

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	
	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 18/5/2020

	Q2 2019-20	30/03/2020	Last week
Residential electricity (23 submissions)			
Average proportion of residential electricity customers repaying debt		% point change since	
5.70%	↑ 2.92	↑ 1.59	↑ 1.50
Average amount of debt for residential electricity customers		% change since	
\$706.24	↑ 14.33	↑ 7.58	↓ 2.97
Residential gas (9 submissions)			
Average proportion of residential gas customers repaying debt		% point change since	
2.49%	↑ 0.59	↑ 0.27	0.00
Average amount of debt for residential gas customers		% change since	
\$453.55	NA	↑ 11.36	↑ 2.42
Small business electricity (21 submissions)			
Average proportion of small business electricity customers repaying debt		% point change since	
5.52%	↑ 2.42	↑ 0.88	↑ 0.24
Average amount of debt for small business electricity customers		% change since	
\$2,458.10	↑ 30.86	↓ 0.78	↑ 1.29
Small business gas (9 submissions)			
Average proportion of small business gas customers repaying debt		% point change since	
4.32%	↑ 1.33	↑ 0.62	↑ 0.03
Average amount of debt for small business gas customers		% change since	
\$1,081.63	NA	↓ 30.32	↓ 12.42

Debt
Debt is a lag indicator that relates to arrears accrued 107 calendar days ago or more. Debt data collected as at 18 May captures arrears accrued as at 31 January or earlier. However, debt is useful to assess retailers' debt positions in the lead up to COVID-19. Two trends include: First, Tier 2 retailers have a higher proportion of residential customers in debt than Tier 1 retailers. Second, for most retailers, the average amount of small business debt has increased significantly relative to our Q2 2019-20 baseline.

Payment plans - Weekly collection As at 18/5/2020

	Q2 2019-20	30/03/2020	Last week
Payment plans (18 submissions)			
Average proportion of customers on payment plans		% point change since	
1.72%	↑ 0.05	↓ 0.10	↑ 0.11
Average proportion of payment plans cancelled		% point change since	
0.09%	↑ 0.01	↓ 0.02	↓ 0.04

Payment Plans
The number of customers on payment plans has gradually increased a small amount compared to the baseline, however the increase is not as significant as expected. 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 18/5/2020

	Annual 2018-19	30/03/2020	Last week
Call centre			
Average proportion of customer base calling an operator (22 submissions)		% point change since	
4.06%	↑ 0.20	↓ 1.56	↓ 0.03
Average percentage of calls answered within 30 seconds (29 submissions)		% point change since	
71.53%	↑ 6.67	↑ 3.96	↓ 1.18
Average time before an operator answers a call (24 submissions)		% change since	
44 Seconds	↓ 33.57	↓ 53.74	↓ 15.53
Average percentage of calls abandoned before being answered (22 submissions)		% point change since	
6.04%	↑ 1.57	↓ 1.76	↓ 0.19

Call Centre metrics
The proportion of retailers' customer base that made calls to an operator was high during April. As at 18 May, the average proportion has returned to lower levels and is approaching, although still higher than, last year's annual average.

Hardship - Monthly collection April

Electricity hardship programs (20 submissions)		Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs	0.83%	↑ 0.01	↑ 0.04
Average debt of electricity customers on hardship programs	\$1,207.85	↑ 15.60	↑ 7.36
Electricity hardship programs - On Entry (20 submissions)		Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs	0.29%	↑ 0.07	↑ 0.17
Average debt on entry to hardship for electricity customers	\$924.96	↑ 7.80	↑ 9.24
Gas hardship programs (8 submissions)		Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs	0.53%	↓ 0.13	↓ 0.02
Average debt of gas customers on hardship programs	\$614.94	↓ 5.80	↓ 3.13
Gas hardship programs - On entry (8 submissions)		Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs	0.07%	▬ 0.00	▬ 0.00
Average debt on entry to hardship for gas customers	\$611.16	↑ 15.35	↑ 10.33

Hardship programs
The number of customers on hardship programs and average hardship debt have both remained 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%	↑ 0.69	↑ 0.73
Average proportion of customers credit defaulted	0.03%	↓ 0.09	↓ 0.06

Credit collections
In line with the SoE we wouldn't expect to see an increase in credit collections and defaults. However, we are still seeing customers being referred to credit collection.

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