

## **APPENDIX A: Select results by retailer (deidentified)**

### Was payment difficulty discussed?

	TOTAL	Retailer 1	Retailer 2	Retailer 3	Retailer 4	Retailer 5	Retailer 6	Retailer 7	Retailer 8	Retailer 9	Retailer 10	Retailer 11	Retailer 12	Retailer 13	Retailer 14	Retailer 15	Retailer 16	Retailer 17
	(n=729)	(n=110)	(n=95)	(n=92)	(n=79)	(n=70)	(n=50)	(n=40)	(n=36)	(n=34)	(n=26*)	(n=21*)	(n=19*)	(n=18*)	(n=17*)	(n=13*)	(n=5*)	(n=4*)
Yes, customer prompted	38%	28%	32%	47%	37%	39%	40%	55%	58%	35%	19%	43%	21%	56%	18%	54%	40%	0%
Yes, operator prompted	12%	7%	6%	5%	29%	21%	16%	20%	6%	9%	19%	5%	0%	6%	0%	8%	40%	50%
No / Unclear	50%	65%	62%	48%	34%	40%	44%	25%	36%	56%	62%	52%	79%	39%	82%	38%	20%	50%

\*Low base size, interpret results with caution

### Did the operator offer to help complete the application of the Utility Relief Grant?

	TOTAL	Retailer 1	Retailer 2	Retailer 3	Retailer 4	Retailer 5	Retailer 6	Retailer 7	Retailer 8	Retailer 9	Retailer 10	Retailer 11	Retailer 12	Retailer 13	Retailer 14	Retailer 15	Retailer 16	Retailer 17
	(n=293)	(n=39)	(n=36)	(n=42)	(n=39)	(n=28*)	(n=30)	(n=13*)	(n=8*)	(n=13*)	(n=18*)	(n=9*)	(n=2*)	(n=5*)	(n=1*)	(n=7*)	(n=2*)	(n=1*)
Yes, over the phone	27%	23%	25%	12%	51%	29%	17%	23%	50%	31%	33%	11%	0%	60%	0%	43%	0%	0%
Yes, in another way	3%	3%	3%	0%	0%	4%	7%	8%	13%	0%	6%	0%	50%	0%	0%	14%	0%	0%
Other assistance (advice / email)	14%	5%	14%	21%	10%	29%	10%	0%	25%	23%	17%	0%	0%	20%	0%	0%	0%	0%
No/Unclear	56%	69%	58%	67%	38%	39%	67%	69%	13%	46%	44%	89%	50%	20%	100%	43%	100%	100%

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### Did the operator check if the customer was eligible for concessions?

	TOTAL	Retailer 1	Retailer 2	Retailer 3	Retailer 4	Retailer 5	Retailer 6	Retailer 7	Retailer 8	Retailer 9	Retailer 10	Retailer 11	Retailer 12	Retailer 13	Retailer 14	Retailer 15	Retailer 16	Retailer 17
	(n=729)	(n=110)	(n=95)	(n=92)	(n=79)	(n=70)	(n=50)	(n=40)	(n=36)	(n=34)	(n=26*)	(n=21*)	(n=19*)	(n=18*)	(n=17*)	(n=13*)	(n=5*)	(n=4*)
Yes, operator mentioned	27%	23%	28%	38%	19%	30%	40%	33%	8%	12%	23%	43%	11%	28%	12%	54%	40%	25%
Yes, customer mentioned	6%	5%	7%	4%	4%	11%	10%	8%	3%	12%	4%	0%	11%	0%	0%	8%	0%	0%
No	57%	64%	28%	57%	75%	46%	40%	60%	86%	76%	58%	57%	74%	72%	82%	31%	60%	75%
Other	1%	1%	3%	0%	3%	0%	4%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unclear	8%	8%	33%	1%	0%	13%	6%	0%	0%	0%	15%	0%	5%	0%	6%	8%	0%	0%

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(TONE) Was the operator...? Yes

