



# PPC FORTIS 411

## 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.



Dr. Jonathan Lesser, Vice President Ernie Jackson and Vice President Allan Robinson met with The Ministry of Housing, Works and Utilities, Acting Permanent Secretary Desmond Wilson and Electrical Commissioner Malike Cummings.

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## PPC Ltd Assesses Potential for Renewable Energy with Dr. Jonathan Lesser

Renowned economist Dr. Jonathan Lesser will be working closely with PPC Ltd over the next few months to assess the potential for Renewable Energy in the Turks and Caicos. Dr. Lesser, President of Continental Economics Inc in the USA provides expert economic services on a wide range of energy-related matters, including economic impact studies, environmental policy and cost-benefit analysis.

The independent assessment will look at customers' electricity needs, paying special attention to the costs of Renewable Energy, the company's distribution system and the regulatory framework within which the company operates.

We are pleased to have secured the services of Continental Economics Inc to assist in assessing the potential for Renewable Energy within our service territory of the Turks and Caicos Islands. It is important that we do proper econometric and engineering studies on the viability of Renewable Energy before embarking on this road.

PPC selected Dr. Lesser based on his vast experience on utilities and Renewable Energy. He has advised governments on electric policy issues, including restructuring and competition, renewable resource investments, and regulatory policy in Central America, the Caribbean, and Canada. He has prepared economic impact studies on generating resource development, including geothermal and nuclear power plants, and evaluated the economic impacts of electric industry policies that affect electric market prices.

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: [nakier@borneowellmarketing.com](mailto:nakier@borneowellmarketing.com)



## NEWS WIRE

### Dr. Zavitz's Injury Prevention Workshop

Chiropractor Dr. Zavitz who hails from Canada and offers his services to Turks and Caicos residents one week per month was delighted to show PPC's staff how to avoid back injuries that could possibly lead to chronic back pain.

The doctor started off with some fun games and exercises to loosen up the participants before sharing some valuable tips on back injury prevention. He further went on to demonstrate, using some of the employees as models, various techniques that would help strengthen and tone the back and its muscle, while minimising the risk of back strains.

Based on the positive outcome of the workshop, Dr. Zavitz has offered to return and provide a similar session to other members of staff who were unable to attend the first one. Overall, this workshop truly proved to be an instant success with the staff of PPC Ltd.



### PPC Ltd Develops Standards Guidelines

PPC Ltd recently completed a company standard for "Customer and Secondary Voltage Connections" that focuses on safety and ensures that the customer, the electrician, the Electrical Commission and PPC Ltd all have the same expectations.

During the rebuilding of some older sections of the electrical infrastructure, PPC Ltd. recognised that there were several

inconsistencies and possible safety concerns in some areas. The major concern was the older secondary connections to customers' main connection points. With this in mind, the idea to produce a Standard Customer and Secondary Voltage Guidelines document was founded.

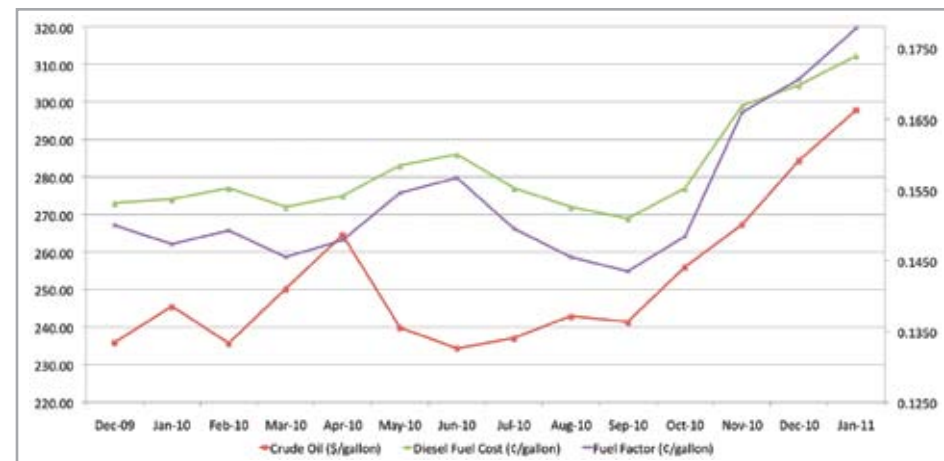


In an effort to maintain its working relationship with Government, PPC Ltd also presented a copy of the Standard Customer and Secondary Voltage Guidelines document to Frank Penn, Electrical Inspector of the Electrical Commission.

### Increase in Global Oil Prices Affects the Fuel Factor Rate

The past six months have seen a run-up in the international price of crude oil. The primary contributing factors are demand by large developing, high growth economies of China, India, Indonesia, and Brazil, and the economic recovery in North America and Europe.

As of January the fuel factor rate is \$0.1779 per kilowatt-hour (KWH). The monthly fuel factor rate is determined by the price of diesel oil charged by our fuel supplier, which in turn is determined by world crude oil prices. As such, when prices drop, customers can expect to see a reduction in the rate. We encourage everyone to continue conserving energy.



### PPC Ltd Extends Customer Service Hours

PPC Ltd recently adjusted its customer service hours in an effort to better facilitate its customers. The new service hours are now 8:30a.m. - 4:00p.m at our Customer Service Centre, Downtown Butterfield Square, Providenciales.

Customers are urged to take advantage of this new schedule as it was implemented to suit the many demanding schedules of Providenciales' residents. Persons are also encouraged to continue sending in their comments and concerns, as the information aids in making their service experience with PPC Ltd a pleasant and more convenient one.

### Social Club Starts the Year Off Right

Members of PPC's Social Club started the year off right by worshipping together at the St. Monica's Anglican Church. Father Been spoke to the congregation on matters of the family and particularly the importance of showing love, appreciation and spending quality time with them. He used many personal life examples and illustrated with humour in an effort to get the message across to all.

Members unanimously agreed that it was definitely a Sunday morning well spent.



### Biggest Loser Proves Successful

Several team members within the organisation joined forces as they committed to healthier lifestyles by adapting healthy practices. The Biggest Loser programme successfully facilitates the shedding of unwanted pounds by incorporating healthy meal plans and regular exercise routines. At the end of 2010, the first phase of the programme ended with the following results.

There were three finalists with Ingrid Forbes capturing the winning position by losing 15% of her body weight. She was closely followed by Ruth Forbes who lost 13% of her body weight and Daphne Penn was the third finalist; losing 9% of her body weight.

In total, the group successfully lost over 125 pounds in a period of only twelve weeks.

This is just the beginning; we look forward to starting another Biggest Loser in 2011. All Social Club Members are welcomed to join.



### Staff Updates

Congratulations go out to Kim Taylor, Deniro Handfield and Christnee Jennings on their recent achievement in completion of the Linesmen Apprentice IV course.



The Customer Service team bid farewell to Wendera Seymour in December who resigned to pursue studies in Economics at Howard University, in the US. We would like to wish Wendera all the best in her studies!

[ Pictured at top of next column. ]



## COMMUNITY BUZZ

### PPC's Food Drive

PPC Ltd continues its efforts in assisting the local communities wherever possible. During the Christmas Season, team members volunteered their time to deliver food items to St. Monica's Anglican Church, Jericho Baptist and the Provo Children's Home. These donations were all given in good will to help families throughout the holiday season.



### Fortis Donates to Diabetic Association

Fortis Inc, our parent company has once again donated \$2,000 in lieu of Christmas cards and this year the donation went to the Turks and Caicos Diabetic Association, whose mission is to improve public and medical awareness about diabetes.

PPC Ltd understands the significance of having such an established association to bring about awareness among the people of the Turks and Caicos Islands and has committed to assisting the Diabetic Association in their efforts.



