



# FORTIS TCI > 411

ISSUE 7 - DECEMBER 2020

NEWSLETTER



POWERING THROUGH THE PANDEMIC

GREEN RIBBON AWARDS HONOR FRONTLINE WORKERS

FOUR ADDITIONAL SOLAR CONTRACTS SIGNED IN 2020

## OUR MISSION

FortisTCI 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 FortisTCI 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, FortisTCI 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, FortisTCI.

FortisTCI 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 FortisTCI 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:** Ruth Forbes succeeded Eddinton Powell as President and CEO of FortisTCI, and began her new role as of August 1, 2020. Ruth formerly served as Senior Vice President of Corporate Services, CFO and Company Secretary.



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# MESSAGE

FROM OUR PRESIDENT & CEO

## A YEAR OF CHANGE, CHALLENGE AND ACHIEVEMENT



*Ruth Forbes*  
President & CEO

*M*ANY will agree that 2020 brought great challenges on account of the coronavirus pandemic. Countless people have been affected, whether it's an impact to their health or finances due to the economic downturn. Notwithstanding the challenges, the year also brought achievements and change for us at FortisTCl.

Having served FortisTCl over the past 14 years, I was thrilled and still very honored to be appointed President and CEO, taking on the role in August 2020. I am incredibly grateful to the Board of Directors for selecting me to lead this wonderful organization and its talented employees. I am also thankful to former President and CEO Eddinton Powell, who built a strong foundation during his leadership and served as a mentor and friend to me. He has certainly left big shoes to fill.

Taking the reins at a time of national and global uncertainty may seem daunting to most, but what I know is that we have been prepared to navigate and lead in times of crisis at FortisTCl. I also value the FortisTCl mission and core principles and subscribe to the vision of 'Transforming Energy in the Turks and Caicos Islands.' Therefore, my commitment to the company, to this industry, and the people remain resolute, and I am confident that through strong partnerships, we will achieve so much in the years to come.

Reflecting on the triumphs of 2020, I am proud to say that we persevered and made progress when the odds were against us. Health and safety remained our number one priority. Our EHS performance and response to COVID-19 is well-rooted in robust Business Continuity and EHS Management Systems based on ISO 22301 and 45001 standards, helping the company remain resilient.

Our service reliability remained strong with an Average System Availability Index (ASAI) of 99.96%, one of the highest island nation ratings. The performance directly reflects the level and value of service FortisTCl delivers to customers and the Turks and Caicos Islands.

The company focused on integrating more renewable energy, and the work required to reach targets outlined in the Resilient National Energy Transition Strategy (R-NETS). FortisTCl partnered with businesses and tourism sector stakeholders like the Ritz-Carlton, and signed four new Utility Owned Renewable Energy (UORE) program contracts for projects that will be commissioned in 2021. The company will also continue to study emerging technology like solar plus battery storage, and infrastructure to support the electrification of transportation in the islands. Sustainability and clean energy projects are a big part of our future.

The closure of businesses and mandated lockdowns to minimize the spread of COVID-19 meant the company had to pivot away from its traditional approach to serving customers and do so almost overnight. We made great strides to transition to digital platforms, offering assistance remotely, and creating more avenues to access account services and connect with representatives away from the office. I am pleased that we found safe ways to connect with our customers during what are unprecedented times, and we are always open to feedback for improvements to our service.

Looking ahead, COVID-19 obstacles and other hurdles remain. Tourism and the economy will rebound, and FortisTCl will continue playing its part, delivering safe, reliable, least-cost energy to the Turks and Caicos Islands.

I look forward to serving you in 2021 and continuing the work to transform energy in the Turks and Caicos Islands.



### PARTING WORDS



*Eddinton  
Powell*  
Former President & CEO

**F**OR 13 years, I had the great honor of serving as President and CEO of FortisTCI, and it was the most remarkable journey. The opportunity was introduced to me in 2006, shortly after Fortis Inc. purchased Provo Power Company (PPC) and Atlantic Equipment and Power (AEP). If I am honest, I was skeptical and not excited about relocating from my home in Cayman. Despite initial hesitation, the timing could not have been better, and the challenge proved to be precisely what I needed. I fell in love with the Turks and Caicos Islands and its people.

