

ENERGY MATTERS

Bay of Plenty Electricity Newsletter

December 2005/January 2006



With 2005 drawing to a close, I'd like to thank all of our customers who have supported Bay of Plenty Electricity as their local energy company.

We value your continued support and feedback, and we remain committed to meeting the specific needs of our region by delivering a reliable power supply and listening to our customers.

During the past year, our meter reading and customer care teams have expanded to meet the needs of our customers. By employing from within our community, we are able to continue to deliver a high level of prompt, personalised service with customer enquiries answered by people who are part of the region – just like the majority of our customers.

We have also continued our sponsorship of programmes, activities and awards within our region's schools, businesses, community and sporting groups.

In this newsletter you'll find information on our holiday opening hours and the most cost-effective pricing plan for households with low annual electricity usage. We also introduce a new independent Energy Complaints Resolution Scheme that is available to resolve the more difficult energy issues. And don't miss your chance to be in to win a great family outdoors package to help you make the most of summer.

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

Holiday opening hours

Although our office on Commerce Street, Whakatane will be closed from 4.30pm on Friday 23 December until 8.30am on Wednesday 4 January, our Call Centre will remain open between 9.00am and 1.00pm throughout this period (except for public holidays).

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

Great summer saving with BOPE REWARDS

To thank our BOPE REWARDS customers who consistently pay their accounts on time, we boosted the prompt payment discount to a huge **40%** off their November invoices!

Members can also look forward to more REWARDS in the New Year, including special offers and the chance to win great family prizes.

For details on the BOPE REWARDS programme, or to apply to join, visit www.bope.co.nz/rewards or call our Customer Care Team – and make paying your energy bill more rewarding!



Mark Jury from Bay Beta Electrical and Mrs McGougan who won a Mitsubishi heat pump in our recent BOPE REWARDS promotion.

Win

Be in to WIN a family outdoor package

Are you keen to enjoy the great outdoors over the holidays? In association with Whakatane Great Outdoors, we are giving you the chance to win a fantastic outdoors package that retails at over \$1300. The package includes a Hermes Hexagonal Gazebo, Coleman Roadtripper Sport Barbecue, Coleman Folding Aluminium picnic table and chair setting and a Coleman 47 Litre 5 Day Cooler.

To enter the draw, simply write your name, address and customer number on the back of an envelope and mail it by 20 January 2006 to:

Great Outdoors Prize Draw
Bay of Plenty Electricity
PO Box 404
Whakatane 3080



Going on holiday?

Please don't forget to make arrangements to pay your account before you go. To discuss the options to help you stay up-to-date, call our friendly Customer Care Team on **0800 500 710**.

ph: 0800 500 710 www.bope.co.nz



Powering your lifestyle

Choosing the best pricing plan for you

Because all homes, families and lifestyles are different, the amount of electricity used can also vary greatly from household to household.

As well as our standard pricing plans, Bay of Plenty Electricity offers Low Use plans designed specifically for homes with low annual electricity usage. These plans have a reduced fixed charge with a higher unit charge and if your principal place of residence uses less than 8000kWh of electricity per year, a Low Use plan may be the best pricing option for you.

If you'd like more information about our pricing plans or would like to discuss which option best suits your household, please call our Customer Care Team on **0800 500 710**.

Lighting up Christmas



Bay of Plenty Electricity is a proud sponsor of the Christmas 'Light Up Your Home' promotion again this year. Last year's Peoples Choice Award went to Kaaren Nirven of Kawerau.

New independent Energy Complaints Resolution Scheme

As your local team, Bay of Plenty Electricity strives to provide an exceptional level of personal service to customers. However, we appreciate that no matter how hard we try, we will not always get things right.

That's why we have a clear internal complaints process that aims to resolve any issues promptly and fairly.

Plus, if any issue is not resolved as part of our internal process, you now have the extra safeguard of the independent **Energy Complaints Resolution Scheme**. This is a readily accessible and impartial complaints authority that provides our customers with free access to a locally based Complaints Adjudicator to resolve more difficult issues in a timely, fair and transparent manner.

If you'd like information on our internal complaints process and the independent Energy Complaints Resolution Scheme, please contact our Customer Care Team or visit www.bope.co.nz/complaints.



Quick tip...

Your fridge and freezer can account for around 10% of your monthly electricity bill – chilled air escapes whenever you open the door.

You can check the door seals by placing a sheet of paper anywhere around the edge. If the seals are well-fitting and efficient, they should hold the paper securely.

For more ideas on how to save energy, simply visit www.bope.co.nz or give us a call, we're here to help.

Powering local sports



David Bulley with the victorious "Whakatane High School Chicks" team members – Lauren, Bryar, Hannah and Jamie.

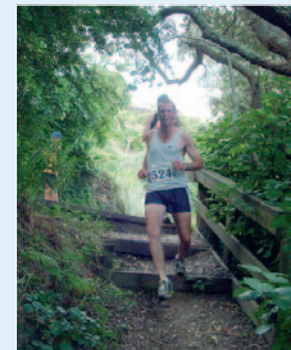
Bay of Plenty Electricity was proud to be involved in the **Motu Challenge** in October, sponsoring the girls' and boys' College Team events.

The girls' event was a tightly fought race with the winners, Whakatane High School Chicks, beating their nearest rivals by less than a minute. The Chicks

received a \$250 cash training grant for the school and a spectacular carved wooden trophy. Reigning champions in the boys' event, the Trident Try Hards, retained their trophy and also received a \$250 cash training grant.

The 2005 Bay of Plenty Electricity **Toi's Challenge** was a huge success once again, showcasing our region's many attraction. The event was enjoyed by 609 runners, joggers and walkers from as far away as Canada, England and Scotland.

As the principal sponsor for 10 years, Bay of Plenty Electricity is pleased to work with organisers to support such a highly regarded and professionally organised event.



A runner entering the Toi's Track section of the Toi's Challenge.

Prize draw winners

Congratulations to C Ellis of Awakeri and M Winters of Port Ohope, the winners of our direct debit promotion for August and September. They each received a \$500 credit on their energy account simply by choosing to pay by hassle free direct debit.