

Birthdays, Celebrations & Well Wishes

We've had quite a few birthdays during July and August. We hope that everyone took the time to reflect on the year gone by and the year ahead!

July Birthdays

4th - Ruth Forbes
5th - Andy Walkin
11th - Kelorian Forbes
15th - Steven Rigby
26th - Juancita Ewing
28th - Ernest Jackson
28th - Glenroy Grant
31st - Layton Harvey

August Birthdays

1st - Patricia Hamilton
1st - Roxanne Lewis
4th - Ernest Ewing
5th - Wildy Pierre
9th - Michael Polonio
20th - Lashina Gray
24th - Eustace Musgrove
25th - Brenton Smith
26th - Japheth Rigby
28th - Echando Stubbs
29th - Eddington Powell

Deepest Sympathy

Our condolences go out to Louise Handfield, on the passing of her Mother-in-Law. May God's grace be with you and your family as you go through this time of bereavement.

We've had so much going on! Our Brain Teaser will be back in the next issue!



COMMUNITY BUZZ

PPC Launches Environmental Program

We have launched a full-scale environmental program, designed to improve environmental and safety standards at the plant, head office and amongst our employees. To do this we're making changes to four major areas of operations: the enhancement of optimal plume dispersion, reduction in noise pollution, preventative measures of water contamination, and staff education plan.

As part of the program, we're working towards achieving the ISO 14,001 standard by 2012, which is the international benchmark on environmental management. Our Environmental Officer Eustace Musgrove has tackled our existing safety and environmental processes head on and has been advising on new environmental and safety procedures that we can implement.

What Our Customers Say

A customer survey was carried out in June and July to get a better idea of our customer's level of satisfaction with our service and to find out whether their satisfaction has changed in the last year. The survey revealed that more customers were satisfied with our service in 2009 than in 2008! Other areas which our customers gave us high ratings were in our response to queries and our ability to resolve problems. Even though the satisfaction level is high among our customers there is still room for

BE PREPARED

We are in the midst of the Atlantic hurricane season, which runs from June 1st to November 30th. We encourage everyone to ensure that they remain informed and are prepared in the event of a hurricane or tropical storm. Here are a few tips to ensure that you're prepared this season:

1. Develop a family hurricane preparedness plan before an actual storm threatens our region. Ensure that everyone in your family knows where the nearest shelter is, and that your hurricane kit is well stocked.
2. Make sure you check your insurance coverage. Flood damage is not usually covered by homeowners insurance and ensure that your house isn't underinsured (insurers recommend that you revalue your house every two years to prevent your house being underinsured).

improvement in terms of the speed with which we deal with customers, the methods we use to communicate with customers and how knowledgeable we are about our services. Congratulations to all our staff on a good job. Our goal is to achieve 100% satisfaction in all areas!

Well Wishes to Our Scholarship Recipients

We wish our scholarship recipients all the best in their 2009-2010 academic year!

Our recipients **Alvejes Desir** and **Daylon Joseph** continue their Engineering Degrees while **Pamela Taylor** continues her Accounting Degree.

We especially wish **TeAndra Thomas** all the best as she begins her 5 year Mechanical Engineering program at Memorial University in Newfoundland. We hope your year with us has been very informative as you begin a new and exciting learning experience!



3. Along with overnight clothes, consider stocking your hurricane kit with the following: extra cash (banks and ATM machines may be closed after a storm), generator, batteries, flash lights, battery operated radio/television, bottled water, toilet paper, non-perishable foods, can opener, a small cooler, candles, prescription medicines and any other over-the-counter remedies you use regularly.

4. Identification is difficult and time consuming to replace so be sure to protect your passport, insurance documents, birth certificates, deeds to property, other important documents and family photos by securing them in an airtight plastic container.

Log onto www.ppcltd.tc for more tips and to download our hurricane supplements, available weekly in the Free Press Newspaper.

ISSUE

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JUL - AUG
2009



News. Community. Power.

