

## Welcome to the fourth edition of 'Energy In Business'.

We are proud to announce our new name change. - From 11 October 2007 our business will be known as 'Bay of Plenty Energy'.

### What changes? Just our name!

The main reason our name is changing is because our Company is a generator and retailer of electricity, as well as a supplier of natural gas. Therefore, the new name better reflects the wide range of operations that we undertake.

We will continue to offer the same personalised service for our commercial clientele. The commercial team comprises myself as Commercial Manager, and three Account Managers: Mahia Bennett, Emma Hedley and Frank Bent. We take a long-term view of relationships - be they with our customers, suppliers, and colleagues, or with business and community groups that we support.



ABOVE: Bay of Plenty Energy Commercial team: Chris, Mahia, Emma and Frank.

Our experience in the energy industry means we offer the best advice to help you and your business save time and money.

This issue contains information about our meter upgrade project being carried out in the Bay of Plenty region; the winners of the Ohiwa competition; a profile of Account Manager Frank Bent and one of his customers Villino Restaurant; along with an article about

Beachpoint Resort.

The Team at Bay of Plenty Energy would like to thank you for your continued support and look forward to working with you.

Regards,

**Chris Power**  
Commercial Manager

## Meter upgrades a seamless process for customers



ABOVE: Bay of Plenty Energy contractor Jim Towersey installs a new meter into a business in Whakatane.

Around the Bay of Plenty region the electricity meters owned by Bay of Plenty Energy are being upgraded to comply with new Electricity Governance Rules.

Bay of Plenty Energy's Metering Systems Manager Graham Maunder explains, "As well as being an electricity and natural gas supplier, Bay of Plenty Energy is also a metering asset owner."

As part of the Electricity Governance

Rules (EGRs), all Electricity Companies that own metering assets must ensure all meters are compliant within industry accuracy standards. While many of the meters installed have been in service for a number of years, this project is an opportunity to have more modern meters installed, taking advantage of new technologies and materials.

"With the help of an excellent team of contractors, Bay of Plenty Energy is continuing work on its compliance programme which has been in progress for several years," adds Graham.

Many installations have already been done with our contractors continuing work with both our commercial and domestic customers to get our metering assets upgraded.

The new meters are installed with minimal interruption to power supply.

Our contractor will contact commercial businesses that would be affected by power being turned off to arrange a suitable time. This will ensure minimal disruption to day-to-day operations.

There is no installation charge to customers for the new meters. The meters have all been tested and verified for accuracy by the Company's own Whakatane-based 'Test House'.

"Every possible step is followed during our acceptance process for meters. These processes are accepted industry protocols," adds Graham.

For further information please contact the friendly Customer Care Team on 0800 500 710.

### Winners of the Ohiwa Competition

Thank you to everyone who sent in their feedback and suggestions. The following people were the lucky winners of the relaxing two-day experience at the Ohiwa Resort.

**K R & A J Bryan**, Rotorua  
**MJ & KL Watkins**, Whakatane  
**S Allan**, Tauranga

## Villino Restaurant enjoys good relationship with BoPE

One of Frank Bent's favourite stops along the many kilometres he travels around the central North Island is Restaurant Villino in Taupo. Four years ago Villino became a Bay of Plenty Energy customer utilising both electricity and natural gas.

Owners Carolyn and Alex Obel and Robert Mollevanger and Sandra Macias highly rate the friendly customer service they receive. "Frank has been very good. We have never had such good personal service with any other energy retailer."

A 60-seater restaurant on Horomatangi Street, Villino is one of Bay of Plenty Energy's many customers in Taupo.

Established by the Obel's in 1998, Villino offers a combination of German and Italian flavours cooked to perfection by a Bavarian chef. More recently Villino has moved into hosting corporate

functions utilising an adjacent art gallery that seats an extra 40 patrons.

"Ensuring customers enjoy their dining experience is what we all love about our business," explains Carolyn.

With the change to Bay of Plenty Energy, Villino began to focus more on energy savings. All lights use energy efficient bulbs and staff are encouraged to switch off lights and appliances when not in use. Meanwhile, Frank is well placed to offer good energy advice, having worked for Bay of Plenty Energy since 1999 and is now an Account Manager for commercial and residential customers for their electricity and natural gas needs.



**ABOVE: Villino co-owners Carolyn and Alex Obel discuss energy matters with Frank Bent of Bay of Plenty Energy.**

His vast area includes Taupo through to Tokoroa, Rotorua, Matamata, Waihi, Paeroa and Thames north to Whitianga and Coromandel. Frank lives in Rotorua with his wife Colleen, a pharmacist. They have five children and his major interests are his family, travelling and good cars!

### CUSTOMER PROFILE:

## Beachpoint Resort, OHOPE

Gavin and Linda Smillie moved to Ohope Beach in April 2004 to manage Beachpoint Resort.

Beachpoint is an apartment complex housing 42 privately owned dwellings.

The couple has to maintain focus to ensure the complex is at the highest standard, for the owners and also because it is rated 5-Star for available accommodation.

Their time is divided between the general maintenance of the apartments and the 'letting pool' accommodation, which they manage on behalf of the owners. Thus the job has great variety, with summer being the busiest time of all - because everyone wants to visit Ohope.

The role also entails managing energy costs for the 'common areas', which are paid for by owners as part of a Body Corporate agreement. Energy costs for the individual apartments are paid for directly by the owners or tenants. Common areas include the lifts, lighting in all the halls, car parks, and foyers and outside security lamps, as well as the heated swimming pool.

Gavin highlights how the recent purchase of a swimming pool cover has improved efficiency by keeping the pool at a constant temperature, resulting in lower energy costs. Timers operate the lighting in the common areas, which again, reduces any unnecessary time that the



**ABOVE: Beachpoint Resort Managers Gavin and Linda Smillie.**

lights are on - reducing power bills and saving energy. In addition, these lights (which number in the hundreds) are all energy efficient light bulbs (compact fluorescents), estimated to save between \$8 and \$20 per bulb each year.

A Bay of Plenty Energy customer since its inception, the complex is reliant on a good relationship with their Account Manager Emma Hedley.

Gavin and Linda emphasise that "these sorts of complexes wouldn't function without someone like Emma, who can solve any potential issues.

"It's like a well-oiled machine, as things are running along smoothly and we have a very good relationship."

## Energy Conservation Tips for Schools

**What can my school do to lower power costs in the future?**

The following tips aim to assist schools and organisations keep power costs as low as possible by conserving power where possible.

### Switch Off

- Lighting in classrooms and offices at lunchtimes and at the end of school
- Lighting and appliances in staff and common rooms when not in use
- Lighting in well lit day areas
- Office equipment after school
- Appliances such as TVs and microwaves at the wall
- Vending machines at the end of the day (NB: Check with your vending machine supplier first)
- Electric fan heaters when not needed

### Ease Back

- Check timer switches on electric heating to ensure buildings are only heated during school hours
- Ask school cleaners to only light the areas they are working in
- Avoid over-ventilating classrooms when the heaters are on