COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 18/1/2021

| **Disconnections** (40 retailers reported)		**Last Week**	
Total number of disconnections		296	⬆
Net disconnections*		119	⬇
Total number of retailers disconnecting customers		5	▬

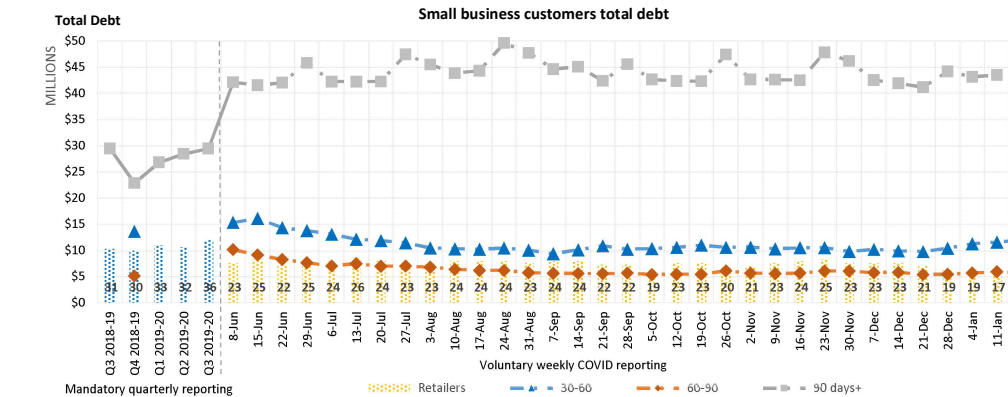*total disconnections minus customers reconnected by the same retailer within a week

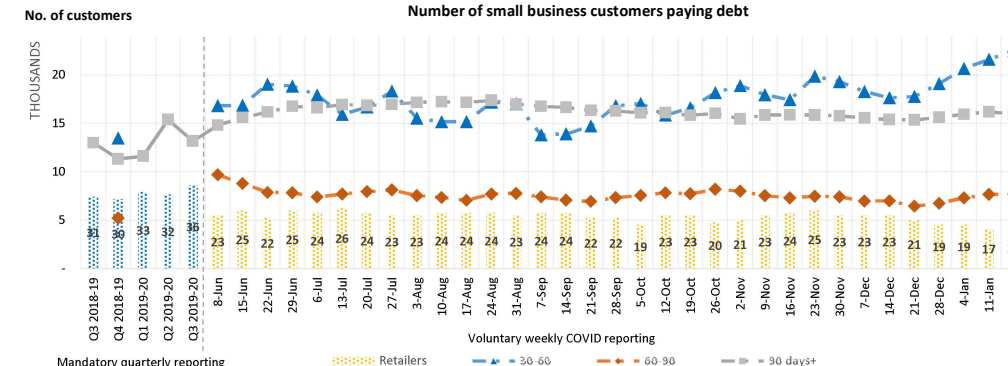**Debt weekly & quarterly trends - residential & small business customers**
As at 18/1/2021

Residential electricity (24 included submissions)

Number of residential customers paying debt

Residential customers total debt
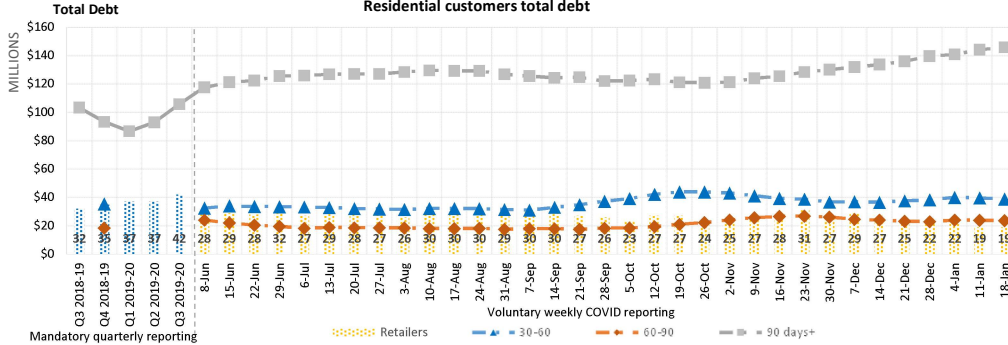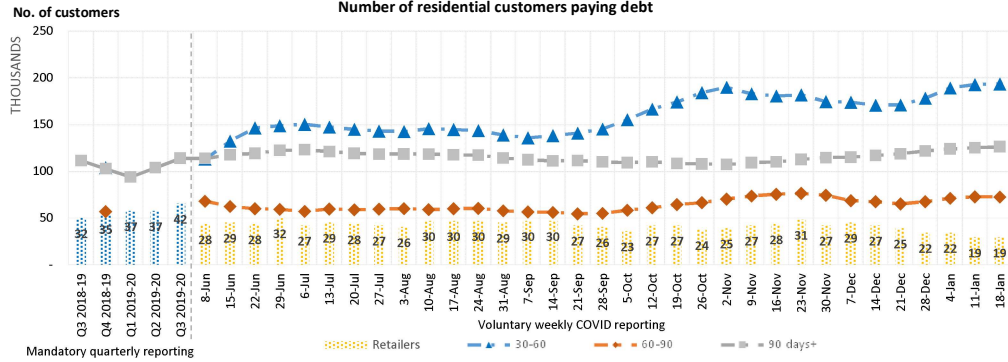
Small business electricity (21 included submissions)

Number of small business customers paying debt

Small business customers total debt

COVID-19 RETAIL MARKET DATA DASHBOARD

Debt weekly & quarterly trends - large customers
As at 18/1/2021

Large electricity (10 included submissions)

No. of customers

Number of large customers paying debt

THOUSANDS

6 7 8 9 10 10 10 12 12 13 13 13 13 13 13 13 13 14 14 14 14 14 14 14 11 10 11 12 11 10 8

Mandatory quarterly reporting | Voluntary weekly COVID reporting

⋯ Retailers ▲ 30-60 ◆ 60-90 ■ 90 days+

Total Debt

MILLIONS

Large customers total debt

6 7 8 9 10 10 10 12 12 12 12 14 13 13 13 14 12 13 12 12 10 12 14 14 14 11 10 11 12 11 10 8 8

Mandatory quarterly reporting | Voluntary weekly COVID reporting

⋯ Retailers ▲ 30-60 ◆ 60-90 ■ 90 days+

Deferred Debt - Electricity & Gas
As at 18/1/2021

Deferred Debt (10 included submissions)

Deferred Debt

No. of customers

	Amount of Debt $
Residential	14.3 million
Sml Bus.	2.6 million

	Number of customers
Residential	37496
Sml Bus.	2644

Voluntary weekly COVID reporting

Millions

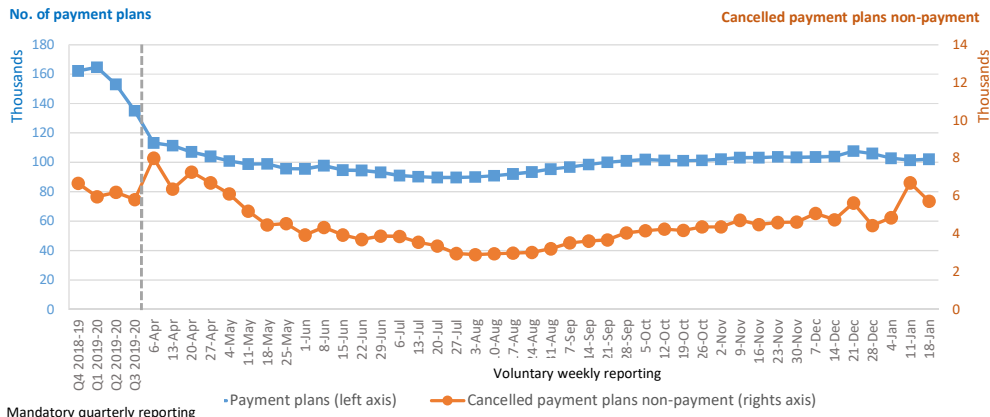Thousands

— Deferred Debt amount $ (left axis) — Deferred Debt customers (right axis)
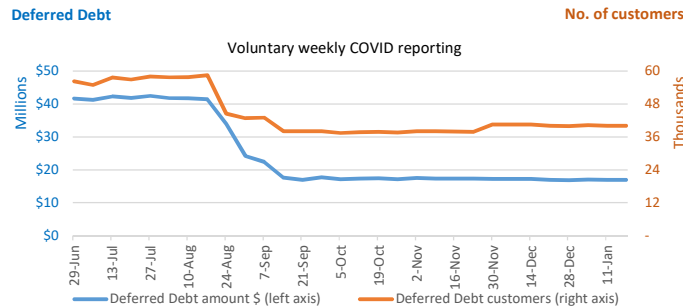
Deferred debt

Many retailers have allowed customers to defer payments rather than using payment plans or hardship programs during the pandemic. However, a number of retailers stopped offering such arrangements from 31 July. A significant drop occurred from 24 August, due to a Tier 1 retailer closing its deferred debt program. Since then deferred debt has remained relatively stable.

