

ENERGY MATTERS

Bay of Plenty Electricity Newsletter

April/May 2005



Bay of Plenty Electricity looks after customers from Coromandel to Cape Runaway and from Whakatane to Taupo.

In line with our commitment to deliver an exceptional and prompt service from a local team, Bay of Plenty Electricity employs our own meter readers rather than relying on contractors. In this newsletter we'll introduce you to our meter reading team based in Rotorua and Tauranga.

Employing from within the community also allows our meter readers to focus on Bay of Plenty Electricity's customers and continue to maintain the high level of service you expect from us.

In response to customer questions, overleaf you will find an overview of all of the parties involved in delivering energy to you. You'll also find the chance to win one of five \$500 credits on your Bay of Plenty Electricity energy account by choosing to pay your account by hassle-free direct debit — read on for details.

The team and I remain dedicated to meeting the needs of all our customers, so if you ever have any questions, please contact us — we're here to help.

Yours sincerely,

David Bulley
General Manager



Children at Ashbrook Primary School with books received as part of the 'Books in Homes' programme. Bay of Plenty Electricity has extended our support of the 'Books in Homes' programme for a further 12 months based on excellent results and the positive feedback received.

Local Team To Meet Local Needs

Due to growth in customer numbers Bay of Plenty Electricity have recently added two new staff to focus on customers within the Western Bay of Plenty. The majority of new customer queries are the result of word-of-mouth referrals based on the more personal level of customer service and value for money that we can offer as the local supplier to this region.

To match this growth, we now have two new meter readers based in Rotorua and Tauranga - Tom will become a familiar face to customers in the Rotorua, Taupo and Tokoroa areas, and Karen will be on hand to help customers in Waihi, Coromandel, Thames, Tauranga and Paeroa.

Their local knowledge enables Bay of Plenty Electricity to continue to deliver a superior level of prompt, personalised service with customer enquiries answered by people who are part of the region — just like our customers.



Win a \$500 Energy Boost!

Be in to win a \$500 credit on your Bay of Plenty Electricity energy account.

Choose to pay by hassle-free direct debit and you could receive your next \$500 worth of energy on us!

Pay your May account in full by direct debit, and you'll automatically go in the draw to win a \$500 energy credit — with an identical draw for every month until September 2005.

You can download a direct debit application form from our website at www.bope.co.nz. For more details on direct debit or to have an application form sent to you, simply call our Customer Care Team on 0800 500 710. (The prize is not redeemable as cash, it must be used for your energy account).

ph: 0800 500 710

www.bope.co.nz



Powering your lifestyle

Electricity To You – Who Does What?

Electricity Generator (eg. Bay of Plenty Electricity)



What they do: They produce the power from hydro, geothermal, gas, coal and wind resources. They sell electricity to retailers and large end users.

Who pays: Retailers buy electricity to supply their customers.



National Transmission Company (Transpower, SOE)



What they do: They own and maintain the national power grid. They are responsible for transporting high voltage electricity around the country.

Who pays: Transpower charge the Generator, Local Network Operator and large end users.



Retailer (like Bay of Plenty Electricity)



What they do: They provide the electricity you use and are responsible for meter reading, answering questions and sending accounts.

Who pays: Power users pay for the cost of the delivered electricity. The Retailer then pays the Local Network Operator for the use of the lines and transmission charges.



Local Network Operator (eg Horizon Energy, Unison and Powerco)



What they do: They own and maintain the power lines that distribute power to customers within a local area.

Who pays: Power users pay via their electricity account. Local Network Operator charges make up around 45% of the average Bay of Plenty Electricity domestic customer's bill.

BOPE REWARDS a HUGE Success



Our BOPE REWARDS programme has been very popular with almost 75% of eligible customers joining and enjoying the extra benefits.

Rewards during 2004 included a one-off boosted prompt payment discount of 40%, the chance to win great family prizes, plus exclusive offers. Look out for more rewards coming shortly.

The BOPE REWARDS programme is available to customers on a domestic pricing plan who consistently pay their account on or before the due date. 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. We're here to help.

Happy campers!

Congratulations to Mrs Thomson of Ohope - winner of our great family camping package offered in association with Whakatane Great Outdoors. We were flooded with entries for the draw, and seven other entrants also received extra consolation prizes of sleeping bags and store vouchers also from Whakatane Great Outdoors. Our thanks to Whakatane Great Outdoors for their generous support.



Brent Smith of Whakatane Great Outdoors with winner Mrs Thomson.

What's on - Local Events Calendar

Event	Date	Location
The Wizard of Oz of Sydney	20 April	Whakatane Little Theatre
Ohope Craft Market	1 May	Ohope Hall
Rush A New Zealand Musical	6 —14 May	Whakatane Little Theatre
Ecolab Farmers Fishing Tournament	18-19 May	Whakatane Sport Fishing Club
Excell School of Performing Arts	27 May	Whakatane Little Theatre
Ohope Craft Market	4 Jun	Ohope Hall
Ngati Awa Day	16 June	Whakatane
Monty's Revenge Multisport Event	18 June	Whakatane District

Some dates subject to confirmation and change. For more information please contact Nicola Burgess on 07 308 6726 or nicolab@whakatane.govt.nz

Did you know...

...you can choose not to receive a postage paid envelope with your account every month. Simply let us know by calling 0800 500 710 or emailing bopelec@bopelec.co.nz