

ENERGY MATTERS

Bay of Plenty Electricity Newsletter March/April 2004



As your local energy supplier we continually review our services and the ways that we do business to ensure that we are meeting the specific needs of our customers and our community.

Many of the changes that we have made over the last year have been as a direct result of feedback and ideas that we have received. Monthly meter reads for urban customers, extended call centre and local office hours, and our more easily identifiable meter reader uniforms are just some of the enhancements implemented from suggestions received.

We also take pride in providing a high level of personal customer service. We regularly survey our customers to keep track of how well we're doing and to identify any areas needing improvement.

If you have any feedback on the service that we offer — we welcome your input. A short service questionnaire accompanies this newsletter for you to complete, seal and return.

In this newsletter you will find details on our continued support for Truant-line, information on our Low User pricing option and an interesting breakdown of how your home energy is used.

I'd like to take this opportunity to thank all of those customers who have taken the time to provide feedback in the past and I look forward to announcing further positive changes based on what you tell us is important in the near future.

David Bulley
General Manager

Supporting our young people through Truant-line

As part of Bay of Plenty Electricity's long term support of schools and young people in our community, we are pleased to support the Eastern Bay Truancy Service by continuing our funding of the truancy free-phone line.

Truant-line is an 0800 number that connects to the Truancy Service and makes it simple for families to communicate directly with Truancy Officers at no cost. The Truancy Officers work closely with Community Policing and the line helps ensure confidentiality for all involved.

If you have concerns about children in your area or wish to speak with a Truancy Officer, phone Truant-line on free-phone **0800 TRUANT (0800 878 268)**



Moa Brady, Robert Waana, Bessie Brady and Sue Bush of the Eastern Bay Truancy Service are supported by Bay of Plenty Electricity as they work with local schools to improve the educational opportunities of at-risk students.

Be in to Win

Let us know how well we're meeting **your** needs by simply completing the enclosed short questionnaire and sending it back to us by 30 April 2004. No stamp required. You'll be in to win a Super 12 jersey of your choice. There are five to be won.



Meter Readers hard to miss

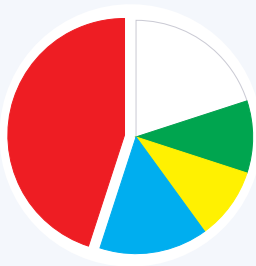
Bay of Plenty Electricity meter readers have just become easier to spot with new high-visibility orange uniforms.

In addition to their photo identification the team has moved to the more distinctive uniforms in response to security concerns raised by rural customers regarding the identity of people visiting their property.



The new colour together with their clearly marked vehicles makes it simpler for all of our customers to identify the Bay of Plenty Electricity meter reading team from afar.

Electricity in the home – where it all goes:



	%	
■	45	Hot water
□	20	Space heating
■	10	Lighting
■	10	Refrigeration
■	15	Appliances

Quick Tip

Many appliances such as your TV, video, stereo, microwave, washing machine, dryer and dishwasher use power while on standby. By turning them off at the wall when not in use you could save up to 5% on your power bill.



Children from Putauaki school, with books received as part of the Bay of Plenty Electricity funded Books in Homes programme.

Working with our Community – Grey Power

The team at Bay of Plenty Electricity recently met with local committee members of the Grey Power Federation to discuss energy concerns raised by their members plus a number of services that could be of interest. Grey Power is a national body that aims to be an appropriate voice for all New Zealanders both young and old.

One service discussed was our **Low User pricing option** designed specifically for customers who use less than 6,000 kWh (units) in a year. With a lower fixed charge and slightly higher unit cost, this plan can help low use customers save money on their power bill.

For further details on the Low User pricing option, the range of payment methods available and efficiency tips to minimise your electricity use at home, contact our team at Bay of Plenty Electricity on 0800 500 710. We're here to help.

To learn more about Grey Power and the benefits that they offer their members, contact Mr Bill Vickers (Opotiki) on 07 315 6151, Mr Ray Whatmough (Whakatane) on 07 312 5551 or Mrs Judy Lamont (Kawerau) on 07 323 6316.

Striving for service excellence

As your local energy provider, the team at Bay of Plenty Electricity takes customer service seriously. We strive to provide the high level of personal service that you expect from your local suppliers.



Most queries and issues are still resolved with a simple call to our team. However, if a problem cannot be resolved over the phone, we aim to respond in writing within 5 working days — and to respond to any written inquiry within 10 working days or better.

Additionally, unlike other electricity suppliers, Bay of Plenty Electricity is committed to resolving all issues directly with our customers. Chris Power, Commercial Manager, and his team closely monitor our CARE (Customers Are Really Everything) process and we personally stand behind our commitment. If you do not receive satisfaction within the timeframes outlined above, please write directly to Chris Power at Bay of Plenty Electricity, P O Box 404 Whakatane or fax us on 07 307 0922.