

COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)
As at 10/08/2020

Disconnections (out of reporting 38 retailers)

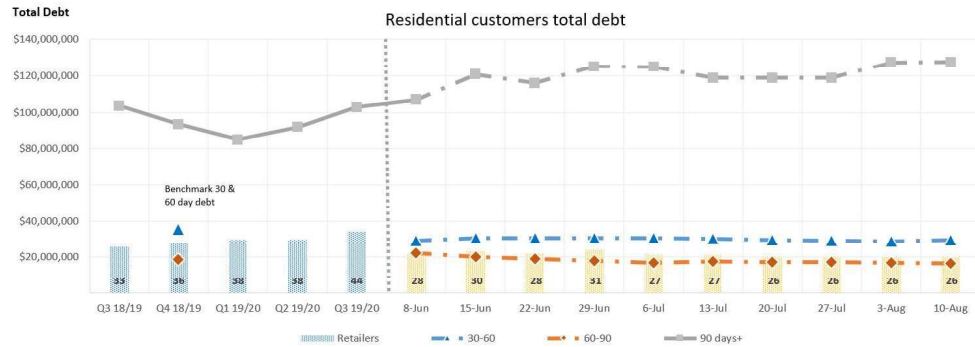
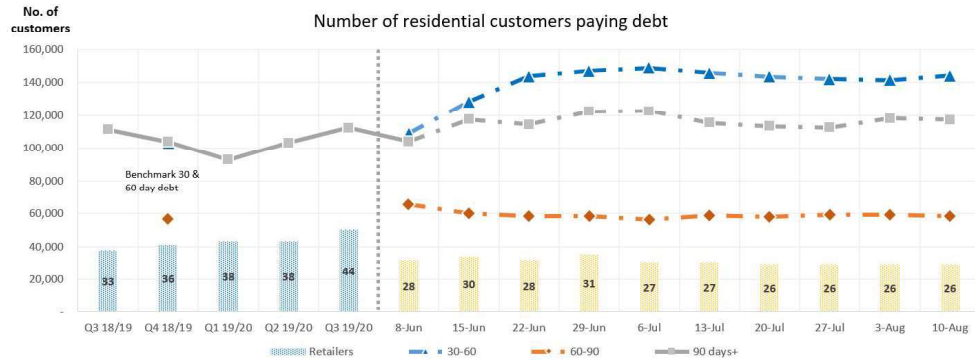
Total number of disconnections 5
Total number of retailers disconnecting customers 2

Disconnections

Of the five disconnections this week, one was at the customer's request. The remaining four were not at the customer's request, however these customers were reconnected upon contacting their retailer.

Debt weekly & quarterly trends - residential & small business customers
As at 10/8/2020

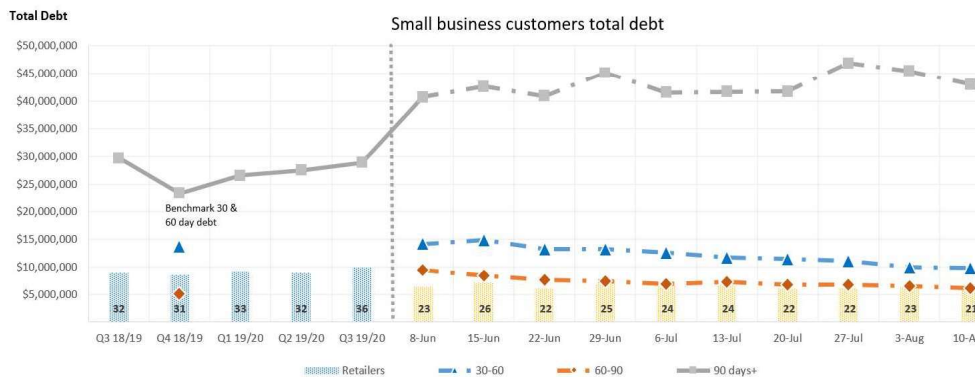
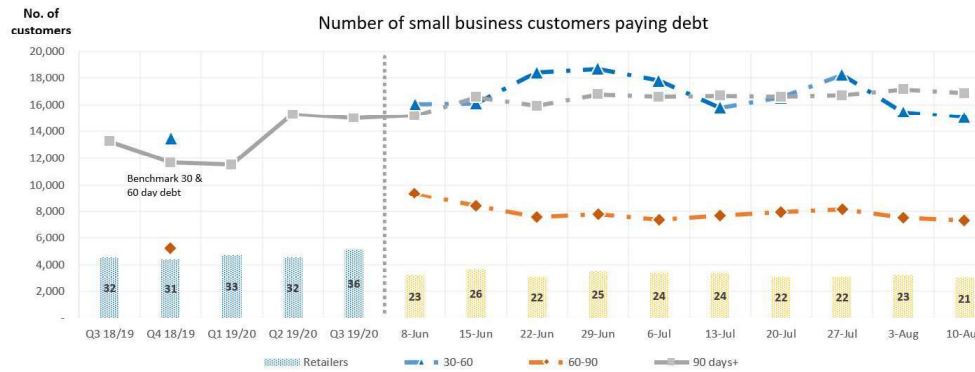
Residential electricity (26 included submissions)



Debt

This data includes 30, 60 & 90+ day debt metrics. 90+ day average debt is higher than 30 and 60 day debt, because the 90+ day debt covers any debt over a longer time period. i.e. 90 days or older. Customers who are in debt for longer periods typically accumulate higher debts.

