# COVID-19 RETAIL MARKET DATA DASHBOARD

| Disconnections for non-payment - Weekly summary (submitted daily on exception basis) As at 31/08/2020 |
|---|

**Disconnections** (out of reporting 42 retailers)

| | | Last Week |
|---|---|---|
| Total number of disconnections | 98 | ↑ |
| Total number of retailers disconnecting customers | 3 | ▬ |

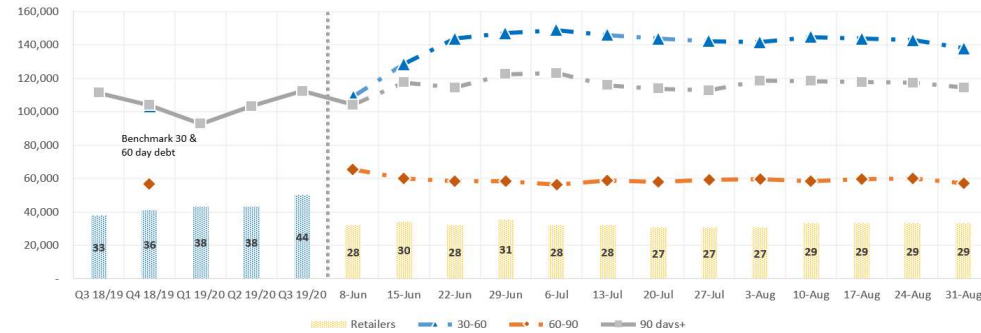| Debt weekly & quarterly trends - residential & small business customers As at 31/8/2020 |
|---|

**Disconnections**
The total number of disconnections has increased from last week as part of a continuing upwards trend of many retailers recommencing disconnections from early August.

**Residential electricity** (29 included submissions)

### Number of residential customers paying debt



### Residential customers total debt



**Small business electricity** (22 included submissions)

### Number of small business customers paying debt



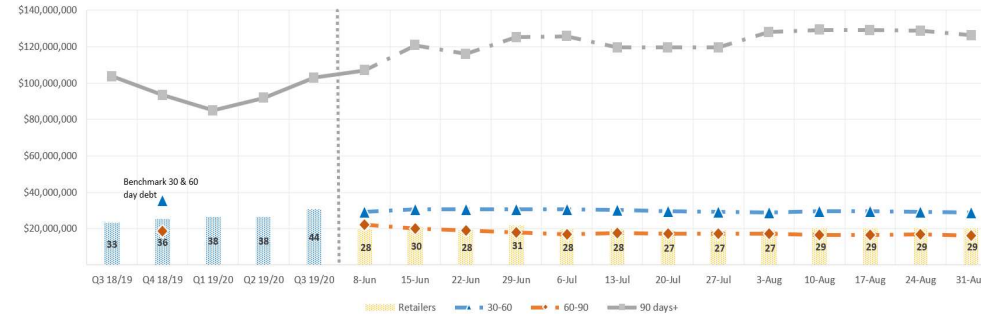### Small business customers total debt



**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.
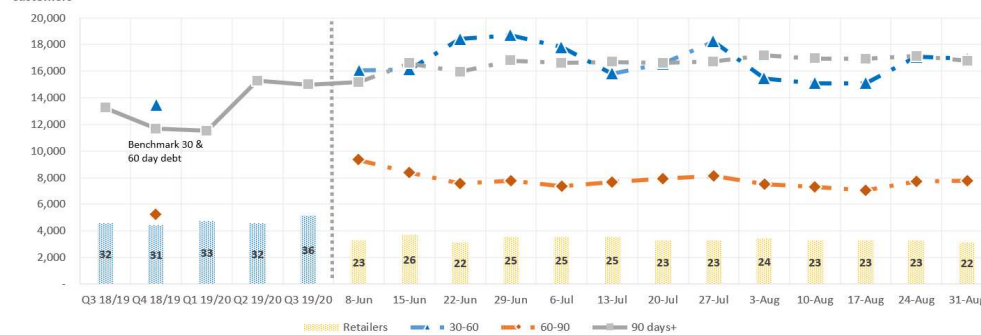
# COVID-19 RETAIL MARKET DATA DASHBOARD

**Large electricity** (13 included submissions)

### Number of large customers paying debt

No. of customers

Benchmark 30, 60 & 90+ day debt data

Retailers | 30-60 | 60-90 | 90 days+

Q3 18/19 | Q4 18/19 | Q1 19/20 | Q2 19/20 | Q3 19/20 | 8-Jun | 15-Jun | 22-Jun | 29-Jun | 6-Jul | 13-Jul | 20-Jul | 27-Jul | 3-Aug | 10-Aug | 17-Aug | 24-Aug | 31-Aug

Retailers values: 9 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | 12 | 13 | 12 | 14 | 14 | 13

