



January 17, 2007

Victoria's power cuts – UCMSenterprise to the rescue!

The bushfires in northern Victoria caused disruption to much of Victoria's power supplies yesterday afternoon, causing extended blackouts across the state. The power cuts affected more than 250,000 premises across Victoria and public transport services including trams and trains with large delays experienced by evening commuters.

UCMSenterprise staff working within the Alinta Faults and Emergencies Call Centre and Metlink Transport Information Line were all kept busy answering calls late into the night.

Alinta received in excess of 27,000 calls between 4:00pm and midnight (usually 500 calls come through on a normal weekday). These calls were handled by 16 staff consisting of 6 Alinta Faults consultants, 4 Alinta Service Desk staff and 6 Proactive Sales consultants (who were kind enough to volunteer their service), supported by an automated answering system which handled over 14,500 calls. Yesterday was the busiest single day since the Alinta contract commenced with UCMS in 2004.

In the Metlink call centre a similar story was occurring. The usual incoming calls of 5000 doubled reaching in excess of 10,000 calls between the hours of 4:00 p.m. and 9:00 p.m. 15 Metlink staff were kept busy answering the calls.

Thank you to all of our staff for their amazing efforts. We have once again proved that we rise to the challenge and deliver exceptional results.

A big sigh of relief has come across the Alinta and Metlink call centres however with the warm weather continuing well into the weekend we are planning for the unexpected!