

# COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)  
As at 7/09/2020

Disconnections (out of reporting 42 retailers)

Total number of disconnections

Total number of retailers disconnecting customers

115

5

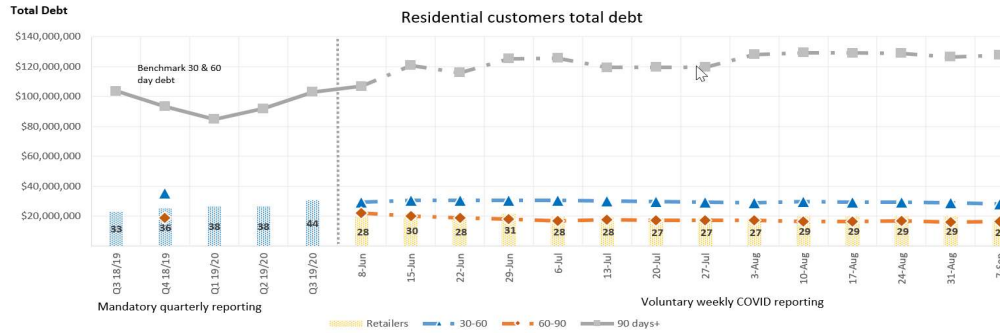
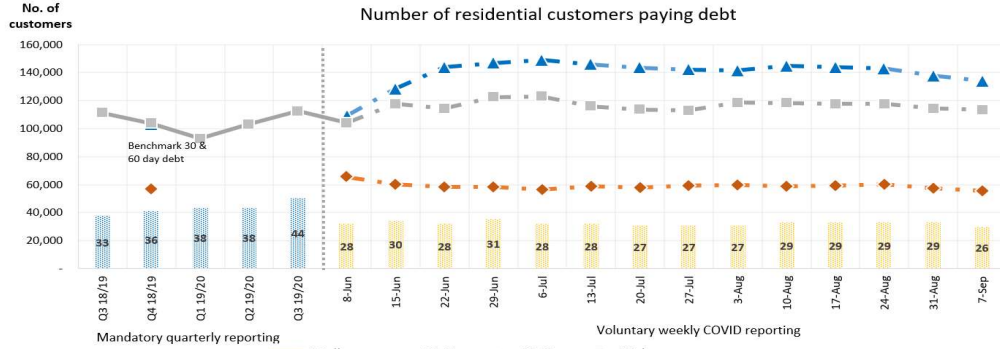
Last Week

↑

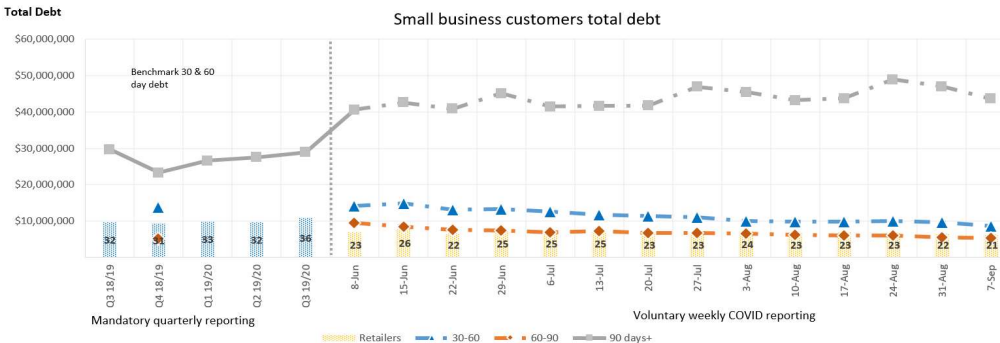
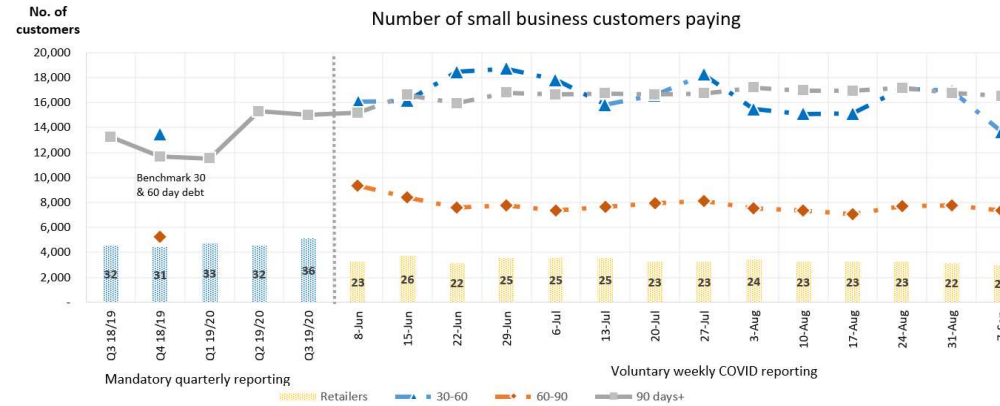
↑

