

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)

Disconnections (out of 42 retailers)	% point change since	
0	30/03/2020	Last week
	0.00	0.00

Disconnections
Retailers have not reported any disconnections for non-payment since 30 March.

Debt - Weekly collection As at 25/5/2020

	Q2 2019-20	30/03/2020	Last week
Residential electricity (20 submissions)			
Average proportion of residential electricity customers repaying debt		% point change since	
4.19%	↑ 1.74	↑ 1.31	↓ 0.09
Average amount of debt for residential electricity customers		% change since	
\$737.95	↑ 11.37	↑ 8.20	↓ 5.13
Residential gas (8 submissions)			
Average proportion of residential gas customers repaying debt		% point change since	
2.32%	↑ 0.22	↑ 0.10	↓ 0.17
Average amount of debt for residential gas customers		% change since	
\$502.32	NA	↑ 1.74	↑ 0.04
Small Business electricity (17 submissions)			
Average proportion of small business electricity customers repaying debt		% point change since	
4.23%	↑ 1.98	↓ 0.14	↓ 1.05
Average amount of debt for small business electricity customers		% change since	
\$2,424.12	↑ 22.85	↑ 3.87	↑ 1.75
Small Business gas (5 submissions)			
Average proportion of small business gas customers repaying debt		% point change since	
4.21%	↑ 0.14	↑ 0.50	↓ 0.72
Average amount of debt for small business gas customers		% change since	
\$1,513.58	NA	↓ 2.49	↑ 6.65

Debt
Debt relates to arrears accrued 107 calendar days ago or more. Debt data collected as at 25 May captures arrears accrued as at 8 February or earlier. However, debt is useful to assess retailers' debt positions in the lead up to COVID-19. The number of customers in debt has increased since March and has remained at the increased level over the last few weeks.

Payment plans - Weekly collection As at 25/5/2020

	Q2 2019-20	30/03/2020	Last week
Payment plans (17 submissions)			
Average proportion of customers on payment plans		% point change since	
1.51%	↑ 0.03	↓ 0.08	↓ 0.13
Average proportion of payment plans cancelled		% point change since	
0.06%	↓ 0.04	↓ 0.08	↓ 0.07

Payment Plans
The number of customers on payment plans had gradually increased but now has returned to near the same level as at Q2 2019-2020 baseline data. This may reflect that many retailers are offering customers the option to defer outstanding arrears payment, typically until 31 July. These payment deferrals and extensions are not included in our data, as they are not captured under our payment plan definition.

Call centre metrics - Weekly collection As at 25/5/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (20 submissions)		% point change since	
3.50%	↓ 0.18	↑ 0.07	↓ 0.18
Average percentage of calls answered within 30 seconds (26 submissions)		% point change since	
74.21%	↑ 4.15	↑ 7.77	↑ 1.51
Average time before an operator answers a call (22 submissions)		% change since	
46 Seconds	↓ 36.56	↓ 54.42	↓ 8.01
Average percentage of calls abandoned before being answered (17 submissions)		% point change since	
4.35%	↑ 0.85	↓ 2.82	↓ 0.89

Call Centre metrics
As at 25 May, the total number of calls has returned to lower levels and is in line with last year's annual average.

Hardship - Monthly collection
April

Electricity hardship programs (19 submissions)		
	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs	0.87%	% point change since ↓ 0.03 ↑ 0.02
Average debt of electricity customers on hardship programs	\$1,274.95	% change since ↑ 4.59 ↑ 13.17
Electricity hardship programs - On entry (16 submissions)		
	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs	0.34%	% point change since ↑ 0.22 ↑ 0.20
Average debt on entry to hardship for electricity customers	\$979.37	% change since ↓ 6.75 ↓ 5.39
Gas hardship programs (6 submissions)		
	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs	0.71%	% point change since ↓ 0.04 ↑ 0.06
Average debt of gas customers on hardship programs	\$695.88	% change since ↓ 1.70 ↓ 6.84
Gas hardship programs - On entry (6 submissions)		
	Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs	0.07%	% point change since = 0.00 = 0.00
Average debt on entry to hardship for gas customers	\$713.02	% change since ↑ 15.60 ↑ 5.15

Hardship programs
The number of customers on hardship programs and average hardship debt have both continued to remain steady (contrary to expectations). Anecdotally we have heard some retailers are offering deferred payments arrangements rather than placing customers on formal hardship arrangements.

Credit collection - Monthly collection
April

Credit collections (4 submissions)		
	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection	1.15%	% point change since ↑ 0.34 ↑ 0.31
Average proportion of customers credit defaulted	0.01%	% point change since ↓ 0.09 ↓ 0.02

Credit collections
In line with the SoE there was an expectation that there would be a pause in credit collections and defaults. However, among the few retailers that have reported against this indicator, it appears credit collection referrals and defaults are still occurring.

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