### PPC Ltd Supports TCI's Young Scientists

PPC Ltd has partnered with the Ministry of Education in presenting this year's Science Fair. The Ministry of Education Science Fair 2011 sponsored by PPC Ltd takes place on March 9-10, 2011 in Providenciales and will be held under the theme, "Caring for the TCI Environment is Our Responsibility: SUSTAIN, PRESERVE, ENHANCE."

Schools will all have a chance to present brilliant and exciting ways in which they can participate in caring for the TCI environment. Students aren't the only ones who will have a chance at exhibiting; PPC Ltd will be using the Science Fair to educate and amaze the crowd with their interactive eye catching science demonstration.

Other planned activities for the 2011 Fair are the science quiz competition for high school students on 10th March at 10:00am at the Gustarvus Lightbourne Sports Complex and a science poster competition; culminating with a prize giving ceremony. Come out and support the youth.

[ Community Buzz continues on page 4. ]



[ Pictured at top of next column. ]

## Birthdays, Celebrations, and Well Wishes

We had quite a few birthdays during January and February. We hope that everyone had a wonderful day, took the time to reflect on the year gone by and the year ahead!

### Birthdays for January

- 1<sup>st</sup> - Jason Forbes
- 1<sup>st</sup> - Puncheta Smith
- 3<sup>rd</sup> - Richard Stubbs
- 4<sup>th</sup> - Daylon Joseph
- 12<sup>th</sup> - Thumalina Issaka
- 15<sup>th</sup> - Avi Adams
- 15<sup>th</sup> - Alvin Harvey
- 21<sup>st</sup> - Taran Hall
- 23<sup>rd</sup> - Sheldon Williams
- 28<sup>th</sup> - Aisha Laporte
- 31<sup>st</sup> - Lorenzo Fabien
- 31<sup>st</sup> - Glenda Stone

### Birthdays for February

- 5<sup>th</sup> - Wayne Douglas
- 18<sup>th</sup> - Kerwin Arthur
- 19<sup>th</sup> - Verdieu Nore
- 25<sup>th</sup> - Lynvel Cox
- 28<sup>th</sup> - Walter Wilson

### Deepest Sympathy

Our condolences go out to Avi Adams, Edwin Taylor, Bethandy Handfield, Roshard Ferguson and Roxie Williams on the passing of their love ones. May God's grace be with you and your families as you all go through this time of bereavement.

### Congratulations

Congratulations to Anderson Walkin who tied the knot on 11th December 2010. We wish you many years of marital bliss!



## COMMUNITY BUZZ

### PPC Ltd Wins Round-A-Bout Competition

The Cheshire Creek Round-a-bout, also known as the Five Cays Round-a-bout, sponsored by PPC Ltd was the winner of the 2010 Round-a-bout Competition, capturing 64% of the total votes.

Although we did not enter the actual competition, it was an exciting experience to decorate the round-a-bout as we got the opportunity to showcase our creativity and decorating skills. The competition also allowed an opportunity for residents to become familiar with their official round-a-bout names and the official sponsors.

Our mascot, the "Electro Gecko" was a fundamental part of the decoration as it seemed to thrill children and adults alike.

### PPC Ltd Presents Framed Calendar to Ministry of Education, Youth, Sports and Culture

PPC Ltd proudly presented the Ministry of Education, Youth, Sports and Culture with their 2011 framed "Colours of the Turks and Caicos" calendar. This Calendar highlights the beauty of TCI's Cultural Heritage and acts as an educational tool for all. Images capture all that is Turks and Caicos in its natural state. Be sure to get your copy!



## HOW TO GO GREEN

These useful tips on going green; **Log onto [www.ppcltd.tc](http://www.ppcltd.tc) for more energy conservation tips.**

- 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.** 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.
- 3.** Instead of throwing away old unwanted appliances, take them to a repair shop where the parts can be salvaged and reused.
- 4.** 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 fertiliser. You can save money on fertilisers or other additives, some of which are harmful to the environment.

### The Brain Teaser!

To complete the maze trace your way from one end to the other. **Good luck!**

