

QUESTION ON NOTICE

No. 880

asked on Thursday, 25 May 2006

MS STONE ASKED THE MINISTER FOR ENERGY AND ABORIGINAL AND TORRES STRAIT ISLANDER POLICY (MR MICKEL)—

QUESTION:

- (1) As there is no doubt that when a power blackout occurs communication with those affected, and in general, is extremely important, will he detail if there have been any improvements to the Energex customer contact centre?
- (2) How is the customer contact centre assisting Energex consumers?

ANSWER:

1. ENERGEX has made significant improvements to its customer contact centre. The ENERGEX Contact Centre recently won the Government Contact Centre and the Large Business Division categories of the Australian Service Excellence Awards for Queensland.

ENERGEX also received a special highly commended award at the national awards in Sydney, being national runner up to AMP in the National Division of a Large Business category.

These awards, run by the country's peak customer service body, the Customer Service Institute of Australia, recognise high standards of customer care and support within call centres through well managed and motivated staff.

ENERGEX's improvement in communication with customers, particularly during storms, has been based on a strategy of constant upgrades to contact centre facilities and customer contact, giving customers choice in obtaining information through either an automated information system or speaking to one of the staff members.

2. Energex advises the following system enhancements and business improvements have been made to respond to customers:
 - Separate telephone numbers have been provided for Loss of Supply (13 62 62), Emergencies (13 19 62) and General Business (13 12 53).
 - The loss of supply menu (13 62 62) was upgraded in September 2005 to provide simpler navigation of the interactive voice response (IVR) system for customers and faster access to key power outage information through automated menu systems.

- Technical systems facilitate the flow of information from field staff to central office have been upgraded. Customer service representatives can now convey more timely, detailed and accurate information to customers, further improving customer satisfaction and reducing call handling times.
- The call handling capacity has been upgraded to handle 100,000 customer calls an hour through a mix of customer service representatives, specific outage automated messages on the IVR, or by generic automated outage messages.
- Speech recognition capability has been implemented, allowing customers the option of verbally providing the phone number or post code of the area about which they wish to obtain power outage information.
- ENERGEX has also improved its storm communications through provision of information on the internet and on radio and television, dramatically decreasing the number of calls to ENERGEX during storm events.