With my retirement at the end of 2020, I have taken the time to reflect. Many achievements were made possible through extraordinary teamwork. The modernizing of the utility infrastructure across the islands was necessary to enhance service quality to customers. And our pledge and steadfast commitment to leading the introduction of renewable energy to diversify the energy profile has proven groundbreaking and made us into energy leaders. The team's effort to transform the sector and forge great partnerships with stakeholders are indispensable conditions to providing the best electricity service possible. Our commitment and achievement have helped create a much sought after tourism product and a strong TCI economy.

Our dedication to the community never wavered. "Energy for Good" was born from a calling to support education, culture, sports, and youth programs. The FortisTCI National Science and Technology Fair and the FortisTCI Youth Football Leagues are dynamic programs benefitting children. They represent only a few of the company's successful ventures with community partners, including the National Trust and the TCSPCA. Indeed, together we accomplished great things over the past 13 years.

One of my core beliefs in what makes organizations great is the focus on people. Of everything that I had the opportunity to experience as CEO, it is the growth, development and investment in people that inspired me the most. The contribution of our people made everything happen.

Building a talented and diverse workforce at FortisTCI raised the bar and allowed people to flourish in their careers. I witnessed years of incredible talent exceeding expectations and making good on a promise to deliver a reliable and valuable service to customers that rivals the best utilities worldwide. This investment in people also led to a transition of leadership to my well-respected colleague Ruth Forbes. She is a native of the soil and the first woman appointed to serve in this role at FortisTCI – an accomplishment I am most proud of seeing come to fruition. I know Ruth will steer this ship into the future as a great leader.

As I retire and return to Cayman, I will forever consider Turks and Caicos my 'home away from home'. I made many friends along the way, and in many cases, they have become like family. I certainly felt a part of the TCI community, and I look forward to as many visits in the future with my family as possible. Maybe Ernestine and I may decide to live in the Turks and Caicos Islands. Deciding on which island will be the difficult task because we love them all.

I must thank my wife, Ernestine, and daughters, Lashonda and Ravena. I could not have fulfilled my greatest professional aspirations without my family's support, and for this I am ever grateful and indebted.

To my colleagues across the Fortis group of companies, throughout the region and within the body of CARILEC, whom I have had the great pleasure of working alongside, thank you for the amazing work you continue to do. The electricity business enriches lives and builds stronger economies everywhere.

And to my FortisTCI family, thank you all for allowing me to lead you part of the way on your personal and professional journeys. Remember, doing what is right for the right reasons is always the best course of action. I will be cheering you on from the sidelines and watching the great work you will achieve in the years to come.

Thank you. Thank you for being so good.



# Coping with COVID-19: He



*New health and safety protocols introduced to manage the COVID-19 pandemic required employees to complete a medical questionnaire and undergo daily temperature check at the points of entry to FortisTCI's premises.*



**2020 SAW** the entire world thrust into the midst of a pandemic, with more than 80 million cases of COVID-19 and almost 2 million related deaths. The health crisis brought economies to a screeching halt and public health officials worked expeditiously to determine the best course of action to keep people safe and minimize damage. The Turks and Caicos Islands was no different, with several months of shutdowns, curfews, and new mandatory public health regulations that will remain for some time still.

COVID-19 also disrupted workplaces and day-to-day activities, creating a 'new normal' for business operations. Dealing with the pandemic required strategic decision making and strong leadership. Even the tried and tested had to hone their emergency and critical decision-making skills to ensure the proper management of coronavirus risks, while simultaneously deploying efficient business continuity and recovery plans.

Senior leadership at FortisTCI knew that being an essential service provider, an early response was important to a successful outcome. The company leaned on its ISO 22301 Business Continuity and 45001 Occupational Health and Safety management systems and continues to operate by adhering to international best practices and guidance. This approach, no doubt, aided an effective response by FortisTCI.

EHS, HR and the Corporate and Executive Crisis Management Teams led a focused and collaborative response

plan that ramped up in early March 2020. Key to the development and implementation of new health and safety protocols was Manager of EHS Marcus Francis, who was appointed as FortisTCI Pandemic Response Leader. His critical role included directing all actions to safeguard employees, contract workers, customers and other stakeholders. Weekly reporting and situational updates at FortisTCI and the parent company Fortis Inc., also ensured open and clear lines of communication. Health and safety messages were also pushed beyond the workplace and into employee homes, with encouragement for families to follow health guidelines at all times.

