



## FortisTCl Mission Statement

Our Mission is to provide the highest level of customer satisfaction, a strong commitment to employee development, and ensure a reasonable rate of return for our investors. We are dedicated to being a responsible corporate citizen, facilitating growth and supporting economic development in the Turks and Caicos Islands in a safe and environmentally responsible manner.

## FortisTCl Value Statement

Our fundamental Values are employee development and accountability, open communication, stakeholder satisfaction, corporate citizenship, and continuous improvement. These values will be the principles that will guide FortisTCl when making decisions that impact the utility. An organisation's culture is defined by the values it embraces and the behaviours it manifests. By defining and sharing these core values, FortisTCl will be committed to developing a culture that supports its employees and continuously strives to provide quality service to its customers.

## Mission Statement of FortisTCl 411

FortisTCl 411 is committed to delivering informed, accurate material, which would have an invigorative impact on our employee culture. We are committed to creating and maintaining a comfortable working environment that encourages and rewards employees.

## Aims & Objectives

To enlighten, educate, motivate and instruct the employees. To update external customers about the company's internal initiatives (staff development etc). To inform both internal and external customers on recent company celebrations/accomplishments and the future direction of the company.

## FortisTCl Forges Better Relationship With Turks and Caicos Hotel And Tourism Association and Chamber of Commerce



On February 9, 2012, executive team members from the Providenciales Chamber of Commerce, The Turks and Caicos Hotel and Tourism Association, and FortisTCl came together for an inside look at FortisTCl. This initial 'Customer Information Session' for 2012 is a part of a strategic plan focused on increasing customer relations.

Guests saw day-to-day operations during a tour of plant facilities and new office accommodations. They were also presented with a special presentation given by FortisTCl's President and CEO, Eddinton Powell. Powell stressed the need to form stronger relationships between the company and the community. "Our Customer Service Forums will give us an opportunity to listen to our customers' needs. It will also give us the ability to explain the unique challenges and opportunities facing the utility industry, particularly in the Turks and Caicos Islands," said Powell.

After hearing an overview of Fortis Inc. and its subsidiaries, Powell addressed the high cost of fuel throughout the Caribbean and stressed that energy conservation is important. Stacy Cox, Association Executive of the TCHTA stated, "I am extremely happy to have had the opportunity to hear and see what was presented today. It personally clarified a number of misconceptions that I had about this company." Also highlighted was the reality of renewable energy as it relates to the Turks and Caicos Islands, and common concerns between the utility and the business community.

The overall feedback from the first company held 'Customer Information Session' was positive as attendees expressed gratitude for the information they received. Executive Board member of the Chamber of Commerce Clayton Been shared his thoughts saying, "I was pleased by the honesty and openness of our conversation."

Looking ahead, FortisTCl plans to host a series of sessions with various sectors of the community, both commercial and residential.

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## Customer Satisfaction Survey Results Revealed

Findings for the 2011 Customer Satisfaction Survey were presented last month by Bornewell Marketing, following interviews with randomly selected customers throughout our service territories.

Results indicated that for both commercial and residential customers “reliability” remains the most important service dimension, according to 65% of the population surveyed. Although overall customer satisfaction level dropped

from 2010, a minimum 80% rating was attained, indicating that there is still a high level of satisfaction among customers.

The independent survey, done at random, identified some areas of improvement, including staff dealing with problems and the ease of customers setting up services. Customers ranked in order areas of concern, with the cost of high fuel adjustment charges being their biggest worry.



Other areas that FortisTCI seemed to have improved include keeping customers informed and responding to inquiries. Those interviewed were also asked about energy conservation, with more than half stating that they were knowledgeable on the subject.

## Social Club Elects New Officers



Left to Right: Mary Manalo, Treasurer; Bernadette Williams, Secretary; Shernelle Capron, President; Denzel Smith, Sports Director; Tumbalena Carter, Social Director; Ingrid Forbes, Vice President

Social Club members took to the voting ballots at their Annual General Meeting on February 1, 2012, electing a new set of officials to lead the group.

Congratulations to the newly elected 2012 Social Club Executives as they fill their respective posts. The incumbents are Tumbalena Carter, Social Director; Denzel Smith, Director of Sports; Bernadette

Williams, Club Secretary; Mary Manalo, Treasurer; Ingrid Forbes, Vice President, and by majority vote, Shernelle Capron as President for the 2012 term.

This is the second group to lead the FortisTCI Social Club and they have already begun to schedule future projects and initiatives. “Currently we’re spearheading the annual Fun Run/Walk and we’re excited

about getting our co-workers involved,” said incoming President, Shernelle Capron. “We are looking forward to a great year.”

Aisha Laporte, the club’s now former President, shared her thoughts about the organisation saying, “To serve on the very first Executive Team of FortisTCI’s Social Club was a great privilege for all of us. It truly gave all of the members an opportunity to interact and to get to know each other and each other’s families on a personal level. We were able to compete with each other, play and worship together and celebrate each other’s talents and gifts. I would urge all FortisTCI employees to join and support the Club as it continues to foster, promote, and encourage friendships among all staff.”

Employees interested in joining the Social Club can do so by contacting club Secretary, Bernadette Williams.

## Team Members on Sister Islands Take Part in Fire Extinguisher Training

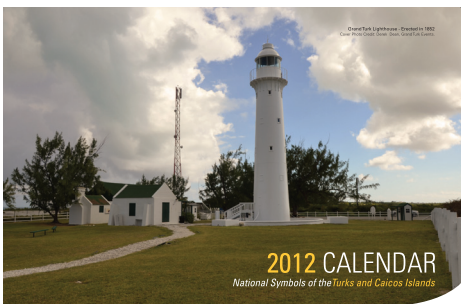


FortisTCI staff members from North and Middle Caicos received hands on training last month learning the proper way to handle a fire extinguisher. Environmental and Safety Specialist, Eustace Musgrove, said the course was created to certify that employees are better equipped to handle any minor fire related incident before it becomes catastrophic.

The four hour session taught by Mr. Dale Taylor, the Divisional and Training Officer for the local fire department, began his presentation in a classroom setting where the participants learned about the key elements of fire. Not only did they learn how fires start, but workers were also given an explanation of the various types of fire extinguishers, their uses, and what should be done in the event that they are faced with fighting flames.

Team members, by watching videos, having hands-on involvement and partaking in discussions, were able to see that with the proper environment, a fire can become disastrous within seconds.

Participants were pleased to have received the training and felt that it was useful knowledge to have. Musgrove has now indicated that this training will continue each year, accompanied by a fire drill.



As an appreciation to customers, FortisTCI has for the fourth consecutive year, issued a 12 month calendar of the Turks and Caicos Islands. The 2012 title “National Symbols of the Turks and Caicos Islands” gives you a clear idea of what amazing photos and captions you’ll find inside.

## 2012 Calendar Focuses on National Symbols of TCI

The pictures, all taken by photographers residing in TCI, include the deep blue TCI flag, the vibrant national flower, the meaningful Coat of Arms, and several other photos depicting something significant to our country. The cover photo of the lighthouse in Grand Turk, erected in 1852, was provided by Derek Been and shows you the history you’ll find throughout these beautiful by nature islands.

Be sure to pick up your complimentary copy today!

## CHANGE IN FUEL FACTOR RATE

As of January 2012, the fuel factor rate was \$0.2435 per kilowatt-hour (KWH).

This new rate will therefore be reflected on customers’ February bills. FortisTCI Ltd will continue to update our customers on the changes in prices.

As usual, we encourage customers to continue to practice energy conservation to keep power bills to a minimum.

Visit our website at: [www.fortistci.com](http://www.fortistci.com) for more energy conservation tips!

## CEO and President Eddinton Powell to Serve on CARILEC Board of Directors



As a member of The Caribbean Electric Utility Service Corporation (CARILEC), it is a great honour to announce that our CEO, Mr. Eddinton Powell, has accepted an invitation to be part of its Board of Directors.

Established in 1989, the prominent non-profit organisation has eighty nine (89) members, thirty three (33) of which are full member Utilities operating throughout the Caribbean. CARILEC is responsible for providing essential training courses as requested by its members. They also hold a number of annual conferences throughout the region with an aim to continue the drive towards efficient and sustainable utilities, able to meet the needs of the future.

Congratulations Mr. Powell!

## Congratulations



Navardo Arthur



Gregory Thomas



Sharon Allijose

Congratulations to Navardo Arthur for passing the Powerline level II training

Congratulations to Gregory Thomas who has been promoted to Line Foreman and to Sharon Allijose who has been promoted to our Business Development Officer and Assistant Corporate Secretary.

We would also like to congratulate Tarek Fulford and Denard Sweeting on the successful completion of their probation.

## New Faces in Customer & Corporate Services



- **Roxie Williams** is now our Billing Specialist and Enterprise Resources Planning (ERP) Coordinator.
- **Talisha Simons** has been employed as our Corporate Communications Officer.
- **Aisha Laporte** is the new Director of Customer Service
- **Kayla Lightbourne** is now our Customer Service Ambassador.
- **Daphne Penn** is now Manager of Customer Service.
- **George Hinson**, Supervisor of Credit & Revenue Protection

On behalf of FortisTCI, the Human Resource Department would like to congratulate you and wish you all the best in your new positions.

## Persons Celebrating Birthdays in January, February & March

### JANUARY

Avi Adams, Tumbalena Carter, Wayne Douglas, Lorenzo Fabien, Jason Forbes, Taran Hall, Alvin Harvey, Daylon Joseph, Aisha Laporte, Arvin Lightbourne, Leonte Martinez, Richard Rigby, Glenda Stone, Richard Stubbs, Sheldon Williams and Callis Jones

### FEBRUARY

Kerwin Arthur, Lynvel Cox, Jeffrey Desir, George Hinson, Nore Verdieu, Walter Wilson, Thomas Wilson and Talisha Simons

## Happy Birthday!

# Welcome to the FORTIS TCI FAMILY

The Human Resource department welcomes Mr. Joseph Higgs and Mark Alexander to the FortisTCI family. We wish you a long and prosperous career here at FortisTCI.

## HR QUOTE

“Me is only two letters, Team has four letters. Strength in numbers.”

Bradley Jules, Doug Ruse, Sheldon Santiago, Mary Manalo, Avi Adams and Eustace Musgrove

## Additions to the Family

On behalf of the FortisTCI family, we would like to congratulate Alvejes Desir on the birth of his daughter, Amayah Alicia Elizabeth Desir, born on February 7, 2012. We would also like to congratulate Anderson Walkin on the birth of his son, Anderson Milton Walkin, born on January 18, 2012.

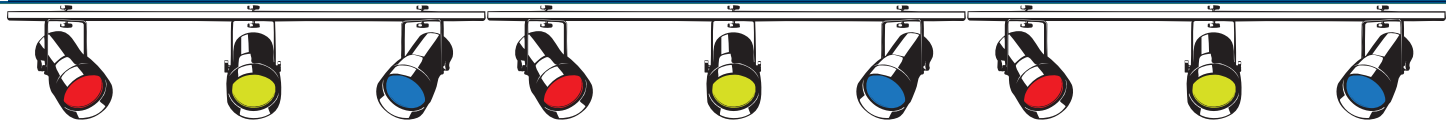
## DEPARTMENT EVENTS CALENDAR

TIME	DATE	ACTIVITY
Public Holiday	March 12, 2012	Common Wealth Day
8:30 am -5:00 pm	March 19 – 23, 2012	Customer Service Training
4:00 pm	March 30, 2012	Birthday Celebration
5:30 am	March 31, 2012	Fun Run Walk

## Frequently Asked Questions

*Q: How many common shares of Fortis Inc. are employees allowed to purchase under the employee share plan program (ESPP)?*

**A:** Employees are allowed to purchase up to ten (10) percent of their annual salary per year under the ESPP.



## SPOTLIGHT ON STAFF

The objective of the FortisTCI’s “Spotlight on Staff” Column is to highlight employees from various departments throughout the Company, who have demonstrated their commitment to their duties with proven individual results that affect their department and contribute to the Company’s success.

The column will also give employees an opportunity to learn more about their colleagues.



**Layton Harvey**  
Lineman (AEP)

**Q:** *When did you start working for Fortis TCI?*

**A:** I started working for AEP/Fortis TCI on July 25, 1998.

**Q:** *What positions have you held?*

**A:** I started as an Operator, moved to Chief Operator and my current position is Lineman.

**Q:** *What is a day at work like for you?*

**A:** A day at work includes checking the operators’ room, checking faulty lines and responding to any electrical problems customers might have.

**Q:** *What has been your biggest achievement with the company?*

**A:** My biggest achievements with the company include becoming a certified lineman and participating in the employee shares purchase plan.

**Q:** *What do you love most about your profession?*

**A:** I love putting my knowledge to work and finding ways to solve problems that arise on the lines.

**Q:** *What on-the-job goal have you set out to achieve this year?*

**A:** I hope to have more hands-on training that will teach me new techniques so that I may become a better lineman.

**Q:** *What is your motto in life?*

**A:** My motto in life is to always do my very best.

**Q:** *What is something about you that most of your colleagues might not know?*

**A:** I am a great cook.



**Bernadette Williams**  
Accounts Payable Officer II

**Q:** *When did you start working for FortisTCI?*

**A:** June 1, 2000

**Q:** *What positions have you held?*

**A:** Accounts Clerk /Accounts Payables Officer II

**Q:** *What is a day at work like for you?*

**A:** The majority of my time is data entry. The invoices are never ending, so I keep busy all day long. Thanks to our advanced technology with Image Now, my desk does not look as if a tornado passed over!

**Q:** *What has been your biggest achievement with the company?*

**A:** My biggest achievement with the company thus far has been acquiring my APS (Accounts Payables Specialist) Certificate.

**Q:** *What do you love most about your profession?*

**A:** I like the routine and steady pace of data entry. It’s very interesting and there is a lot to be learned. I really enjoy the relaxed setting.

**Q:** *What on-the-job goal have you set out to achieve this year?*

**A:** My goal is to be the best at whatever I do. I want to be a successful career person, growing with a company where I continue to learn, take on additional responsibilities and contribute as much value as I can.

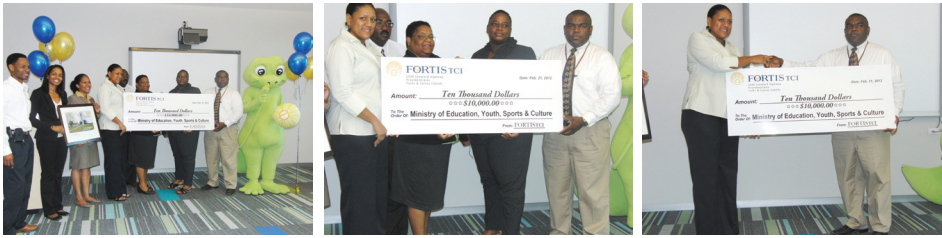
**Q:** *What is your motto in life?*

**A:** GET IT RIGHT THE FIRST TIME.

**Q:** *What is something about you that most of your colleagues might not know?*

**A:** I have a better half.....a TWIN that is.

## FortisTCI Sponsors Science Fair for 2nd year



A huge supporter of education and the sciences, FortisTCI Ltd. has once again signed on as the major sponsor for the 2012 Ministry of Education Science Fair.

The fair, slated for Wednesday March 7th and 8th, is expected to draw a large crowd as schools come from across the islands in the Turks and Caicos to take part in the competition.

FortisTCI Ltd. representatives will participate in opening ceremonies, judging, and presentation of awards. The company will also have its very own display as a means to educate those attending the event about electricity.

## Fortis Inc. Holiday Donation Benefits 911 Programme Street Naming Project



The Turks and Caicos Islands 911 Programme was the honoured recipient of this year's holiday donation sent out in lieu of Christmas cards.

Every year, Fortis Inc. supports one worthy cause in the local communities of each of their subsidiaries, ensuring that they remain committed to their responsibility to societies.

Ms. Tameka Lall, manager of the 911 programme was elated to learn that they had been selected to receive the \$2000 donation. Lall expressed their ever growing need to erect street signs in high call volume areas that currently do not have any. She also explained how the absence of street signs has negatively affected emergency response time.

“We are very thankful for this donation,” said Lall. “It will be of advantage to everyone, especially those who can now look forward to having a street sign posted in their area in the near future. Thank you Fortis, from the bottom of our hearts.”

## HELPING HANDS:



Devon and Daylon speak at male leadership seminar

Devon Cox and Daylon Joseph served as invited guest speakers at Clement Howell High School's first male leadership seminar. Speaking under the Theme “The Me I Will Be: Responsibilities I Will Face As A Man.” Devon and Daylon shed light on challenges young men face growing up in our society. They also discussed the importance of understanding that what you do now will vastly affect where you end up in the years to come. Thank you Devon and Daylon for encouraging our young gentlemen of tomorrow!



Eustace Participates in DDME Emergency Drill

A natural disaster or crisis can cause mass chaos if the appropriate measures are not in place. That is one of reasons why Eustace Musgrove, FortisTCI's Environmental and Safety Specialist takes his roles as member of the Department of Disaster Management and Emergencies crisis team very seriously. He says preparation is a very important aspect!

Most recently Musgrove participated in a plane crash simulation staged by DDME in conjunction with the Turks and Caicos Airport Authority. This was put on to test the state of readiness of all responders summoned to the scene of the crash just after the 9pm call. Several representatives from various organisations, entities and emergency details supported the effort. The first responder arrived on scene in a stunning 1 minute and 47 seconds, following the initial 911 call.

# Eco-Friendly in the Workplace and at Home: Water Conservation

We have all heard it at some point in our lifetime, at home, at work, at school, while staying with relatives or wherever there are any devices that control the flow of water into our buildings. What is that sound you ask? It is the constant dripping of water from a leaky faucet or the ever filling toilet bowl. These handy apparatuses, though designed to make our lives more comfortable, can really have the reverse effect when we see our enormous water bill, if they are not properly maintained and controlled.

## Here are a few tips to ensure there is enough water to go around for a long time to come:

- Turn off faucets and shower heads completely to avoid drips and repair any leaks promptly
- Avoid running water longer than necessary when brushing teeth or rinsing dishes. Only turn on as needed
- Pre-soak your laundry and dishes. This will make cleaning easier, rather than extending washing time or having to wash items multiple times causing the use of more water
- Take baths at a prescribed time when you need not runoff a lot of water for it to reach a desirable temperature; in fact, you can use the first volume of cold water for other purposes like filling the kitchen sink to wash and rinse the dishes
- If your toilet or urinal continues to flush before you can make the necessary repairs, it is recommended that you turn off its water source until corrected

These few tips, if implemented, can go a long way in keeping extra money in your pocket versus flushing it away down the drain where it benefits no one. We all have our part to play in keeping our water supply intact, because this precious commodity is only as good as the last drop!

## HELPING HANDS CONT'D:



Callis Jones Represents TCI in International Rugby Tournament

A trip to Barbados to represent the Turks and Caicos Islands at the North America Caribbean Rugby Association's (NACRA) Rugby Sevens Championships was carried out by one of our very own. Callis Jones Jr., from Site Services and Security, scored two tries during the games held in Barbados to help his team bring home the 2011 Shield Trophy. Jones Jr. said, "I played hard, had the time of my life and look forward to the next game where I can represent the Turks and Caicos Islands Rugby Football Union." Jones Jr. also praised being exposed to the high level of competition, stating that 16 teams from across North America and the Caribbean took part.

## THE BRAIN TEASER!

I stare at you,  
you stare at me.  
I have three eyes,  
Yet I cannot see.  
Every time I blink,  
I give commands.  
You do as you are told,  
With your hands and feet.  
What am I ???

Check our next edition for the answer. Good Luck!

Congratulations to Lorenzo Fabien for answering last month's brain teaser correctly! Good job Lorenzo!

Q: How can you give someone \$63 using six bills, without using any one dollar bills?

A: 1 \$50, 1 \$5 and 4 \$2 dollar bills