers · 30-60 · 60-90 · 90 days+

Large customers total debt

Mandatory quarterly reporting · Voluntary weekly COVID reporting

Legend: Retailers · 30-60 · 60-90 · 90 days+
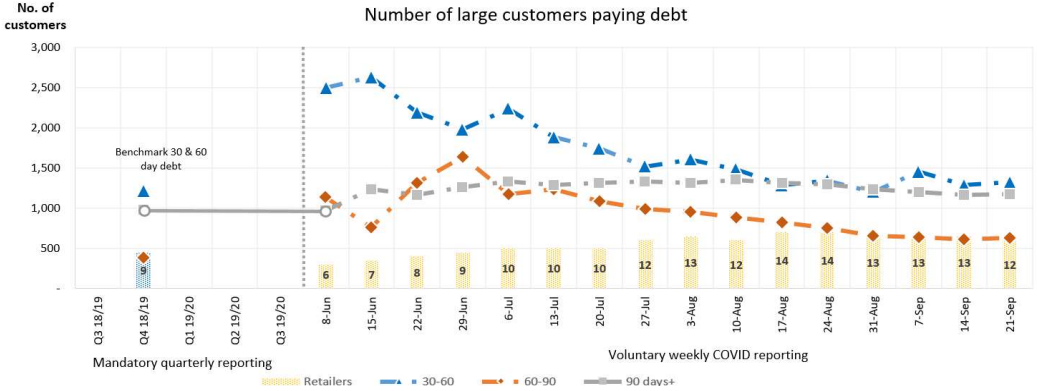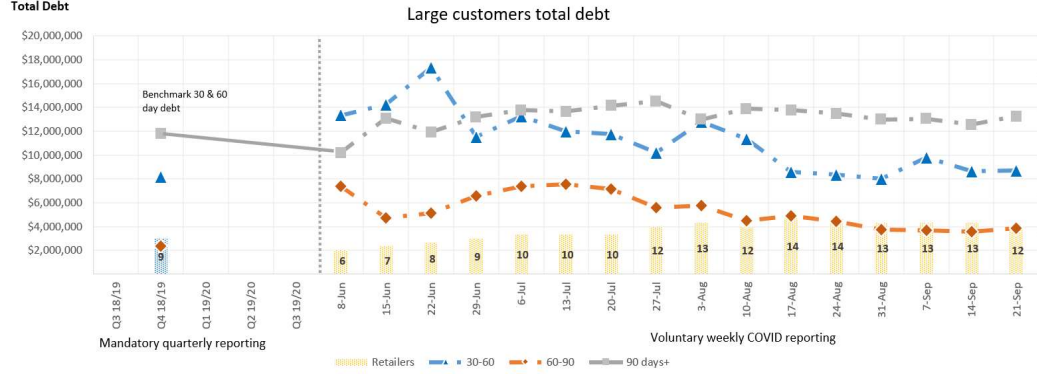
Deferred Debt (10 included submissions)

Amount of Debt $
Residential	14.8 million
Sml Bus.	2.8 million

Number of customers
Residential	36103
Sml Bus.	1986

Voluntary weekly COVID reporting

Legend: Deferred Debt amount $ (left axis) · Deferred Debt customers (right axis)
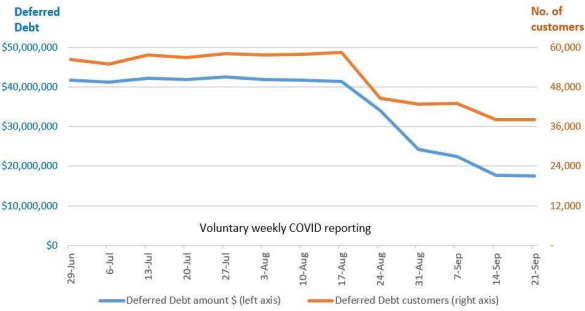
Deferred debt
Many retailers have allowed customers to defer payments rather than using payment plans or hardship programs during the pandemic. However, a number of retailers stopped offering such arrangements as at 31 July. A significant drop occurred from 24 August and these numbers continue to fall.

Payment plans (20 included submissions)

Mandatory quarterly reporting · Voluntary weekly COVID reporting

Legend: Payment plans (left axis) · Cancelled payment plans for non-payment (right axis)

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).

COVID-19 RETAIL MARKET DATA DASHBOARD

Call centre metrics - Weekly collection
As at 21/9/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)		% point change since	
3.40%	↑ 0.09	↑ 0.49	↓ 0.12
Average percentage of calls answered within 30 seconds (17 included submissions)		% point change since	
69.12%	↓ 2.51	↑ 9.67	↓ 2.87
Average time before an operator answers a call (16 included submissions)		% change since	
86 Seconds	↑ 72.90	↓ 31.14	↑ 14.79
Average percentage of calls abandoned before being answered (15 included submissions)		% point change since	
6.75%	↑ 3.33	↓ 1.13	↑ 0.31

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

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

	Q2 2019-20	30/03/2020
Credit collections (5 included submissions)		
Average proportion of customers referred to credit collection	% point change since	
0.80%	↑ 0.07	↑ 0.02
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 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.