

ENERGY MATTERS

Bay of Plenty Electricity Newsletter December 2004/January 2005



With Christmas and the New Year fast approaching, I would like to thank our customers and community for your support and feedback during 2004.

We value your loyalty and are committed to providing the greater Bay of Plenty with a reliable power supply and listening to our customers so that we continue to meet the specific needs of our region.

During the past year, working with local contractors and suppliers wherever practical has been key to getting our new Whakatane call centre up and running on time. We now have a larger staff of local people to respond to your needs and have introduced a REWARDS programme to recognise customers who consistently pay their accounts on time. Plus we have introduced easily identifiable uniforms and a security password scheme for meter readers.

We have also been proud to participate in and contribute to the local community. In 2004 we continued our support through a range of new and existing initiatives – from business and enterprise awards, to sponsoring recreational events such as the recent Birds-a-Plenty Festival and Toi's Challenge, and key programmes in our region's schools.

In this newsletter you'll find information on how to enter the draw to win a great family camping package to help you make the most of summer. There are also some energy-saving tips for the holidays that can help save you money.

On behalf of the team at Bay of Plenty Electricity I wish all of our customers a very happy and safe holiday season.

Yours sincerely

David Bulley
General Manager



Bay of Plenty Electricity is proud to continue being one of the sponsors for the Christmas 'Light Up Your Home' promotion in 2004.

40% Saving with BOPE REWARDS



Customers who have joined our BOPE REWARDS programme and continued to pay their accounts on or before the due date have qualified for a huge 40% prompt payment discount off their December invoice. Just for consistently paying their accounts on time!

More REWARDS are planned for the New Year including special offers, further discounts and the chance to win great family prizes. For details on the programme – or to apply to join – visit www.bope.co.nz/rewards or call our customer care team on 0800 500 710 – and make paying your power bill more rewarding!

Win a Family Camping Package

Whether you're planning some time away or just need extra space for family and friends who come to visit, some new camping gear may be just what you need to help you enjoy the summer weather.

In association with Whakatane Great Outdoors we're giving you the chance to win a family camping package including a Great Outdoors "TAJ" 5-person tent, a 200 candle-power gas light with gas lantern pole, a Great Outdoors cross-leg food preparation table and a Great Outdoors double airbed with airbed pump.

To enter the draw and be in to win, simply send your name, address and customer number on the back of an envelope by 15 January to:

Great Outdoors Prize Draw
Bay of Plenty Electricity
P O Box 404
Whakatane



Opening Hours over Christmas

Although the Bay of Plenty Electricity office on Commerce Street, Whakatane will be closed from 3:00pm on Friday 24 December until 8.30am on Wednesday 5 January, our call centre will remain open on reduced hours throughout this period except for public holidays.

For any electrical emergencies, our Fault Service continues to be available 24 hours a day, seven days a week on 0800 500 710.



The 2004 Bay of Plenty Electricity Toi's Challenge was a great day out for families and serious athletes alike.

Local Retail Trading Hours

On behalf of the Whakatane WOW business group, sponsored by Bay of Plenty Electricity, we've listed below the planned minimum opening hours for WOW retail areas for December and January:

Downtown Whakatane:

Mon - Fri 9am - 5pm, Sat 9am - 3pm,
Sun & public holidays 10am - 3pm (Closed Christmas Day)

Kopeopeo:

Mon - Fri 8.30am - 5pm,
Sat 9am - 1pm (Closed Christmas Day)

Some stores are also open 7 days a week or have longer opening hours.

Quick Tip...

If you like to leave lamps and radios on to make your house look occupied when you're away on holiday, use automatic timers to turn them on and off – not only will your house look more "lived in", you'll also save money on your energy bill.

What's on - Local Events Calendar

Event	Date	Location
Cinderella Dance	10-12 Dec	Whakatane Little Theatre
Whakatane Gallery Exhibition Art a la Carte	10 Dec -16 Jan	Whakatane Museum and Gallery
BP Peace St Christmas Hams Fishing Competition	11 - 12 Dec	Whakatane Sport Fishing Club
Christmas Parade & Christmas Carols	11 Dec	The Strand, Whakatane
Ohope Craft Market	18 Dec	Ohope Hall
Christmas in the Park	18 Dec	Rugby Park, Whakatane
Carols by Candlelight	19 Dec	River Amphitheatre, Whakatane
Summer Cross Motorbike Event	27 - 28 Dec	Braemer Rd, Manawahe
Opotiki Rodeo	28 Dec	Opotiki
Opotiki's Beach Sculpture Competition	1 Jan	Waiotahi Beach, Opotiki
Ohope Craft Market	2 Jan	Ohope Hall
Summer Triathlon	2 Jan	Port Ohope
Annual National Touch Football Tournament	7-8 Jan	Rex Morpeth Park, Whakatane & Rugby Park, Whakatane
Pak n Save Junior Fishing Tournament	8-11 Jan	Whakatane Sport Fishing Club
MORE FM Beach Volleyball Pro Series	12 -13 Jan	Maraetotara Reserve, Ohope
Ohope Craft Market	15-Jan	Ohope Hall
Variety Music Concert	16 Jan	Rose Gardens, Whakatane
Art on the Beach	16 Jan	Waiotahi Beach, Opotiki
One Base Tuna Tournament	19-22 Jan	Whakatane Sport Fishing Club, Muriwai Drive
Whakatane Lions Club Gazebo Market Day	22 Jan	Mataatua Reserve, Whakatane
Whakatane Gallery Exhibition - Peter Radley	20 Jan -20 Feb	Whakatane Museum and Gallery
Sulphur to Surf Fun Ride - Cycle Road Race	22 Jan	Rotorua to Matata
Summer Arts Festival - Molly Morpeth Canaday Opening	28 Jan	Whakatane War Memorial Hall
Whakatane Sandvik Summer Cup	31 Jan	Te Teko Race Day

For further details contact the Whakatane Information Centre on (07) 308 6058

Heading away on holiday?

By arranging to pay your energy account before you go on holiday, you won't need to worry about missing a payment while you're away. Alternatively, we offer a range of payment options such as direct debit, credit card payments, internet and telephone banking to make it easier to keep your power account up to date.

If you are going away, simply call our friendly customer care team before you leave on 0800 500 710 and arrange for your account to be paid over the holiday period in the way that best suits you. We're here to help.



Our reception team are here to help