### Large customers total debt

Total Debt

Benchmark 30, 60 & 90+ day debt data

Retailers | 30-60 | 60-90 | 90 days+

Q3 18/19 | Q4 18/19 | Q1 19/20 | Q2 19/20 | Q3 19/20 | 8-Jun | 15-Jun | 22-Jun | 29-Jun | 6-Jul | 13-Jul | 20-Jul | 27-Jul | 3-Aug | 10-Aug | 17-Aug | 24-Aug | 31-Aug

Retailers values: 9 | 6 | 7 | 8 | 9 | 10 | 10 | 10 | 12 | 13 | 12 | 14 | 14 | 13

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**Deferred Debt** (10 included submissions)

### Deferred Debt -Residential & Small Business

Debt $ | No. of customers

| | Amount of Debt $ |
|---|---|
| **Resi** | 19.3 million |
| **Sml Bus.** | 6.6 million |
| | **Number of customers** |
| **Resi** | 42041 |
| **Sml Bus.** | 3796 |

29-Jun | 6-Jul | 13-Jul | 20-Jul | 27-Jul | 3-Aug | 10-Aug | 17-Aug | 24-Aug | 31-Aug

Deferred debt amount $ | Deferred debt customers
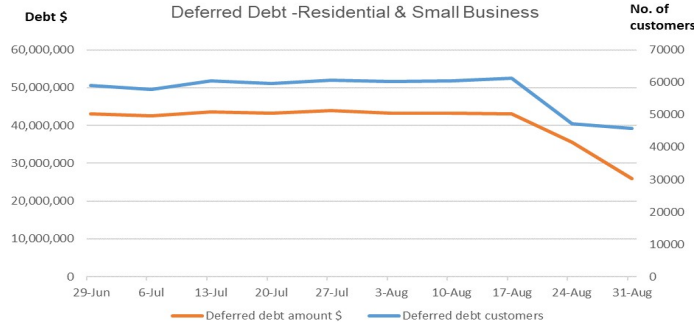
**Deferred debt**
Many retailers have allowed customers to defer payments rather than using payment plans or hardship programs during the pandemic. Ten retailers representing about 75% market share have reported on debt deferral arrangements this week. However, a number of retailers have stopped offering this arrangement as at 31 July. A significant drop in arrangements was recorded over the past two weeks as a result of a Tier 1 retailer closing down this program.

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| Payment plans (20 included submissions) | Q2 2019-20 | 30/03/2020 | Last week |
|---|---|---|---|
| Average proportion of customers on payment plans | | % point change since | |
| **1.40%** | ⬇ 0.30 | ⬇ 0.25 | ⬆ 0.04 |
| Average proportion of payment plans cancelled | | % point change since | |
| **0.07%** | ⬇ 0.03 | ⬇ 0.05 | ▬ 0.00 |

**Payment plans**
The number of customers on payment plans is lower than as at Q2 2019-2020. However, it has increased slightly this week driven by Tier 1 retailers who are beginning to move customers off deferred payment arrangements and onto regular payment plans.

| Call centre | Annual 2018-19 | 30/03/2020 | Last week |
|---|---|---|---|
| Average proportion of customer base calling an operator (17 included submissions) | | % point change since | |
| **3.58%** | ⬆ 0.28 | ⬆ 0.67 | ⬆ 0.12 |
| Average percentage of calls answered within 30 seconds (18 included submissions) | | % point change since | |
| **67.79%** | ⬆ 0.14 | ⬆ 8.34 | ⬇ 2.54 |
| Average time before an operator answers a call (17 included submissions) | | % change since | |
| **82 Seconds** | ⬆ 74.71 | ⬇ 29.06 | ⬇ 4.85 |
| Average percentage of calls abandoned before being answered (14 included submissions) | | % point change since | |
| **6.61%** | ⬆ 3.09 | ⬇ 0.97 | ⬆ 0.36 |

**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.

# COVID-19 RETAIL MARKET DATA DASHBOARD

<table>
<tr><td colspan="3">**Hardship - Monthly collection**<br>**July**</td></tr>
</table>

**Electricity hardship programs** (19 included submissions)

| | Q2 2019-20 | 30/03/2020 |
|---|---|---|
| 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 | |
| **$1,362.58** | ⬆ 2.18 | ⬆ 12.32 |

**Electricity hardship programs - On entry**
(12 included submissions)

| | Q2 2019-20 | 30/03/2020 |
|---|---|---|
| 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)

| | Q2 2019-20 | 30/03/2020 |
|---|---|---|
| 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)

| | Q2 2019-20 | 30/03/2020 |
|---|---|---|
| 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 the average hardship debt has been trending higher than December 2019 levels. Some retailers are offering deferred payment arrangements rather than placing customers on formal hardship arrangements.

<table>
<tr><td colspan="3">**Credit collection - Monthly collection**<br>**July**</td></tr>
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**Credit collections** (4 included submissions)

| | Q2 2019-20 | 30/03/2020 |
|---|---|---|
| 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.

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