

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 26/4/2021

Disconnections (40 retailers reported)

Total number of disconnections

675

19/04/2021

Net disconnections*

366

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

Total number of retailers disconnecting customers

7

Debt weekly & quarterly trends - residential & small business customers

As at 26/4/2021

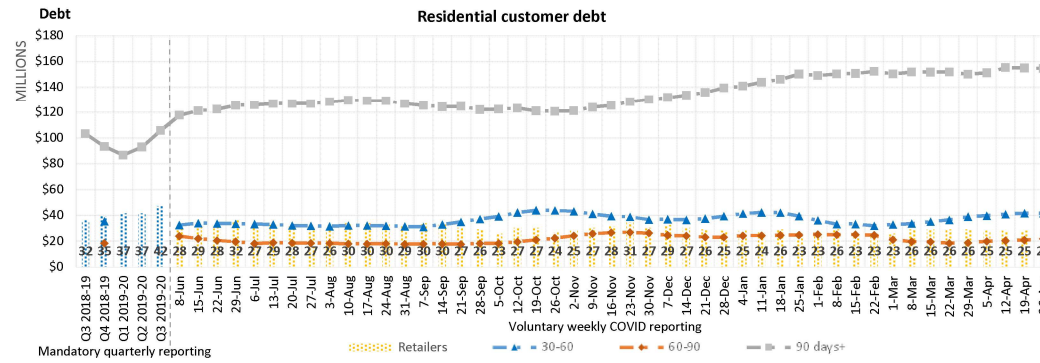
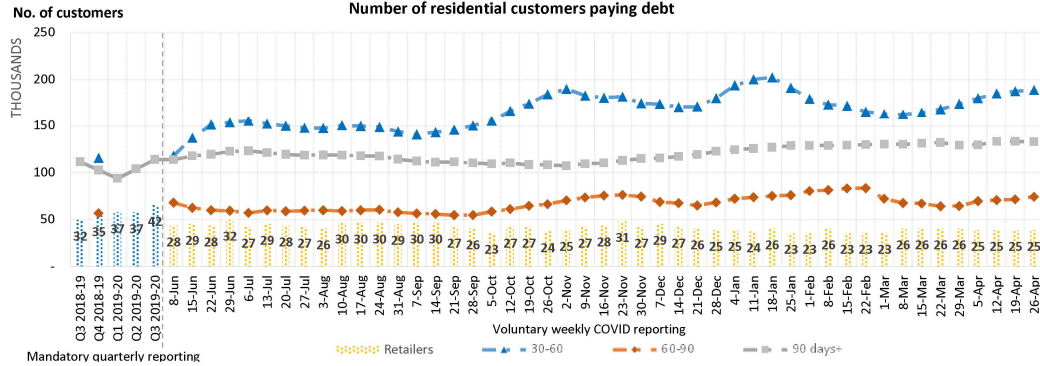
Disconnections

Disconnections have peaked around the middle of each month since Jan 2021.

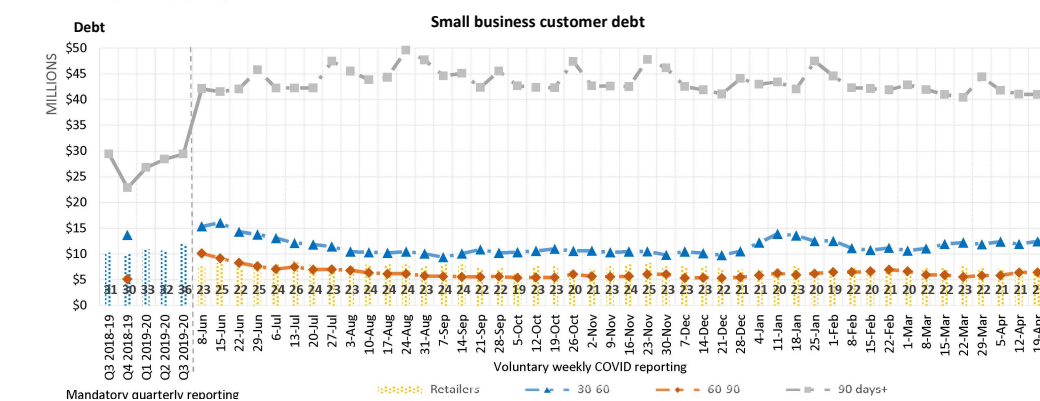
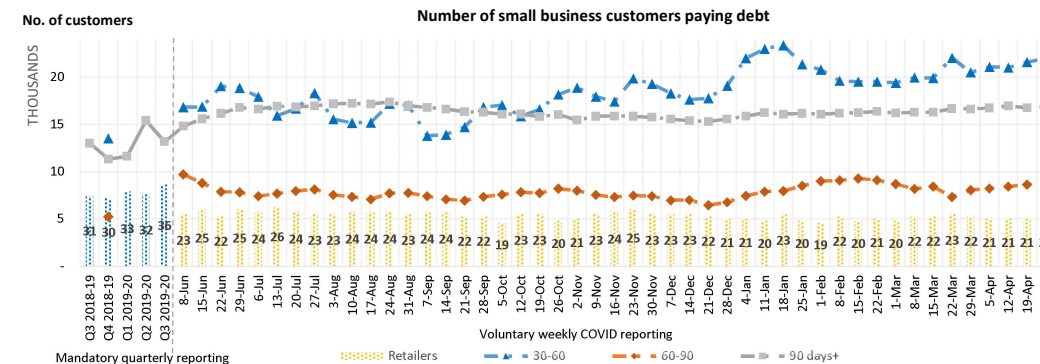
Debt

