

ENERGY MATTERS

Bay of Plenty Energy Newsletter

August/September 2008



Welcome to this edition of 'Energy Matters'. We have had a lot of change during the year. Our name has changed, we have a brand new Reception area to meet and greet customers in and we have increased our staffing levels.

I would like to take this time to thank our regular readers and of course all of our customers. At Bay of Plenty Energy we are committed to offering the best service possible and meeting the specific needs of our clients whether residential or business related.

Some of the benefits of being with Bay of Plenty Energy include:

- We retail both electricity and natural gas.
- We have our own Call Centre and reception area.
- We provide regular meter reading.
- We are all local people living right here in the Bay of Plenty.
- We have BOPE Rewards available to our domestic customers.
- If you are a business customer our Account Managers are available to come and see you.

In this newsletter you'll find details of our member rewards programme, BOPE Rewards, along with information about one of Bay of Plenty Energy's sister companies, Nova Gas, who supply Commercial, Industrial and Residential gas users around the North Island, plus there is a great prize draw to help bring in the Spring – read on for details. We also have included a community support update to keep you informed of some of the beneficial causes and initiatives we are committed to.

If you have any questions about your energy supply or the services that Bay of Plenty Energy offers please contact our friendly Customer Care Team on 0800 500 710. We're here to help.

Yours sincerely

Chris Power
Commercial Manager

BOPE REWARDS – Price Freeze



BOPE REWARDS was

launched in 2004 to recognize and thank our residential customers who consistently pay their accounts on time with additional benefits such as special offers and a boosted 40% prompt payment discount off their pre-Christmas energy account.

The REWARDS programme has been a huge success and BOPE REWARDS continues to make paying your power bill more rewarding.

All eligible REWARDS members as at 4 April 2008 have had the energy portion of their electricity price locked and the price will not change before 31 March 2009. Please note that the price freeze does not apply to any of the third party charges (e.g. lines charges and government levies) that make up your total energy bill.

We are also pleased to announce that the 40% prompt payment discount as applied to pre-Christmas energy accounts in 2007 will be repeated in 2008.

Our latest competition flyer is being sent to BOPE Rewards households and we'd like to thank the following businesses for their involvement; White Island Rendezvous and the Wharf Shed Restaurant in Whakatane plus Fenton Court Motel and Zanelli's Italian Restaurant in Rotorua.

If you would like to become a BOPE REWARDS member and you consistently pay your home energy account on time, please visit www.bope.co.nz/rewards or call our Customer Care Team on 0800 500 710 to find out how to make paying your energy bill more rewarding!

Did you know... Bay of Plenty Energy supplies electricity and natural gas throughout the Bay of Plenty. So if you are moving within the region or have more than one property and would like the simplicity of dealing with just one team, give us a call. We're here to help.

'Spring into Spring' prize draw

In Association with Whakatane Great Outdoors, the Bay of Plenty Energy team is giving you the chance to win one of six great icebreaker duo prizes.

The prize is a fantastic Icebreaker Contour Crewe short sleeved top (200 weight) and a pair of Icebreaker merino hiker socks (RRP \$110 together).

Icebreaker is clothing made from merino and is ideal as active wear, for layering or just wearing for everyday use.

To enter the prize draw, simply write your name, address and Bay of Plenty Energy customer number on the back of an envelope and mail it by 30 September 2008 to:

Great Outdoors Prize Draw
Bay of Plenty Energy
PO Box 404
Whakatane 3158

(Prizes may not be redeemed for cash – acceptance of the prize is conditional on the winner's name and photo being used for promotional purposes if required).



This comfortable merino Icebreaker top is available in both men's and women's sizes.

Community support update

As part of the continued commitment to schools and young people in our region, Bay of Plenty Energy is proud to sponsor 'Books in Homes' for five schools within the Bay of Plenty for 2008. Those schools include Raukokore Primary School Raukokore, St Josephs Matata, Putauaki Primary School Kawerau, Ashbrook Primary School Opotiki and Whangamarino School Rotorua.

We are also keen supporters of the community as a whole and are proud to be associated with Project Hope as the naming sponsor of the Bay of Plenty Energy Cancer Centre.

Other causes we have helped during 2008 include the Ohope Junior Soccer Club, Federated Farmers BOP, Ohope Beach Lions Club, Awakeri Top School, Eve Rimmer Games, Royal NZ Plunket Society, and Hospice. All worthy causes and events.

In support of our business customers we support Whakatane WOW and the Eastern Bay Chamber of Commerce.



Some of the children of Raukokore Primary school enjoying the Books in Homes programme.

Easy steps to saving power that won't cost a cent

Reducing your energy use (and your power bills) can be simple and there is a range of steps you can take that will cost you nothing:

- Wash your clothes in cold water.
- Take shorter showers.
- If you are not using it - switch it off at the wall.
- Stop draughts, use draught stoppers.
- Close your curtains at sunset to keep in the heat.
- Use the clothesline rather than a dryer.

If you would like information on saving power in your home please call our Customer Care Team on 0800 500 710 and they will send out a brochure to you or visit the EECA energywise web-site on www.energywise.org.nz/yourhome for more information.



Our friendly Customer Care Team is here to help with all your questions.

Nova Gas



In 1995 Nova Gas, one of our sister companies, together with Wellington City Council, installed a gas collection and extraction system at The Southern Landfill in Wellington. This system involves linked vertical and horizontal gas collection wells sunk through the landfill area with blowers connected to the collection system to extract the gas out of the landfill.

In 2008, Nova Gas, Bay of Plenty Energy and Wellington City Council completed an onsite generation plant to convert the landfill gas to electricity. Nova Gas owns and operates the landfill gas extraction and collection system. Collected gas is supplied to the onsite electricity generation plant owned and operated by Bay of Plenty Energy.

Currently there is a sufficient supply of landfill gas for Bay of Plenty Energy to run a generator that will produce 1,000 kW of electricity which is then fed into the local distribution network. The electricity generated is sufficient to meet the electricity demands of approximately 1000 homes.



Depending on future waste volumes received, and the content of the waste, there may be sufficient gas to enable installation of additional generation units in years to come

The generation plant at the Southern Landfill, Wellington - image courtesy of Neil Price, Wellington City Council.