Due to the country's dependence on goods and supplies from abroad, like so many countries and businesses, the procurement of COVID-19 personal protective equipment (PPE) and materials such as face masks, bacterial wipes and hand sanitizer remained an area of concern but with aggressive, ongoing preparation for a worst-case scenario and strong business partnerships, FortisTCI was fortunate not experienced any shortages.

The primary focus has remained to keep employees safe and minimize any possible risks of exposure to COVID-19. Extensive work was carried out after the company's office closure on March 25 to ensure that new health and safety procedures and coronavirus related protocols were documented and communicated before welcoming staff back to

# Health and Safety Redefined

## TIPS TO MANAGE YOUR HEALTH

Making the point that health and safety is everyone's responsibility, Marcus suggests that we all follow four easy principles to manage overall health during the ongoing pandemic:

- Soar Beyond – Stay focused on getting beyond coronavirus by adhering to medical advice, and keep a positive outlook. Remaining focused on staying healthy will help you rise above the stress caused by the pandemic.
- Stay Connected – We must continue to maintain physical distance to reduce the spread of the virus. However, staying connected is also important for optimal health. Use available technology to communicate with friends and family outside of your home, or responsibly connect in person closely following public health guidance.
- Safeguard Mental Health – To avoid becoming overwhelmed, manage the amount of negative news and COVID-19 information you absorb each day. Stay informed, but screen your news sources carefully. And to support your mental health, find time to exercise for at least 20 minutes a day.
- Sustain Emotional and Spiritual Practice – Spend time in whatever your spiritual practices were before the pandemic began. Meditate, reflect, pray, and read regularly. Your belief system can be a source of strength during tough times.

their workplaces on October 1 and subsequently reopening offices to customers on October 26. Despite the many health and safety risks, FortisTCI has done well in its efforts to manage the spread of COVID-19.

As the vaccine is rolled out in 2021, and as countries begin to return to normal, FortisTCI will continue to do its part by maintaining COVID-19 best practices, policies and procedures.



L-r: Supervisor of Security Callis Jones and Security Guard Akeba Callendar monitor the FortisTCI Providenciales entrance for compliance with COVID-19 protocols.



Deep cleaning and increased sanitization of offices have been part of the new COVID-19 health and safety protocols at FortisTCI. Here, Labourer Almonore Jacson ensures the entrance to the Providenciales corporate offices is spotless.



# Training and Development: Taking it Online



*With in-person training and meetings halted as a result of the COVID-19 pandemic, FortisTCI kept employee training going through the use of e-learning and meeting platforms.*

**INNOVATIVE** thinking, use of availability technology and a focus on ensuring that all employees had access to training, helped the HR department to fulfill its strategic agenda to provide training in 2020, despite disruption caused by the COVID-19 pandemic.

Coming from a traditional method of over 90 percent face-to-face learning and attending local and international seminars and conferences, adjusting to the pandemic has created a new learning culture at FortisTCI.

From May – June 15, e-learning at FortisTCI was available through Open Sesame, an online platform which provides a customizable, comprehensive catalog of learning courses from the world's top publishers. These open learning courses were available free of charge and were geared toward professional development during the pandemic.

Interactive and engaging online seminars, webinars and mental health sessions were also scheduled and offered to the entire team during lockdown through Microsoft Teams, Go to Meeting and Zoom platforms. The company also continued with its online security training courses for all employees, and these were offered more frequently than usual, given the reality of working from home and hosting meetings in a virtual environment.

Training partners also acclimated to the new normal and brought almost all of their usual in-person training programs online and at a reduced cost, which the company continued to

access for team members as much as the budget allowed. Callis Jones, newly promoted Supervisor of Security Services, was a beneficiary of this new approach. Callis was enrolled into two security courses with training partners with Genetec, a leading provider of IP-based security solutions. He completed the courses October 22-23, 2020, while working full time, and earned exceptional grades in both. Empowered with this knowledge, Callis organized and delivered training to the security staff over the course of two days in person and online.