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

Residential electricity (25 included submissions)

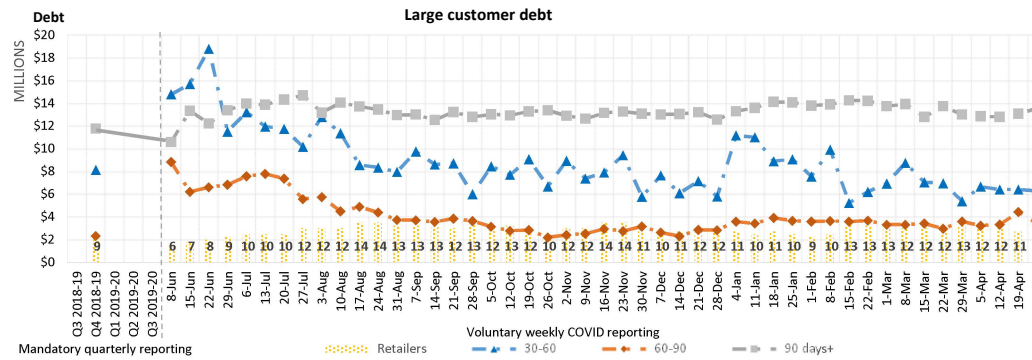
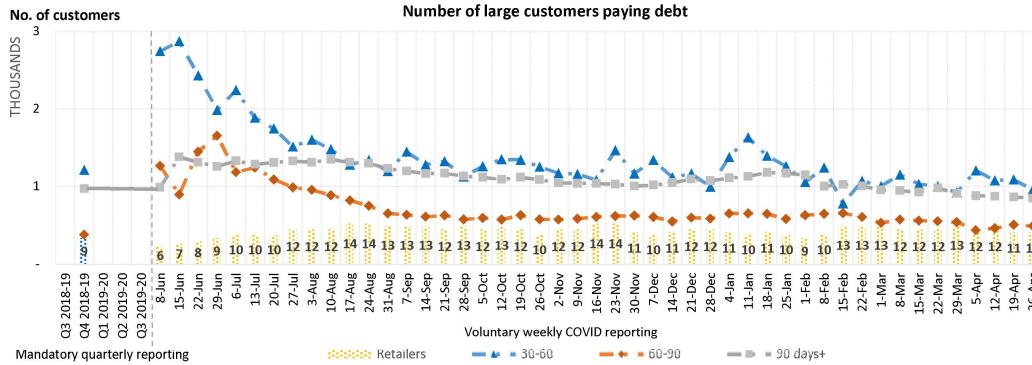


Small business electricity (21 included submissions)



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Large electricity (11 included submissions)



Deferred Debt - Electricity & Gas As at 26/4/2021

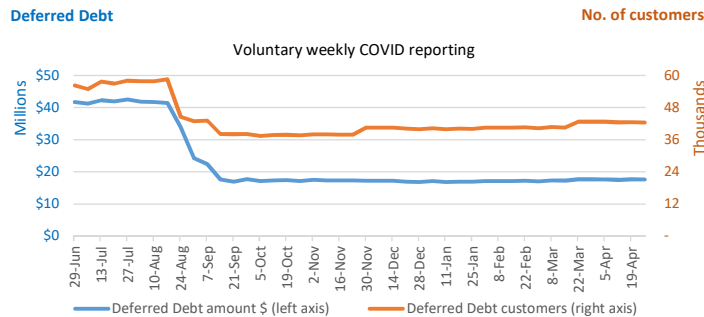
Deferred Debt (10 included submissions)