	TOTAL	Retailer 1	Retailer 2	Retailer 3	Retailer 4	Retailer 5	Retailer 6	Retailer 7	Retailer 8	Retailer 9	Retailer 10	Retailer 11	Retailer 12	Retailer 13	Retailer 14	Retailer 15	Retailer 16	Retailer 17
	(n=729)	(n=110)	(n=95)	(n=92)	(n=79)	(n=70)	(n=50)	(n=40)	(n=36)	(n=34)	(n=26*)	(n=21*)	(n=19*)	(n=18*)	(n=17*)	(n=13*)	(n=5*)	(n=4*)
Respectful in their communication	98%	97%	92%	100%	96%	100%	98%	98%	100%	100%	100%	100%	95%	100%	94%	100%	100%	100%
Listening to the customer	95%	97%	77%	100%	94%	100%	98%	90%	100%	100%	100%	95%	95%	100%	94%	92%	100%	75%
Providing support to the customer	94%	94%	76%	99%	99%	100%	100%	98%	100%	100%	100%	95%	79%	100%	88%	92%	80%	75%
Asking relevant questions to better understand the customers situation	88%	92%	76%	93%	86%	99%	98%	75%	92%	97%	100%	90%	63%	100%	65%	92%	60%	75%
Empathetic in their communication	88%	84%	71%	100%	84%	100%	94%	75%	100%	97%	100%	76%	74%	100%	82%	100%	80%	75%
Using the customers name	83%	81%	81%	91%	77%	87%	84%	83%	86%	94%	88%	52%	79%	94%	82%	100%	40%	75%
Offering solutions that did not consider the customers situation	2%	1%	4%	3%	0%	6%	0%	3%	3%	0%	0%	5%	5%	6%	0%	8%	0%	0%
Obviously / robotically following a script (negatively)	2%	1%	2%	0%	6%	4%	0%	3%	0%	0%	0%	5%	0%	0%	6%	0%	0%	0%

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Which of the following best describes the overall tone of the operator?

	TOTAL	Retailer 1	Retailer 2	Retailer 3	Retailer 4	Retailer 5	Retailer 6	Retailer 7	Retailer 8	Retailer 9	Retailer 10	Retailer 11	Retailer 12	Retailer 13	Retailer 14	Retailer 15	Retailer 16	Retailer 17
	(n=729)	(n=110)	(n=95)	(n=92)	(n=79)	(n=70)	(n=50)	(n=40)	(n=36)	(n=34)	(n=26*)	(n=21*)	(n=19*)	(n=18*)	(n=17*)	(n=13*)	(n=5*)	(n=4*)
Empathetic	30%	37%	29%	20%	33%	37%	40%	38%	25%	15%	15%	14%	42%	22%	18%	54%	0%	50%
Friendly	71%	66%	63%	77%	73%	51%	90%	75%	69%	82%	85%	81%	84%	56%	94%	62%	60%	25%
Neutral	21%	28%	36%	3%	33%	11%	16%	33%	6%	12%	0%	38%	32%	22%	6%	8%	40%	50%
Judgemental	1%	1%	1%	0%	3%	0%	4%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dismissive	2%	4%	3%	0%	1%	0%	0%	3%	0%	0%	0%	10%	5%	0%	6%	0%	0%	0%
Empathetic	30%	37%	29%	20%	33%	37%	40%	38%	25%	15%	15%	14%	42%	22%	18%	54%	0%	50%

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Did the operator offer any of the following assistance?

