



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):

[Ref: Hansard Proof Transcript 1 July 2022 [PAGE 34-35]]

In relation to:

MR PETERSSON: That would be appreciated. And did you increase the number of staff taking phone calls during that time?

Ms Davis: Certainly. So what we do, when we have events like this, is we have ramp up plans so that we can ensure that we are staffing the contact centre to receive the calls consistently. Because this is for an extended period of time. Making sure that we are also monitoring fatigue of all our staff. But we did have calls being handled by our core contact centre staff as well as some of our staff from customer service, so that they could provide some of that support as well.

MR PETERSSON: Would there be some figure you could point to as to how much you scaled up those phone services?

Ms Davis: For an actual figure, I would have to take that on notice.

MR PETERSSON: Yes, if you could just take on notice how many people you had answering the phone during that period—

Ms Davis: Sure.

MR PETERSSON: —that would be helpful.

THE CHAIR: Can I just ask a—

Mr Billing: If I could just clarify, there will be a difference between after hours and during hours. It will be the business hours that we would provide where you are going to get the most volume of calls.

MR PETERSSON: Yes.

Mr Billing: So daytime, I guess, is what I am saying more so than, you know, into the evening.

MR PETERSSON: Yes, that is fair enough.

Mr Billing: And that lines up with call—what the normal pattern of call volumes are.

MR PETERSSON: The more info you can give us, the better, so—

Mr Billing: Sure.

MR PETERSSON: —thank you.

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

When the storm hit, Evoenergy called in all available Faults and Emergency Contact Centre Officers to answer customer calls. The Contact Centre increased its staff levels each day of the storm response and additional Evoenergy staff supported the team by making out bounded calls to customers registered for life support equipment. Some members of our Customer Delivery management team were also called in to support customer calls.

Number of staff Contact Centre Staff:

	3/01/2022	4/01/2022	5/01/2022	6/01/2022	7/01/2022	8/01/2022	9/01/2022
Number of staff	6	8	9	8	8	6	6

Number of calls received:

	3/01/2022	4/01/2022	5/01/2022	6/01/2022	7/01/2022	8/01/2022	9/01/2022
Faults and Emergency calls	1869	1162	630	169	202	119	54
General enquiries Calls	189	169	164	41	48	24	8

For reference, on a typical weekday the Contact Centre has 4 employees rostered during the peak hours of 8:30am – 3:30pm with a reduced number outside of these hours. On a typical weekend day the Contact Centre has 2 employees rostered during 8:30am-3:30pm with a reduced number outside these hours.

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

Signature:

Date:

Name: