

Birthdays, Celebrations, and Well Wishes

We've had quite a few birthdays during January and February. We hope everyone had a wonderful birthday, and live to enjoy many more!

January

- 3rd - Richard Stubbs
- 4th - Daylon Joseph
- 5th - Oscar Harvey
- 5th - Rickandro Lightbourne
- 10th - William Lightbourne
- 12th - Maximin Marielys
- 15th - Alvin Harvey
- 19th - Frank Dean
- 21st - Taran Hall
- 31st - Glenda Stone
- 31st - Lorenzo Fabian

February

- 5th - Wayne Douglas
- 18th - George Hinson
- 19th - Nore Verdieu
- 25th - Lynvel Cox
- 28th - Walter Wilson

Deepest Sympathy

Our condolences go out to Romano and Glenroy on the death of their great-grand father, and to Allan on the death of his cousin. May God's grace be with you and your families as you go through this time of bereavement.

Congratulations, it's a Boy!

Congratulations to Warren Madden on the birth of his son.

Wedding Anniversary

Congratulations to Eustace and Camille on their 1st wedding anniversary!

Farewell

We say goodbye to James Rigby, former Manager of Lines and Fleet, who retired in January of this year. James has worked with us for 13 years and will be missed tremendously. Thank you James for your contribution to our company's success, and we wish you all the best for the future!

How to Go Green

Although fuel prices are on the decrease we encourage customers to continue to practice energy conservation! Energy conservation does not simply help us keep money in our pockets, but also helps us save the natural resources of our planet. The world has a fixed amount of natural resources that we use in order to live our modern lives. As the world's population increases, more and more natural resources will be depleted. Let's try to conserve

the world's natural resources like fossil fuel which is used to generate electricity, so that our children and future generations can enjoy the same standard of living as we have. Here are some tips to help you go green!

1. Use natural light as much as possible. We're blessed to live in the lovely sunny Caribbean, so as much as possible we should make use of our natural sunlight. Open blinds and curtains and let in sunlight as opposed to using artificial lighting during the day.
2. Switch from incandescent bulbs to compact fluorescent light (CFL) bulbs. With incandescent bulbs, most of the electricity that is used to create light is lost as heat, but because CFL bulbs do not use heat, less energy is spent to create an equivalent amount of light.
3. Use sensors or timers on exterior lighting. Exterior lights are useful for safety purposes, but do not need to be on at all times. Use motion sensors or light sensors to ensure that your lights are switched on only when there is motion or insufficient natural light.

For more energy conservation tips, log onto www.ppcltd.tc

The Brain Teaser!

To solve a Word Search puzzle, find and circle the words listed below in the puzzle. Words can go horizontally, vertically and diagonally in all eight directions. Words may overlap and share up to 1 letter. The left over letters spell out a secret message! Good luck!

Energy Conservation

- conservation fluorescent
- kilowatt lightswitch
- offbutton planet
- protect responsible
- solar

Hidden Phrase - Can You Figure it Out?



ISSUE

4-1

JAN - FEB
2009

News.
Community.
Power.

PPC FORTIS 411



this issue

- News Wire **P.2**
- Community Buzz **P.3**
- How to Go Green **P.4**
- The Brain Teaser **P.4**

PPC 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.

PPC 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 PPC 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, PPC will be committed to developing a culture that supports its employees and continuously strives to provide quality service to its customers.

Mission Statement of Fortis 411

Fortis 411 is committed to delivering informed, accurate material, which would have an invigorating 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 inform employees on recent celebrations/ accomplishments and the future direction of the company.

From the desk of Eddinton Powell, CEO

Dear Colleagues & Customers,

I hope that your New Year has gotten off to a healthy start!

It is with great pleasure that I introduce our Provo Power Company Newsletter to the wider public. Over the past year, PPC has enjoyed an internal newsletter that highlights and updates our staff of the activities within the company and the community that PPC is engaged in. Our newsletter has always served to acknowledge and congratulate our staff on their achievements as well as provide invaluable information on a range of topics.

Our move from an internal newsletter to a more customer-oriented newsletter marks a shift in our focus and a desire to share the accomplishments, hard work and dedication of our staff with our customers. The move will also allow us to provide information to the public, and receive feedback from our customers on various issues.

In this first issue of our newsletter we highlight the movers and shakers among our PPC staff. The newsletter also gives an inside look at the community initiatives that PPC is currently involved with in our Community Buzz section. In each issue of the newsletter, we will share tips on energy conservation, which is important not only

for your finances but to protect the planet that we all share. We welcome your feedback; let us know what you'd like to see in our next newsletter!

2009 will be another very active year for PPC. We plan on engaging in numerous projects that will improve our electricity distribution as well as our customer service. One of these projects, which we will feature in our next issue of the newsletter, is our new Environmental Management Program that will redefine how we manage and interface with our environment

Over the past months you have seen significant drop in the fuel factor rate as global crude oil prices continue to retreat from record highs last July. Customers can rest assured that PPC is working hard to ensure that they receive electricity at the lowest possible cost.

