

ENERGY MATTERS

Bay of Plenty Energy Newsletter

April / May 2011



We take our role as a local business very seriously and for more than 30 years, Bay of Plenty Energy has been a keen supporter of the community in which we operate.

On a professional level, we appreciate that with the vast majority of the customers that we supply living within the Bay of Plenty, continuing to meet the wider needs of our customers and retaining your support is critical to the future of our business here - and our ability to maintain a local office and local team to service this region.

Additionally, because the team and our families are also part of this community - we all have a personal interest in the real, long-term wellbeing of the region. This is reflected in our personal and professional support of regional events, causes and initiatives that help make our region such a wonderful and vibrant place to live.

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 Eastern 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 the Budget Advisory Services in our area and our new billing system. 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

The BOPE Rewards programme is one of the ways that your local team at Bay of Plenty Energy is able to say thank you to our loyal domestic customers.



All eligible REWARDS members received the boosted 40% prompt payment discount off a pre-Christmas energy account in 2010 (instead of the normal 15% REWARDS discount).

As well as the discount, we entered REWARDS members into a draw to win one of five great nights away, giving those lucky winners the chance to explore Rotorua.

The winners were:

Mr & Mrs Johnson
Kawerau

Mr Richard Darling
Kawerau

Mr & Mrs Joseph Temo
Kawerau

Mrs Rowling
Whakatane

Barbara & Mitchell Tihi
Whakatane

We are planning some exciting competitions this year. So if you would like to become a BOPE REWARDS member and you consistently pay your residential energy account on time, please visit www.bope.co.nz/rewards or call our Customer Care Team to register.

New Billing System

In mid November last year we moved to a new billing system. This has been a big project for us and a move that we believe will deliver significant service benefits to our customers in the future. The main change you may have noticed is a new customer number. We have tried to make this change as seamless as possible.

However, as you would expect with the implementation of such a large change we have had some "teething problems". We apologise to those customers who have experienced issues with billing. We are resolving any issues as quickly as possible and have communicated directly with affected customers. We really appreciate the patience affected customers have shown. If you have any specific queries then please contact us on billing@bope.co.nz

Community support update



Some of the children of Ashbrook Primary school enjoying the Books in Homes programme

Bay of Plenty Energy is proud to support a number of organisations and charities in the Eastern Bay of Plenty.

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 four schools in the Eastern Bay of Plenty. Those schools are Raukokore Primary School, St Josephs Matata, Putauaki Primary School Kawerau and Ashbrook Primary School Opotiki.

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

Other schools and causes we have helped during 2010 include James St School, Woodlands School, Paroa Primary School, Awakeri Primary School, Allandale School, Otakiri School, Rangitaiki Independent School, Whakatane High School, Trident High School, Edgumbe College, Taneatua Squash Club, CYFS Youth Week, Life Education Trust, Truant-line.

In the business area we support both Whakatane WOW and the Eastern Bay Chamber of Commerce.

The Bay of Plenty Energy Toi's Challenge 2010

Bay of Plenty Energy has enjoyed a long standing association with the Toi's Challenge.



The 2010 Toi's Challenge which was held on Sunday 14 November was a huge success. There were 365 individual runners and 41 teams in the run, well up on previous years. There were also 238 walkers.

Two people from Denmark took part in the run as well as one entry from Belgium.

2010 was the first year of online entry/registrations and electronic time keeping for the Toi's. Which was absolutely fantastic and a great time saver as opposed to the manual process.

The weather was fantastic with an overcast day and refreshing breezes. The track was in great order as well thanks to the Whakatane District Council and members of the Whakatane Athletic and Harrier Club.

Bay of Plenty Energy wishes to thank the organizers, volunteers, competitors and spectators alike for putting on another fantastic event.

Is electricity critical to your wellbeing?

Bay of Plenty Energy recognises that electricity is very important to the health of some of our customers and as such we maintain a register of medically dependent and vulnerable consumers. If you rely on electricity for critical medical support, it is important that you register with us.

A consumer is considered vulnerable if for reasons of age, health or disability, disconnection of electricity presents a clear threat to themselves or a member of their household's health or wellbeing.

To register, simply phone us on 0800 500 710, option 2. We will require full details of your account plus the nature of your illness or disability and the health equipment that you have that relies on electricity. We will also ask for your permission to contact a health professional to confirm your status and ask your permission to pass your information onto the local network company if required. Other than as noted above, the information you provide will be kept confidential.

Budget Advisory Services

Did you know... that even though you can call us for our full range of payment options, there are times when you may need further financial advice.

If you would like your current financial situation checked to make sure you are 'on the right track', then give your local budget service a call today and book in for an appointment. Remember this service is absolutely free.

The New Zealand Federation of Family Budgeting Services Inc - is a collective of community organisations sharing a common code of ethics, philosophy, and commitment to delivering top quality, free budgeting advice to family/whanau and individuals.

If you require help or further information please see below for contact details in your area:

Whakatane Budget Advisory
07 307 1390

Rangitaiki Budget Services (Kawerau)
07 323 6653

Murupara Budget Advisory
07 366 5159

Whakaatu Whanaunga Budget Service (Opotiki)
07 315 5174

NEW ZEALAND FEDERATION OF FAMILY BUDGETING SERVICES INC

TE ROPU PENAPENA PUTEA WHANAU O AOTEAROA

The New Zealand Federation of Family Budgeting Services Inc. is dedicated to the development and education of budgeting skills through community programmes and free advice from supportive, confidential and culturally aware services.