"The Genetec training provides the security team with the knowledge of how their access control operating system works, and with practical application, the team is able to gain experience operating the system, and generating required reports," Callis noted. "This is a significant step forward for all our security officers, and with this type of training continuing in 2021, they will be even better equipped to perform their duties at the highest level," he added.

Commenting on the company's training efforts, Senior HR Officer Robyn Forbes noted: "We cannot underscore how valuable training is to our organization, and our focus therefore is to ensure that our employees are equipped and ready to ride the wave of change, no matter how it turns. Agility is paramount to being successful during this time and at FortisTCI, we pride ourselves on being leaders in transformation, innovation and change."





# Green Ribbon Safety Awards Recognize Frontline Workers and Contractors



*FortisTCl President and CEO Ruth Forbes presented the Green Ribbon Safety Award to representatives of the company's frontline staff and congratulated them on an exceptional year of safe work practices and adherence to the company's environmental, health and safety management systems, despite the COVID-19 pandemic. Pictured, from left are: Laborer Ivan Hall, Shift Leader – Security Guard Ladonna Bassett, Supervisor of Lines Gregory Thomas, and Electrical Technician Maurice Francis.*

**FORTISTCI'S** frontline workers and seven construction companies that are regularly contracted by the company, were honored with the Green Ribbon Awards for outstanding safety performance in 2020.

The presentations were made at the company's Green Ribbon Safety Awards Ceremony, held at FortisTCl's Providenciales headquarters on Friday, December 4. The event also recognized four employees with 'Good Catch' awards for their vigilance in identifying, reporting and offering solutions for potential hazards that could have a moderate to major impact on people and systems.

Receiving the Green Ribbon Safety Award were FortisTCl's employees in the Transmission and Distribution (substation, planners, engineers), Production and Control Operations, Facilities Management, Materials Management, Vehicle Services and Security departments, as well as the Grand Turk and Sister Islands Operations teams.

Contractors who were awarded were J&A Welding, Rolle Construction, Kevin's Quality Cleaning, EL Construction, Ferguson and Son, 4M Construction and Stanch Construction.

'Good Catch' awards were presented to Supervisor of Materials Management Ingrid Forbes, Senior T&D Planner Robert Smith and Linemen Kelorian Forbes and Atley Gray.

The 2020 awards were particularly significant, with the company achieving 655 days (and counting) without a lost time accident, despite employees and contractors having to work under several new EHS protocols in light of the COVID-19 pandemic.

"As an essential service provider operating during the COVID-19 pandemic, it was important for us to not only manage the usual risks associated with the utility industry, but also to safeguard the health and safety of our employees and contractors, while ensuring the company was always COVID-free. This approach was vital to keeping the lights on for our customers, and I am proud of the work that was done all across the company to achieve this goal. Many of our employees were sequestered at our various locations for extended periods, and many others were on the frontlines, as and when required. Everyone played their part in helping us to successfully manage the pandemic,



*FortisTCl Senior Vice President of Operations Devon Cox (center) presented the Green Ribbon Safety Award to representatives of seven local construction companies, in recognition of their commitment to safe work practices at FortisTCl's premises during 2020.*

effectively implement our Return to Office Plan, and welcome customers back to the office," FortisTCl President and CEO Ruth Forbes stated.

In congratulating the awardees, she added, "Safety is a top priority at FortisTCl and it is due to the steadfast commitment of all employees and our contractors that we keep breaking new ground in our environmental, health and safety management systems. I commend all the winners on this special achievement."

Mrs. Forbes also congratulated the EHS team for its "incredible safety leadership inside this company, and outside – to our contractors, to the TCl community and across the region to the CARILEC family."

Under the direction of Senior Vice President of Operations Devon Cox, the team comprises Director of EHS and Line Operations Dave Laing, EHS Manager Marcus Francis, Senior EHS Coordinator Eustace Musgrove, Works Methods Specialist Walter Wilson, Senior EHS Officer Rikardia Pardo and Temporary EHS Officer Ariel Clare.

FortisTCl established the Green Ribbon Safety Awards Program in 2016. The initiative recognizes those working for the company who understand the importance of good safety practices and who are actively providing solutions to health and safety concerns in the workplace. Contractors were added to the roll of awardees for the first time in 2019.

# Solar plus EV: Partners in



*In February 2020, CEO of Grace Bay Car Rentals Todd Foss (left), FortisTCI President and CEO Eddinton Powell (center) and CEO of Hartling Group Stan Hartling (right) signed a Memorandum of Understanding to make rental electric vehicles available to guests of The Shore Club, Providenciales. Also pictured are FortisTCI executives, standing (l-r): Senior Vice President of Operations Devon Cox, then Senior Vice President of Corporate Services and CFO Ruth Forbes, and Vice President of Innovation, Technology and Strategic Planning, Rachell Roullet.*

**A PARTNERSHIP** between FortisTCI and two major tourism enterprises in the Turks and Caicos Islands will lay the foundation for the adoption of electric vehicles (EV) and the development of an EV ecosystem in the islands, beginning with Providenciales.

On Friday, February 28, 2020, FortisTCI President and CEO Eddinton Powell, Hartling Group Chief Executive Officer Stan Hartling, and Grace Bay Car Rentals Owner and CEO Todd Foss signed a Memorandum of Understanding (MOU) to enhance the availability of electric vehicles to the tourism sector.

Under the MOU, Grace Bay Car Rentals, which has the largest rental fleet in the TCI, will acquire and add two Nissan Leaf electric vehicles. These vehicles will be available to guests of The Shore Club, a premier luxury resort hotel owned by Hartling Group. In turn, The Shore Club will allocate the space for a dual charging station and the installation of solar

panels. FortisTCI will install the solar panels and the required charging station equipment at The Shore Club and provide ongoing technical support for the project.

Through this project, the partners also aim to encourage and support wide-scale and long-term electrification of transportation in the TCI to help reduce the country's carbon emissions. Joint marketing efforts will also promote the TCI as an eco-friendly destination and create awareness of the benefits of EVs to residents and visitors alike.

"The signing of this MOU is for us, a significant milestone, as we continue our focus on renewable energy integration and delivering on the mandates of the Resilient National Energy Transition Strategy (R-NETS) for the TCI," Mr. Powell stated. "With like-minded partners who are committed to integrating renewable energy in their operations, we can create an energy-producing economy and reduce our carbon footprint. I look forward to working with The Shore Club and Grace



# Tourism



FortisTCI's Nissan Leaf electric vehicle and charging station pilot program, launched in 2018, has helped to pave the way for a new project that will make rental electric vehicles available to guests of The Shore Club, Providenciales. The project involves the Hartling Group, FortisTCI and Grace Bay Car Rentals. Pictured (l-r) are Hartling Group's CEO Stan Hartling, then FortisTCI President and CEO Eddinton Powell and CEO of Grace Bay Car Rental Todd Foss at the signing of the MOU for the project.

Bay Car Rentals and seeing the benefits to the tourism and transportation sectors.”

Stan Hartling, CEO of the Hartling Group, remarked: “The Hartling team is honored to be considered the perfect fit to launch such a novel initiative. The Shore Club resort prides itself on its reputation as a low density, minimal impact resort and being the first to offer this zero carbon option to our guests fits perfectly with our corporate goals.”

Todd Foss, CEO of Grace Bay Car Rentals, stated: “The team at Grace Bay Car Rentals is extremely excited about this project. We work hard each day on our goal to be the best car rental agency in the world, a goal that can only be achieved by leading the market in customer service, innovation, and technology. Guests to our islands are expecting Turks and Caicos to be a destination of natural beauty and environmental sustainability. Working with two great companies such as The Shore Club and FortisTCI will ensure the program will be

successful and able to grow in the future.”

Since 2016, FortisTCI has embarked on a sustained effort to integrate clean energy sources to its grid and provide customers with opportunities to access renewable energy through its Customer Owned Renewable Energy (CORE) and Utility Owned Renewable Energy (UORE) Programs. At the end of 2019, grid-tied installations commissioned by FortisTCI exceeded 1MW, and in 2020, contracts were signed for four additional UORE projects, which will add another 618 kW to the grid.

In 2018, the company unveiled its first electric vehicle (EV) – a Nissan Leaf – and installed an on-site charging station at its Providenciales headquarters. This was a pilot project aimed at gathering data on operations, maintenance, energy consumption of the EV and charging station, learning the technology and creating public awareness regarding the adoption of EVs in the TCI.



# Four Additional Solar PV Projects Signed in 2020



*The Ritz-Carlton Turks and Caicos is FortisTCI's 10th Utility Owned Renewable Energy (UORE) partner. A 210.6kW solar PV system has been installed on the roof of the resort's casino and restaurant, and commissioned into service.*

**RENEWABLE** energy (RE) remains key to achieving sustainability goals in the energy sector. While COVID-19 has undoubtedly shifted focus areas for businesses, individuals and families alike, FortisTCI has kept a keen interest in advancing RE plans for the Turks and Caicos Islands for 2020 and beyond.

During the year, the Ritz-Carlton Hotel and Residences, slated to open in 2021, became the 10th customer to join the FortisTCI Utility Owned Renewable Energy Program (UORE), which was followed by the signing of three additional UORE partnership with Graceway Sports Center, H2O – a resort development currently under construction, and Engineering Design Services Ltd. Customers participating in the UORE program receive a monthly fixed credit for rooftop space and an annual variable incentive based on system production.

Each system will be grid-tied, and installations are planned to commence during 2021. A 210.6 kW rooftop solar PV system has been installed on the rooftop of the casino and restaurant of the Ritz-Carlton Hotel and Residences on Grace Bay Beach, Providenciales, in its final stages of construction. The system has been commissioned into service and it is expected to generate approximately 310MWh annually and help avoid about 244 tons of CO2 emissions.

The three additional UORE partnerships signed in 2020 will add more than 400 kW of solar PV to the Providenciales electricity system. The Graceway Sports Center will house a 271.7 kW, H2O a 104.5 kW system, and Engineering Design Services Ltd. a 31.2 kW system. These installations will generate approximately 605.2MWh annually and help the country avoid additional CO2 emissions. Together, the company

and its partners are working to increase the penetration of renewable energy within the Turks and Caicos Islands.

Over 1MW of distributed solar PV generation is currently installed across Providenciales, and ongoing efforts are driven by goals outlined and agreed to by FortisTCI and the Turks and Caicos Islands Government in the Resilient National Energy Transition Strategy (R-NETS). The RNETS is a 20-year plan, which will be updated periodically based on technology and changes in the economy and aims to integrate at least 33% renewable energy across the TCI. In addition to the installed 1 MW and over 610 kW pending installation, plans remain in place to implement a 1 MW solar project that will see grid-tied solar PV systems installed across the islands.

“Despite the challenges of 2020 with the ongoing COVID-19 pandemic, our commitment to sustainability has not and will not waver. Green energy remains a key priority for our business. We will continue to work toward meeting objectives outlined in the R-NETS, including increasing the uptake of solar throughout the TCI, electrifying transportation, and incorporating battery technology to lessen environmental impact,” FortisTCI President and CEO Ruth Forbes stated.

“Renewable energy programs like UORE are a great way for us to work together with customers to manage our world’s environmental changes better. After all, we all have a part to play. We cannot transform energy in the Turks and Caicos Islands without all stakeholders onboard – customers, employees, investors, regulators, and the government. I welcome our newest partners and thank them for their support,” she added.



# Strength in Partnership: A Visit from the Governor



At FortisTCl's mechanical workshop, Energy Production Engineer 1 TeAndra Thomas (left) discusses her role with Governor Nigel Dakin, in the presence of FortisTCl President and CEO Ruth Forbes and Vice President of Engineering, Energy Production and Delivery Don Forsyth (back).



President and CEO Ruth Forbes and Vice President of Engineering, Energy Production and Delivery Don Forsyth discuss the workings of the company's latest generation plant with the Governor.



Director of Energy Production Alvejes Desir (middle) explains the technology behind FortisTCl's state-of-the-art control room to the Governor. Also pictured (left) is Plant Operator 1 Perez Lightbourne.



Manager of EHS Marcus Francis delivers the safety briefing ahead of the Governor's tour of FortisTCl's Providenciales headquarters. President and CEO Ruth Forbes welcome the Governor and led discussions.

**FORTISTCl** President and CEO Ruth Forbes welcomed His Excellency the Governor Nigel Dakin to the company's headquarters in Providenciales on Friday, October 9, during a formal meeting. The occasion marked the Governor's first visit to the property, which included a tour of the country's largest electricity generation site and official introductions to the FortisTCl executive team.

The visit began with a full safety briefing and explanation of COVID-19 guidelines from the Manager of Environment, Health and Safety Marcus Francis. This was followed by a full overview of the Provo generation site and a discussion on the electricity systems serving customers across the islands. Governor Dakin then toured the latest standalone Wärtsilä engine, the mechanical workshop, and control room. The tour was led by Vice President of Engineering and Energy Production and Delivery Don Forsyth and supported by Director of Energy Production Alvejes Desir, who spoke about the state-of-the-art control room equipment and monitoring of the company's renewable energy installations. Energy Production Engineer TeAndra Thomas greeted the governor at the mechanical workshop and discussed her role and the workings of company's comprehensive and meticulous maintenance program.

His Excellency concluded his visit with a formal introduction to the FortisTCl executive team and an in-depth discussion led by FortisTCl President and CEO Ruth Forbes. The dialogue focused

on reliability and resiliency of service, renewable energy, the regulatory framework, and impacts of the COVID-19 pandemic. The Governor was keen to learn how FortisTCl is pushing ahead with sustainability and clean energy projects in the country and expressed that we will see continuous growth in renewable energy integration.

Commenting on the visit, Mrs. Forbes said, "I appreciate the time that Governor Dakin took to meet with the company, to gain greater insight into the generation and delivery of electricity to the country and the importance of continued reliability of service to customers. The utility industry remains complex and is changing rapidly due to technology. Having a strong partnership and agreement about the future of energy in the TCl is critical to meet changing customer demands. The company very much values the relationship with the government and believes that transforming the energy landscape while being leaders in the industry can only be achieved through a strong partnership."

FortisTCl maintains a robust stakeholder engagement plan that includes ongoing annual meetings with government representatives, key businesses, and community partners. The company established ongoing meetings and site tours to maintain an open dialogue about the development of the TCl energy sector, keep stakeholders informed of industry changes, and showcase how FortisTCl works to meet future energy needs.



# Science Fair 2020: Success



Premier of the Turks and Caicos Islands Hon. Sharlene Cartwright-Robinson (right) joined FortisTCl in celebrating the successes of the 2020 Science Fair

**THE 10TH ANNUAL** FortisTCl National Science and Technology Fair, held March 4-5, 2020 at the Gustavus Lightbourne Sports Complex, was one of the biggest yet, and an acclaimed success.

The introduction of a President's Award, a special recognition for "outstanding creativity, innovative thinking and skillful execution in scientific pursuit" was added incentive for the high school team competing in the event. Then President and CEO Eddinton Powell judged the projects for these criteria and Holy Family Academy emerged as the winner.

Twenty-two innovative projects were on display, 11 each for primary and high schools. Several projects explored sustainability ideas, including an ocean solid waste disposable bin, gas from thrash, using solar for power air-conditioning and water desalination.

Winners of the primary school science project category were Providence International Academy (first), International School of the TCI (second) and Eliza Simons Primary (third). Among high schools, H.J. Robinson took the top prize for its 'sheet rock from cardboard and Styrofoam' project, followed by Holy Family Academy's 'volatile organic compounds pre-screening device', and Champions for Christ placed third for its 'paper from citrus peel'.



Shining Stars Preparatory School students and their teacher (right) receive their trophy for their second place finish in the primary schools quiz competition. British West Indies Collegiate placed second in the high school quiz competition.

Premier Hon. Sharlene Cartwright-Robinson, Minister of Education, Youth, Culture and Library Studies Hon. Karen Malcolm and representatives from the ministry and department of education joined FortisTCl at the closing ceremony on Thursday, March 5. Representing FortisTCl and participating in the ceremony were then President and CEO Eddinton Powell and Senior Vice President and CFO Ruth Forbes, Senior Vice



# Success and a President's Award



British West Indies Collegiate placed second in the high school quiz competition.



Minister of Education Hon. