

Birthdays, Celebrations, and Well Wishes

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

March

2nd - Thomas Wilson
4th - Kevin Smith
9th - Sharon Alli-Jose
15th - Blaine Desrosiers
15th - Louisemen Handfield
21st - John Gardiner
22nd - Anthony Williams
27th - Myron Rigby
27th - Sonia Williams

April

11th - Roxie Williams
16th - Alvejes Desir
20th - Clyde Hall
25th - Warren Madden

Get Well Soon!

We wish our Plant Operator Sergio Lightbourne all the best as he continues to recover from surgery!

Deepest Sympathy

Our condolences go out to Roxie and John on the passing of their uncle. May God's light shine on you and your family during this time.

Congrats!

Congrats to Business Compliance Officer Sharon Alli-Jose on the birth of a girl. Both mother and daughter are doing well!

HOW TO GO GREEN

On April 22nd we celebrated Earth Day; a day designed to inspire awareness and appreciation for the Earth's environment. The aim of Earth Day is to highlight activities that help protect the Earth's environment as well as diminish activities that are harmful to our environment. Below are a few activities you can do to make going green a lifestyle change!

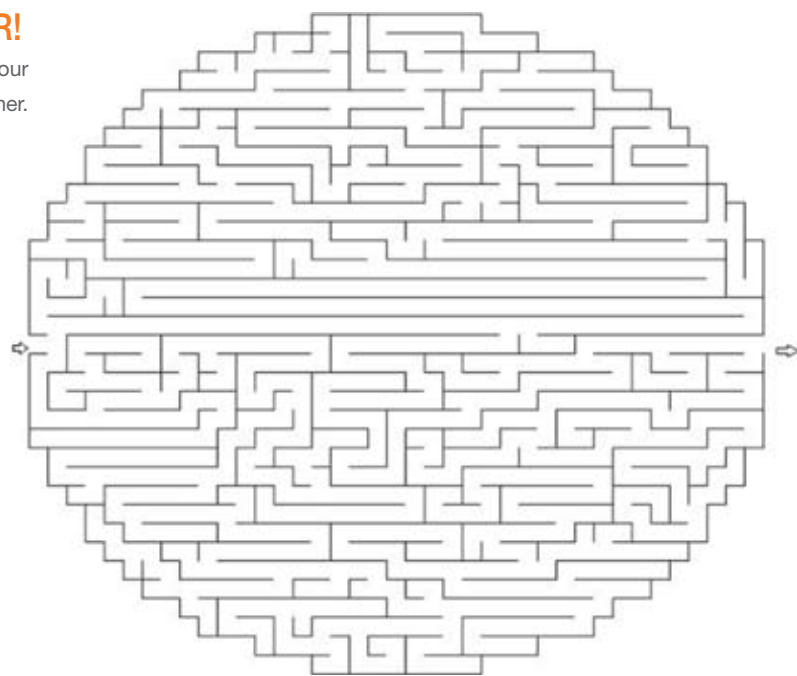
- 1.** The world may be 70% water but only 1% of this is available to humans. Fix leaky faucets and running toilets. Leaks not only waste water but can be like money down the drain!
- 2.** Composting turns food scraps and yard trimmings into natural soil additives for lawns and gardens. Learn how you can turn food scraps and kitchen waste into good compost and natural fertilizer. You can save money on fertilizers or other additives, some of which are harmful to the environment.
- 3.** Instead of throwing away old unwanted appliances, take them to a repair shop where the parts can be salvaged and reused.
- 4.** Reduce your carbon footprint. By combining errands and activities into one trip you can help reduce the amount of carbon dioxide that is released into the atmosphere from your vehicle. Walking and carpooling whenever possible also has a positive impact on our atmosphere.

Log Onto www.ppcltd.tc For More Energy Conservation Tips

THE BRAIN TEASER!

To complete the maze trace your way from one end to the other.

Good luck!



Picture Captions

Page 1 - [Feature Photo, Left to Right] Crandell Lightbourne (Senior Customer Service Rep); Trevon Farrington, Lashaina Gray, Romano Ingham, Leathe Kaye Phillips (Senior Customer Service Rep)

Page 2 - [Clockwise from Top] Staff at Promises Training Session; Staff with Promises certificates; Daphne Brooks-Penn and Edgar Howell, Director of Education with the first place winners of the poster competition

Page 3 - [Clockwise from Top] PPC's Spring Fun Walkers; PPC presents cheque for title sponsorship of the Provo Cricket League Tournament; PPC's Corporate Headquarters Ground Breaking; PPC and Projotec Contract Signing; Staff at TCI Shines Earth Day Clean-up; PPC's Cheque presentation to Provo Children's Home (PCH)

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2010



News. Community. Power.

PPC FORTIS 411

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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.

PPC's Faces of Customer Service

Our customer service representatives interact with our customers on a day to day basis and are truly the face of our company!

Here we find out what our customer service reps like most about their jobs.

Trevon Farrington has been employed with us since February of 2009. What he likes most about his position is being able to serve customers in a professional manner and his ability to ensure that they are fully satisfied when they have left our company.

