

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 2/11/2020

Disconnections (40 retailers reported)

Total number of disconnections

357

Last Week



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

Net disconnections*

81



Total number of retailers disconnecting customers

6

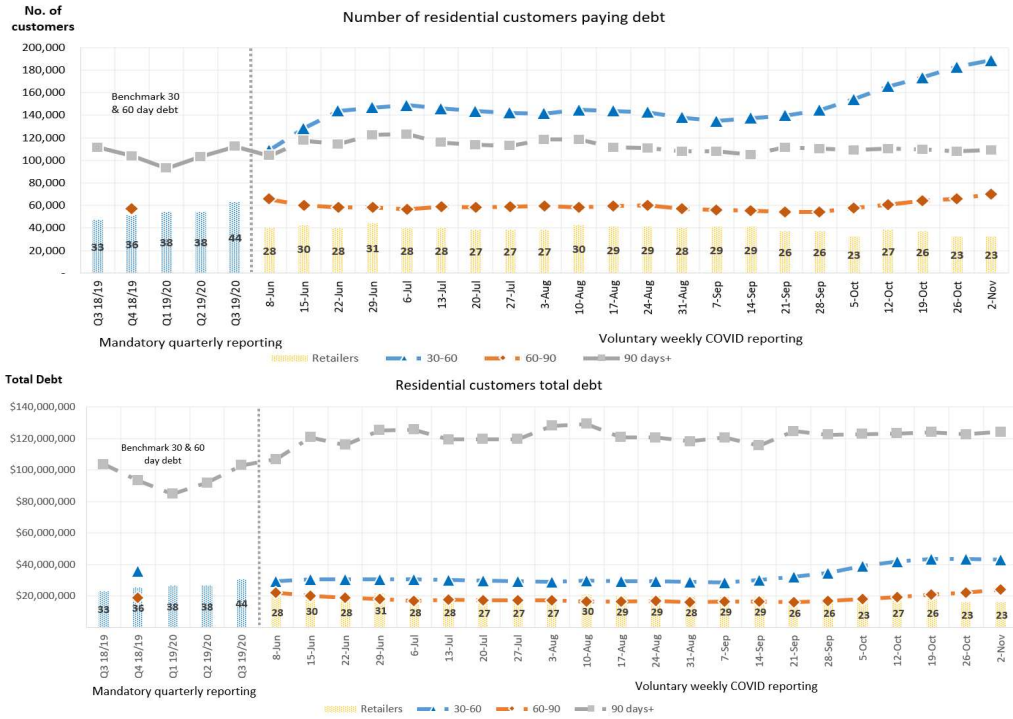
Debt weekly & quarterly trends - residential & small business customers

As at 2/11/2020

Disconnections

Fewer disconnections were reported this week than in our last dashboard, two weeks ago. This decrease follows a steady trend of increased disconnections since August.

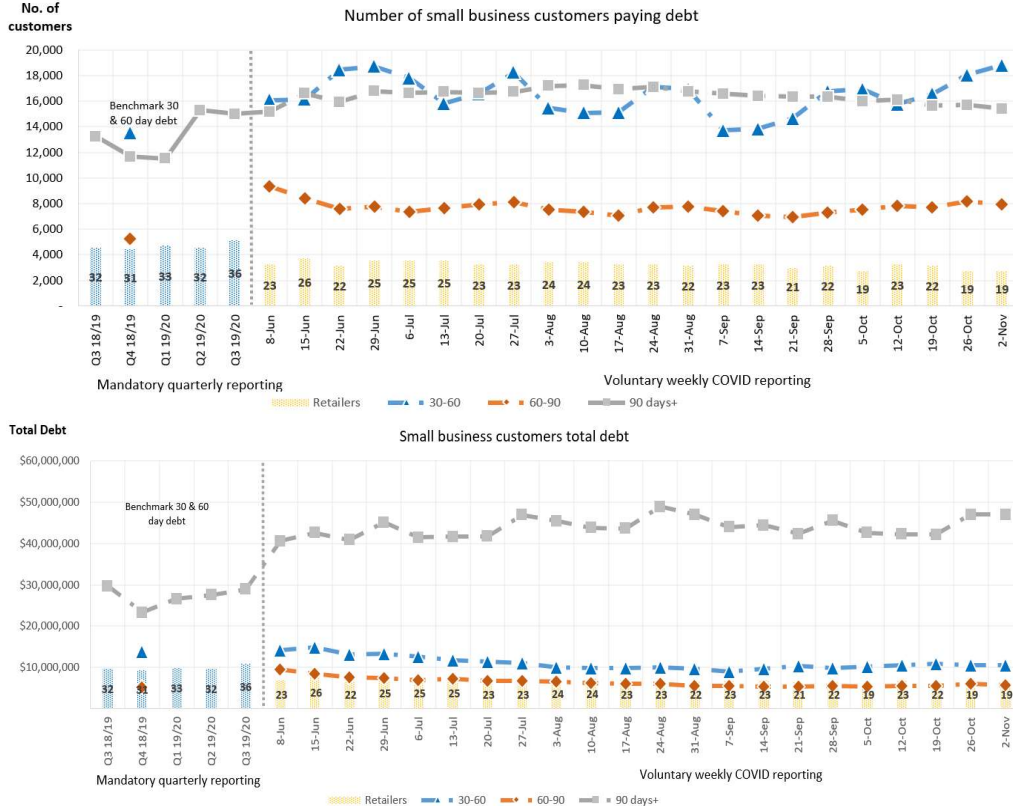
Residential electricity (23 included submissions)



Debt

This data includes 30, 60 & 90+ day debt metrics. 90+ day total 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. The increase in customers repaying 30 day debt over the past month was driven by Tier 2 and large regional retailers.

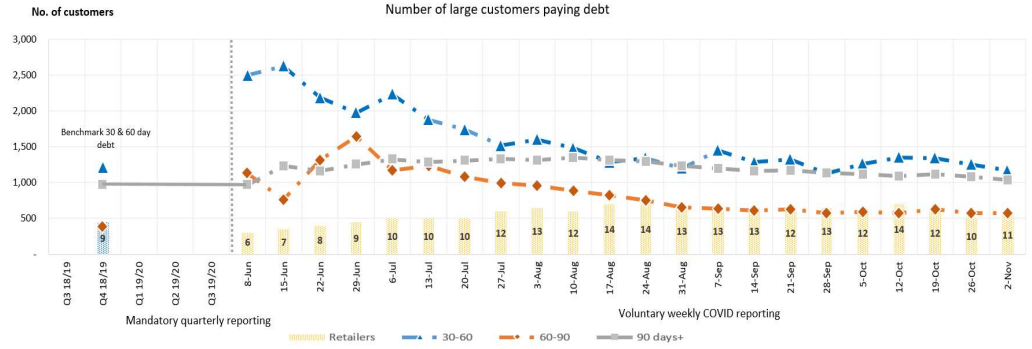
Small business electricity (19 included submissions)



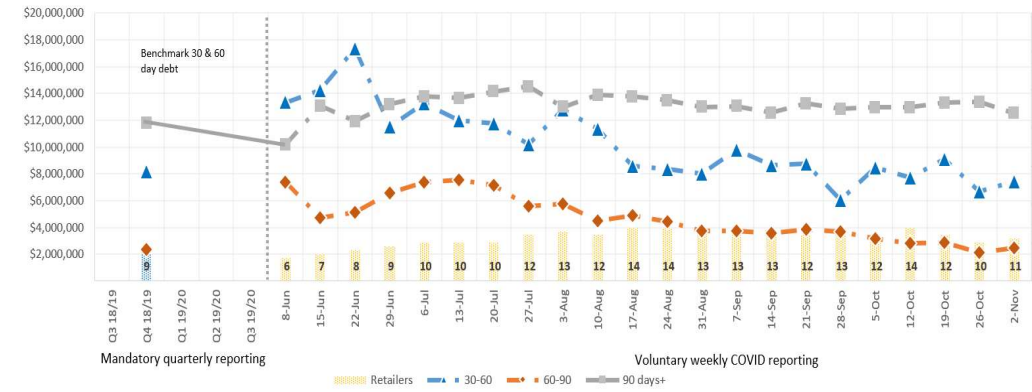
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Debt weekly & quarterly trends - large customers As at 2/11/2020

Large electricity (11 included submissions)



Total Debt Large customers total debt

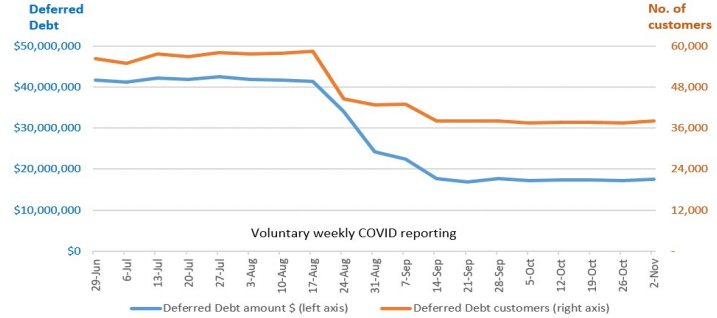


Deferred Debt - Electricity & Gas As at 2/11/2020

Deferred Debt (10 included submissions)

Amount of Debt \$	
Residential	14.9 million
Sml Bus.	2.6 million

Number of customers	
Residential	36210
Sml Bus.	1814

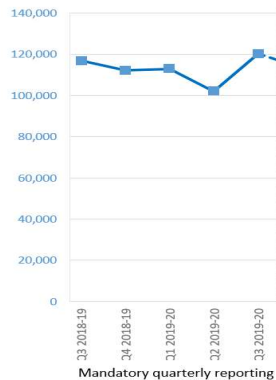


Deferred debt
Many retailers have allowed customers to defer payments rather than using payment plans or hardship programs during the pandemic. However, a number of retailers stopped offering such arrangements as at 31 July. A significant drop occurred from 24 August, though since 14 September deferred debt levels have stabilised.

Payment plans - Electricity & Gas As at 2/11/2020

Payment plans (20 included submissions)

No. of payment plans



Payment plans
Contrary to expectations, there are fewer customers on payment plans than as at Q3 2019-2020. While payment plan numbers did increase from July till early October, driven by one Tier 1 retailer moving customers off deferred payment arrangements, they have now begun to drop again. Note that, unlike quarterly data, the weekly data for this indicator represents a subset of all retailers (covering approximately 97.5% of market share).

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Call centre metrics - Weekly collection As at 2/11/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (16 included submissions)		% point change since	
3.4%	↑ 0.14	↑ 0.54	↑ 0.25
Average percentage of calls answered within 30 seconds (16 included submissions)		% point change since	
74%	↑ 2.06	↑ 14.24	↓ 3.85
Average time before an operator answers a call (15 included submissions)		% change since	
48 Seconds	↓ 3.72	↓ 53.40	↑ 11.76
Average percentage of calls abandoned before being answered (14 included submissions)		% point change since	
5.57%	↑ 2.15	↓ 2.30	↑ 0.68

Call centre metrics

Call centre indicators this week were similar to our last dashboard, two weeks ago, and to our 2018-19 benchmark levels.

Hardship - Monthly collection October

Electricity hardship programs (20 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs		% point change since
1.17%	↑ 0.09	↓ 0.02
Average debt of electricity customers on hardship programs		% change since
\$1,412.67	↑ 14.17	↑ 14.74
Electricity hardship programs - On entry (13 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs		% point change since
0.15%	↑ 0.01	↓ 0.01
Average debt on entry to hardship for electricity customers		% change since
\$1,270.06	↑ 9.41	↑ 2.34
Gas hardship programs (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs		% point change since
0.66%	= 0.00	↓ 0.05
Average debt of gas customers on hardship programs		% change since
\$693.99	↑ 8.32	↑ 7.14
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
0.09%	↓ 0.07	= 0.00
Average debt on entry to hardship for gas customers		% change since
\$741.26	↑ 13.81	↑ 5.41

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 slightly higher than at the end of March. Some retailers are offering deferred payment arrangements rather than placing customers on formal hardship arrangements.

Credit collection - Monthly collection October

Credit collections (3 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection		% point change since
0.00%	↓ 0.74	↓ 0.79
Average proportion of customers credit defaulted		% point change since
0.00%	↓ 0.13	↓ 0.10

Credit collections

No retailers reported credit defaults or referrals for credit collection this week.

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Deferral of network charges - Monthly collection

Deferral metrics:	August	September	Cumulative
Number of customers who deferred payment of network charges	0	0	0
Total amount of network charges deferred	0	0	0
Latest due date for payment of deferred network charges	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.