We invite you to be a part of our journey as we work as a team towards our goal of becoming a "World Class Utility Company". For updates and information, log onto www.ppcltd.tc.

Sincerely,

Eddinton Powell

Eddinton Powell
Chief Executive Officer





Fuel Factor Rate Reduction

Residents and business owners can expect to notice a significant drop in their fuel bills in March when the fuel factor drops to 12 cents with further reductions forecasted for the coming months.

Since January 2007 fuel prices have been on the increase and until the last quarter, have been at an all time high. This time last year, prices were 50% higher than they are now and it wasn't till late last year the world market experienced a relief when crude oil prices started to drop.

This reduction in fuel prices will result in a further decrease in the fuel factor rate, which will translate to lower power bills for customers from the month of February with an additional decrease in March.

Staff Training and Promotion

Training and educational development is of utmost importance for our staff development. Here we recognise our staff members who have recently been promoted and those who have recently completed training programs. **We appreciate all your hard work and dedication!**

To better provide quality service to our customers, our managers and supervisors have taken part in a customer service training course in January (pictured top left). The training involved a three day workshop held for senior staff and a one day seminar for all our staff, which was conducted by Performance Path Inc. The training covered a range of areas including motivation, leadership and customer satisfaction improvement techniques.

In December, a few of our staff members (pictured below) successfully completed the Lineman Apprentice III Course. They include (from left to right):

DENIRO HANDFIELD

CHRISENE JENNINGS

KIM TAYLOR (not pictured)



Student Internship

Two students from Memorial University of Newfoundland work alongside our crew at our Power House as part of an educational exchange program. Andrew and Michael Couves are both studying for their Bachelors Degree in Mechanical Engineering and as part of their course work, must obtain practical work experience and exposure in their field of work. PPC was selected for their work internship and Andrew and Michael will be with us until April 24th.



Moving Up!

We have a few staff members who've recently been promoted. Congratulations to the following

CLYDE HALL: Promoted to Superintendent of Line Operations Department

ATLEY GRAY: Promoted to Line Foreman

DEVON COX: Promoted to Manager of Operations



WE WELCOME YOUR FEEDBACK!

Contact: **Daphne Brooks-Penn**

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Tel: **946-4313**

Visit **PPC's Website** for more information @ **www.ppcltd.tc**



As the company continues its focus on improving Customer Service, we are happy to welcome the following persons to PPC.

EMPLOYEE	DATE	STATUS
Francis Oyakhire	5-Feb-09	Senior Information Technology Specialist
Ingrid Forbes	2-Feb-09	Confirmed as new HR Officer staff
Trevon Farrington	2-Feb-09	New Employee - Customer Care Representative/Cashier
Bethendy Henfield,	2-Feb-09	New Employee - Credit Control Officer
Francis Quan	2-Jan-09	New Employee - High Voltage Plant Electrician
Derryck Hall	12-Jan-09	New Employee - Lineman Apprentice II
Kavin Ewing	15-Dec-08	New Employee - Lineman Apprentice II
Maurice Francis	1-Dec-08	New Employee - Electrical Tech II
Roxanne Lewis	17-Nov-08	New Employee - Accounts Payable Clerk

Pictured top left, from left to right: Francis Quan, Roxanne Lewis, Maurice Francis, Francis Oyakhire, Kevin Ewing, Derryck Hall.

Community Buzz PPC Mascot Competition

PPC recently held an art competition among the students of the Primary and High Schools throughout the company's service territory, where kids were asked to be as creative as possible in designing a mascot for the company using the Gecko as a basis for the symbol. Several creative pieces were received, which were displayed in our

Customer Service area (pictured top right) and received a great deal of positive feedback from the public. We'd like to thank all the students and schools that participated! Keep a look out for our mascot in the next issue of this newsletter. Below is a list of the top three prizes and most creative design and name:

PRIZE	STUDENT	SCHOOL
1st Place	Raul Vazque Chairez	British West Indies Collegiate
2nd Place	Tyson Romulus	Eliza Simons Primary School
3rd Place	Dwayne Hamilton	Enid Capron Primary School
Most Creative Design	Marcus Lightbourne	Enid Capron Primary School
Mascot Name Winner "The Electro Gecko"	Colin Sterling	British West Indies Collegiate

Community Buzz Customer Appreciation Day

PPC customers were treated to our annual Customer Appreciation Day on January 30th. This day is set aside for us to show our appreciation to our customers for their understanding and support during what was a trying 2008.

Our appreciation to our customers is not relegated to just this one day, but we strive daily to provide world-class service by being attentive to our customers and understanding their needs and anticipation and delivering above expectation.

Community Buzz TCI Karaoke Idol

PPC is excited to be one of the sponsors of the third annual Turks and Caicos Karaoke Idol which is off to an enthusiastic start! The Karaoke Idol is held every Saturday night over a six week period at Fun World TCI in Long Bay. The finale will be held on Saturday April 18th, where a grand prize of \$3000 will be won, while the second place winner will walk away with \$1500. The event is aired on local television as well as in the Bahamas. We invite everyone to come out and show off your talent or cheer friends and family while enjoying a fun night out!