PPC FORTIS 411



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THIS ISSUE'S FEATURE:

Meet Our North & Middle Caicos Team

Our North and Middle Caicos Team may be small in number but they're big on goals and accomplishments. The five-person team consists of:

- **Patricia Hamilton** - Senior Customer Representative who has worked with PPC for the past 18 years.
- **Keith Johnson** - Journey Linesman has been with PPC for 15 years.
- **Durell Landy** - Superintendent of North and Middle Caicos has been a part of the PPC team for 7 years.
- **Brenton Smith** - Journey Linesman has been with PPC for 4 Years.
- **Kim Taylor** - a third year Apprentice Lineman who has been with PPC for the past 3 years.

One of the current goals of the North/Middle Caicos group is the expansion of the generation

site on North Caicos. This expansion would mean that North Caicos would have the generating capacity to back-feed to Dellis Cay and supply to North Caicos efficiently. This upgrade is scheduled to be complete by the end of this year. This expansion, depending on the demand of customer load, will also eventually allow for an upgrade in the voltage from 15kva to 35kva which will then allow North/Middle Caicos to supply Dellis Cay as well as Providenciales efficiently in case of emergencies.

The North/Middle Caicos group is lending a helping hand in the community through their assistance with the refurbishing of a preschool on island. The project will be possible through donated materials, commitment and hard work from our North & middle Caicos Team!



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 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 inform employees on recent celebrations/ accomplishments and the future direction of the company.

Stay in the Know with the Company's Activities Online at: WWW.PPCLTD.TC

We welcome your feedback and any suggestions. Please feel free to send them to us at: info@borneowellmarketing.com

NEWS WIRE

PPC Enhances its Level of Customer Service

The New Cheque Payment Deposit Box

We are constantly seeking ways to improve the quality of service we provide our customers. Our latest enhancement allows for a more seamless bill payment method. Customers can now quickly and easily drop off their cheques for payment of their electricity bills in our cheque deposit box at our Downtown Customer Service Centre. Tell your friends and family!



Cheques are placed in special envelopes and deposited for easy payment.

Electronic Billing Is On Its Way

The option to have electricity bills delivered via email to customers is in the works! Customers can now sign up for this service, and have their bills delivered conveniently to their email accounts. This will ensure that customers receive their bills on time and through a method that is convenient to them. All staff and customers can sign up for this service at our Customer Service Centre, or from the convenience of their computers by visiting our website: www.ppcltd.tc

Revenue Protection Seminar

A revenue protection seminar was held on August 6th and 7th. Mel Osmond of Fortis Newfoundland, and Devon Cox our Manager of Operations presented the seminar. The seminar empowered staff with knowledge of ways that they could protect our company from fraud.

Fire Drill

Our Environmental & Safety Department held an impromptu fire drill on Friday July 17th. Upon hearing the fire alarm, Fire Marshal Alvin Harvey and his deputy John Gardiner jumped into action, urging persons to head towards the Marshalling Area for a head count.



Fire Marshal Harvey and his deputy John Gardiner accompanied by Kervin Morley as one of the responders, proceeded to the location of the fire just outside Genset #13 building, where they found two burning drums on fire closely monitored by E&S Specialist Eustace Musgrove and the plant construction manager Wayne Douglas (the coordinators of the drill). Our team, along with assistance from the local fire department, were eventually able to get the fire under control and to an end. Despite the number of setbacks, the fire drill could still be deemed a success. This joint effort between the two teams proved the importance of teamwork. Our heartfelt thanks go out to the hardworking dedicated fire crew of the local fire brigade for their continued support in assisting us with our fire safety programs. We also wish to salute our brave team of Alvin, John and Kervin who leapt wholeheartedly into their efforts to tackle this relentless fire.



Good Housekeeping Awards

July was Good Housekeeping Month! What does good house keeping mean, and why

is it important? Good housekeeping ensures the safety of the workplace area. It involves ensuring that all work place areas are clean and clear of debris that may cause accidents, and impair movement to safety during a fire. Other housekeeping practices include keeping tools and equipment clean and in good shape or keeping hoses and cables or wires bundled when not in use. It is important to correct unsafe conditions if you are able to and it is safe to do so, or notify the person responsible for overall maintenance that something should be done. Practicing good housekeeping not only keeps us safe, and improves the quality of our job performance, but also has a positive impression on our customers as well. Our plant and office areas were assessed in July and the following areas were awarded for their good housekeeping practices:

Operations Control Area

Awarded for the best-kept room.

Customer Service Department

Awarded for going above and beyond to correct and maintain their workspace.

Here are some tips to help you continue practicing good housekeeping:

- Combustible wastes and debris should be frequently discarded. Typical waste materials should routinely be collected and discarded. All trash receptacles should be emptied at the close of business.
- Avoid overcrowding and clutter. This can present several problems. For example staging storage within an aisle between storage racks or shelf units in a warehouse or stockroom can help a fire originating in one rack to quickly spread to another. At the same time, the blocked aisles, corridors or doors can block needed escape evacuation routes or hamper access for fire fighting.
- Maintain clear access to fire alarm pull stations, fire extinguishers, etc. Keep all exit doors and corridors free and clear.

Benefits of NIB

In July, an in-house information session with the National Insurance Board (NIB) was held to share information with our staff on the benefits of NIB. All working persons from 16 to 65 years must be registered with NIB. Here we cover some of the benefits of NIB:

- Retirement Pension/Grant: A retirement pension is payable to an insured person who has reached the age of 60 years and retires from insurable employment or shows that he/she is no longer substantially employed and satisfies the contribution conditions. Retirement grant is a one time lump sum payment to an insured person who reaches 65 years old and does not satisfy the contribution conditions but has paid at least 1 year (50 contributions).
- Maternity Allowance & Grant: Payment of maternity allowance begins 5 weeks before the date a woman

is expected to give birth and continues for a total of 12 weeks. Maternity grant is payable to a woman who has given birth if at the date of her confinement she satisfies contribution conditions. Confinement in this case means labour resulting in the birth of a child provided labour occurred after 28 weeks of pregnancy.

- Sickness Benefit: Sickness benefit can be paid to an insured employed person who is found to be incapable of work as a result of some specific disease of bodily/mental illness and satisfies the necessary conditions.

Other benefits include: Survivor's Pension & Grant, Funeral Grant, Injury Benefit, Disablement Pension & Grant, Invalidity Pension, Death Grant and Non-Contributory Old Age Pension. Visit your local NIB office for more information on the benefits available and the conditions associated with each.

News Wire New Engines

In July, PPC and Wärtsilä Finland OY, entered into an agreement whereby PPC purchased two 20v32 diesel-generating engines with a total aggregate gross capacity of 17.46 Mega Watts (MW), for delivery from the factory in Finland in April 2010 and January 2011. The new generators are part of PPC's 2010/2011 Generation Expansion Project. The new family of engines will be housed in state-of-art-buildings with levels of wind resistance, exhaust and sound attenuating technologies that are amongst the best in the world. The engines will have a significant positive impact on our operations by reducing the per KWh cost of generation maintenance, increasing fuel efficiency, and improving plant availability through integrated control and monitoring systems.



News Wire Staff Updates

Staff Confirmation

Congratulations to the following persons who've recently successfully completed their probation period.

Name	End of Probation	Position	Department
Eustace Musgrove	July 6 th	Safety & Environmental Officer	Customer Service
Navardo Arthur	August 1 st	Storekeeper	Materials Management
Kervin Morley	August 3 rd	Apprentice Mechanic	Production & Engineering

New Employees

Drop by to welcome our newest employee:

Name	Joined Us	Position	Department
Wendera Seymour	July 20 th	Customer Services/Filing Clerk	Customer Service

Promotions

Congratulations to our latest rising stars. Roshard and Bramalo have been promoted to full time positions.

Name	Date of Promotion	Position	Department
Roshard Ferguson	August 7 th	Labourer	Production & Engineering
Bramalo Melhado	August 7 th	Labourer	Production & Engineering

Correction

We would like to correct an error in our last issue: **Curvin Arthur** Joined Us in May as a Storekeeper in the Materials Management Department.