



## FortisTCI Launches Adopt a School Program

### FortisTCI 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.

### FortisTCI Value Statement

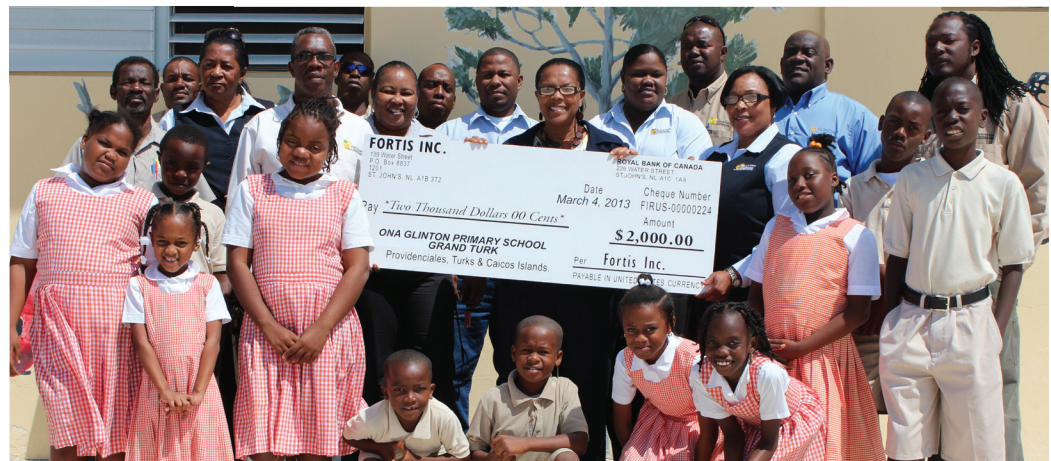
Our fundamental values are employee development and accountability, open communication, stakeholder satisfaction, corporate citizenship, and continuous improvement. These values will be the principles that will guide FortisTCI when making decisions that impact the utility. An organisation's culture is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

### Mission Statement of FortisTCI 411

FortisTCI 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.



Motivated to play an even bigger role in education within the Turks and Caicos Islands, FortisTCI announced at the start of Education Week 2013 that Ona Glington Primary School in Grand Turk, would be the first school to benefit from the Company's newly launched Adopt a School Program.

Honouring a pledge to support first class education and community involvement, the partnership aims to assist in the development of the full educational potential of schools in the Islands. FortisTCI will assist with school projects, provide volunteers for school programs, offer support through in-kind and partial monetary donations and most importantly, add a positive influence in schools that will improve the learning experience and social lives of students. A new school adoption will be announced each year.

Since the announcement was made employees of FortisTCI Grand Turk have installed additional lighting on the perimeter of Ona

Glington school grounds for increased security, the school has been presented with \$2000.00 by way of FortisTCI parent company, Fortis Inc., and a computer lab destroyed in a 2011 school fire is the process of being replaced.

Principal of Ona Glington, Gwen Harvey said "There are challenges we face every day with limited resources, but we do our best and find ways to rise above those challenges here at Ona Glington. What is most important to us is that our students excel in the classroom. Now that we have the Support of FortisTCI we are enthusiastic about the year ahead."

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We welcome your feedback and any suggestions.  
Please feel free to send them to:  
[tsimons@fortistci.com](mailto:tsimons@fortistci.com)





## Sharing the Story of FortisTCI

In January of 2012 FortisTCI launched a series of meetings dubbed Customer Information Sessions. The purpose was to build stronger relationships with key stakeholders by providing first-hand information about FortisTCI and its operations. Various associations, government boards, strategic partners and business professionals were invited to hear the “FortisTCI Story.” Invitees were also able to tour the generating plant in Providenciales and meet with Executive Team members. Each meeting was a success and so the story continues.

Knowing the importance of sharing the FortisTCI message, the Company in 2013 is digging deeper into the community and has launched a new series of meetings called “Connecting with You.” These sessions are led by key employees within the organization and detail even more information that customers say they want to know. Presenters discuss topics ranging from billing procedures to payment options, fuel factor and ways to conserve energy and manage consumption.

So far this year, sessions have been held with Government representatives, Pastors,

Reverends and their congregations. This push to edify customers and strategic partners about the utility industry and the inner workings of FortisTCI will continue throughout the remainder of 2013 and thereafter.

Any group that would like FortisTCI to present at an upcoming meeting they are having should contact the Corporate Communications Officer, Talisha Simons at 649-946-4313 ext. 2519 or by email at [tsimons@fortisTCI.com](mailto:tsimons@fortisTCI.com).

## Students Talent Showcased at 2013 National Science Fair



The Ministry of Education’s National Science Fair sponsored by FortisTCI for the 3rd consecutive year was a successful occasion. The event held during Education Week again featured a project competition entered into by teams from various high schools, a quiz competition, as well as creative art and graphic art competitions. All projects were led under the theme Innovative Exploration through the Scientific Method. Six high schools participated and top performers were as follows:

### Project Competition:

**1st Place-** Raymond Gardiner High School: “BIOGAS”

**2nd Place-** Champions for Christ School of Excellence: “Miracle Drops”

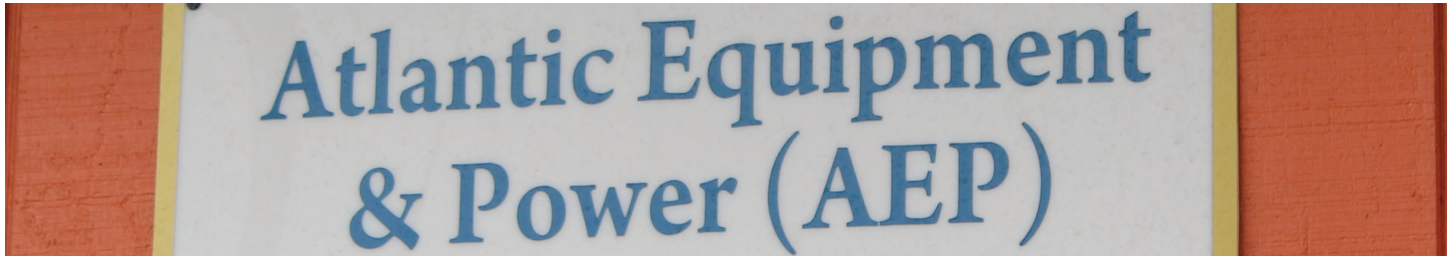
**3rd Place-** British West Indies Collegiate: “Biodegradable Glue from Fish Scales”

**Quiz Competition:**  
Maranatha High School

**Creative Art Poster Competition:**  
Clement Howell High School

**Graphic Art Poster Competition:**  
British West Indies Collegiate

President and CEO of FortisTCI Eddinton Powell encouraged young Turks and Caicos Islanders to continue their focus in areas of science stating, “Science is the catalyst for innovation and prosperity in every age...There is no reason why the next Bill Gates can’t be discovered in the Caribbean or the next Apple can’t find its genesis in the Turks and Caicos Islands. Science and information technology make it very attainable...Aim high and achieve greatness.”



## South Caicos AEP and FortisTCI Merge

Independent power supplier AEP, a FortisTCI Company, will soon be fully amalgamated with FortisTCI. The process began to merge the two companies sometime after Fortis Inc. purchased Provo Prower Company or PPC back in August of 2006. Through this merger the legal name FortisTCI now applies to electricity services rendered not only in

Providenciales, North Caicos and Middle Caicos but also South Caicos. The joining of the two companies is expected to be completed by the end of June 2013. Turks and Caicos Utilities Limited, a FortisTCI Company since August 2012, legally remains a separate establishment operating in Grand Turk and Salt Cay.



## Customer Satisfaction Rating 2012 Scores Announced

85% of FortisTCI customers in 2012 said that they were satisfied with services rendered by their electricity provider. This is according to an independent study done annually. The new rating is up by 5% from 2011's score of 80% and fell short by 5% of the Company's goal. Employees discussed the outcome in early February at Customer Satisfaction Rollout sessions.

The survey was conducted during the second week of August 2012 and was launched across all FortisTCI service territories by Barbados based company, Systematic Marketing & Research Inc. Telephone based and face to face interviews were conducted with commercial and residential customers.

FortisTCI conducts a customer satisfaction study once a year to keep abreast on how the Company and its services are preserved by consumers. This is essential to identifying customers' needs and wants in addition to measuring performance.



## Salt Cay Residents Boast about More Reliable Services

Salt Cay residents now have a more reliable electricity service following the recent installation of a temporarily back-up generator. The arrival of the unit has helped to enhance the level of service provided to FortisTCI customers on the island, until a new permanent generator can be installed.

Turks and Caicos Utilities Limited, a FortisTCI Company, serves approximately 120 customers in Salt Cay many of whom have spoken of the noticeable upgrade. Salt Cay District Commissioner, Noyle Hamilton said in a letter to FortisTCI, “On behalf of the community of Salt Cay, I take pleasure in addressing you with well earned respect for your services rendered to the residents of Salt Cay. Indeed we are very appreciative to your company for having a temporary back-up generator on the island and I must highlight that it serves us well.”

After discovering last year that there was no dependable back-up system in Salt Cay, FortisTCI sought to make an investment that would benefit the community in the long term. A new Caterpillar C9 generator has been purchased as a permanent replacement and is scheduled to be installed sometime during 2013. Once connected, FortisTCI expects reliability of services to become even better. The Company has also purchased a synchronizing switchgear that will minimize system outages and provide a smoother transition during the connection of the new C9 generator.



## Level 1: Lineman Training in Grand Turk

Six FortisTCI technical team members have successfully completed their Level 1 Lineman apprenticeship assessments led by instructor James Sidwell. The training held in Grand Turk over a two week period from March 11 – 22, 2013 was the beginning of a four level course. A mix of classroom style learning and practical field training provided each participant with fundamentals necessary to do their job. During field sessions, linemen practiced various pole climbing techniques, pole planting and framing, and reviewed stringing of conductors.

Participants are expected to apply what was learned during the level 1 course over a one year period before continuation of the remaining three levels. Those that successfully complete each level in the end will obtain a Journeyman Lineman certification. Mr. Sidwell is a formal trainer from the Infrastructure Health and Safety Association (IHSA) from Canada who was contracted to deliver the training. Level 2 training will commence in early 2014.

Participants: Aneil Lightbourne, Carl Williams, Gary Lightbourne, Marcus Gray, Nathaniel Smith, Vincent Graham.



## National Trust Honored with Framed 2013 FortisTCI Calendar

It has been tradition since the inception of the FortisTCI calendar, to present a framed copy of the cover at the start of each year to an organization that coincides with the current year’s theme. The Turks and Caicos National Trust was selected as this year’s recipient.

5000 copies of the signature calendar highlighting the beautiful island of South Caicos on the front cover were distributed at the start of 2013. The theme, “Turks and Caicos Islands: Historical Sites, Places of Interest and

Memorable Moments in Time.” The misty blue photo on the cover showcases the historic Boiling Hole used during the salt era to control water levels in the salt pans. The picture was taken by Pennylaine Studios photographer, Penrhyn Brooks and is the start to a year filled with memorable facts and timeless snapshots significant to the Turks and Caicos Islands. Executive Director, Ethlyn Gibbs-Williams accepted the framed calendar cover on behalf of the Trust.



## FORTISTCI PLANS FOR WIND TURBINE PILOT PROGRAM

FortisTICI is continuously exploring ways to reduce the cost of electricity for its customers. Cost is a challenge faced by most electricity providers in the Caribbean operating small standalone systems dependent on imported fuel. This challenge has in turn stirred interest into the possibility and implementation of renewable energy within the region, and has led to what will be the first FortisTICI Wind Turbine Pilot program.

FortisTICI has been looking into the feasibility of wind and solar energy over the last few years, and research and studies are still ongoing. One of the next key steps is to construct demonstration projects to gather engineering, controls and financial feasibility data that will guide the Company's renewable energy activities going forward. The Company, subject to obtaining the necessary planning approvals, will embark on a wind turbine pilot program that will demonstrate its true value of fuel displacement and utility-scale power generating source. During the initial stages data will be recorded to track output of electrical energy, reduction of carbon emissions, and savings to customers in fuel displacement. The Company believes that Renewable Energy should not increase the cost of electricity to our customers or reduce safety and reliability.

This will no doubt be a momentous experiment for FortisTICI and the entire Turks and Caicos Islands.



## CUSTOMERS ENCOURAGED TO CONSERVE TO CURB ELECTRICITY COSTS

As fuel prices continue to fluctuate on an unpredictable world market, rising costs remain a concern for both FortisTICI and its customers. That is why FTICI is encouraging electricity consumers to conserve where possible and manage cost through calculated consumption.

Diesel remains the most efficient and inexpensive mode of generating reliable energy in the Turks and Caicos Islands, however, FortisTICI recognizes that experts do not expect the upward trend in fuel costs to subside anytime in the near future. Customers are being encouraged to implement behaviors that are can reflect savings as it relates to electricity use.

Ways to save: Purchase energy smart appliances when replacing old ones, consider replacing your refrigerator if it was manufactured before 1993, turn lights and fans off when not in use, wash full loads of clothes or dishes for optimal use and replace incandescent light bulbs with compact florescent bulbs.

More tips can be found by visiting [www.fortistci.com](http://www.fortistci.com).



Dr. Kellie-Ann Evans-Hall

# Welcome to the FORTIS TCI FAMILY!

The Human Resource department welcomes Dr. Kellie-Ann Evans-Hall to the FortisTCI family. Kellie-Ann joins us as the new Human Resource Manager. We wish you a long and prosperous career here at FortisTCI.

Additionally, our family grew by leaps and bounds with the pitter patter of tiny feet when we welcomed **Kayla** (daughter of Shequida); **GmmY** (daughter of Catherine); **Prinz Edward** (son of Eustace); **Micah** (son of Louise); **Ali** (daughter of Alvin); **Tayler** (daughter of Avi)

## Congratulations!



Congratulations to **Navardo Arthur, Joseph Higgs, Robert Smith, Deanza Wilson, Echando Stubbs, Tavarado Smith, Lynval Cox and Kerwin Arthur** on successfully completing the "Electrical Fundamentals" training programme facilitated by J.W. Freeman and Associates, Canada.



Congratulations to team member, **Shatel Wilson**, on attaining her CPA and completion of her probation.

## FortisTCI Goes Paperless with E-Appraisal System

The Halogen electronic based performance appraisal system is now officially in use. It provides a multi-functional, strategic and time-saving appraisal technique through its E-appraisal system. Some features of the system include customization of data, weighting and calculating, competencies and a special time saving feature with built-in suggested appropriate comments for use. With the click of a button we can now determine how an employee's work contributes to the overall success of the organization.

## Enterprise Wide Administrative Assessment

All team members were eagerly engaged in an Enterprise Wide Non-Technical Assessment January 14-17 when we partnered with the Barbados Institute of Management and Productivity (BIMAP). The primary purpose of this training needs assessment was to identify performance requirements as well highlight the skills gaps that exist between required performance and current performance. BIMAP will present FortisTCI with a report.

## Birthday Corner

### 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 and Sheldon Williams, Callis Jones and Raymond Clare.

### FEBRUARY

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

### MARCH

John Gardiner, Louise Handfield, Sharon Allijose, Kevin Smith, Anthony Williams, Teddy Stewart, Myron Rigby and Sonia Williams.

## DEPARTMENT EVENTS CALENDAR

EVENT	DATE	ACTIVITY
Easter Monday	April 1	Public Holiday
Heroes Day	May 27	Public Holiday
Her Majesty the Queen's Official Birthday	June 10	Public Holiday

## HR QUOTE

“Stay committed to your decisions, but stay flexible in your approach.”

-Tom Robbins

## Frequently Asked Questions

*Q. Am I covered under my health insurance for dental and vision?*

**A. Yes, since April 1, 2013, you are eligible for basic coverage of both.**

## FortisTCI Hosts Annual Meeting for Fortis Operations Group



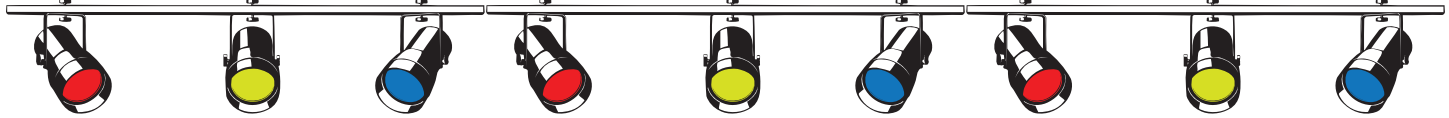
Fortis Operation Group, also known as FOG, held their Annual General Meeting on March 6, 2013 at the FortisTCI corporate office in Providenciales. This group comprises of representatives from Newfoundland Power, Maritime Electric, Central Hudson, Fortis Ontario, Fortis Alberta, Fortis BC, Caribbean Electric and FortisTCI; all subsidiaries of Fortis Inc.

This critical meeting provides an opportunity for dialog and ideas to be shared across the Fortis Group of Companies, particularly surrounding relief efforts during disastrous occurrences such as hurricanes. One example of the benefits of belonging to a group such as this would be following the devastation of Hurricane Ike in 2008. FOG was responsible for sending a team to assist with restoration efforts at AEP in South Caicos. Director of T&D Devon Cox said, “Having this kind of international connection is a reassurance to our customers that we are committed to providing a level of service that supersedes any in the region.” FOG representatives also discussed cost sharing measures related to purchasing of material as well as the development and sharing of technical human resources.

## Teandra and Judine say hello from Canada



FortisTCI scholarship recipients Teandra Thomas and Judine Gaudard on a snowy day in St. John's, Canada where they are both studying to become Engineers.



## SPOTLIGHT ON STAFF

The objective of the FortisTCl'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.



**Sherri Dasilva**  
Accounts Payable Officer

**Sherri Dasilva is a resident of Grand Turk originally from South Caicos.**

In her spare time she enjoys dancing and swimming and spending time with her two daughters. Sherri says that she "lives life by being good to others because good will be sure to follow her." Take a look at this recent interview with Sherri:

*Interviewer:*

*Great to see you Sherri! Being one of the newest members to FortisTCl, I'm sure your new colleagues are anxious to hear from you. Let get started and talk about you! Turks and Caicos Utilities became a FortisTCl Company in August of 2012. So how long have you worked in this industry?*

*Sherri:*

Well I have been working with TCU for 20 years. (Smiles) I love my job. I started out as a cashier and was eventually promoted to Accounts Payable Clerk and now I am with FortisTCl Grand Turk as the Accounts Payable Officer.

*Interviewer:*

*20 years is a significant achievement. Congratulations. Tell us then, what a day at work is like for you.*

*Sherri:*

Well, my day starts by reviewing various documents pertaining to vendors and/or goods and services. I also review purchase requisitions depending on what day it is, make certain that invoices have been processed for payment, and disperse checks. I am in constant communication with Finance, Customer Service, Communications and the Human Resources department. These are some of the things that I do day to day among my duties at the Grand Turk operation.

*Interviewer:*

*It sounds as if your days are filled with a great deal of work to do. Thanks for sharing. Now, most people have done something that they are very proud of that they look back on as a great accomplishment. What would you say is your greatest achievement?*

*Sherri:*

Obtaining my Associates Degree.

*Interviewer:*

*That is a great achievement! With that degree, and having worked 20 years in your profession, what do you love most about your job?*

*Sherri:*

That would have to be working together and being a part of a team that gives me a sense of motivation. I also enjoy helping to resolve staff issues.

*Interviewer:*

*That's wonderful. Do you have and goals for 2013?*

*Sherri:*

Oh of course! (Laughs) I want to work toward a position with increased responsibilities and utilize my skills more. I also hope to acquire new skills that will help me better my performance on the job.

*Interviewer:*

*I wish you the best of luck with achieving your 2013 goals! Now these last two questions we ask everyone that is a member of the FortisTCl family. So, tell us what your motto in life is, and then tell us something that your colleagues wouldn't know about you.*

*Sherri:*

I believe that everyone should follow their dreams and never give up. That is my motto. And most people don't know, but I LOVE gardening in my spare time and taking care of my plants. (Smiles)



## Team Telecommunications Crushed by Team FortisTCI at PABA All-Star Weekend



### COACH:

Sheldon Williams

### PLAYERS:

Avi Adams, Jeffery Desir, Alvejes Desir, Todriko Saunders, Denzel Smith, Callis Jones, Denzel Penn, Floyd Malcolm, Bramalo Melhado, Jessly Robinson, Mervin Forbes. (Not pictured: Denard Sweeting & Devon Cox)

Basketball rivals took to the court at Gustarvus Lightbourne Sports Complex during the Provo Armature Basketball Association All-Star Weekend. Team Telecommunications battled it out against Team FortisTCI in hopes of taking home the winning title. In the end Team FortisTCI had no mercy for the competition, defeating Team Telecommunications with a final score of 38 to 19.

Top performers were Todriko Saunders, Avi Adams and Alvejes Desir. Honorable mention goes to shooting guard, Denzel Penn for making two incredible shots driving the ball to the rim.

**Congrats Team FortisTCI!**

## Glenda's Give Back



Production Engineering Administrative Assistant, Glenda Stone, has discovered her very own special way of giving back to the community. She does this by way of mentorship. Every Wednesday morning Glenda donates an hour of her day from

## Electro Gecko Makes an Appearance at the Annual Kite Flying Competition Kids Corner



One of the longest running events in the Turks and Caicos Islands is the 21st Annual Kite Flying Competition. It began this year on Saturday March 30, 2013 in North Caicos and continued two days following in Provo, South Caicos and Grand Turk. FortisTCI volunteers made it a memorable occasion for children taking part in Kids' Corner activities.

Children of all ages played exciting Easter themed games including: the egg and spoon race, jelly bean jar guess, the bunny hop race, and the raw egg toss; this all before the grand Easter egg hunt. The event was so much fun that even Electro Gecko came out to play! The family filled event is hosted each year by the Turks and Caicos Tourist Board.