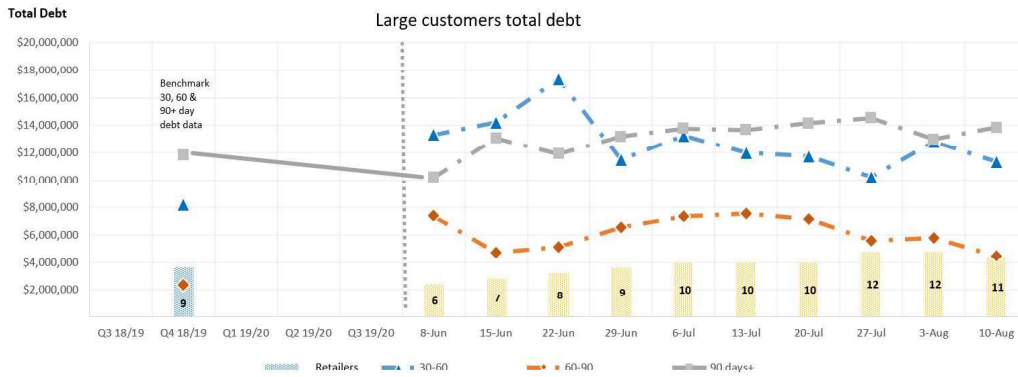
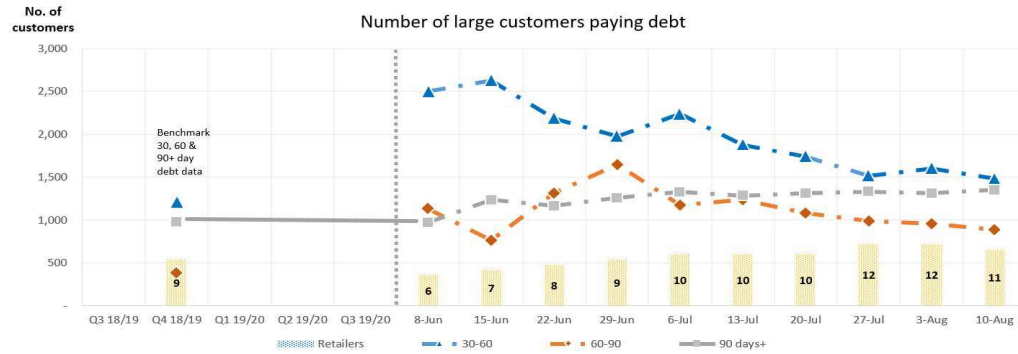
Small business electricity (21 included submissions)



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Debt weekly & quarterly trends - large customers As at 10/8/2020

Large electricity (11 included submissions)



Deferred Debt
Many retailers are allowing customers to defer payments instead of using payment plans or hardship programs. We have received debt deferral data from only 9 retailers, which approximately covers 75% of the market share, showing a large amount of debt is being deferred. Many of these debt deferral arrangements were scheduled to expire on 31 July.

Deferred Debt As at 10/8/2020

Deferred Debt (9 included submissions)	Amount of Debt \$	Number of customers
Residential	22 million	35307
Small Business	12.5 million	4214

Payment plans - Weekly collection As at 10/8/2020

Payment plans (17 included submissions)	Q2 2019-20	30/03/2020	Last week
Average proportion of customers on payment plans	1.34%	↓ 0.27	↓ 0.25
Average proportion of payment plans cancelled	0.07%	↓ 0.04	↓ 0.06
			↑ 0.01

Payment Plans
The number of customers on payment plans is lower than as at Q2 2019-2020. This may reflect that retailers offered customers the option to defer their arrears payment. Deferred debt is above.

Call centre metrics - Weekly collection As at 10/8/2020

Call centre	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)	3.08%	↓ 0.34	↑ 0.28
Average percentage of calls answered within 30 seconds (18 included submissions)	76.46%	↑ 3.95	↑ 16.60
Average time before an operator answers a call (16 included submissions)	62 Seconds	↑ 37.11	↓ 49.24
Average percentage of calls abandoned before being answered (15 included submissions)	4.96%	↑ 1.36	↓ 4.64
			↑ 0.80

Call Centre metrics
As at 10th August, the total number of calls to an operator is slightly below the 2018-19 level.

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Hardship - Monthly collection July

	Q2 2019-20	30/03/2020
Electricity hardship programs (19 included submissions)		
Average proportion of electricity customers on hardship programs	% point change since	
1.25%	↑ 0.10	↑ 0.12
Average debt of electricity customers on hardship programs	% change since	
\$1,391.52	↑ 4.35	↑ 11.14
Electricity hardship programs - On entry (9 included submissions)		
Average proportion of electricity customers entering hardship programs	% point change since	
0.10%	↓ 0.04	↓ 0.06
Average debt on entry to hardship for electricity customers	% change since	
\$1,300.74	↑ 5.76	↑ 9.29
Gas hardship programs (9 included submissions)		
Average proportion of gas customers on hardship programs	% point change since	
0.75%	↑ 0.05	↑ 0.15
Average debt of gas customers on hardship programs	% change since	
\$557.24	↓ 12.61	↓ 15.83
Gas hardship programs - On entry (8 included submissions)		
Average proportion of gas customers entering hardship programs	% point change since	
0.08%	↑ 0.01	↑ 0.01
Average debt on entry to hardship for gas customers	% change since	
\$699.32	↑ 13.34	↑ 1.75

Hardship programs

The number of customers on hardship programs and the average hardship debt has been trending higher since December 2019 levels. Some retailers are offering deferred payments arrangements rather than placing customers on formal hardship arrangements.

Credit collection - Monthly collection July

	Q2 2019-20	30/03/2020
Credit collections (4 included submissions)		
Average proportion of customers referred to credit collection	% point change since	
0.83%	↓ 0.07	↓ 0.19
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 credit collections, contrary to expectations. However, based on discussions with each of the retailers concerned, we understand they have repurposed their credit collection functions to provide payment assistance during the pandemic and, as such, these are not credit collections under AER's definition.

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