Debt weekly & quarterly trends - residential & small business customers  
As at 7/9/2020

Residential electricity (26 included submissions)



Small business electricity (21 included submissions)



## 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. Note this is not a net disconnection figure as reconnections are not reported.

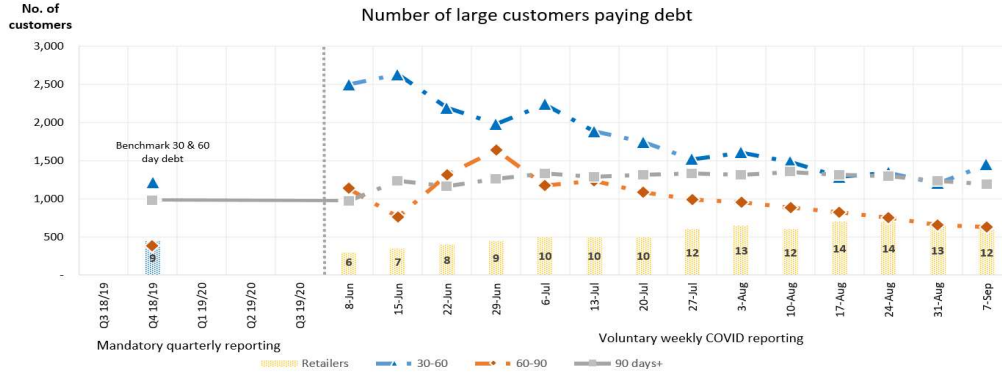
## Debt

This data includes 30, 60 & 90+ day debt metrics. 90+ day average 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.

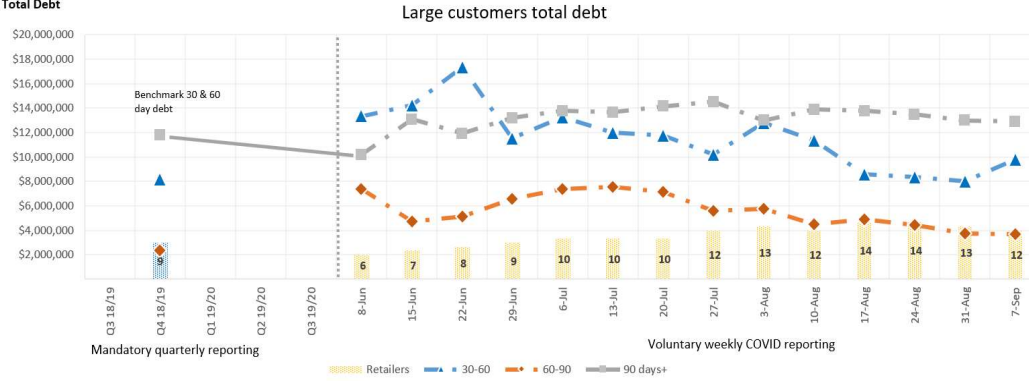
# COVID-19 RETAIL MARKET DATA DASHBOARD

Debt weekly & quarterly trends - large customers  
As at 7/9/2020

## Large electricity (12 included submissions)



## Total Debt

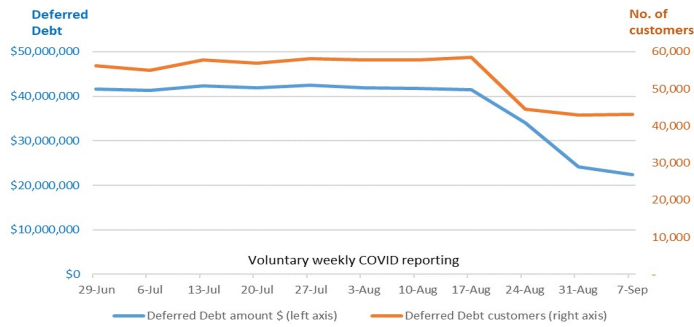


## Deferred Debt - Electricity & Gas As at 7/9/2020

### Deferred Debt (10 included submissions)

**Amount of Debt \$**  
Residential 18.4 million  
Sml Bus. 4 million

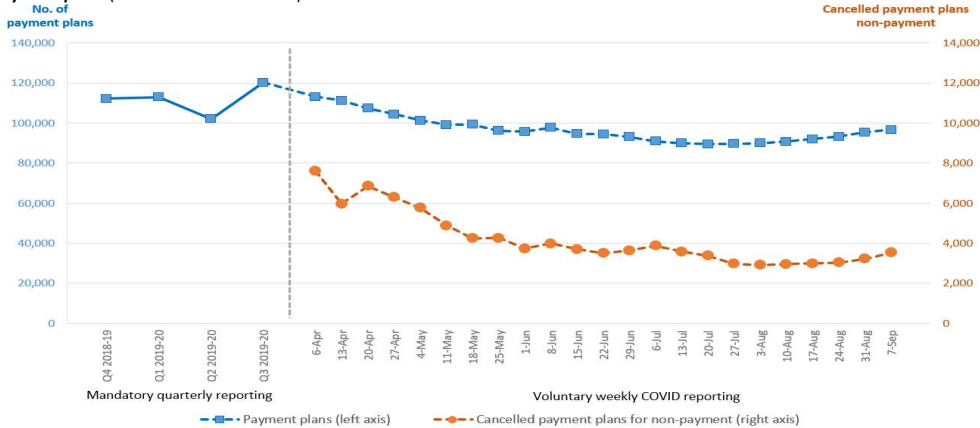
**Number of customers**  
Residential 40189  
Sml Bus. 2897



**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 reported on debt deferral arrangements this week. However, a number of retailers stopped offering such arrangements as at 31 July. A significant drop occurred as at 24 August as a result of one Tier 1 retailer closing down this program.

## Payment plans - Electricity & Gas As at 7/9/2020

### Payment plans (20 included submissions)



**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% market share).

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Call centre metrics - Weekly collection As at 7/9/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions) <b>3.41%</b>	↑ 0.11	↑ 0.50	↓ 0.17
	% point change since		
Average percentage of calls answered within 30 seconds (18 included submissions) <b>71.78%</b>	↑ 4.13	↑ 12.33	↑ 4.00
	% point change since		
Average time before an operator answers a call (17 included submissions) <b>92 Seconds</b>	↑ 96.35	↓ 20.28	↑ 12.38
	% change since		
Average percentage of calls abandoned before being answered (14 included submissions) <b>6.89%</b>	↑ 3.37	↓ 0.69	↑ 0.28
	% point change since		

#### 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

<b>Electricity hardship programs</b> (20 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of electricity customers on hardship programs <b>1.19%</b>	↑ 0.06	↑ 0.01
	% point change since	
Average debt of electricity customers on hardship programs <b>\$1,389.31</b>	↑ 9.11	↑ 10.20
	% change since	
<b>Electricity hardship programs - On entry</b> (13 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of electricity customers entering hardship programs <b>0.15%</b>	↑ 0.01	↓ 0.01
	% point change since	
Average debt on entry to hardship for electricity customers <b>\$1,320.85</b>	↑ 13.79	↑ 6.43
	% change since	
<b>Gas hardship programs</b> (10 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers on hardship programs <b>0.68%</b>	= 0.00	↓ 0.03
	% point change since	
Average debt of gas customers on hardship programs <b>\$772.74</b>	↑ 20.61	↑ 19.30
	% change since	
<b>Gas hardship programs - On entry</b> (10 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of gas customers entering hardship programs <b>0.08%</b>	↓ 0.08	↓ 0.01
	% point change since	
Average debt on entry to hardship for gas customers <b>\$785.22</b>	↑ 20.56	↑ 11.66
	% change since	

#### 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

<b>Credit collections</b> (4 included submissions)	<b>Q2 2019-20</b>	<b>30/03/2020</b>
Average proportion of customers referred to credit collection <b>0.93%</b>	↑ 0.19	↑ 0.14
	% point change since	
Average proportion of customers credit defaulted <b>0.00%</b>	↓ 0.13	↓ 0.10
	% point change since	

#### Credit collections

The few retailers that reported against this indicator reported 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.