

ENERGY MATTERS

Bay of Plenty Electricity Newsletter June/July 2004



Thank you to all customers who completed the short questionnaire we sent out with our last newsletter.

We had over 1,800 replies with feedback on the service that we provide as well as a large number of ideas on new services that you would like to see us offer.

Although most feedback that we received on the different aspects of our service was extremely positive – you also identified areas needing improvement. We strive to provide an excellent level of personalised service and your feedback allows us to focus our resources and training to maximum effect.

We received ideas on all areas of the service that we provide and are now assessing these. I'm pleased to advise that some of these ideas match positive changes and new services that we are already working on – such as our **new look bill format** making it simpler to see exactly what you're paying for, and a **REWARDS Programme** that passes on cost savings and additional benefits to customers who consistently pay their account on time.

You will also find information on a new Books in Homes initiative, a brief overview of the upcoming Whakatane Triple A Awards and details of the new password scheme that we have introduced to give our more security conscious customers added peace of mind when our meter readers call.

As your local energy supplier, with over 95% of our customers based within the Eastern Bay of Plenty, we remain focused on meeting the specific needs of our region. I look forward to updating you on positive changes and new services that are the result of your feedback as they are introduced.

Yours sincerely

David Bulley
General Manager

New Call Centre Open for Business

In response to customer feedback, the Bay of Plenty Electricity call centre and billing operation has now relocated to Commerce Street, Whakatane. This means that all customer queries are now answered by local people who are part of the region – just like our customers.

The move enables Bay of Plenty Electricity to deliver a superior level of personalised service and introduce additional service enhancements that were not previously possible. The team's local knowledge provides a real advantage to our customers.

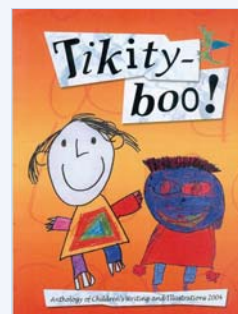
The move also further supports the local economy and community through additional employment opportunities - Bay of Plenty Electricity now employs almost 50 people from within the region including our own meter readers and generation team.



Books in Homes & Tikity-boo!

Tikity-boo! is a fantastic collection of writing and illustrations from schools that are part of the Books in Homes Programme together with some of New Zealand's top children's authors.

This new children's book is available at Paper Plus and Whitcoulls stores and all proceeds go towards helping children read through the Books in Homes Programme.



As part of our support for the Books in Homes Programme, Bay of Plenty Electricity has purchased 50 copies of Tikity-boo! to give away to our customers and local schools – see over for details.

Win a Copy of Tikity-boo!

Enter the draw to win a copy of this great children's book for your family or for a school of your choice by simply naming one of the four Books in Homes schools that Bay of Plenty Electricity sponsors.

Send us your answer by 30 July 2004 with your name, account number, and phone number via the Contact page at www.bopelec.co.nz, drop it into our local office in Commerce St, Whakatane or mail it to:

Tikity-boo! Prize Draw
Bay of Plenty Electricity
P O Box 404
Whakatane 3080



Children at St Josephs Primary School in Matata receive books for good behaviour, excellent reading and caring for other children as part of the Books in Homes Programme sponsored by Bay of Plenty Electricity.

Triple A Awards 2004 – Recognising Local Excellence

The biennial Whakatane Triple A Awards recognise the many groups, businesses and individuals based within the District who help to make our community a better and more prosperous place to live.

The Awards honour people and organisations from a wide variety of backgrounds. The categories include education, youth, sport, the arts, health, the environment and different types of business.

Together with other community focused businesses, Bay of Plenty Electricity is proud to sponsor these Awards, which acknowledge those whose contributions help make our community and our lifestyle unique.

Nominations for the Awards close in June. The Triple A Awards dinner will be held on 4 September – for more information on this prestigious event please contact Mary Hermanson on 07 308 6722 or maryh@whakatane.govt.nz.

New Password Scheme for Added Peace of Mind

Bay of Plenty Electricity meter readers will always be easily identifiable with their photo identification, clearly marked vehicles and new high-visibility orange uniforms. For added peace of mind our customers can now also choose to nominate a password that our meter reader will give before you even open the door.

It is always good practice to ask any unknown visitor to your door for identification and proof of the company they represent. If you ever have any concerns you should contact the police.

If you think that the Password Scheme could provide yourself or someone that you know with added peace of mind and would like further information, please contact your local Bay of Plenty Electricity team on 0800 500 710. We're here to help.



Quick Tip...

- Only heat the areas of your home that you are in. Minimise the area you are heating by closing doors to separate heated from unheated areas. Shut curtains, drapes and blinds when heating a room.

Congratulations – Super 12 Jersey Winners



Mrs Donkin with her Chiefs jersey from Bay of Plenty Electricity and Sportsworld Whakatane.

Thanks to all customers who took the time to provide feedback on the service you receive from Bay of Plenty Electricity. The following customers won a Super 12 jersey of their choice: Mr P Eivers, Mrs P Donkin, Mr R Sparrow, Mr B Jones and Miss H Feek.