

ENERGY MATTERS

Bay of Plenty Electricity Newsletter September/October 2004



With over 95% of our customers based within the Greater Bay of Plenty, the team and I are focused on meeting the specific energy needs of our region and on providing an exceptional level of service that this community expects.

In this newsletter you'll find information on how you can join our new BOPE REWARDS programme – and receive a 40% discount off your December 2004 account. Launched in June, this programme recognises and rewards customers who pay their accounts by the due date, because in doing so you save us time and reduce our costs.

Bay of Plenty Electricity is proud to support two local events coming soon – the Birds-a-Plenty festival and the annual Toi's Challenge. Both of these events showcase our region and the attractions that we too often take for granted. Plus customers have the chance to win one of ten family entry packs to Toi's Challenge, so read on.

Overleaf there is also a reminder that if we ever do not meet the high standards that we set ourselves, we have a clear process in place to resolve issues directly with our customers. The process and our response time commitments are outlined together with my contact details. If we're not getting it right I need to know.

Yours sincerely

David Bulley
General Manager

Quick Tip...

Do you have a leaky hot water tap? Hot water accounts for around 45% of the power use in most households and if your tap is leaking, you are pouring money down the drain!

Make Paying Your Power Bill More Rewarding

By paying your account by the due date you help the team at Bay of Plenty Electricity to save time and reduce costs. That's why paying your account on time, every time, really counts to us.

To encourage more customers to pay on time (and to reward all those customers who consistently pay by the due date) we recently introduced BOPE REWARDS – a programme that offers extra benefits including:

An additional discount on your account. We will boost the prompt payment discount to 40% off your December 2004 energy bill.

The chance to win great family prizes.

Exclusive offers and rewards that Bay of Plenty Electricity arranges through other local companies.

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 full details and conditions or to apply to join the REWARDS programme please visit www.bope.co.nz/rewards or call our Customer Care Team on 0800 500 710. We're here to help.



Congratulations Tikity-boo Winners!

As part of our support for the Books in Homes programme Bay of Plenty Electricity purchased 50 copies of Tikity-boo! to give away. Congratulations to all those who won a copy of this fantastic collection of stories and to the local schools that also benefited.



Young writers/artists Jared, Daniel and Maihi of Ashbrook Primary School contributed to this year's Tikity-Boo! collection.

If you missed out, you can purchase your own copy of Tikity-boo! at Paper Plus or Whitcoulls stores and support this worthy cause.

What's on - Local Events Calendar

Event	Date	Location
AMP Show	2 Oct	Rex Morpeth Park
Ohope Craft Market	2 Oct 8.30am - 12.30pm	Ohope Hall
Birds-a-Plenty 2004	6 - 17 Oct	Various
Birds-a-Plenty National Quilt Competition and Exhibition	7 - 30 Oct	Whakatane Museum and Gallery
Stage Fright	8 - 9 Oct	Whakatane Little Theatre
Motu Challenge	16 Oct	Motu River, Opotiki
BP Technology Challenge	19 Oct	
Mountain Race	30 Oct	Kawerau
Community Orchestra and Local Artists Whakatane Music Society Tickets from The Goodlife	30 Oct	Anglican Church
Adrienne Ranson Exhibit	4 Nov -5 Dec	Whakatane Museum & Gallery
Ohope Craft Market	6 Nov 8.30am - 12.30pm	Ohope Hall
Mataatua Sports Awards	6 Nov	Whakatane Sports Stadium
Toi's Challenge	21 Nov	Toi's Walkway
Push Play Day River Walk and Concert	5 Dec	Whakatane Info Centre

For further details contact the Whakatane Information Centre on (07) 308 6058

Managing Issues Directly With Customers



James, Customer Care Representative

Over 95% of Bay of Plenty Electricity customers are based within the Greater Bay of Plenty and the team is focused on meeting the specific energy needs of all of our local customers.

Almost all queries and issues are answered with a simple call to our Customer Care Team. However, if a problem cannot be resolved over

the phone, we aim to respond to any written inquiry within 10 working days or better.

David Bulley, General Manager, and the BOPE management team closely monitor our customer care process and personally stand behind our commitment. If ever you do not receive satisfaction within the timeframes outlined above – we need to know. Please write directly to either David Bulley or Chris Power, Commercial Manager, at P O Box 404, Whakatane or fax us on 07 307 0922.

Birds-a-Plenty

Bay of Plenty Electricity is proud to announce sponsorship of the Birds-a-Plenty Festival to be held on 6-17 October - the first festival of its kind in New Zealand. The purpose of the festival is to promote the area as one of New Zealand's best bird watching destinations. It also encourages local people to appreciate bird-life and to enhance their habitat.

The Festival includes a wide range of activities that should hold something for everyone. For a programme please contact REAP on 07 308 4098 or call in to Bay of Plenty Electricity in Commerce St, Whakatane.

The Annual Toi's Challenge – something for everyone

Whether you're a serious runner, part of a team or just looking for a great day out walking with your family, the upcoming Toi's Challenge is for you!

The 18 kilometre circuit takes in magnificent bush, golden beaches and a cliff-top path. This magnificent event is held right on our doorstep and attracts entries from all around New Zealand - and further afield.

With a raft of main prizes and spot prizes up for grabs, be sure to pencil Sunday the 21st of November into your diary. Entry forms will be available in October from Bay of Plenty Electricity or the Whakatane Information Centre.



Win a family prize pack

As the principal sponsor of the Toi's Challenge for the past eight years Bay of Plenty Electricity is giving away ten family prize packs. Each pack includes entry for four into the run or walk plus caps and water bottles. To enter the draw simply send your contact details to us by 31 October 2004 at:

Toi's Challenge Prize Draw
Bay of Plenty Electricity
P O Box 404
Whakatane