Payment plans - Electricity & Gas
As at 18/1/2021

Payment plans (20 included submissions)

No. of payment plans

Cancelled payment plans non-payment

Thousands

Thousands

Mandatory quarterly reporting | Voluntary weekly reporting

■ Payment plans (left axis) ● Cancelled payment plans non-payment (rights axis)

Payment plans

The number of customers on payment plans increased in August and September, driven by one Tier 1 retailer moving customers off deferred payment arrangements and onto regular payment plans. However, contrary to expectations, there are still fewer customers on payment plans than as at Q3 2019-2020. Note that, unlike quarterly data, the weekly data for this indicator represents a subset of all retailers (covering approximately 97.5% of market share).

COVID-19 RETAIL MARKET DATA DASHBOARD

Call centre metrics - Weekly collection As at 18/1/2021			
Call centre	**Annual 2018-19**	**30/03/2020**	**Last week**
Average proportion of customer base calling an operator (14 included submissions)		% point change since	
3.9%	⬆ 0.64	⬆ 1.04	⬆ 0.28
Average percentage of calls answered within 30 seconds (14 included submissions)		% point change since	
71%	⬇ 0.77	⬆ 11.41	⬆ 4.97
Average time before an operator answers a call (13 included submissions)		% change since	
53 Seconds	⬆ 7.15	⬇ 48.14	⬇ 14.18
Average percentage of calls abandoned before being answered (12 included submissions)		% point change since	
5.16%	⬆ 1.52	⬇ 2.24	⬇ 1.84

Call centre metrics
Call centre indicators this week were relatively consistent with previous weeks.

Hardship - Monthly collection
December

Electricity hardship programs (25 included submissions)	**Q2 2019-20**	**30/03/2020**
Average proportion of electricity customers on hardship programs	% point change since	
1.10%	⬆ 0.12	⬆ 0.01
Average debt of electricity customers on hardship programs	% change since	
$1,534.55	⬆ 22.61	⬆ 17.59

Electricity hardship programs - on entry (22 included submissions)	**Q2 2019-20**	**30/03/2020**
Average proportion of electricity customers entering hardship programs	% point change since	
2.21%	⬆ 2.07	⬆ 2.05
Average debt on entry to hardship for electricity customers	% change since	
$1,428.03	⬆ 23.02	⬆ 15.07

Gas hardship programs (11 included submissions)	**Q2 2019-20**	**30/03/2020**
Average proportion of gas customers on hardship programs	% point change since	
0.64%	▬ 0.00	⬇ 0.07
Average debt of gas customers on hardship programs	% change since	
$617.46	⬇ 3.63	⬇ 4.67

Gas hardship programs - on entry (10 included submissions)	**Q2 2019-20**	**30/03/2020**
Average proportion of gas customers entering hardship programs	% point change since	
0.06%	⬇ 0.11	▬ 0.00
Average debt on entry to hardship for gas customers	% change since	
$743.26	⬆ 14.12	⬆ 5.70

Hardship programs
The number of customers on hardship programs for both electricity and gas is similar to the number at the end of March. Average hardship debt for electricity and gas is trending higher from the end of March. Some retailers are offering deferred payment arrangements rather than placing customers on formal hardship arrangements.

Credit collection - Monthly collection
December

Credit collections (7 included submissions)	**Q2 2019-20**	**30/03/2020**
Average proportion of customers referred to credit collection	% point change since	
1.12%	⬆ 0.38	⬆ 0.33
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 a non-zero number of credit collections, contrary to expectations. Based on discussions with the retailers concerned, they have paused credit defaults and have repurposed their credit collection agencies to recover debt through the offering of payment plans and other forms of payment assistance.

COVID-19 RETAIL MARKET DATA DASHBOARD

<table>
<tr><th colspan="7">Deferral of network charges - Monthly collection</th></tr>
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Deferral metrics:	August	September	October	November	December	Cumulative
Number of customers who deferred payment of network charges	0	0	0	0	0	0
Total amount of network charges deferred	0	0	0	0	0	0
Latest due date for payment of deferred network charges	N/A	N/A	N/A	N/A	N/A	N/A

Deferral of network charges
In August, the AEMC made a rule change to allow some retailers to defer payment of network charges for customers impacted by COVID19. To date, no retailers have used the network charges deferral mechanism.

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