



Speech by

**Paul Hoolihan**

**MEMBER FOR KEPPEL**

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## **ERGON ENERGY**

**Mr HOOLIHAN** (Keppel—ALP) (9.50 p.m.): As I sit in this House, it worries me that criticism is being levelled at our electricity industry and very little thought is being given to the people who are being denigrated in that criticism. Last Thursday I had the benefit of visiting the national contact centre in Rockhampton and the Glenmore Road workshop for Ergon Energy with the Minister for Energy. There are 150 employees at that national contact centre. They are all residents of Rockhampton and they work very hard at providing an excellent service to the community. They provide 24-hour service, and their aim is for 75 per cent of the calls that come into that contact centre to be answered within 30 seconds. It is a personal answer; it is not an automated answer. I would like people to think about the number of calls received. The centre takes 180,000 connection and disconnection inquiries per year. In the off-storm season it takes an average of 10,000 calls a month in relation to difficulties with electricity supply for whatever reason. Those calls are answered by a person. These workers take great pride in what they do. They have a very effective system which they have developed themselves. That is tied into the workshop, which deals with the repairs.

We went to the workshop and met a number of people who are just so proud of the work that they do. They were preparing replacement poles. Those people go out in all types of weather and at all times of the day and night to ensure that the people of Queensland receive the electricity that is being supplied by both Ergon and Energex. They take great pride in what they do, and they are very hurt that their efforts and their goodwill in doing that sort of work and providing that service are being denigrated time and time again by members on the other side of this House criticising the energy industry.

**Ms Male:** They do not care about the workers.

**Mr HOOLIHAN:** They are very, very good workers. I think it is high time that all the people of Queensland gave them the credit they deserve.