8:30 am to 9:30 am to speak with students at Oseta Jolly as the Gender Devotions Instructor. A former student there herself, Glenda says, "I see the necessity of giving back, and what better way to do that than by working with our children. Imparting important life lessons on the younger generation and watching them make use of what they are given is very rewarding."

Glenda counsels students on various topics, reads bible passages, and discusses everyday challenges students face, helping each of them live more balanced and productive lives.

## Middle Caicos Valentines Day Cup

Team FortisTCI sailed away with a few big trophies from the Middle Caicos Valentines Day Cup in February, thanks to boat Captains Tumbalena Carter and Romano Ingham. Tumbalena and Romano landed in first place in the largest model sailboat competition and Tumbalena won third place in the ladies racing completion.

Remarks were that it was a great occasions as FortisTCI Community Builders were able to get involved with a community event important to the residents of Middle Caicos. The FUN filled Saturday on Bambarra Beach was culturally enlightening, with native dishes, arts and crafts, music, dancing and of course its signature model sail boat racing.

## Helping Hands: A Passion for Basketball and Mentoring Make Rising Stars



A new nonprofit organization called Rising Stars Basketball Club is underway as FortisTCI Supervisor of Site Services, Mervin Forbes and Jr. Engineer, Daylon Joseph, have finally made their dream a reality. Expressing a passion for basketball and a love for tutoring, Forbes and Joseph offer young boys and girls in Providenciales the opportunity to gain assistance with school assignments, as well as basketball skills and intense training once a week on Saturday morning at the Gustarvus Lightbourne Sports Complex. Participants must maintain above average marks academically to stay in the club.

FortisTCI applauds Forbes and Joseph for their commitment to the youth and Turks and Caicos Islands through their unwavering community involvement.

# ENVIRONMENTAL CORNER

## Pre-hurricane Checklist

The 2013 hurricane season is almost here! That means its time to get those last minute preparations done before the first named storm begins to form. Start your tree trimming, remove excess debris and garbage from around your home, business or property, start stockpiling your emergency supplies, and any other item(s) considered too critical to leave until the last minute. Not enough preparation could result in a disastrous moment that could have been avoided.

With only four weeks away from the official start of the hurricane season, as a part of your 2013 hurricane season preparedness plan, here is a simple checklist you can use to see just how ready you are to weather the storm.

1. Waterproof container: this is crucial to store EVERYTHING from food and water, clothing, important documents, first-aid kits, and any other emergency supplies.
2. Food and water: enough for each family member to last at least one week or more.
3. Flashlights: a better alternative to candles or lanterns which can pollute the surrounding atmosphere with smoke, and easily cause accidental fires.
4. Portable radio: to keep updated on what is happening.
5. Batteries: as many as possible, but at least two packs of them for every battery operate device that can help make passing the time more endurable.
6. First-aid kit: for medical treatment of cuts, scrapes, burns, and insect bites.
7. Medication: enough to last for one to two weeks as prescribed by your doctor.
8. Sanitation supplies: everything from chlorine tablets, Pine-Sol, disinfectants, detergents, soap, sanitizers, tissue paper, and garbage bags for proper disposal.
9. Cleaning Tools: brooms, buckets, gloves, machete, mops, rakes, shovels, and any other tools that can help in the cleanup process after the storm has passed.

### Keeping North & Middle Caicos Beautiful



The North & Middle Caicos clean-up attracted a large group of supporters in March, including several FortisTCI employees. The community project was held over two consecutive Saturday's and was planned to help beautify North and Middle Caicos. The purpose was also to bring awareness to the enormous amounts of trash littering the roadways.

The event was organized by the District Commissioners office in North Caicos led by Ms. Donna Gardiner, has expressed that this project will be an ongoing effort. Volunteers focused on collecting garbage in North Caicos on March 9 followed by Middle Caicos on March 16. Seven (7) FortisTCI team members assisted with the cleanup and collection of over a hundred bags filled with rubbish.

### THE BRAIN TEASER!

Below, 10 countries have been broken into chunks of letters.

These chunks have been mixed up, no chunk is used twice and all chunks are used.

Can you determine what the 10 countries are?

**EZU ITZ ZIL ELA BRA GI IA FI**

PAN MBA BEL AND BER ZI NL BO  
CAM VEN DIA AND UM SW  
BWE MEX ERL ICO JA LI

Check our next edition for the answer. Good Luck!