	TOTAL	Retailer 1	Retailer 2	Retailer 3	Retailer 4	Retailer 5	Retailer 6	Retailer 7	Retailer 8	Retailer 9	Retailer 10	Retailer 11	Retailer 12	Retailer 13	Retailer 14	Retailer 15	Retailer 16	Retailer 17
	(n=729)	(n=110)	(n=95)	(n=92)	(n=79)	(n=70)	(n=50)	(n=40)	(n=36)	(n=34)	(n=26*)	(n=21*)	(n=19*)	(n=18*)	(n=17*)	(n=13*)	(n=5*)	(n=4*)
Advice about government assistance - Utility Relief Grant	40%	35%	38%	46%	49%	40%	60%	33%	22%	38%	69%	43%	11%	28%	6%	54%	40%	25%
Enter into a payment plan	33%	35%	27%	30%	51%	30%	42%	45%	19%	24%	15%	33%	11%	33%	29%	31%	40%	50%
Vary an existing payment plan	16%	18%	15%	23%	11%	21%	8%	8%	3%	26%	8%	0%	37%	22%	6%	69%	0%	0%
Advice on how to lower future energy use	14%	11%	24%	7%	20%	10%	34%	13%	6%	6%	4%	0%	5%	6%	6%	38%	20%	0%
Change of energy plan to minimise customers energy costs	10%	12%	7%	15%	10%	4%	24%	8%	22%	6%	0%	5%	0%	11%	0%	8%	0%	0%
Financial assessment	9%	5%	14%	24%	6%	17%	6%	5%	0%	6%	0%	0%	5%	6%	0%	8%	20%	0%
Advice about government assistance - energy concessions	9%	3%	7%	24%	4%	10%	8%	3%	6%	9%	4%	0%	5%	11%	0%	46%	20%	0%
Assistance to help customer reduce energy use	8%	5%	8%	14%	13%	9%	8%	10%	0%	6%	0%	5%	5%	0%	0%	0%	40%	0%
Information on any reductions in customer energy use over time	6%	4%	9%	7%	8%	3%	10%	15%	6%	3%	0%	0%	5%	11%	0%	23%	0%	0%
Delay customer payment to the next billing cycle	5%	4%	1%	7%	4%	4%	8%	8%	17%	9%	19%	0%	0%	6%	6%	0%	0%	0%
Hold on repayment of money owed (other time period)	5%	5%	5%	1%	3%	1%	14%	18%	3%	0%	0%	10%	0%	6%	0%	0%	0%	0%
Advice about government assistance / concessions (Other)	3%	0%	5%	2%	4%	7%	2%	5%	0%	0%	0%	5%	5%	17%	6%	0%	0%	0%
Payment matching	3%	2%	0%	4%	0%	0%	24%	3%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%

Hold on repayment of money owed (for 6 months)	<b>2%</b>	0%	3%	0%	3%	3%	0%	0%	0%	3%	0%	0%	0%	22%	0%	38%	0%	0%
Forecasts of likely future energy use	<b>2%</b>	1%	2%	1%	5%	1%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Lowering of repayment amount	<b>2%</b>	1%	8%	0%	1%	0%	0%	3%	0%	0%	0%	0%	5%	0%	0%	8%	0%	0%
Debt waiver (removal of debt)	<b>2%</b>	2%	1%	1%	0%	1%	0%	0%	14%	0%	0%	0%	0%	11%	0%	0%	0%	0%
Retailer payments towards account	<b>2%</b>	2%	3%	1%	0%	0%	2%	5%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Allowing customer to pay for energy in advance	<b>1%</b>	0%	1%	0%	1%	1%	0%	0%	3%	0%	4%	0%	5%	0%	6%	0%	0%	0%
Repayment of money that is owed - 2 years period, other payment options	<b>1%</b>	0%	0%	0%	1%	1%	0%	0%	3%	0%	0%	10%	0%	0%	0%	0%	0%	0%
Repayment of money that is owed - 2 years period, monthly payments	<b>0%</b>	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other assistance	<b>10%</b>	6%	15%	8%	22%	7%	10%	13%	14%	0%	8%	5%	5%	0%	12%	15%	20%	0%
Other advice	<b>8%</b>	5%	11%	11%	10%	9%	6%	5%	6%	12%	19%	0%	5%	0%	0%	0%	0%	0%
Other financial/repayment assistance	<b>7%</b>	3%	13%	9%	16%	3%	12%	0%	8%	0%	0%	14%	0%	0%	0%	23%	0%	0%
Not mentioned	<b>18%</b>	15%	34%	16%	8%	14%	20%	18%	17%	21%	0%	24%	42%	11%	35%	0%	40%	25%

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Areas of expertise:



Communication, marketing and community research



Organisational, stakeholder and client research



Client and stakeholder research



Consultation and submissions



Portals



Data analytics and compliance



Online surveys and ballots



First Nations research



Disability services research

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