

# ENERGY MATTERS

Bay of Plenty Electricity Newsletter

September/October 2005



## At Bay of Plenty Electricity, we have a long-term commitment to our customers and our region.

Our customer care team recently celebrated their first year of operation in our Whakatane Office and have achieved positive changes to customer service levels over that time.

The team's local knowledge and personal service have provided an advantage to our customers that is reflected in our regular customer service surveys and in the positive feedback we receive. In August we met the expectations of **97%** of customers who contacted our team and we exceeded the expectations of over half of our customers. We continue to listen to our customers to ensure that we provide the level and type of service that best meets your needs.

We have also continued our sponsorship of programmes and activities within our region's schools and community groups – such as our role as principal sponsor of the upcoming BOPE Toi's Challenge for the 9th year running.

We congratulate the winners of our recent business customer draw and our direct debit draws to date – and you'll find details of how you can also be in to win a \$500 credit on your energy account.

Overleaf we include a reminder of our commitment to responding to customer queries and concerns quickly and satisfactorily. You'll also find an outline of our process for resolving issues, together with my contact details. If we're not getting it right, I need to know.

Yours sincerely,

David Bulley, General Manager

## Countdown to the BOPE Toi's Challenge



and walkers who enjoy the day as individuals, teams and families.

There are spot prizes up for grabs and you can register now at [www.geocities.com/toichallengenz](http://www.geocities.com/toichallengenz)

It's time to book in Sunday 13 November and register to be part of the 2005 BOPE Toi's Challenge.

Following the 'Footsteps of Toi', the Challenge takes in magnificent bush, golden beaches and cliff-top paths – attracting runners, joggers

## Local team turns



Since the return of the Bay of Plenty Electricity call centre and billing teams in June 2004, our customers' queries have been answered from our office in Commerce Street, Whakatane. This means that all calls are handled by people who live and work in the Bay of Plenty region – just like the majority of our customers.

To understand how well we're responding to your needs and to identify areas needing improvement, we regularly survey our customers.

Our aim is to provide a superior level of service to our customers and we appreciate the feedback that we receive. Only by listening to our customers can we ensure that we are providing the service you require and expect. If you have any queries or concerns, please call our customer care team on **0800 500 710** - we're here to help.

## Community support update

As part of the continued commitment to schools and young people in our region, Bay of Plenty Electricity are proud to help sponsor the **EBOP Science and Technology Fair** again this year.

We are also keen supporters of the wider community and have recently helped the **Budget Advisory Service**, the **Lions Club in Opotiki**, the **Opotiki Sports Club**, **Home-link Road Safety** and the **Monty's Challenge Sporting Event**.

In support of our business customers, we have also recently confirmed our continued sponsorship of the Whakatane WOW business group for a further 12 months.



Emma of Awakeri School won the 'Best Energy Award' at the EBOP Science Fair 2004

ph: 0800 500 710 [www.bope.co.nz](http://www.bope.co.nz)



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## Looking after your local team



As your Bay of Plenty based energy provider, we employ a local team to ensure meters are read regularly and accounts are as accurate as possible.

Unfortunately, attacks from dogs are an ongoing problem and we have seen an increase in attacks from family pets – demonstrating that all breeds of dog have the potential to be aggressive when a visitor calls.

We take threats to our staff of any kind very seriously. Our Terms of Supply require that our team is provided with 'unhindered safe access' to all meters. We therefore request that all dogs are suitably restrained when our reader visits (your next scheduled read date is included on your invoice and we manage to visit most monthly read customers on this day).

On behalf of the team, thank you to all of the many responsible dog owners who help us carry out our job without fear.

## 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](mailto:bopelec@bopelec.co.nz)

## Resolving customer issues directly

If you have a query or concern about our services, the quickest and easiest way to contact us is on **0800 500 710** – our customer care team can answer most questions immediately.

If a problem cannot be resolved over the phone, we may ask you to put it in writing so we can look into it further. We aim to respond to any written enquiry within five working days.

David Bulley, General Manager, and the BOPE management team closely monitor our customer care process and personally stand behind our commitment to resolve any issues directly with our customers. If you do not receive satisfaction within the timeframes outlined above, please write directly to **David Bulley, PO Box 404, Whakatane** or fax him on **07 307 0922**.

## Quick tip...

### How to get the best out of your oil filled column heater.

Oil filled electric heaters are safe, clean and reliable, but if not used efficiently they can cost as much as \$9.60 a day to run.

To reduce costs, set the thermostat to a comfortable temperature and only heat the room being used. Shut the curtains or blinds and door to the room being heated. Remember to turn it off when you have finished with it!

For more information on saving power in your home, visit [www.bope.co.nz](http://www.bope.co.nz) or call our friendly customer care team on **0800 500 710** – we're here to help.

## Businesses promotion well received

A recent Bay of Plenty Electricity business competition with a prize of \$5,000 worth of advertising and promotion from Bay of Plenty-based creative agency, **designalt**, proved very popular with Bay of Plenty Electricity businesses.

Martin Zonneveld, owner of Sunfield Kitchens was the grand prize winner from over 2,600 entries received from Bay of Plenty businesses. A further 50 customers received consolation prizes.



# Win

## Be in to win!

Direct debit is not only the hassle-free way to pay your account on time, but each payment automatically puts you in the monthly draw to win a \$500 energy credit. Prize draws are held every month until the end of September 2005. Prizes are not redeemable for cash – they must be used for your energy account.

Congratulations to our direct debit winners for May, June and July – Andrew Bruere of Thornton, Ivy Brooks of Opotiki and P J Hadley of Awakeri. Each customer has won a \$500 credit on their energy account, simply because they paid by direct debit!

For more details on direct debits or to have an application form sent to you, simply call our customer care team on **0800 500 710**.

## What's on in the Bay of Plenty?

For arts, sports, festivals and shows – there's a wealth of entertainment and things to do within the Bay of Plenty. An up-to-date local events calendar can be found online at [www.whakatane.com](http://www.whakatane.com), [www.rotoruanz.co.nz](http://www.rotoruanz.co.nz) and [www.bayofplentynz.com](http://www.bayofplentynz.com) or by contacting your local Information Centre.

ph: 0800 500 710 [www.bope.co.nz](http://www.bope.co.nz)



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