Lashaina Gray enjoys the fact that she gets to meet and interact with new people on a daily basis. Since her start on May 11th 2007 she

has been leaving smiles on the faces of each customer who comes into contact with her.

Romano Ingham has been with us since December 2006 and views his position as being a branch ambassador and enjoys meeting and greeting first time customers while also assisting repeat customers. He makes use of his multilingual skills along with experience in finance and customer service to make a great and lasting impression on our customers.



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: petya@bornewellmarketing.com

NEWS WIRE

Community Buzz PPC Sponsors TCI Reading Rush Competition

In March the Ministry of Education held their Reading Rush campaign geared towards encouraging reading among primary and high school students in the TCI. PPC was the main sponsor of the Reading Rush Poster Competition and were on hand to judge the entries and also attended the award ceremony. Students in various age groups were awarded for their creativity in depicting the theme "2010, Year for Reading: TCI, Join the Rush". We encourage you to all keep the reading rush going by reading with your kids, and encouraging others to share in the joy of reading.



PPC "Promises" to Give its Best

Twenty of our frontline employees and staff members took part in the Tourist Board's Promises customer service training programme in March. Training was coordinated by Blythe Clare of the Tourist Board who shared information on customer service behavioural training and aided in improving tourism knowledge of our staff to make them better service ambassadors.

When asked for feedback on the training programme this is what some of you had to say:

"It was a good learning experience"
- Trevon Farrington

"Beneficial and exciting!"
- George Hinson

"Informative and re-innovating"
- Romano Ingham

"Fresh, Fun & Timely!"
- Lashia Gray



Ongoing Updates to our Environmental Programme:

Over the past year we've been very active with activities in keeping with our environmental

programme. The purpose of the environmental programme is to improve environmental and safety standards at our power plant and among our employees. With the environmental programme we will see the achievement of ISO 14001 Certification by 2013. This certification will enable us to identify areas where our environmental impact can be curbed and managed.

The following are the five main areas of the programme and the improvements that have been made:

Reduction of Exhaust Emissions:

We have increased the height of our exhaust stacks at the power plant. The increased height will allow for more efficient plume dispersion and will minimise smoke visibility.

Reduction of Noise Pollution:

Following noise attenuation studies on our older engine buildings, we have improved our engine room by retrofitting the facility with the latest in noise attenuating systems. This system significantly contains the noise level emanating from the facility.

Ground Water Protection:

We have continued activities to ensure water safety and prevent the contamination of ground water. The first phase has begun on our Ground Water Management System (GWMS) which will allow for the management and use of built-up rainwater, collected during heavy rain, for use as landscape irrigation.

Staff Education Programme:

Our on-going employee performance appraisal system has played an important role in motivating and providing incentives for our staff to become more aware and proactive in environmental preservation.

Recycling:

We ship all used oil off-island to a specialist company in the USA for environmentally sound disposal. The introduction of electronic bills also ensures that less paper is used in printing.

COMMUNITY BUZZ



PPC's Annual Spring Community Walkathon

We held our second annual Spring Community Walkathon in April! The Walkathon was a great opportunity to spend time with co-workers and family while exercising and keeping healthy. The Fun Walk benefited not only those who participated but benefited the Provo Children's Home (PCH). For every staff member who participated \$25 was donated to the Children's Home. A total of \$1000 was donated to the Children's Home. The Provo Children's Home welcomes volunteers! Volunteer with the PCH, share your time and make a difference in a young child's life.



Customers Sound off on E-Billing

It's been a few months since the first e-bills were emailed to customers who've signed up for the service, and the response has been very positive! We've added to our customers' convenience as they can now view their power bills through their email service. Not only is this service convenient but we've noted that more customers are on time with payments as a result. Encourage customers to visit our website or customer service centre to sign up for online billing.

PPC Provo Cricket League is on Again!

The much anticipated PPC Provo Cricket League is off to an exciting start! We are once again the title sponsor so don't miss out on the tournament at the Downtown Ball Park as local leading cricket teams battle it out to defeat the Beaches Resort Cricket Team; winners of last year's tournament.



PPC Shines on Earth Day

On April 22nd we celebrated Earth Day and as part of activities some of our staff members participated in the Turks and Caicos Hotel and Tourism Association's TCI Shines environmental clean-up campaign. Various hotel members also participated in the clean-up and were successful in clearing hundreds of bags of debris along the Leeward Highway, Lower Bight and Grace Bay roads. The TCI Shines campaign aims to raise awareness of our natural environment and encourages everyone to keep our surroundings clean. We must continue to keep TCI Beautiful by Nature!



News Wire Ground Breaking on New Corporate Headquarters & Customer Service Centre

Just a few weeks after signing the contract with David Hartshorn, owner of Projotech Construction, we have officially broken ground at our new state-of-the-art Corporate Headquarters and Customer Service Centre. The new facility will be located along the Leeward Highway, adjacent to our power plant and will add to the convenience factor for our customers who will need to transact an array of business from bill payment to opening new accounts to energy management services.

