

# COVID-19 RETAIL MARKET DATA DASHBOARD

Disconnections for non-payment - Weekly summary (submitted daily on exception basis)  
As at 24/08/2020

Disconnections (out of reporting 39 retailers)

Total number of disconnections

27

Last Week

Total number of retailers disconnecting customers

3

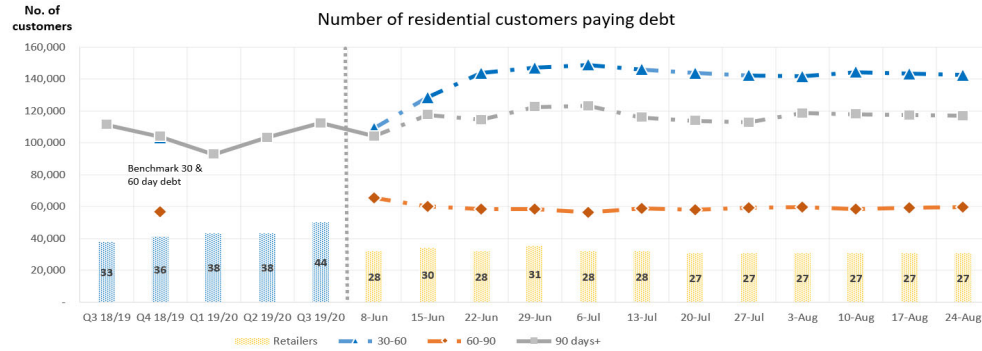


## Disconnections

The total number of disconnections has increased from last week as part of a continuing upwards trend of many retailers recommencing disconnections from early August.

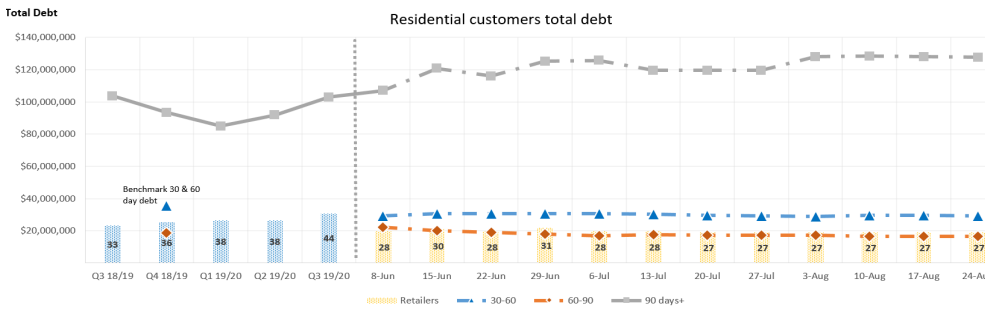
Debt weekly & quarterly trends - residential & small business customers  
As at 24/8/2020

Residential electricity (27 included submissions)

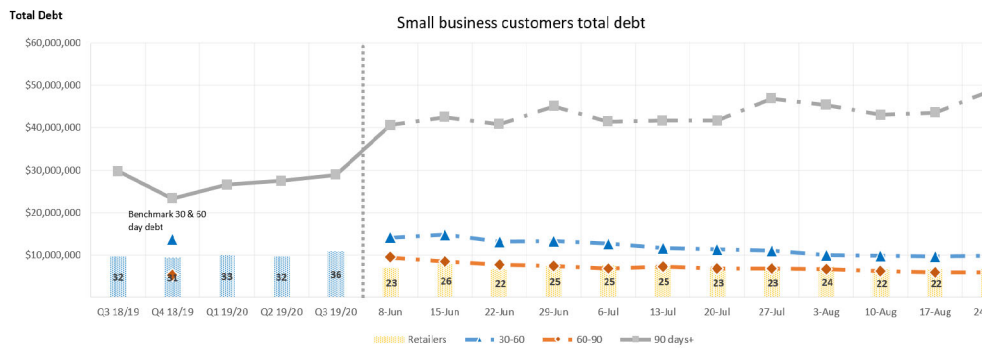
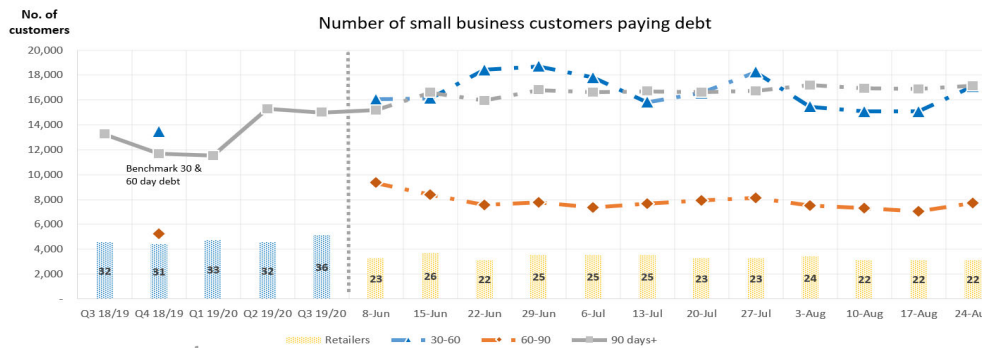


## Debt

This data includes 30, 60 & 90+ day debt metrics. 90+ day average debt is higher than 30 and 60 day debt, because 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.



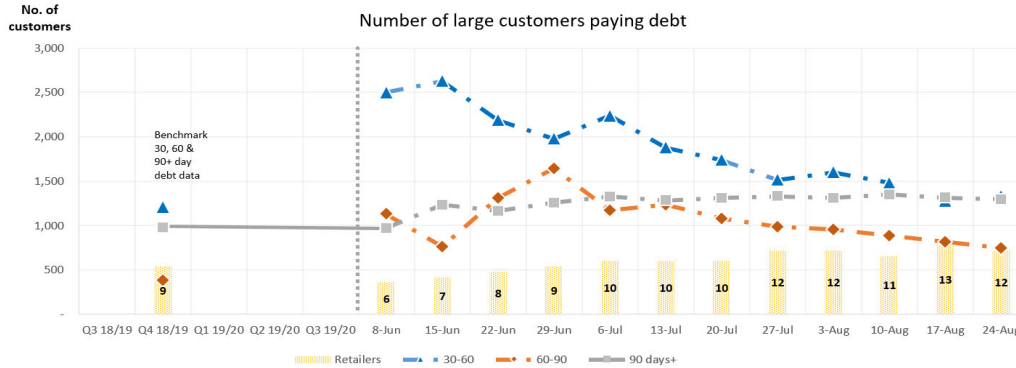
Small business electricity (22 included submissions)



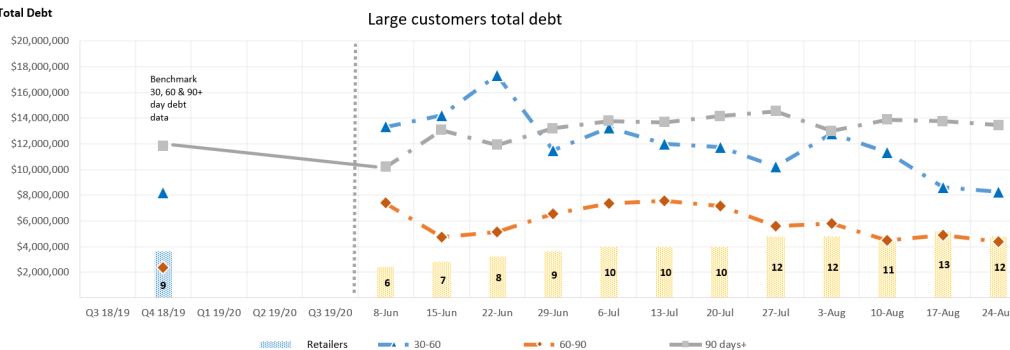
# COVID-19 RETAIL MARKET DATA DASHBOARD

## Debt weekly & quarterly trends - large customers As at 24/8/2020

### Large electricity (12 included submissions)



### Total Debt



**Deferred debt**  
Many retailers have allowed customers to defer payments rather than using payment plans or hardship programs during the pandemic. 10 retailers representing 75% of market share have reported on debt deferral arrangements this week. A number of retailers have indicated that from 31 July arrangements would cease. This is reflected in a marked drop in deferred debt numbers this week.

## Deferred Debt As at 24/8/2020

### Deferred Debt (10 included submissions)

	Amount of Debt \$	Number of customers
<b>Residential</b>	26.4 million	31730
<b>Small Business</b>	5.9 million	3706

## Payment plans - Weekly collection As at 24/8/2020

### Payment plans (20 included submissions)

	Q2 2019-20	30/03/2020	Last week
Average proportion of customers on payment plans	1.35%	↓ 0.35	↓ 0.29
Average proportion of payment plans cancelled	0.07%	↓ 0.03	↓ 0.05
			↑ 0.02

**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. See deferred debt above.

## Call centre metrics - Weekly collection As at 24/8/2020

### Call centre

	Annual 2018-19	30/03/2020	Last week
Average proportion of customer base calling an operator (17 included submissions)	3.47%	↑ 0.16	↑ 0.56
Average percentage of calls answered within 30 seconds (18 included submissions)	70.33%	↑ 2.68	↑ 10.88
Average time before an operator answers a call (17 included submissions)	86 Seconds	↑ 83.62	↓ 25.45
Average percentage of calls abandoned before being answered (14 included submissions)	6.25%	↑ 2.73	↓ 1.33

**Call centre metrics**  
The increase in average call wait times and in call abandonment rates since last week has largely been driven by a single retailer. Due to the retailer's significant market share, we did not remove them when calculating our average.

## COVID-19 RETAIL MARKET DATA DASHBOARD

### Hardship - Monthly collection July

	Q2 2019-20	30/03/2020
<b>Electricity hardship programs</b> (19 included submissions)		
Average proportion of electricity customers on hardship programs	% point change since	
<b>1.25%</b>	↑ 0.10	↑ 0.12
Average debt of electricity customers on hardship programs	% change since	
<b>\$1,362.58</b>	↑ 2.18	↑ 12.32
<b>Electricity hardship programs - On entry</b> (12 included submissions)	Q2 2019-20	30/03/2020
Average proportion of electricity customers entering hardship programs	% point change since	
<b>0.09%</b>	↓ 0.04	↓ 0.06
Average debt on entry to hardship for electricity customers	% change since	
<b>\$1,272.18</b>	↑ 3.43	↑ 6.89
<b>Gas hardship programs</b> (9 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers on hardship programs	% point change since	
<b>0.74%</b>	↑ 0.05	↑ 0.14
Average debt of gas customers on hardship programs	% change since	
<b>\$649.49</b>	↑ 1.86	↓ 1.90
<b>Gas hardship programs - On entry</b> (9 included submissions)	Q2 2019-20	30/03/2020
Average proportion of gas customers entering hardship programs	% point change since	
<b>0.07%</b>	= 0.00	↑ 0.01
Average debt on entry to hardship for gas customers	% change since	
<b>\$813.27</b>	↑ 24.87	↑ 18.34

#### Hardship programs

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

### Credit collection - Monthly collection July

	Q2 2019-20	30/03/2020
<b>Credit collections</b> (4 included submissions)		
Average proportion of customers referred to credit collection	% point change since	
<b>0.83%</b>	↓ 0.07	↓ 0.19
Average proportion of customers credit defaulted	% point change since	
<b>0.00%</b>	↓ 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.