

FRIDAY, 7 FEB 2020

RACV RESCUED VICTORIANS MORE THAN ONE MILLION TIMES IN 2019

RACV came to the rescue of Victorians more than one million times last year, figures have revealed.

Between its Emergency Roadside Assistance (ERA) and Emergency Home Assistance (EHA), RACV responded to a total of 1,021,668 calls for help across Victoria last year.

RACV spokesperson Brodie Bott said RACV's fleet of [ERA](#) patrols responded to more than 968,000 calls for help on the road in 2019.

"Whether it's a flat battery or a child or pet accidentally locked in the car, Victorians know they can rely on RACV to help them in their time of need," Mr Bott said.

"Our iconic yellow vans have become synonymous with lending a helping hand. Whenever you see the RACV logo you know help is on the way.

"RACV Emergency Road Assistance vans attended almost half a million calls for service calls including almost a thousand for kids locked in cars, more than 100,000 vehicle owners suffering problems with their batteries, and almost 170,000 towing jobs. We also responded to more than 200,000 calls, approximately one fifth of all jobs, for help from motorists in rural areas."

Mr Bott said RACV also helped thousands of Victorian households, responding to more than 54,000 [EHA](#) calls for lockouts, plumbing emergencies and electrical faults.

"It's not just on the road, but also around the home that Victorians rely on RACV," Mr Bott added.

"Last year, the majority of calls - more than 40,000 - were for plumbing emergencies, followed by electrical problems, and lockouts."

RACV data also revealed the most common day for EHA call outs was Monday, followed by Saturday.

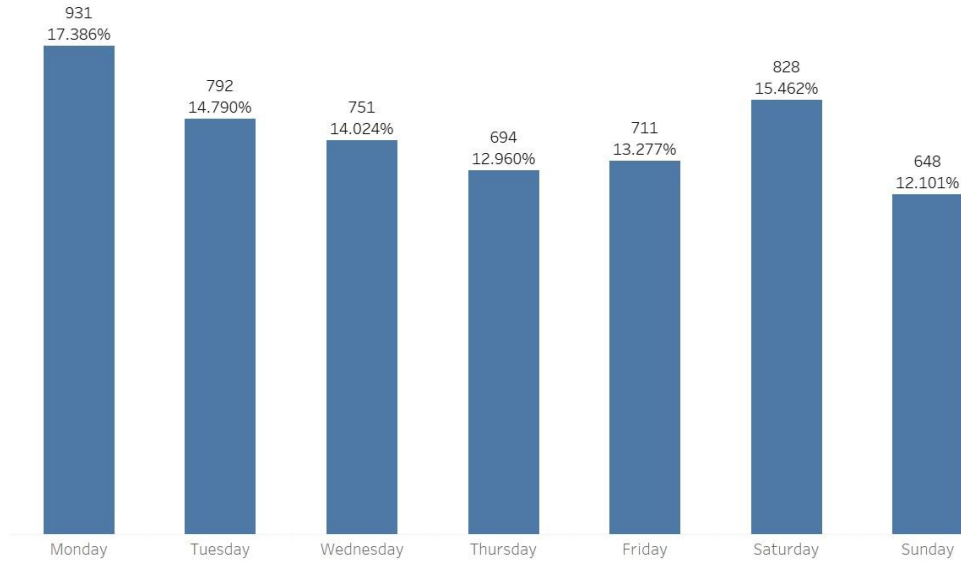
The suburbs where assistance was needed most were Glen Waverley, Mount Waverly, Berwick, Point Cook and Narre Warren.

Emergency Roadside Assistance calls 2019	
Service calls	486,147
Battery call outs	107,255
Towing jobs	169,679
Total metropolitan call outs	763,081
Regional calls	204,947
Total Calls	968, 028

Emergency Home Assistance calls 2019	
Plumbing	40,483
Electrical	8,091

Lockouts	5,066
Total calls	53,640

2019



EHA Call Outs 2019 by suburb			
Rank	Suburb	Postcode	Number of Call Outs
1	Glen Waverley	3150	828
2	Mount Waverley	3149	687
3	Berwick	3805/06	669
4	Point Cook	3030	662
5	Narre Warren	3805	561
6	Doncaster East	3109	517
	Tarneit	3029	517
8	Templestowe	3106	467
9	Balwyn North	3104	464
10	Rowville	3178	431

##ENDS##

For media enquiries, interviews or images, contact RACV's Media & Communications team on 03 9790 2572 or 0417 041 398.

About RACV

Founded in 1903, RACV exists to improve the lives of Victorians by delivering valued benefits to members and their communities. RACV addresses the needs of Victorians by informing, advising and representing them through products and services spanning motoring, mobility, leisure, travel, insurance and the home. RACV seeks to help shape a smarter, safer and more connected future for Victoria.

RACV's Media & Communications team is available on 03 9790 2572 or 0417 041 398