



STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING
Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair),
Mr Michael Pettersson MLA

Inquiry into West Belconnen supercell thunderstorm
ANSWER TO QUESTION TAKEN ON NOTICE
1 July 2022

Asked by Mr Pettersson on 1 July 2022: Ms Davis took on notice the following question(s):

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In relation to:

MR PETERSSON: It is in the submission that you average about 380 calls a week. What is the wait time on your phone service normally?

Ms Davis: Generally not very long. I would have to take—for a specific time, I would have to take that on notice. But generally customers are getting through to us—within 30 seconds they will be talking to a customer service officer.

MR PETERSSON: Cool. So then during the week after the storm, there was a 1,200 per cent increase in calls. Do you have any indication as to what the average wait time blew out to during that period?

Ms Davis: I would have to take that on notice to give you the specific average wait time.

[EVOENERGY]: The answer to the Member's question is as follows:—

Evoenergy's average wait time for calls in FY21/22 was 34 seconds.

Evoenergy's average wait time for calls between 3 January and 9 January 2022 was 3.37 minutes.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:

Date:

Name: