



FORTIS TCI > 411

NEWSLETTER

ISSUE 6 - DECEMBER 2019

Energy Leadership MVP AWARD



CREF 2019 Rachel Routlet SPEAKER

TRAINED TO DELIVER 'SIGNATURE CUSTOMER SERVICE'

A 2019 MILESTONE: 1 MW OF DISTRIBUTED SOLAR

EXPLORING SOLAR ENERGY PLUS BATTERY STORAGE

CONTRACTORS RECEIVE SAFETY TRAINING

OUR MISSION

FortisTCl is committed to providing safe, reliable, least-cost energy, using smart, innovative technologies and by investing in people, while being a good corporate citizen, being environmentally responsible, maintaining the highest level of customer satisfaction, and ensuring a reasonable rate of return for our investors.

OUR VALUES

Our fundamental values are commitment, innovation, integrity, reliability, and respect. These are the values that guide FortisTCl employees when making decisions that impact the utility.

OUR VISION

Transforming Energy in the Turks and Caicos Islands.

OUR OPERATING PRINCIPLES

Our operating principles are accountability, competence, efficiency, effectiveness, service, and teamwork.

“An organization’s culture is defined by the values and principles it embraces and the behaviors it manifests. By defining and sharing these core values and operating principles, FortisTCl will be committed to developing a culture that supports its employees, and continuously strives to provide quality service to its customers.”



A publication of the Corporate Communications Department, FortisTCl.

FortisTCl 411 is a bi-annual newsletter designed to deliver accurate and timely information to our stakeholders to enhance their understanding of the role and activities of FortisTCl as the sole electric utility company serving the Turks and Caicos Islands. Stay in the know with the company’s activities.

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Cover photo: FortisTCl’s Vice President of Innovation, Technology, and Strategic Planning Rachell Roulet with recipient of the 2019 Caribbean Renewable Energy Forum’s (CREF) Leadership MVP Award, FortisTCl President and CEO Eddinton Powell, and FortisTCl Senior Vice President of Corporate Services and CEO Ruth Forbes.



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MESSAGE

FROM OUR PRESIDENT & CEO



*Eddinton
Powell*
President & CEO

WAS honored (and very surprised) on October 17, 2019 to be recognized by the Caribbean Renewable Energy Forum (CREF) with its 3rd Annual Energy Leadership MVP Award, for significant contribution to energy development in the region.

I accepted this peer award with deep humility and quite frankly, only as a representative of others who truly deserve it – the men and women of FortisTCl. When it comes to team sport, there can be no MVP without the collective passion, hard work and outstanding performance of all the players. And that is what we have at FortisTCl – a team that is continually striving for excellence, and in so doing, has made our company a well-run organization, an employer of choice, and one of the most reliable utilities in the Caribbean.

By so many measures, FortisTCl is leading in the Caribbean energy industry – in employee development, in occupational health and safety, environmental stewardship, customer satisfaction, and business continuity management. Another area in which we are intent on being front-runners is in ensuring that the Turks and Caicos Islands makes the transition to more sustainable sources of energy in a way that is most beneficial to our economy and the people of these islands.

Sustainability continues to be of utmost importance to many industries, but especially the electric utility industry, as we are charged with finding ways to reduce our carbon footprint. The truth is, electricity demand is growing, and the sole use of fossil fuels for energy generation is not sustainable and scientifically found to be harmful to our planet. Behind the transportation sector, electricity generation is the next highest contributor to carbon emissions around the world. Even though the contribution coming from the Caribbean region is minuscule in the grand scheme of things, armed with this information, FortisTCl is steadfastly committed to doing its part to integrate more renewable energy that will help to reduce our carbon footprint.

To achieve this goal without compromising reliability and quality of service is a bit tricky considering that the renewable sources of energy available to us in the TCI are highly intermittent. In addition, ensuring affordability to customers through this process means you cannot make this transition overnight. For measure, the last three solar projects the company completed totaled nearly 500kW and cost approximately \$1.4 million. At this price and as technology continually evolves, making the transition will take time. This is why the development of the country's Resilient National Energy Transition Strategy (R-NETS), completed in 2019 jointly with the Government and Rocky Mountain Institute, is critical to forging the way forward. We have a plan.

Focused now on the execution of the plan, we have been hard at work to meet the actions outlined in the R-NETS. In August 2019, the company achieved a significant milestone when we reached 1MW of distributed solar generation connected to the grid. The 1MW was realized through partnerships with nine customers who are a part of the FortisTCl Utility Owned Renewable Energy Program (UORE). The program is one way we believe we can reach our renewable energy targets. What is better, we are doing it together with our customers and other partners like local installers.

As of the end of December 2019, under the UORE program, which allows FortisTCl to install solar panels on the rooftops of qualifying customers in exchange for fixed and variable incentives, the company produced 1.4 GWh of solar energy, which accounts for the avoidance of 1,091 tons of CO₂ emissions. It is a start to a greater goal of meeting at least 33% renewable energy generation by 2040.

In late October, FortisTCl and the Government came together again around the theme of renewable energy and achieving sustainability. At that time, we signed an MOU and trilateral agreement with the Clinton Climate Initiative to work jointly at accelerating the integration of more clean energy sources across the TCI. The plan is focused on many things like energy efficiency and assessment of resources, but also on aiding TCI in the development of a modern regulatory framework, inclusive of laws around renewable energy. This is a critical first step before major progress can be seen.

These sustainability and energy transition efforts were only part of a busy, challenging, but successful 2019, in which we continued to manage well, to support our communities and to build with an eye on the future. I can only say a big thank you to every FortisTCl employee, our customers, community partners and all of our stakeholders for being part of our vision of Transforming Energy in the Turks and Caicos Islands.

A Trilateral Partnership Enabling the TCI's Sustainable Energy Future



The official signing of a trilateral agreement between FortisTCI, the Turks and Caicos Islands Government, and the Clinton Climate Initiative, to advance clean energy goals outlined in the Resilient National Energy Transition Strategy. Sitting (L-r) are FortisTCI Vice President of Innovation, Technology and Strategic Planning Rachell Roulet, FortisTCI President and CEO Eddinton Powell, Minister of Home Affairs, Public Utilities and Transportation Honorable Goldray Ewing, Permanent Secretary Ministry of Home Affairs Public Utilities and Transportation Clara Gardiner, Clinton Climate Initiative Senior Project Manager Alexis Tubb and Rocky Mountain Institute Associate Sydney Jules. Standing (L-r) are Deputy Permanent Secretary Ministry of Home Affairs Public Utilities and Transportation Russell Cox, FortisTCI Director of Legal Services Alexandria Missick, Senior Vice President of Corporate Services Ruth Forbes, and Clinton Foundation Senior Energy Associate Wes Adrianson.

THE Turks and Caicos Islands (TCI) Government, the Clinton Foundation, and FortisTCI are working together to create a sustainable energy future for the Turks and Caicos Islands. The pledge was made on October 23 with the signing of a memorandum of understanding (MOU) that will help progress cleaner energy options for the country.

The MOU agrees explicitly that the interested parties will work together to advance the implementation of action items outlined in the TCI Resilient National Energy Transition Strategy (R-NETS). The R-NETS, developed in 2018 by FortisTCI, the TCI Government and Rocky Mountain Institute, is an all-encompassing energy plan through 2040 that calls for a significant uptake in clean energy sources to power the islands.

There are several objectives defined in the MOU, including modernizing the regulatory framework, reviewing the permitting and planning of renewable energy projects, and suggestions to process changes that align with industry best practices. There will be an assessment of local energy resources to include wind and a review of utility-scale energy storage capabilities. There is also an intention to conduct a land assessment of project sites using geographic information system (GIS) tools, implementation of a renewable energy technical skills analysis, a review of the uptake of electric vehicles, as well as the promotion of broad-scale energy efficiency.

At the time of the signing, Minister of Home Affairs, Public Utilities and Transportation Honorable Goldray Ewing said, "TCIG is committed to developing a clean energy future for the Turks and Caicos Islands that will decrease the islands' reliance on imported fossil fuel. Reduce the cost of electricity for households and businesses and demonstrate the country's willingness to play a lead role in efforts



Rocky Mountain Institute Associate Sydney Jules discusses objectives outlined in R-NETS at a meeting with FortisTCI, the Turks and Caicos Island Government and the Clinton Climate Initiative. Also pictured (center) FortisTCI Vice President of Innovation, Technology and Strategic Planning Rachell Roulet and (left) FortisTCI President and CEO Eddinton Powell.

to combat climate change. This agreement represents the first step towards that goal."

