

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 24/5/2021

Disconnections (40 retailers reported)

Total number of disconnections

744

17/05/2021

Net disconnections*

393

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

Total number of retailers disconnecting customers

12

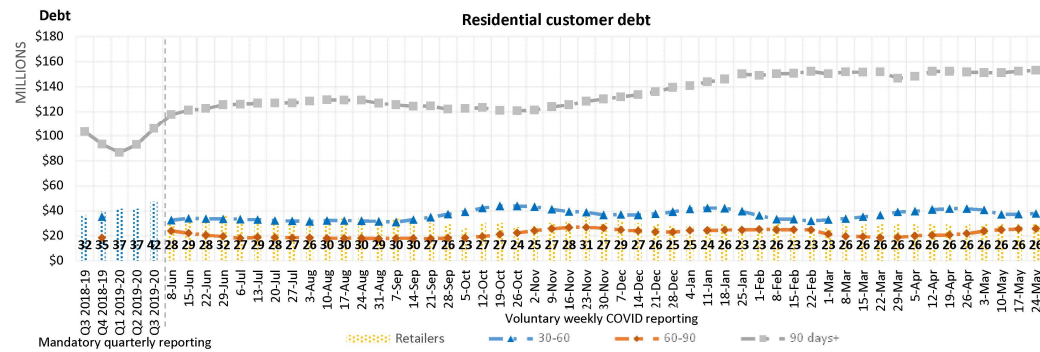
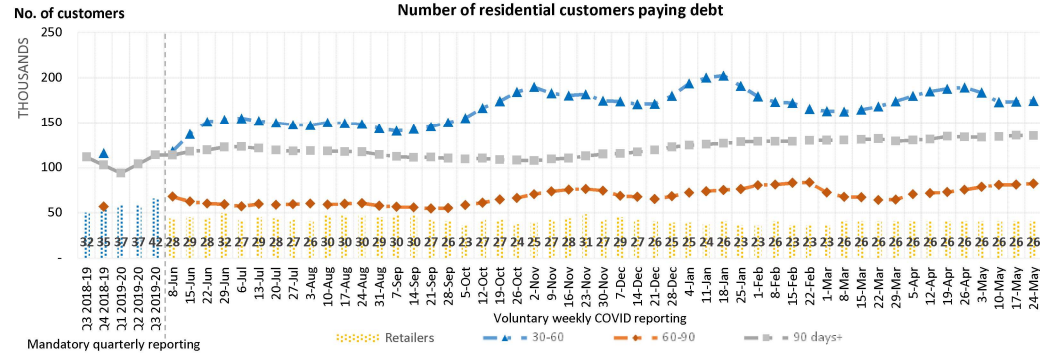
Disconnections

The number of disconnections reported this week was at the highest level since February.

Debt weekly & quarterly trends - residential & small business customers

As at 24/5/2021

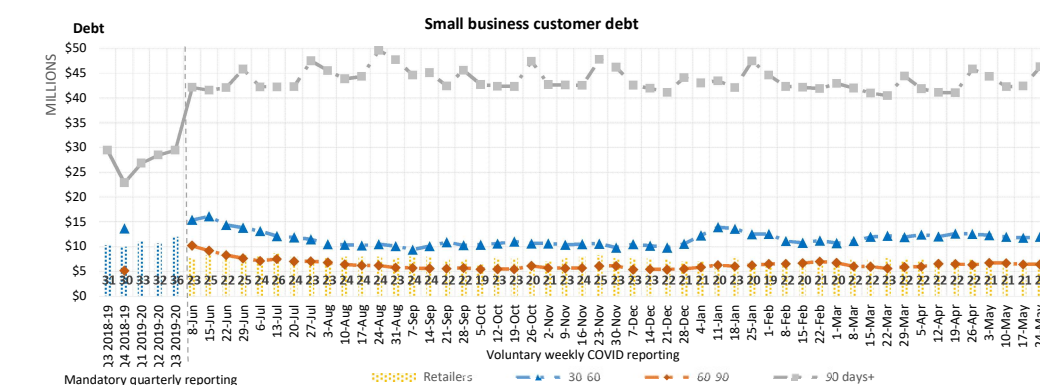
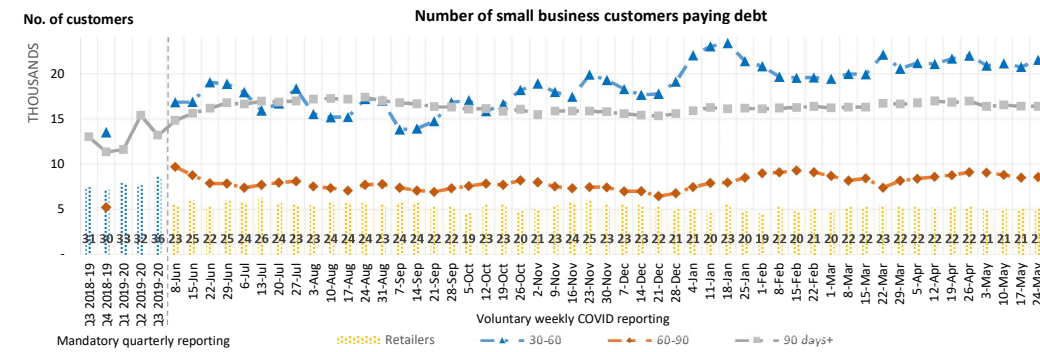
Residential electricity (26 included submissions)



Debt

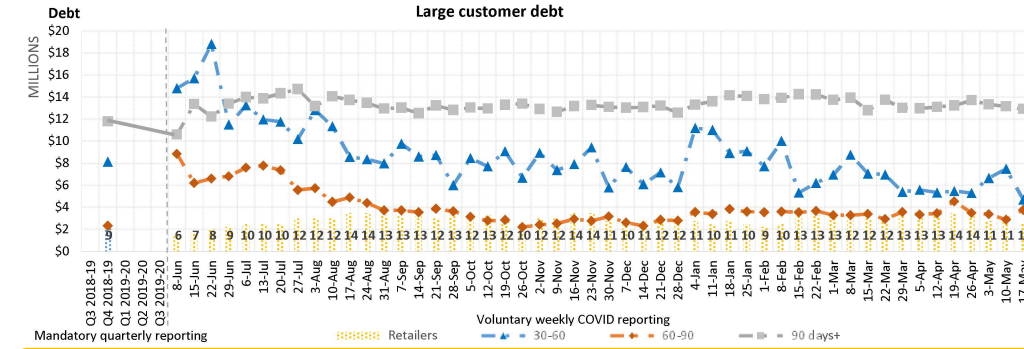
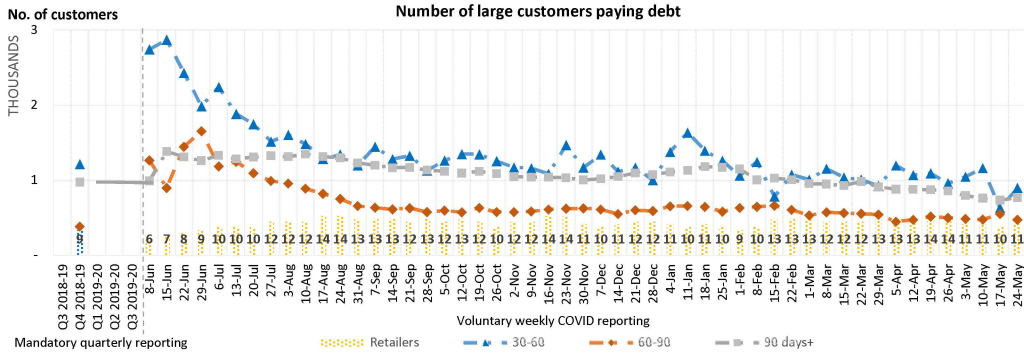
This data includes 30, 60 & 90+ day debt metrics. The bars show the number of retailers which submitted data on 90+ day debt.

Small business electricity (21 included submissions)



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Large electricity (11 included submissions)



Deferred Debt - Electricity & Gas As at 24/5/2021

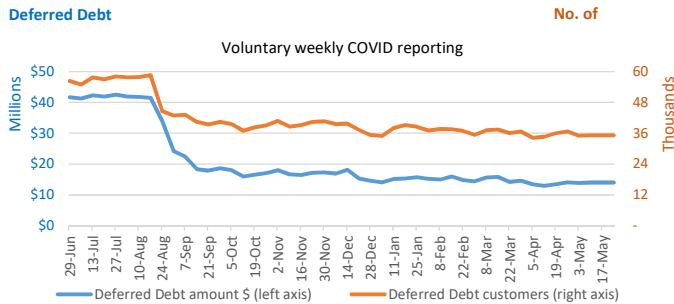
Deferred Debt (10 included submissions)

Amount of Debt \$

Residential	11.5 million
Sml Bus.	2.5 million

Number of customers

Residential	33487
Sml Bus.	1713

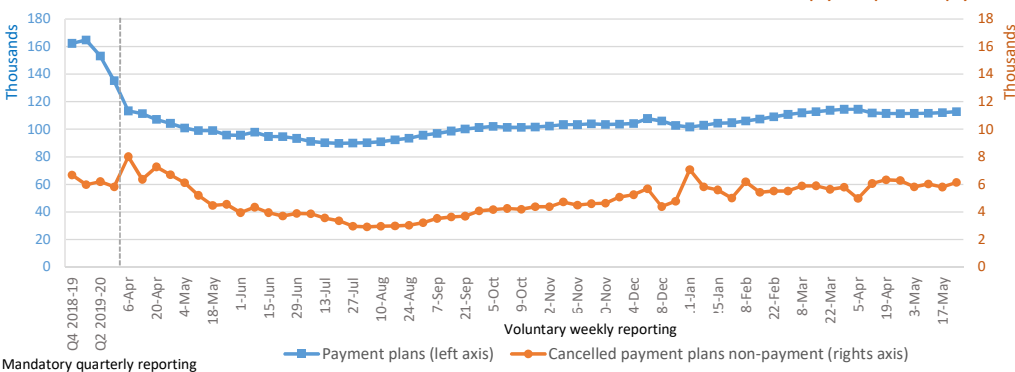


Deferred debt
At the start of the pandemic, many retailers allowed customers to defer payments rather than use payment plans or hardship programs. However, a number of retailers stopped offering such arrangements from 31 July. A significant drop occurred from 24 August, due to a Tier 1 retailer closing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

Payment plans - Electricity & Gas As at 24/5/2021

Payment plans (20 included submissions)

No. of payment plans



Payment plans
Contrary to expectations, the number of customers on payment plans decreased at the start of the pandemic. However, from end of July 2020, payment plans increased slightly, driven by a Tier 1 retailer closing its deferred debt program. Payment plans have now returned to the same level as at the start of the pandemic.

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Call centre metrics - Weekly collection As at 24/5/2021

Call centre	Annual 2018-19	30/03/2020	17/05/2021
Average proportion of customer base calling an operator (15 included submissions) 3.7%	↑ 0.27	↑ 0.65	↓ 0.08
Average percentage of calls answered within 30 seconds (15 included submissions) 57%	↓ 12.85	↓ 1.22	↑ 0.26
Average time before an operator answers a call (14 included submissions) 113 Seconds	↑ 125.97	↑ 9.38	↑ 6.49
Average percentage of calls abandoned before being answered (13 included submissions) 7.62%	↑ 3.84	↑ 0.59	↑ 0.15

Call centre metrics
Average call wait times have increased since our last dashboard and are significantly higher than the annual benchmark.

Hardship programs - Monthly collection April 2021

Electricity hardship programs (22 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs 1.09%	↑ 0.09	↓ 0.03
Average debt of electricity customers on hardship programs \$1,655.78	↑ 41.16	↑ 33.74
Electricity hardship programs - on entry (21 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs 0.17%	↑ 0.03	↑ 0.01
Average debt on entry to hardship for electricity customers \$1,525.99	↑ 36.05	↑ 22.96
Gas hardship programs (8 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs 0.82%	▬ 0.00	↑ 0.06
Average debt of gas customers on hardship programs \$921.66	↑ 32.52	↑ 31.31
Gas hardship programs - on entry (7 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs 0.09%	↓ 0.07	▬ 0.00
Average debt on entry to hardship for gas customers \$917.89	↑ 40.93	↑ 30.53

Hardship programs
The number of customers on hardship programs for both electricity and gas is similar to the number at the end of March 2020. Average hardship debt for electricity and gas has increased since end of March 2020.

Credit collection - Monthly collection April 2021

Credit collections (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection 0.54%	↓ 0.04	↓ 0.03
Average proportion of customers credit defaulted 0.14%	↑ 0.01	↑ 0.04

Credit collections
Retailers reporting credit collections inform us that 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.