



# HEARTLANDER

SEPTEMBER 2017

## Time to update your details *and win!*

**At KCE the most important thing is you, the customer.**

With this in mind, our staff are always looking for ways to serve you better and make communication easier, more personal, and more convenient.

For example, we've recently introduced text message reminders so you never miss your prompt payment discount. We can also send you your bill via email, saving paper and reducing your environmental footprint.

In order for us to offer you these communication options, and communicate with you to a high standard in general, it's important that we have your most up-to-date contact details.

So, we've got a pretty great offer for you. **Update your contact details before 5.30pm on Friday 13 October for your chance to win a \$1000 Prezzy® card or one of 10 \$100 Prezzy® cards\***

There's two easy ways to do this. Simply find your consumer number on your statement or invoice and:

1. Fill in the form on our website: [www.kce.co.nz/updatedetails](http://www.kce.co.nz/updatedetails) or
2. Call our call centre on 0800 523 637 during weekdays

As long as you update your details by 5.30pm on Friday 13 October, you'll automatically be in the draw to win! With a Prezzy Card your options are endless. One card, with millions of places to spend it.



What are you waiting for?  
Get updating today.

\*Visit KCE's website for full terms and conditions.

## Shout-out to Ricky Balloch and his team of heroes

**This month we're acknowledging Ricky Balloch and the four other builders from Taumarunui company Max McKenzie Ltd whose selfless actions saved the life of Bronwen Jones.**

Bronwen was driving through Taumarunui on Sunday 30 July, one of the coldest nights of the year, when her car slipped on black ice and rolled twice near the summit of State Highway 41A. She suffered a fractured sternum and ribs, a dislocated elbow, bruising and was in temperatures as low as -6C for 10 hours alone in her car. Bronwen could hear car after car rumbling past and prayed each time that one would spot her.

Shortly after sunrise, five Taumarunui builders from Max McKenzie Ltd spotted her car while on their way to work near Lake

Taupo. Without hesitating, Ricky Balloch turned the van around and pulled over to make sure no one was hurt.

"There was no tape, so I knew the police hadn't been there yet. I told the boys – don't be surprised if we see a dead body here," said Ricky.

Ricky said on seeing Bronwen alive, they pulled away the smashed window screen, cut her seatbelt loose so she could breathe better, covered her with their jackets, turned off the car, and called 111. Shortly afterwards, Bronwen was cut out of her vehicle and airlifted to Waikato Hospital. If Ricky and his team had come an hour later, medics said Bronwen would have almost certainly died.

"As a team of guys, we've stopped to help people with flat tyres, pulled them out of



▲ TAUMARUNUI HEROES: Chris Dassen, Pierre Cowlshaw, Ricky Balloch, Cody Balloch, Khan Rawiri

ditches. It's just what you do because you'd hope if it were you someone would give a hand."

Taumarunui boys Ricky Balloch, Khan Rawiri, Christopher Dassen, Pierre Cowlshaw, and Cody Balloch are true heroes. It's a relief to know there are people out there who won't hesitate to check if someone else is okay.

# Announcement: We're merging Facebook pages

On 1 September, we merged our KCE Heartland Facebook page (@kceheartland) with our KCE Facebook page (@KingCountryEnergy). This will make it easier for you to find all KCE-related information in one place. Our Heartland Community Fund page will be deleted and all information about future funding rounds will be posted on the one KCE page. If you haven't already, go ahead and 'like' the main KCE page so you're in the loop about future Heartland news.



## Taking on the Sky Tower for a good cause

On Friday 11 August, 10 KCE staff members put their fitness to the test for the sake of a good cause. We entered two teams to run up the Sky Tower as part of this year's Step Up Sky Tower Stair Challenge. Each team raced 1,108 steps to raise money for leukaemia. Our first KCE team completed the challenge in 1 hour and 8 minutes, and the second team clocked in at 1 hour and 19 minutes. The fastest competitor overall finished the "vertical marathon" in just 6 minutes and 49 seconds. Altogether the event raised \$450,773.18 for Leukaemia & Blood Cancer New Zealand.



## What's being said about our LPG service



**Here's what KCE customer Jo Doolan has to say about LPG**

*Recently, I inadvertently ran out of LPG gas. I was at home sick at the time feeling miserable. On ringing KCE, I was met with courtesy and understanding – and my problem was immediately fixed. I am so grateful and appreciative of the service I received. The call staff were professional, friendly and knew their stuff. Thanks also to the amazing delivery woman who delivered the gas cylinders – she was prompt and friendly (even delivering my gas first because she knew I wasn't well).*

– KCE customer Jo Doolan

**Phone 0800 523 637 for more information  
on signing up to LPG with us**

## Not receiving your bills by email?



If you usually receive our invoices by email and they haven't arrived lately, please check your junk/spam folder. Marking the emails as 'not junk/spam' should send them directly to your inbox next time. If they are not in your junk/spam please ring us on 0800 523 637 or email us at enquiry@kce.co.nz.

## Keep our meter readers *safe*

**Own a dog? Consider our text messaging service to help keep our meter readers safe.**

At KCE we're committed to health and safety, and to great customer service. Unfortunately, we've had a few experiences involving dogs biting or being aggressive towards our meter readers, and we need your help to minimise this risk. If you have a dog, please sign up to our text notification service. We'll text you to let you know what day we will be reading your meter so you have time to secure your dog. Call us today to set this up: 0800 523 637.

