

# COVID-19 RETAIL MARKET DATA DASHBOARD

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

Disconnections (out of 38 retailers)  
0

% point change since  
30/03/2020 0.00 Last week 0.00

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

## Debt - Weekly collection As at 6/7/2020

	Q2 2019-20	30/03/2020	Last week
<b>Residential electricity</b> (19 included submissions)			
Average proportion of residential electricity customers repaying debt		% point change since	
3.36%	↑ 0.76	↑ 0.12	↓ 0.05
Average amount of debt for residential electricity customers		% change since	
\$945.51	↑ 31.50	↑ 18.15	↑ 1.34
<b>Residential gas</b> (9 included submissions)			
Average proportion of residential gas customers repaying debt		% point change since	
2.65%	↑ 0.55	↑ 0.43	↓ 0.03
Average amount of debt for residential gas customers		% change since	
\$496.88	NA	↑ 7.07	↑ 0.57
<b>Small Business electricity</b> (17 included submissions)			
Average proportion of small business electricity customers repaying debt		% point change since	
4.20%	↑ 2.43	↑ 1.44	↑ 0.13
Average amount of debt for small business electricity customers		% change since	
\$2,212.79	↑ 8.98	↓ 3.15	↓ 1.50
<b>Small Business gas</b> (5 included submissions)			
Average proportion of small business gas customers repaying debt		% point change since	
3.66%	↑ 0.20	↑ 0.24	↑ 0.05
Average amount of debt for small business gas customers		% change since	
\$2,387.56	NA	↑ 21.72	↑ 5.29

**Debt**  
The earliest the current debt data relates to is 22 March, when the pandemic started to escalate. The results suggest, however, that the pandemic had not yet materially affected debt levels as at 22 March.

## Payment plans - Weekly collection As at 6/7/2020

	Q2 2019-20	30/03/2020	Last week
<b>Payment plans</b> (19 included submissions)			
Average proportion of customers on payment plans		% point change since	
1.41%	↓ 0.16	↓ 0.32	↓ 0.04
Average proportion of payment plans cancelled		% point change since	
0.09%	↑ 0.01	↓ 0.15	0.00

**Payment Plans**  
The number of customers on payment plans is slightly lower than as at Q2 2019-2020. 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 6/7/2020

	Annual 2018-19	30/03/2020	Last week
<b>Call centre</b>			
Average proportion of customer base calling an operator (19 included submissions)		% point change since	
3.85%	↑ 0.04	↑ 0.56	↑ 0.05
Average percentage of calls answered within 30 seconds (19 included submissions)		% point change since	
72.47%	↓ 0.30	↑ 8.20	↑ 3.94
Average time before an operator answers a call (17 included submissions)		% change since	
60 Seconds	↓ 12.32	↓ 45.61	↓ 19.29
Average percentage of calls abandoned before being answered (18 included submissions)		% point change since	
4.59%	↑ 1.28	↓ 4.87	↓ 0.63

**Call Centre metrics**  
As at 6 July, the total number of calls to an operator remains relatively on par with the 2018-19 level.

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### Hardship - Monthly collection June

<b>Electricity hardship programs</b> (10 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of electricity customers on hardship programs	% point change since	
1.17%	↑ 0.08	↑ 0.03
Average debt of electricity customers on hardship programs	% change since	
\$1,403.42	↓ 0.17	↑ 10.12
<b>Electricity hardship programs - On entry</b> (11 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of electricity customers entering hardship programs	% point change since	
0.17%	↑ 0.05	↓ 0.04
Average debt on entry to hardship for electricity customers	% change since	
\$1,312.06	↑ 24.55	↑ 9.88
<b>Gas hardship programs</b> (5 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers on hardship programs	% point change since	
0.78%	↑ 0.07	↑ 0.16
Average debt of gas customers on hardship programs	% change since	
\$799.93	↑ 12.59	↑ 3.51
<b>Gas hardship programs - On entry</b> (6 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers entering hardship programs	% point change since	
0.07%	↑ 0.03	↑ 0.01
Average debt on entry to hardship for gas customers	% change since	
\$831.92	↑ 48.52	↑ 21.40

#### Hardship programs

The number of customers on hardship programs is now lower than Q2 2019/20 levels and average hardship debt is now above Q2 2019-20 levels. Some retailers are offering deferred payments arrangements rather than placing customers on formal hardship arrangements.

### Credit collection - Monthly collection June

<b>Credit collections</b> (5 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of customers referred to credit collection	% point change since	
1.10%	↑ 0.39	↑ 0.38
Average proportion of customers credit defaulted	% point change since	
0.00%	↓ 0.10	↓ 0.03

#### 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.