FortisTCI President and CEO Eddinton Powell, said, "The transformation of the energy sector in the Turks and Caicos Islands is taking shape, and the continued collaborative approach is critical to our success in transforming to the new energy future. By working together to advance sustainable and resilient energy projects in the TCI, we can meet the objectives established in the R-NETS. These objectives bring value and benefits to all stakeholders."



A 2019 MILESTONE: 1MW DIST



The above solar PV system is the largest installation completed by FortisTCI as of December 31, 2019. The project was done in partnership with Caicos Depot through the FortisTCI Utility Owned Renewable Energy (UORE) Program and is 397kW in size.



FORTISTCI continues to work at advancing the Resilient National Energy Transition Strategy (R-NETS). In 2019, the company added another half-megawatt (MW) of distributed solar generation to its Providenciales grid, bringing the total installed capacity to 1MW, a milestone for the Turks and Caicos Islands. The installations are all rooftop systems commissioned, in partnership with three Providenciales commercial customers Caicos Depot, Carlisle Supplies, and Grace Bay Car Rental, through the company's Utility Owned Renewable Energy Program (UORE). The three installations cost approximately \$1.4 million to construct.

Caicos Depot is the largest UORE installation at 397 kW, and all installations have a fixed and variable incentive that allows participants to save on their energy costs. The fixed credit is earned monthly based on the use of rooftop space, while the variable incentive is paid out annually, depending on the generation production of the PV system.

FortisTCI completed its first UORE project in 2016, and today has nine customers in the program. Together, the 1MW of rooftop distributed solar PV helps to avoid 1.5 million pounds of CO₂ equivalent emissions.

Using the R-NETS as a guide, FortisTCI is working with the TCI Government to create the best energy generation profile for the country, to include having at least 33% of energy production from renewable energy sources in 2040. The company is planning to install

at least another 1MW of distributed solar across the islands in 2020 to help meet the goal.

Todd Foss from Grace Bay Car Rental spoke about the UORE program saying, "When Fortis approached us for this partnership, it was actually a really easy way for Grace Bay Car Rentals and all our associated companies and our staff to take part in what I think will be a great asset to the island in terms of renewable energy. I think it's also a leading example of what can be done."

Owner of Carlisle Supplies Pierre Magnier said, "We are very proud to be a part of this program, and we look forward to seeing many more of these installations throughout Turks and Caicos as FortisTCI develops its renewable energy programs and its green alternatives."

FortisTCI President and CEO Eddinton Powell said, "We have worked over the past several years to not only prepare for the changing energy landscape in the Turks and Caicos Islands, but also to lead the change. It has required a focus on delivering high quality, reliable, and affordable electricity service, and a commitment to resiliency and sustainability, which needs strategic investment in people and infrastructure. The company is enthusiastic about the possibilities that renewable energy integration offers and the partnerships we are building. Together, we can create a more sustainable energy future for the country."

TRIBUTED SOLAR ON THE GRID



Owner of Carlisle Supplies Pierre Magnier (center left) and his team share a fun moment with FortisTCI President and CEO Eddinton Powell and members of the FortisTCI management and renewable energy teams during the commissioning of their UORE project.



The 105kW rooftop grid-tied solar PV installation at Carlisle Supplies, one of nine participants in the FortisTCI Utility Owned Renewable Energy (UORE) Program.

FortisTCI Trains to Deliver 'Signature Service'



During the one-week training on taking customer service to the next level, Senior Vice President of Corporate Services and CFO Ruth Forbes addresses a cross-section of FortisTCI's employees about the company's commitment to delivering excellent service.



FortisTCI Supervisor of Customer and Information Technology Delma Harvey (center) receives her Signature Service Strategy training certificate, presented by Senior Vice President of Corporate Services and CFO Ruth Forbes (left) and Principal Consultant of the Development Consultant Center Ltd. Richard Solomon (right).



Senior Vice President of Corporate Services and CFO Ruth Forbes (left) presents a Signature Service Strategy training certificate to FortisTCI Customer Service Representative Tisa Lightbourne (center), alongside author and Development Consultant Center Principal Richard Solomon (right).

DELIVERING service with excellence is both a conviction and a call to action at FortisTCI.

Every day, the Customer Service department works diligently to manage customer expectations, while delivering top class service. The department is guided by a belief that customers deserve great service, and they operate on a mandate to deliver it.

With the goal of taking service delivery to the next level, the department hosted a one-week training program from November 14 to 18, 2019, hosted by Richard Solomon, Author and Principal Consultant of the Development Consultant Center Ltd., based in Trinidad.

Mr. Solomon's book, 'The Signature Service Strategy' served as inspiration for the event. The training went beyond the customer service team, to include all customer-facing departments – operators, linemen, planners and security staff. Supervisors engaged in a session focused on supporting personnel, empowerment, accountability and coaching.

The objectives of the training included:

- Improving service mindset in the context of the 21st century customer
- Teaming up to deliver signature service

Signature Customer Service'



Customer-facing FortisTCI employees from a cross-section of the company pose with their certificates in front of the corporate services headquarters, after successful completion of the Signature Service Strategy training in November. The group comprised customer service representatives, operators, linemen, planners, security team and supervisors.



Principal Consultant of the Development Consultant Center Ltd. and author Richard Solomon teaches about delivering excellence in customer services during the Signature Service Strategy training for FortisTCI employees.



Roxie Williams, Billing and Customer Information Analyst (center) with Senior Vice President of Corporate Services and CFO Ruth Forbes (left) and Principal Consultant of the Development Consultant Center Ltd. Richard Solomon (right), as she receives her Signature Service Strategy training certificate.

- Communicating effectively with customers using various methods (e-mail, telephone, face-to-face) to identify needs and deliver signature service.
- Managing customer interactions to ensure efficient transactions and effective relations
- Dealing with dissatisfied, irate, complaining, angry or upset customers

At the end of the training, all participants were certified to deliver 'Signature Service'.

"We expect that this valuable training will be put into practice to ensure our customer service delivery is exceptional and consistent across our integrated departments," stated Manager of Customer Service Nicquel Garland.

Serving our customers with excellence is a commitment that is shared across the board at FortisTCI. That is why we continue to emphasize training that goes beyond the Customer Service Department, and embraces employees in many other areas of the company. Our goal is continuous improvement for the benefit of every customer.

Aisha Laporte
Senior Director of Customer Service and Stakeholder Engagement

2019 Customer Satisfaction Survey

Level of satisfaction with interaction with FortisTCI employees – 89%
Satisfaction score for reliability of electricity service – 83%
Overall customer satisfaction rate – 80%

Solar Energy Plus Battery: A Pilot Project



Here is one of three recently launched integrated solar plus battery storage pilot projects at a residential premise in Providenciales. The project will provide data on battery storage usage, costs and technology for the islands.

THE transition toward more renewable energy in the Turks and Caicos Islands is underway as FortisTCl works diligently to implement recommendations listed in the Resilient National Energy Transition Strategy (R-NETS). One of the most recent developments is a solar plus battery pilot project commissioned in August 2019, the first of its kind for FortisTCl.

The solar plus battery pilot includes ground-mounted and rooftop PV systems with lithium-ion batteries. The project is expected to last for 18 months with installations at three separate locations in Providenciales. Two rooftop grid-tied PV systems are connected at the FortisTCl plant and differ in size slightly, one being 10.1kW and the other 10.4kW. Both commercial installations have a 9.3kWh battery capacity. The third PV system is 10.4kW and ground-mounted, and is located at a residential property with a 9.3kWh battery capacity. Each of the three sites can use energy directly from the PV systems and export energy back into the grid during times of excess production.

With renewable energy and sustainability afoot regionally and internationally, embarking on test projects such as this allows FortisTCl to better understand how evolving technologies interact with the grid, and how best to manage them to ensure stability and reliability of service. The pilot project is a move in the right direction for the Turks and Caicos Islands because

there is currently no data on energy storage for the country. The project, being heavily focused on behind-the-meter energy storage, means the company can collect data on PV production, energy consumption and demand, charge and discharge duration, rate and cycle, and system maintenance requirements. The project, being heavily focused on behind-the-meter energy storage, means the company can collect data on PV production, energy consumption and demand, charge and discharge duration, rate and cycle, and system maintenance requirements.



A technician working at the site of a recently installed solar plus battery storage project at a residence in Providenciales. The pilot project launched in August 2019 and will help the company determine the suitability of the technology for its renewable energy programs.

FortisTCl President and CEO Eddinton Powell said, "As FortisTCl continues to integrate more renewable energy to the grid, this solar plus battery pilot project is another timely and significant investment that the company is making as part of its efforts to lead the energy transition in the TCI.

"This latest pilot project will provide us with direct knowledge of the system, and through gathered data, we will have the means to identify potential risks and reasonably analyze their corresponding impacts. Understanding risks ahead of time will enable us to formulate mitigations through regulatory channels, create new business models, and make other calculated actions towards protecting our stakeholders' value."

Through the R-NETS, which was developed by the Turks and Caicos Islands Government, FortisTCl, and the Rocky Mountain Institute in 2018, the country will aim to create a generation mix that has at least 33% of its production coming from renewable energy sources by 2040. The R-NETS will be periodically reviewed and updated.



Expanding Solar: Public Consulted on 1MW Projects



A public consultation was held across three islands in July 2019 to discuss the company's Environmental Impact Assessment for its planned solar installation. Here, South Caicos residents and interested parties listen in as presenters discuss their findings.

FORTISTCI'S plans to install 1 MW of utility scale solar PV on its grid took a step forward in July 2019 when a series of public consultation meetings were held to discuss the Environmental Impact Statements (EIS) relating to the company's planning application for the project. The meetings were hosted by the Department of Planning and were held on North Caicos, Providenciales, and South Caicos on July 16, 17, 18, 2019, respectively.

Each meeting featured presentations from the consultants responsible for the EIS and afforded attendees an opportunity to ask questions or comment on the proposed project in each island. Eugene Williams from the Department of Planning provided an overview of the EIS and Chris Burgess, Director of Projects for the Islands Energy Program at the Rocky Mountain Institute – Carbon War Room (RMI-

CWR) highlighted the projects' design and installation techniques. Greg Braun of Sustainable Ecosystems International addressed the environmental and economic valuation; Ezekiel Hall presented on the hydrogeological assessment to the EIS and Oswald Williams addressed the physical and socio-economic assessment.

The plan to install 1 MW of distributed solar in North Caicos, Providenciales, and South Caicos is in keeping with the Resilient National Energy Transition Strategy (R-NETS), a long-term plan to transform TCI's energy sector up to 2040, including the integration of more renewable energy sources to the grid. Already, FortisTCI has installed 1 MW of rooftop solar PV to the grid in Providenciales, through its Utility Owned Renewable Energy program.



Christ Burgess of Rocky Mountain Institute (left), Ezekiel Hall (center), and Oswald Williams discuss the environmental impact assessment of the FortisTCI proposed 1 MW solar project during the public consultation held on North Caicos.



FortisTCl Reduces Use of Styrofoam Products and Single-use Plastic Bottles



Members of the FortisTCl Finance team in Provo take a moment to show off their eco-friendly totes, in support of the recently instituted law banning all single use plastics.

SINCE September 2019, FortisTCl has been phasing out the use of Styrofoam products and single-use plastic water bottles across the company, in keeping with the Environmental Health and Safety (EHS) department's 'Reduce, Reuse, Recycle' program. The program also follows up on the company's support of the ban on single use plastic bags that was instituted by the Turks and Caicos Islands Government (TCIG) on May 1, 2019.

TCIG also placed a ban on Styrofoam food packaging, takeout containers, cups and other products, as well as plastic straws, which took effect on November 1, 2019.

FortisTCl has reduced purchases of 16 oz. plastic bottles of drinking water, and has instead installed new Avalon A5 stainless steel water coolers and A3 stainless steel bottom-loading five gallon coolers across all service territories. These bottle-less water coolers provide filtered water.

The company has replaced plastic and Styrofoam cups, plates, containers and utensils with biodegradable bagasse products. Bagasse (also called megass) is the fiber that remains after the juice is extracted from sugar cane.

EHS Manager Marcus Francis explains the move to more environmentally friendly products: "The transition to water coolers and biodegradable disposal products reflects not only our compliance with the law, but will ensure that FortisTCl remains a leader in environmental management in the Turks and Caicos Islands. By our responsible actions, we are extending the life of the landfill and reducing the negative impact that plastic bottles can have on our environment and marine life, should plastic bottles and other products enter the water."



North Caicos employees expressed their support for the single-use plastics ban and pose with ecofriendly totes issued by the company.



As an environmentally responsible utility, FortisTCl is proud to support the Government's ban on single use plastics to keep the country clean and protect the environment. Here, South Caicos employees display their reusable eco-friendly totes.

Spreading the Word: Contractors Receive Safety Training

ONE hundred and six contractors and key members of their staff across the Turks and Caicos Islands received training in FortisTCl's Environmental Health and Safety Management Systems (EHSMS) during 2019. The training was conducted by the company's Environmental Health and Safety (EHS) department, with the goal of ensuring that contractors working with FortisTCl understand and comply with its EHSMS.

Training workshops were held on Providenciales on June 25 and 27 and again from July 16 to 17 for 72 contractors. Training sessions on the sister islands were held on July 19 and 22 on South Caicos for nine contractors, on Grand Turk from July 25 to 26 for 15 contractors, and on North Caicos from July 29 to 30 for 10 contractors.

Participants completed various courses in CPR and First Aid, incident and accident reporting, working in confined spaces, working at heights, forklift operations, spill control, energy control procedures, fire extinguisher use, waste management, security control, business continuity management, housekeeping, waste management, and ethics. Contractors who completed the training were awarded a 'Safety Passport,' which gives them the approval to work on FortisTCl jobsites.

Instructors, drawn from across FortisTCl, included Vice President for Grand Turk and Sister Islands Allan Robinson, Grand Turk Operations Manager Neil Allen, Senior Project Engineering Consultant Michael Polonio, Senior Director of Financial Operations Catherine Munsayac, Director of EHS and Line Operations Dave Laing, Director of Plant Control Alvejes Desir, Manager of ISO Management Systems and Business Continuity Sharon Alli-Jose, Manager of EHS Marcus Francis, Senior EHS Coordinator Eustace Musgrove, and Work Methods Specialist Walter Wilson.

FortisTCl President and CEO Eddinton Powell said, "Environmental Health and Safety (EHS) is paramount at FortisTCl. There is no greater commitment we must have to work in the electricity industry. Thanks to the work of our EHS Department and the commitment of our employees and business partners, we live a health and safety



Senior Vice President of Operations Devon Cox presents Coven Malcolm, contractor with CBMS Ltd., with his FortisTCl safety passport, conferring that he successfully completed necessary training on the company's EHS policies and procedures.

culture that is a part of everything we do. Our commitment to training and education in this area and the policies we have established is a further pledge to operating with excellence in the Turks and Caicos Islands. Our focus on health and safety extends beyond our doors at FortisTCl, and I commend and congratulate all participants who completed these workshops."

Contractor and workshop participant Oneal Delancy spoke about his experience and said, "FortisTCl is making an important contribution in providing EHS training for contractors, who can improve their work methods not only while working with the company but can use this knowledge for the benefit of their own business and their employees. Ultimately, this training will have a lasting value for local business and the construction section."

Another participant, contractor Henry Handfield added, "The training was very informative and a great help to us. I am revisiting projects that I have done in the past and implementing the new things I have learnt."

FortisTCl is an ISO 14001:2015, 45001:2018, and 22301:2012 certified company.



Director of EHS and Line Operations Dave Laing (left) and Senior Vice President of Operations Devon Cox (right) with contractors in Providenciales after their completion of training on FortisTCl's Environmental Health and Safety Management Systems (EHSMS) in June 2019.



Recognizing the Good: Green Ribbon Safety Awards



FortisTCl President and CEO Eddinton Powell presents the winning trophy to contractors J&A Welding, recognized for their contribution to operational health and safety.



Vice President of Innovation, Technology and Strategic Planning Rachell Roulet presents a Good Catch Award to Senior System Performance Planner Clyde Hall during the second Green Ribbon Awards ceremony for 2019.

THE bi-annual FortisTCl Green Ribbon Awards saw the recognition of seven FortisTCl employees and one contractor on Friday, December 13. The awards ceremony is held to identify FortisTCl departments that consistently follow health and safety policies and procedures, as well as individuals with 'good catches.' Those acknowledged with having a 'good catch' are credited with detecting safety and environmental risks and bringing about solutions that mitigate any potential hazards.

Offering remarks at this ceremony were Senior Director of Energy Production and Delivery Don Forsyth and President and CEO Eddinton Powell. Director of Legal Services Alexandria Missick provided the safety moment, which is one method FortisTCl uses to enhance the health and safety culture across the company.

Safety moments are brief presentations held at the start of every meeting, which serve to educate the audience on best practices at work and at home to protect themselves and others from potential harm. FortisTCl has been holding safety moments at staff and stakeholder meetings since 2017.

Speaking at the awards ceremony, FortisTCl President and CEO Eddinton Powell commended all employees and participating contractors for their enthusiastic support of

the company's ongoing efforts to keep safety front and center of its operations. Mr. Powell noted that by training contractors in the company's Environmental Health and Safety Management Systems, the EHS department was taking safety well beyond FortisTCl, and creating a movement for safety best practices across the TCl.

"Safety is a way of life at FortisTCl and through initiatives such as the Green Ribbon Awards, we empower employees and contractors to focus on continuous improvement of our safety practices. I am pleased to congratulate all the winners of these Green Ribbon Awards and encourage everyone to keep up the good work," he stated.

FortisTCl applauds all the winners of the second 2019 Green Ribbon Awards.

Awardees:

Top Performing Departments:

- 1st place – Production
- 2nd place – North Caicos
- 3rd place – Substation

Top Performing Contractors:

- 1st place – J&A Welding
- 2nd place – E&L Construction
- 3rd place – G&H Enterprises

Good Catches:

Employees

- Clyde Hall
- Ingrid Forbes
- Callis Jones
- Raymond Clare
- Lorenzo Fabien
- Rolin Garconville
- Deniro Handfield

Contractors:

- John Ferguson



The FortisTCl Production team was named the top-performing department at the December 2019 FortisTCl Green Ribbon Safety Award. Here, department representatives showcase their trophy.

Learning and Earning: Students on Summer Assignment at FortisTCl



FortisTCl President and CEO (left), HR Director Claudia Munnings (right) and HR Manager Avi Adams (back right), pictured with high school and college interns at the Providenciales headquarters. The company welcomed 22 high school students and 11 college interns in the summer of 2019.

TWENTY-TWO high school students participated in FortisTCl's annual Summer Internship Program from July to August 2019, and eleven college students were also employed at the company during that period, under the Summer Student Employment Program.

Two groups of high school students were each placed for two-week periods from July 15 to 29, and from August 5 to 16. College students were employed for five weeks, from July 1 to August 2. The students

were assigned to various departments at the company's Providenciales plant, and in Grand Turk, North Caicos and South Caicos.

Addressing the students in Providenciales at their orientation, FortisTCl President and CEO Eddinton Powell, remarked: "You have chosen to learn from an international, investor grade company that has been recognized by Investors in People for our human resource management systems. On the other hand, we have chosen you as some of the brightest young minds in the TCl,

and together we can learn much from each other."

The FortisTCl Summer Internship Program provides fourth and fifth form high school students with work experience opportunity and exposes them to the types of career paths available at electric utilities. The Summer Student Employment Program gives college students an opportunity to work and apply theoretical knowledge to real-world situations under the supervision of FortisTCl professionals.



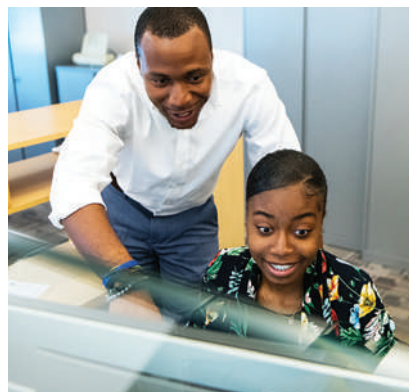
Manager of Enterprise Technology Solutions Garret Jones with Briann Gardiner, a 2019 high school intern assigned to the Innovation Technology and Strategic Planning Division.



High school intern Shervin Morris Jr. had hands-on experience working in the mechanical workshop at FortisTCl's Providenciales headquarters in the summer of 2019.



College student intern Trevante Brown worked with the production maintenance team at FortisTCl during the company's summer student programs. He was one of 11 college interns employed.



FortisTCl Senior Financial Accountant Leonardo Patrick assists returning intern Zaria Ingham with her daily responsibilities. In 2018, Zaria was enrolled in the company's high school internship program and returned in 2019 as a college intern.



A Unified Approach: Inclusion and Diversity Takes the Spotlight



FortisTCl is committed to creating an inclusive and diverse workforce, and continues to promote a work environment that treats all with respect and fairness no matter the differences in personal characteristics and beliefs. This ethos is embedded in all FortisTCl business practices.

ON December 3, 2019, Fortis Inc., and executives from across the group of companies signed a commitment to create 'A Fortis for Everyone.' It was a pledge to ensuring an environment where people feel empowered to bring their authentic selves to work. The commitment encompasses all 10 utilities across North America and the Caribbean, including FortisTCl.

FortisTCl's commitment to inclusion and diversity is embedded in all its business practices. The company embraces a culture of respect, no matter the differences in personal characteristics or beliefs, and the management team works diligently to safeguard a workplace that is open-minded and transparent, with zero-tolerance for discrimination or harassment on any basis.

As stated in the company's Code of Business Conduct, FortisTCl is committed to ensuring employees are treated fairly, compensated appropriately, hired and promoted without discrimination because of race, nationality, gender, religion, ethnic origin, marital or

"FortisTCl embraces a culture of respect, no matter the differences in personal characteristics or beliefs, and the management team works diligently to safeguard a workplace that is open and transparent."

family status, sexual orientation, political belief or disability.

The company's leaders are expected to promote acceptable behaviors through their actions, leading by example and helping people achieve their ultimate potential. From the Board of Directors to the Executive

management team, to those who work every day to make FortisTCl what it is, all stories matter when striving to achieve success.

In October 2018, FortisTCl hosted a lunch-learn with several employees across the company to hear their thoughts on inclusion and diversity. The discussions offered management an opportunity to listen and understand what is working and where there are areas for improvement. As a Silver accredited Investors in People (IIP) organization and having had IIP certification since 2016, FortisTCl maintains a regular check on the internal health of the company.

FortisTCl is steadfastly committed to investing in people and being a good corporate citizen, as expressed in its mission statement. This is the Fortis way, and FortisTCl is a proud champion of the cause. Inclusion and diversity are principles that underpin the foundation under which FortisTCl operates. Diversity builds stronger teams, and inclusivity brings the brightest ideas to the table.

FortisTCI Supports 'Business and Human Rights' Initiative



Standing with various stakeholders at the launch of the Business and Human Rights initiative, Director of Human Resources Claudia Munnings (third from left) spoke on behalf of the company highlighting the ways in which FortisTCI values human rights and has embedded best practices in its policies and procedures.

THE Turks and Caicos Islands Human Rights Commission (HRC), Provo Chamber of Commerce and the Turks and Caicos Hotel and Tourism Association (TCHTA) launched 'Business and Human Rights', an initiative to promote the recognition and adoption of human rights in business enterprises across TCI, on July 3, 2019.

Keynote speaker at the event was Dr. David Russell, Chief Executive of Northern Ireland Human Rights Commission. TCI Human Rights Commission Executive Director Sabrina Green noted that "all Turks and Caicos businesses have a responsibility to protect human rights", and she encouraged public and private sector employers to adopt the United Nations' Guiding Principles on Business and Human Rights in their operations.

As a partner of the HRC, this was an initiative that FortisTCI was proud to support, recognizing the importance of human rights to good business practices. FortisTCI Director of Human Resources Claudia Munnings spoke at the event, and highlighted how the company's

"FortisTCI invests significantly and continuously in talent management and building the capacity of our staff through training and development, an approach that enables our employees to achieve their full potential and perform at their best."

business practices are aligned with human rights principles.

"We give this our focus every day, because we firmly believe that the people who work for us are our greatest assets and they must be treated as such. We therefore invest significantly and continuously in talent management, and in building the capacity of our staff through training and development, an approach that enables our employees to achieve their full potential and perform at their best," Mrs. Munnings stated.

One result of this focus and investment has been the achievement of the Investors in People Silver certification in 2018, the only Caribbean utility company to be so certified.

Ms. Munnings also noted that the protection of employees' rights is embedded in the company's hiring practices, employment contracts, and its governance procedures and ethics practices. The health and safety of employees are given priority, as evidenced by the company's ISO 45001:2018 certification in Occupational Health and Safety, Mrs. Munnings noted. Healthy lifestyles are promoted and encouraged through a Wellness Program that supports the mental, physical and financial wellbeing of employees through workshops, formal presentations and practical competitions.

Noting that a clean, healthy environment is a prerequisite for enjoying human rights, Ms Munnings cited the company's well established Environmental Management Systems and standards, for which FortisTCI received ISO 14001:2015 certification in 2019.

Human rights principles are also promoted through the company's diversity and inclusion best practices. "We strive to create a workplace in which open, honest, respectful communication among all team members is encouraged," Mrs. Munnings added.



FortisTCI Director of Human Resources Claudia Munnings (left), Member of the House of Assembly Honorable Josephine Connolly (middle), and Human Rights Commissioner Sabrina Green at the launch of Business and Human Rights.



FortisTCl President Energy Leaders



FortisTCl President and CEO Eddinton Powell (center) is pictured with Vice President of Innovation, Technology and Strategic Planning Rachell Roulet (left) and Senior Vice President of Corporate Services and CFO Ruth Forbes (right) after he received the 2019 CREF Energy Leadership MVP Award.

TWELVE outstanding years at the helm of FortisTCl and numerous innovations to transform the electricity sector in the Turks and Caicos Islands earned FortisTCl President and CEO Eddinton Powell the 3rd Annual Caribbean Renewable Energy Forum (CREF) Energy Leadership MVP Award in 2019.

The Energy Leadership MVP Award is given to a nominee who has made a significant contribution to energy development in the region. The award was presented to Mr. Powell on Thursday, October 17, at the 11th annual CREF Conference in Miami, Florida, USA.

Expressing surprise at receiving this honor, Mr. Powell credited his team at FortisTCl for the recognition. "This award means a great deal to me and the company, and the people that I represent and work with. CREF is doing

a great job in promoting renewable energy in the Caribbean. The annual CREF Conference has helped to facilitate the rapid scale-up of renewable energy in the region."

Mr. Powell himself has been at the forefront of the transition to renewable energy in the Caribbean. Serving as Chairman of the CARILEC Board since May 2019, he has advocated regionally for the transition to cleaner energy sources and has encouraged a focus on sustainability and resiliency.

He has guided FortisTCl to integrate renewable energy (solar PV) to the grid through the establishment of distributed generation solar programs for customers. These programs – Customer Owned Renewable Energy and Utility Owned Renewable Energy – received the 2018 CREF award for Best Distributed Generation

Project. He and his team have also worked alongside the Turks and Caicos Island Government and the Rocky Mountain Institute to finalize the Resilient National Energy Transition Strategy, which will serve as the country's energy blueprint up to 2040.

Mr. Powell's many accomplishments at FortisTCl include investing in the professional development of employees to create a well-trained and diverse workforce, leading to the company achieving 'Investors in People' accreditation in 2016. In 2018, FortisTCl was again accredited with Investors in People (Silver) certification.

Under his leadership, FortisTCl earned its first investor grade credit rating with Standard & Poor's, enabling the company to access affordable financing in the United States capital debt market. FortisTCl has

President and CEO Earns Energy Leadership MVP Award



FortisTCI President and CEO Eddinton Powell was one of nine recipients of the Caribbean Renewable Energy Forum's 2019 Industry Awards, held in October 2019 in Miami Florida. Mr. Powell was the recipient of the Energy Leadership MVP Award, and selected by the CREF governing board.



CREF Director of Programs Julie Taylor presents FortisTCI President & CEO Eddinton Powell with the Energy Leadership MVP Award at the 2019 CREF Conference Industry Awards Ceremony on Thursday, October 17, 2019.

also earned ISO 22301:2012 certification for business continuity management from three leading global standards organizations, and ISO 14001:2015 and ISO 45001:2018 certification for Occupational Health and Safety, and Environmental Management Systems under Mr. Powell's stewardship. He also created an environment where modernizing utility infrastructure for resiliency and reliability was a priority. This approach led to a utility with one of the highest reliability stats in the region, adding to the continued economic development of the TCI.

In 2018, FortisTCI won the Edison Electric Institute (EEI) restoration award for its record-breaking restoration of service (within 60 days) in the aftermath of Hurricanes Irma and Maria, enabling the economy to bounce back quickly after the storms.

Mr. Powell has over 40 years' experience in the utility industry. Prior to FortisTCI, Mr. Powell served 25 years with Caribbean Utilities Company Ltd (CUC) in the Cayman Islands, four years of which he was Senior Vice President and Chief Financial Officer.

National Museum and FortisTCl Partnersh

FOR the fifth year running, FortisTCl served as major sponsor of the Turks and Caicos National Museum's History & Cultural Heritage Quiz, which was held on October 31, 2019 at Brayton Hall in Providenciales. The event was supported by the Departments of Education and Culture, and saw nine high schools from across Turks and Caicos competing.

The quiz tests students' knowledge of local bush medicine, fishing and whaling, the salt industry and the significance of the Salinas, cotton, sisal, and the endemic wildlife. Students must also know about the country's national parks, natural heritage, and general knowledge of the islands' cultural and historical timeline.

Holy Family Academy took first place ahead of Raymond Gardiner High School. Representing Holy Family Academy were Ikera Stubbs, Nahysha Hinson, and Christian Jean, supported by their teacher Guilmise Gustave. Members of the Raymond Gardiner team were Cameron Handfield, Davar Lewis, and Cajair Davidson, supported by their teacher Stacie Ann Taylor.

The grand prize for Holy Family is a trip to neighboring Jamaica in 2020, which includes exploring the UNESCO World Heritage Sites and learning about that country's historical ties to Turks and Caicos. FortisTCl sponsors the cost of accommodations, ground transportation and tour activities. As runners up, Raymond Gardiner's team travels within the Turks and Caicos to one to the inhabited islands to learn about its history and culture, with their trip supported by TCl Reef Fund. InterCaribbean Ltd. has sponsored the airfare for both groups.

"FortisTCl has been a loyal partner to the National Museum and the Department of Education as a major sponsor of this event for a few years," noted FortisTCl Senior Vice President of Corporate Services Ruth Forbes. "Every year, on this occasion, I'm reminded of the reasons why we support this effort. We support because of the passion and dedication of the organizers and teachers to preserve our heritage and culture, and the inspiration and pride seen in



Winning students from Holy Family Academy stand with their teacher, representatives from the Turks and Caicos National Museum, the Department of Education, the Department of Culture, and FortisTCl, after receiving their first place trophies. (L to r) Director of the National Museum Dr. Michael Pateman, Director of the Department of Culture Ludwina Fulford, students Christian Jean and Ikera Stubbs, Director of the Department of Education Edgar Howell, teacher at Holy Family Academy Guilmise Gustave, student Nahshya Hinson, FortisTCl Senior Vice President of Corporate Service and CFO Ruth Forbes, and Museum Representative Candianne Williams.



One of the winning students from Holy Family Academy is embraced by a peer after

Partnership Continues to Promote Heritage Quiz



Senior Vice President of Corporate Services and CFO Ruth Forbes presents students from Raymond Gardiner High School with their participation certificates at the awards ceremony for the 2019 History and Cultural Heritage Quiz.



the announcement of their win at the 2019 History and Cultural Heritage Quiz.

our students as they prepare, learning about our country's diverse group of islands."

Turks and Caicos National Museum Director Michael Pateman said, "The Museum is pleased to continue to develop and host the History and Cultural Heritage Quiz to be a great learning experience for students. I want to thank FortisTCl as our corporate sponsor for this event and our other supporting sponsors for their commitment to the education of our youth. It is your continued contribution that makes this work possible."

The chief organizer of this event was Turks and Caicos National Museum Associate Candianne Williams. Turks and Caicos Islands Community College Public Relations Officer Rachel Harvey served as the quiz moderator. Judges comprised the Director of Education Edgar Howell, Director of Culture Ludwina Fulford, Director of the Turks and Caicos National Museum Dr. Michael Pateman, and Department of Environment and Coastal Resources Education Outreach Coordinator Amy Avenant.

The Turks and Caicos National Museum established the History & Cultural Heritage Quiz in 2015 to create a space where knowledge of the country's history and culture could be shared and passed on to younger generations. It is held each year during October when National Heritage month is observed.



On Stage: FortisTCl Representatives



FortisTCl Vice President of Innovation, Technology and Strategic Planning Rachell Roulet served as a panelist at the 2019 Fortis Day, highlighting all the work that FortisTCl is doing in the name of innovation, with an aim of transforming the energy sector in the country.

FORTISTCl executives and utility subject matter experts had a busy year in 2019, representing the company and sharing their knowledge at various events and conferences, at home and abroad.

Senior Vice President of Operations Devon Cox was among the speakers at the Global Grid Forum held in Vancouver, Canada, September 10-11, 2019. He spoke on a panel that discussed the topic, 'Building for Resiliency in an Era of Climate Change and Extreme Weather.' He shared FortisTCl's experience with Hurricanes Irma and Maria in 2017 and the remarkable efforts thereafter to restore electricity to customers within 60 days. The event was hosted by Edison Electric Institute and brought

together electric utility associations and stakeholders to discuss "innovation, investment, and the future for electric transmission in the 21st century".

On September 12, 2019, Manager of Environmental Health and Safety Marcus Francis co-hosted a webinar, which looked at 'Safety Gap Analysis' for Caribbean utilities. Other presenters were Anthony Patterson, EHS Officer of St. Vincent Electricity Services and Jessica McClure, Director of OHSE and Business Continuity at Bermuda Electric Light Company.

Resource Planning and Utility Analytics Officer TeAnn Thomas made a strong showing as a presenter at the CARILEC Renew-



Senior Director of Corporate Communications and Public Affairs Talisha Simons (left), Resource Planning & Utility Analytics Officer TeAnn Thomas (second left) and FortisTCl President and CEO Eddinton Powell greet Congresswoman Stacey Plaskett, United States Virgin Islands' House Representative at CARILEC's Smart Grid Conference.

s at Local and International Forums



FortisTCI Vice President of Innovation, Technology and Strategic Planning Rachell Roulet participated in a panel discussion at the Caribbean Renewable Energy Forum's (CREF) 11th annual conference in Miami.



FortisTCI's Resource Planning and Utility Analytics Officer TeAnn Thomas and Rocky Mountain Institute Associate Sydney Jules were two of the youngest presenters at CARILEC's Renewable Energy and Smart Grid Conference, held in Miami, Florida in September 2019.

able Energy and Smart Grid Conference and Tradeshow, held in Miami, Florida September 15-19. TeAnn was on a panel along with Rocky Mountain Institute Associate Sydney Jules, and were the youngest presenters at the conference. They discussed the Turks and Caicos Islands Resilient National Energy Transition Strategy (R-NETS), highlighting its plan to integrate more solar PV over the next 22 years. The R-NETS was a collaborative effort of FortisTCI, Turks and Caicos Government and the Rocky Mountain Institute. TeAnn also explained how FortisTCI recovered in record-breaking time following Hurricanes Irma and Maria in 2017.

President and CEO Eddinton Powell, who is also Chairman of CARILEC, delivered opening remarks at the conference, and Congresswoman Stacey Plaskett, United States Virgin Islands'

House Representative, made the keynote address. Also attending the conference were Senior Director of Corporate Communications Talisha Simons and Technical Consultant of Engineering, Transmission and Distribution Standards, and Sister Island Operations Alden Smith.

Mr. Powell also addressed the Caribbean Renewable Energy Forum's (CREF) 11th annual conference, held in Miami, Florida, October 16-19. CREF brings together hundreds of representatives from governments, utilities, and investors to explore ways of making clean energy in the Caribbean a priority.

Mr. Powell spoke as a panelist on the topic, 'The Regulators and the Utilities: The Critical Relationship,' and stressed that with a rapidly changing environment, technological advancements, and a focus on sustainability and resiliency, all stakeholders must work closely together if society is to achieve its desired energy future. Mr. Powell was joined on the panel by three regional utility CEOs and former CEOs.

It was also at CREF that Mr. Powell was named the 2019 recipient of the 3rd Annual CREF Energy Leadership MVP Award. The honor is given to a nominee who has made a significant contribution to energy development in the region.

Vice President of Innovation, Technology and Strategic Planning Rachell Roulet also represented FortisTCI at the event, and served as one of four panelists speaking on the topic, 'How Do We Scale Solar in the Caribbean?'. The discussion highlighted some of the roadblocks to greater solar penetration in the Caribbean, and ways the region can attract more investment for sustainability projects.



CARILEC Board of Directors Hold 118th Meeting in TCI



FortisTCl President and CEO Eddinton Powell, who is Chairman of the Board of CARILEC, hosted the board of directors for their 118th annual meeting, held at FortisTCl's Providenciales headquarters.

ELEVEN members of the Board of Directors and two members of the Secretariat for the Caribbean Electric Utility Services Corporation (CARILEC) visited the Turks and Caicos Islands (TCI) in early December 2019, their first visit to the country in the 30-year history of the association. The occasion was to hold the 118th board meeting and final gathering of the year at the FortisTCl headquarters. FortisTCl President and CEO, and current CARILEC Chairman of the Board Eddinton Powell presided over the meeting.

The Board's time at FortisTCl included a presentation by Manager of EHS Marcus Francis on the company's Environmental Health and Safety Management System (EHSMS) and a tour of the Provo generation facilities, which was led by Director of Plant Operations Alvejes Desir. As util-

ities around the world focus on resiliency and sustainability, the presentation and tour provided the chance for Directors to explore, for the first time, FortisTCl's operational procedures, investments, and strategic approach to delivering safe, resilient, and reliable services to the Turks and Caicos Islands.

The group also heard from Dr. Michael Spranger from The Caribbean Catastrophe Risk Insurance Facility who spoke about parametric insurance and ways coverage could, in the short term, aid utilities and countries needing to recover from qualifying catastrophic events. This was a particularly timely conversation as the Board received an update from member utility Bahamas Power & Light, still recovery from the destruction caused by Hurricane Dorian in September.

Mr. Powell said, "CARILEC plays a pivotal role in bringing together regional expertise and helping map the way forward for the transformation of the energy sector. It is crucial that members of the Board and other partners see first-hand the similarities and differences in operations, particularly in the Caribbean, so that we can learn from each other's challenges and work collaboratively to identify opportunities and solutions from which we can all benefit."

Nine visiting Directors represented utilities from St. Lucia, Grenada, St. Vincent, Nevis, St. Eustatius, Antigua, St. Kitts, and the Bahamas, and two Directors representing the associate members were from the US Virgin Islands and Florida, USA. The Executive Director of CARILEC and a standing Director is Dr. Cletus Bertin, who was joined by members of the secretariat Cornelia Auguste and Sonji Baptiste.

CARILEC is an association of electric energy solutions providers and other stakeholders operating in the electricity industry in the Caribbean, Central and South Americas, and globally. With over three million electric utility customers and more than 18,000 utility professionals in the region, CARILEC plays a leading role in advocacy, growth, and sustainability, and offers ongoing training and technical support for its 34 utility members and over 80 associate and affiliate members.



Director of Energy Production Alvejes Desir leads members of the Board of Directors of CARILEC on a tour of FortisTCl's Providenciales plant.



Security Employees Promoted

CONGRATULATIONS goes to two employees recently promoted to new roles within the Security Services Department. Callis Jones and Ladonna Bassett, who both joined the company as security guards in 2011, now serve as leaders amongst the team. Callis is Supervisor of Security Services, and Ladonna is Shift Leader - Security Guard.

All FortisTCl properties are monitored 24 hours a day and 365 days a year by the Security Services Department. The 10-person team is responsible for safeguarding six properties on the sister islands in addition to the largest generation plant and headquarters on Provo.



Supervisor of Security Services Callis Jones.

Security Guard Ladonna Bassett.

Since taking up his new position, Callis oversees the security services team to ensure that all protection measures are carried out each day in line with established policies and procedures. His role is crucial

to the safeguarding of FortisTCl personnel and property.

Supported by Callis, Ladonna leads the security services team, working directly with security guards on shift to ensure a clear understanding and performance of tasks at industry standards.

FortisTCl is a merit-based organization that hires and promotes based on education, skills, and performance.

The company has taken a strategic approach to staff training and development over the past twelve years as it sees its employees as a valuable part of its operation tasked with delivering on its vision, mission, and values.

Improving IT and Security Through Training

INFORMATION technology best practices, cybersecurity and physical security at FortisTCl were key areas of focus for training in 2019, and several employees in these departments benefitted from international and local training seminars and courses.

Director of Technology and Business Solutions Lester Forman, Manager of Information and Communications Technology Jerry Clerveaux and Manager of Enterprise Technology Solutions Garrett Jones received the latest in IT and digital transformation training, when they attended the Dell CIO Academy in Kingston, Jamaica on October 8, 2019.

The event brought together IT leaders and consultants to discuss topical issues that included challenges facing chief information officers (CIOs), starting and promoting business transformation and the people side of digital transformation.

Security Supervisor Callis Jones and Senior IT Desktop Support Specialist Anderson Walkin attended Genetec's Caribbean Partner Event held November 20-21, 2019 in Miami, Florida. Genetec, one of FortisTCl's technology partners, is a leading service provider of IP-based security, intelligence and operations solutions.

The forum enabled them to learn more about Genetec's operations and its plans for the physical security industry in 2020 and beyond, latest products and applications, and its services to the Caribbean market. They also gained insights into the latest in cybersecurity infrastructure, and shared industry best practices.

Security officers completed a mandatory three-week fitness and self-defense course, from September 30 to October 19, 2019. The training was conducted by Paul Ciurar of Grace Way Sports Center



FortisTCl's Director of Technology and Business Solutions Lester Forman, Manager of Information and Communications Technology Jerry Clerveaux and Manager of Enterprise Technology Solutions Garrett Jones were among participants at a Dell CIO Academy seminar.



Senior IT Desktop Support Specialist Anderson Walkin and Supervisor of Security Services Callis Jones.

and consisted of defensive tactics, designed to enhance self-defense knowledge; strength training to build muscle strength and improve body core and overall health, and flexibility training to improve range of motion and decrease the risk of injury.

The officers also undertook endurance training to improve their ability to participate in physical activity for an extended period.



COMMUNITY BUZZ

The 13th TCSPCA Dog Show is a Howling Success >>



FortisTCI's Senior Information Communication and Technology Officer Kebba Morgan (second left) was one of the judges at the TCSPCA's annual dog show.



A proud owner and winning pooch in the TCSPCA dog show.

THE Turks and Caicos Society for the Prevention of Cruelty to Animals (TCSPCA) held its annual fundraiser on November 23, with FortisTCI's continuing support as its primary sponsor. The 13th TCSPCA Dog Show raised \$25,000 – funds that will be used toward spay and neuter programs and caring for animals in need.

The event attracts dog lovers and their furry family members from all communities. These canine contestants compete for fun in an obstacle course, and other named categories which include Most Unique Potcake, Prettiest Female, Most Handsome Male, Dog with the Waggiest Tail, Best Costume, Dog the Judges Would Most Like to Take Home, and Best in Show.

FortisTCI not only supports the fundraiser financially, but also in kind. This year, several FortisTCI employees volunteered their time before, during, and after the show, helping with the event set up and break down, and assisting where needed. FortisTCI Information Technologist Kebba Morgan was one of four guest judges, and Senior Vice President Devon Cox was this year's special guest, and presented prizes to the winners.

The company congratulates the TCSPCA and all the participants in the 2019 Dog Show.



These FortisTCI employees and their families were among the volunteers at the TCSPCA annual dog show, setting up and breaking down the event, and supporting in many other ways.



This canine contestant and handler are poised as they navigate the obstacle course at the annual TCSPCA dog show.

FortisTCI Senior Vice President of Operations Devon Cox presents the winner's trophy and certificate to the owner of the "Best in Show" dog, 'Sneaky Pete' at the 2019 TCSPCA dog show.



Supporting the National Cancer Society: Breast Cancer Awareness Month

FORTISTCI is a proud supporter of the National Cancer Society (NCS) of TCI and has backed its worthy initiatives for several years to help raise awareness of cancer. One such is the society's annual Breast Cancer Awareness Walkathon, which was held on Saturday, October 5, 2019 in Providenciales. FortisTCI teamed up with FirstCaribbean International Bank, donating \$3,000 toward the cause.

Employees on Providenciales and the Sister Islands joined runners, walkers, and cyclists on the roadways to show their support for Breast Cancer Awareness Month. Other activities included the Annual Breast Cancer Awareness Luncheon and 'In the Pink' fundraiser.

FortisTCI's HR team also made sure to address this important topic during its Health



FortisTCI employees joined the Turks and Caicos National Cancer Society for the annual Breast Cancer Awareness Walkathon on Providenciales.

Week, in a session on women's health. Dr. Marcela Malcolm and Dr. Marianela Camejo Puentes from Carolina Medical were invited to make a presentation about

cancer risk factors, signs, and symptoms. They also talked about the importance of self-examination, mammograms, and cancer prevention tips.

COMMUNITY BUZZ

FortisTCI Executives Lead Youth Community Initiatives

FORTISTCI was invited to assist the Turks and Caicos Islands Football Association's (TCIFA) summer camps for kids aged seven to 11 years with 'Life Skills' presentations.

Senior Vice President of Operations Devon Cox led a session on August 20, 2019 and explained to the kids how creative thinking, self-awareness, problem solving and effective communication can help them to grow. Senior Director of Customer Service and Stakeholder Engagement Aisha Laporte did the honors on August 29, and spoke to her group about the importance of reading, being themselves, standing up for their beliefs, having a great attitude and not giving up.

Senior Vice President of Corporate Services and CFO Ruth Forbes also had an opportunity to dispense sound advice when she facilitated a counseling session with a group of Long Bay High School girls at a 'Young Women's Seminar' on Wednesday, October 23, 2019. The event was hosted by St. Monica's Anglican Church Women under the theme, 'God's Blueprint'.



FortisTCI Senior Vice President of Corporate Services and CFO Ruth Forbes (center) enjoy a moment with a group of Long Bay High School students at a counseling session hosted by St. Monica's Anglican Church Women.



Shared joy: Long Bay High School students pose with FortisTCI Senior Vice President of Corporate Services and CFO Ruth Forbes following a mentorship seminar.



FortisTCI Senior Vice President of Operations Devon Cox with a young football player at a TCIFA summer camp.



FortisTCI Senior Director of Customer Service and Stakeholder Engagement Aisha Laporte delivered a motivational talk to young footballers at a TCIFA summer camp.

Lighting up the Courts: FortisTCI Supports First FIBA Coaches Course

THE Basketball Federation (TCIBF) hosted its first FIBA certified and WABC (World Association of Basketball Coaching) licensed Level One National Coaching course on Grand Turk on October 18, 2019. This historic training was made possible with the support of FortisTCI, which donated lights to enable the organizers to hold coaching sessions in the evenings.

President of the TCIBF Sydwell Glasgow thanked Vice President Allan Robinson and the company for their support, and for “assisting the TCIBF in its effort to promote the growth and development of young people through basketball.”



Basketball players and coaches enjoy a training session on Grand Turk, aimed at equipping the coaches with their World Association of Basketball Coaching Level One certification



A Greenhouse for the SNAP Center

With FortisTCI's assistance, a greenhouse becomes a reality for the Special Needs Association of Providenciales.



THE Special Needs Association of Providenciales (SNAP Center) realized its dream for a greenhouse and gardening project, thanks to the support of FortisTCI. During the summer of 2019, FortisTCI donated used poles for the project, and members of the lines team volunteered their time to drill holes and plants poles for the greenhouse. Through this gardening project, the SNAP Center offers therapeutic relief to its special needs clients. The project also enhances skills and provides employment for the clients.



FortisTCI staff volunteers donate time and effort to creating a greenhouse that will help provide employment for clients of the SNAP Center.

COMMUNITY BUZZ

Eliza Simons Primary School: A Day at the Power Plant



Students and teachers from Eliza Simons Primary School in Grand Turk enjoy a visit to FortisTCI's plant in the nation's capital.

THROUGHOUT the school year, FortisTCI employees regularly host students and teachers with plant tours and presentations that provide insights into the company's role in generating and supplying electricity to the Turks and Caicos Islands.

On Monday, October 7, grade six students from Eliza Simons Primary School in Grand Turk had their first visit to the company to learn the basics. Grand Turk Operations Manager Neil Allen treated the students to a thorough presentation on what is required to produce electricity and turn it into a usable form for consumers.

FortisTCI offers organized plant tours to students as a supplement to their classroom education. Teachers interested in visiting FortisTCI operations with their students are



The students learn about how electricity is generated and transmitted to homes and businesses across the Turks and Caicos Islands.

encouraged to email corpcomm@fortistci.com for more details and availability. All visits must be requested at least three weeks before the proposed visit date. Classroom presentations can also be arranged for

younger students. The FortisTCI summer student internship and work programs are another opportunity for high school and college students to learn about the electric utility industry.



The students and teachers look on from a safe distance to view critical equipment at the FortisTCI Grand Turk plant, giving them a practical application of the electric utility operations.

Keeping Our Islands Clean

PROTECTING and caring for our environment is a way of life at FortisTCI. This commitment goes beyond paper and policies, and is embedded in the culture and values that employees live each day. It is therefore no surprise that employees across the islands regularly participate in community clean-up projects.

True to the cause, South Caicos employees lent a helping hand to the Methodist Church to clear debris and trash from the church property, following building renovations. Three members of the team, Ernest Ewing, Paulet Hall, and Layton Harvey, assisted without delay after their workday and transported the trash for proper disposal at the landfill.

Another volunteer effort took place on Saturday, September 14, as part of the International Coastal Clean-up Day initiative, when 12 FortisTCI employees worked along a section of Leeward Highway on Providenciales for two hours, picking up garbage and debris in the area. This resulted in the collection and disposal of 37 bags of trash.

International Coastal Clean-up Day is led locally by the Department of Environment and Coastal Resources (DECR) and recognizes the 30-year-old global effort to keep oceans and coastlines trash free.



Storekeeper George Glington and Senior Project Engineering Consultant Michael Polonio team up for the cause.



Supervisor of Credit and Revenue Protection George Hinson shows his support for International Coastal Clean-up Day.



Senior Project Engineering Consultant Michael Polonio does his part for the clean-up.



EHS Manager Marcus Francis and Vice President of Grand Turk and Sister Islands Operations Allan Robinson in action.



(L-r) Vice President of Grand Turk and Sister Islands Operations Allan Robinson, Storekeeper Alvin Harvey and EHS Manager Marcus Francis are hard at work.



After the clean-up, volunteers pause for a photo. Pictured are (L-r) Maurice Francis, Marvette Darien, George Glington, George Hinson, Alvin Harvey, Allan Robinson, Michael Polonio and Danilo De Guzman.



HEALTH AND WELLNESS

Health Week: Educating and Inspiring for Physical and Mental Change

FORTISTCI celebrated October 14-20, 2019 as Health Week, under the theme 'Healthy is Happy'.

The goal was to provide employees with timely information and practical advice to help them manage their physical and mental wellbeing.

Local medical professionals supported the event with presentations focused on men's and women's health issues, and substance abuse. With October observed as Breast Cancer Awareness Month, this was the theme for the women's health session, which was presented by Dr. Marcela Malcolm, Associate Physician and Dr. Mariana Camejo Puentes of Carolina Medical Clinic, Providenciales. Dr. Mariana explained the disease's risk factors, signs and symptoms, the importance of self-examination and mammograms, and prevention tips.

The men's health session was presented by Dr. Derrick Aarons, who focused on prostate cancer, diabetes, erectile dysfunction and maintaining a healthy diet.

Two substance abuse sessions on marijuana and alcohol generated a lot of interest and discussion among staff, who expressed interest in learning more about the topics. Both sessions were presented by Dr. Patrick



Energy Production Engineer TeAndra Thomas gets her blood sugar checked by a nurse of InterHealth Canada during Health Week at FortisTCI.

Prince, Clinical Psychologist with the Department of Mental health and Substance Dependence, TCIG.

Throughout Health Week, Manager of HR Avi Adams conducted a boot camp for Providenciales staff. GIS Specialist Todiriko Saunders did not miss a session and was rewarded for being the most dedicated attendee. On Grand Turk, Delma Graham and the team took the initiative to organize a health walk.

Health Week wrapped up on Friday, October 18 with a Healthy Eating potluck, in which

three resident chefs – TeAnn and TeAndra Thomas and Monette Collymore – prepared and presented their creations, which were judged on nutrition and taste by Tamika Handfield, Nutritional Consultant, and Lakeisha Wilson, Nutritionist.

TeAnn took top prize for her vegan black bean sliders. Monette placed second with her Italian-style butter bean salad, and TeAndra was third with a vegan three-bean chili. Despite these rankings, those in attendance all agreed – that every dish was a winner!



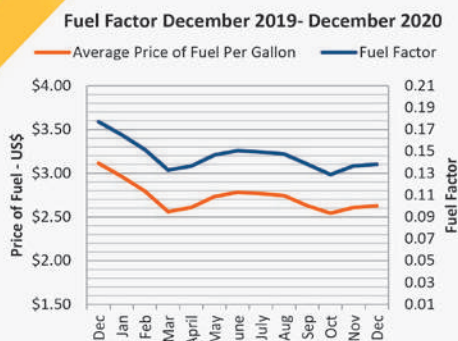
FortisTCI employees TeAnn and TeAndra Thomas and Monette Collymore showed off their culinary skills in a 'Healthy Eating Potluck' cook-off, with three delicious and nutritious creations, a vegan black bean slider, a vegan three-bean chili and an Italian-style butter bean salad.



FortisTCI women listen keenly to a presentation on breast cancer during the company's annual Health Week, which also featured a session on men's health issues.

FUEL FACTOR UPDATE

YOUR FUEL FACTOR UPDATE



Energy For Good.™

- ***December 2019 Fuel Factor (FF)= \$0.1381**
- Previous month FF = \$0.1367
- The FF is based on the price of fuel at the time it is purchased from Sun Oil Ltd. and is subject to fluctuating world market prices.
- Low sulfur No. 2 Diesel Fuel is used to generate electricity in the Turks and Caicos Islands, and is currently the most reliable, least-cost source of fuel. However, FortisTCl is diversifying its energy mix and now offers options for customers to connect solar PV systems to the grid.
- FortisTCl is focused on providing safe, reliable, least-cost, clean energy, and innovative energy solutions to customers.

PRACTICE ENERGY CONSERVATION!

SAVING TIPS:



- Prefer air conditioners having automatic temperature cut off.
- Keep regulators at “low cool” position.
- Operate the ceiling fan in conjunction with your air conditioner to spread the cooled air more effectively throughout the room and operate the air conditioner at higher temperature.

***This current rate will reflect on January 2020 bills.**

Visit www.fortistci.com or our Facebook page for more ways to save!

CAUTION! Before You Dig

FortisTCl reminds everyone to take necessary precautions and be aware of nearby energized power lines before digging, whether on commercial/construction sites or at home. This may include planting trees, installing a fence, or laying a building foundation. Bear in mind that in some areas, electrical lines may be underground. Cutting into a power line can result in widespread outages, thus causing inconvenience to businesses, communities and homes. Accidental contact with overhead or underground electrical wires can put the digger at risk of serious injury, or even death.

Before you dig, here are some steps to take to protect yourself



and those around you:

- Inform the Planning Department of any excavation work you intend to undertake that may impact utility installations
- Contact FortisTCl for information regarding location of underground lines.
- Do not disturb underground electrical installations.
- Stay clear of overhead lines when using heavy equipment such as cranes, dump trucks, scaffolding, ladders or other construction equipment.

Customer Contact Information: Take Time to Update

In our ongoing efforts to serve our customers better, we want to ensure that the information we have on file for each customer account is accurate and up-to-date.

We ask all customers to help us by updating their contact information. Visit our website at <https://www.fortistci.com/ebilling>. Complete the form and submit it to us!

PICTORIAL ROUND-UP



FortisTCl President and CEO Eddinton Powell with Director of Legal Services Alexandria Missick.



(L-r): Senior Director of Customer Service and Stakeholder Engagement Aisha Laporte, Senior Vice President of Corporate Service and CFO Ruth Forbes and Senior Director of Corporate Communications and Public Affairs Talisha Simons.



Manager of North and Middle Caicos Operations Durell Landy and Senior Vice President of Corporate Service and CFO Ruth Forbes.



(L-r): Junior Plant Operator Linvel Cox, Mechanical Technician Denzel Penn, and Senior Vice President of Operations Devon Cox.

PICTORIAL ROUND-UP



Front: Vice President of Grand Turk and Sister Islands Operations Allan Robinson; Standing (L-r): Facilities Management Supervisor Mervin Forbes, Senior Electrical Technician Vincent Riviere, Manager of Corporate Communications Marvette Darien, EHS Temp Ariel Clare and Facilities Management Technician Corelle Kelly.



(L-r): Senior Director of Customer Service and Stakeholder Engagement Aisha Laporte, Director of Legal Services Alexandria Missick, Manager of Internal Audit Shatel Wilson, Director of Financial Services and Supply Chain Management Shermelle Capron, Manager of Customer Service Nicquel Garland, Executive Assistant Letivia Parker, and Director of Human Resources Claudia Munnings.

A Memorable Year-end Celebration
After a two-year break, the FortisTCI staff Christmas Party returned in 2019, with employees and guests happily gathering to celebrate the season and express appreciation at the end of a challenging, but successful year for the company. The event was held at The Shore Club on Saturday, December 7.

President and CEO Eddinton Powell took the opportunity to commend the team for a job well done, in a year when the company recorded several significant achievements, including its ISO 14001:2015 and 45001:2018 certifications, strong customer satisfaction, reliability and customer care ratings and significant inroads with integrating solar energy to the grid.

Staff enjoyed the lively musical entertainment provided by Sagittarius Band and Prime DJs and many went home winners of a number of raffle prizes that added to the event's excitement.



(L-r): Security Guard Albert Robinson, Shift Lead – Security Guard Ladonna Bassett, Vice President of Innovation, Technology and Strategic Planning Rachell Roulet; Director of Technology and Business Support Lester Forman, Security Officer Arvin Lightbourne, and Supervisor of Security Services Callis Jones.

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