

COVID-19 RETAIL MARKET DATA DASHBOARD

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

Disconnections (out of 39 retailers)	% point change since	
	30/03/2020	Last week
0	0.00	0.00

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

Debt - Weekly collection As at 8/6/2020

	Q2 2019-20	30/03/2020	Last week
Residential electricity (22 submissions)			
Average proportion of residential electricity customers repaying debt		% point change since	
3.26%	↑ 1.19	↑ 0.06	↓ 0.09
Average amount of debt for residential electricity customers		% change since	
\$889.84	↑ 19.90	↑ 21.52	↑ 1.80
Residential gas (9 submissions)			
Average proportion of residential gas customers repaying debt		% point change since	
2.47%	↑ 0.37	↑ 0.25	↓ 0.02
Average amount of debt for residential gas customers		% change since	
\$499.40	NA	↑ 7.62	↑ 0.05
Small Business electricity (19 submissions)			
Average proportion of small business electricity customers repaying debt		% point change since	
3.85%	↑ 1.54	↑ 0.55	↓ 0.07
Average amount of debt for small business electricity customers		% change since	
\$2,220.54	↑ 8.09	↑ 3.48	↓ 0.27
Small Business gas (5 submissions)			
Average proportion of small business gas customers repaying debt		% point change since	
3.68%	↑ 0.22	↑ 0.26	↓ 0.21
Average amount of debt for small business gas customers		% change since	
\$1,985.43	NA	↑ 1.22	↓ 3.09

Debt
Debt relates to arrears accrued 107 calendar days ago or more. Debt data collected as at 8 June captures arrears accrued as at 22 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 dropped this week but has remained above the respective Q2 2019/20 levels.

Payment plans - Weekly collection As at 8/6/2020

	Q2 2019-20	30/03/2020	Last week
Payment plans (22 submissions)			
Average proportion of customers on payment plans		% point change since	
1.48%	↓ 0.13	↓ 0.28	↓ 0.03
Average proportion of payment plans cancelled		% point change since	
0.10%	0.00	↓ 0.14	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 8/6/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (20 submissions)		% point change since	
3.47%	↓ 0.26	↑ 0.09	↓ 0.14
Average percentage of calls answered within 30 seconds (19 submissions)		% point change since	
69.94%	↓ 4.22	↑ 7.39	↓ 3.80
Average time before an operator answers a call (18 submissions)		% change since	
56 Seconds	↓ 11.54	↓ 46.86	↑ 20.91
Average percentage of calls abandoned before being answered (18 submissions)		% point change since	
4.43%	↑ 1.25	↓ 4.84	↓ 0.15

Call Centre metrics
As at 8 June, the total number of calls to an operator is now at a level below last year's annual average.

COVID-19 RETAIL MARKET DATA DASHBOARD

Hardship - Monthly collection May

	Q2 2019-20	30/03/2020
Electricity hardship programs (21 submissions)		
Average proportion of electricity customers on hardship programs	% point change since ↑ 0.16	↑ 0.14
1.17%		
Average debt of electricity customers on hardship programs	% change since ↓ 2.87	↑ 7.50
\$1,269.42		
Electricity hardship programs - On entry (18 submissions)		
Average proportion of electricity customers entering hardship programs	% point change since ↑ 0.04	↓ 0.03
0.17%		
Average debt on entry to hardship for electricity customers	% change since ↑ 6.20	↓ 5.50
\$1,128.45		
Gas hardship programs (10 submissions)		
Average proportion of gas customers on hardship programs	% point change since = 0.00	↑ 0.03
0.65%		
Average debt of gas customers on hardship programs	% change since ↑ 16.64	↑ 10.74
\$855.76		
Gas hardship programs - On entry (9 submissions)		
Average proportion of gas customers entering hardship programs	% point change since = 0.00	= 0.00
0.07%		
Average debt on entry to hardship for gas customers	% change since ↑ 28.37	↑ 4.93
\$719.06		

Hardship programs

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

Credit collection - Monthly collection May

	Q2 2019-20	30/03/2020
Credit collections (4 submissions)		
Average proportion of customers referred to credit collection	% point change since ↓ 0.05	↓ 0.07
0.76%		
Average proportion of customers credit defaulted	% point change since ↓ 0.10	↓ 0.03
0.00%		

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 are still occurring. However for the month of May no defaults occurred for retailers that provided data.

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