Amount of Debt \$

Residential	15.1 million
Sml Bus.	2.5 million

Number of customers

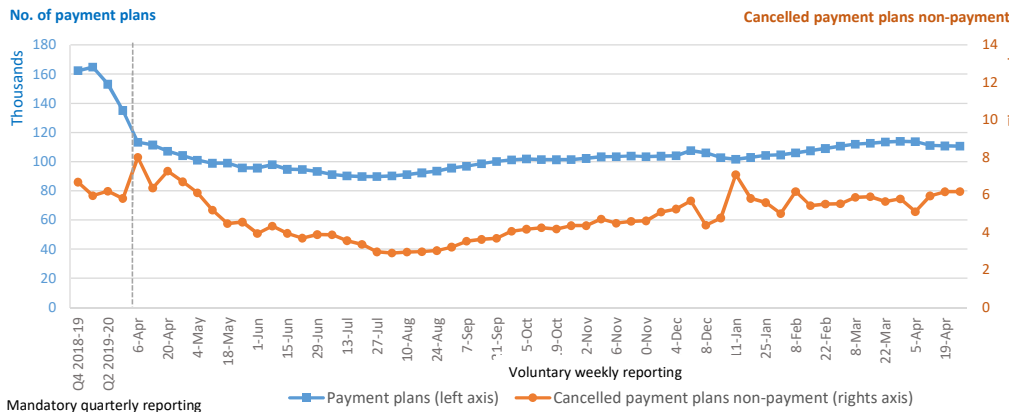
Residential	39770
Sml Bus.	2625



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 26/4/2021

Payment plans (20 included submissions)



Payment plans
Contrary to expectations, the number of customers on payment plans decreased at the start of the pandemic. However, in August and September 2020, payment plans increased slightly, driven by a Tier 1 retailer closing its deferred debt program. Since January 2021, payment plans have increased further. 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 26/4/2021

Call centre	Annual 2018-19	30/03/2020	19/04/2021
Average proportion of customer base calling an operator (14 included submissions)		% point change since	
3.8%	↑ 0.40	↑ 0.79	↑ 0.02
Average percentage of calls answered within 30 seconds (14 included submissions)		% point change since	
60%	↓ 10.02	↑ 1.61	↑ 0.24
Average time before an operator answers a call (13 included submissions)		% change since	
110 Seconds	↑ 120.26	↑ 6.62	↑ 2.66
Average percentage of calls abandoned before being answered (12 included submissions)		% point change since	
6.04%	↑ 2.26	↓ 0.99	↑ 0.43

Call centre metrics

Average call wait time increased substantially this week, and calls abandoned also increased. One retailer was the most significant contributor to these increases due to a spike in customer calls combined with connectivity issues to their overseas located call centre.

Hardship programs - Monthly collection March 2021

Electricity hardship programs (22 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers on hardship programs		% point change since
1.10%	↑ 0.16	↑ 0.02
Average debt of electricity customers on hardship programs		% change since
\$1,540.95	↑ 31.37	↑ 24.47
Electricity hardship programs - on entry (18 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs		% point change since
0.19%	↑ 0.05	↑ 0.03
Average debt on entry to hardship for electricity customers		% change since
\$1,395.50	↑ 24.42	↑ 12.45
Gas hardship programs (10 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs		% point change since
0.69%	= 0.00	↓ 0.07
Average debt of gas customers on hardship programs		% change since
\$899.20	↑ 29.29	↑ 28.11
Gas hardship programs - on entry (7 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs		% point change since
0.10%	↓ 0.06	= 0.00
Average debt on entry to hardship for gas customers		% change since
\$847.38	↑ 30.10	↑ 20.50

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 March 2021

Credit collections (8 included submissions)	Q2 2019-20	30/03/2020
Average proportion of customers referred to credit collection		% point change since
0.71%	↑ 0.14	↑ 0.14
Average proportion of customers credit defaulted		% point change since
0.00%	↓ 0.13	↓ 0.10

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.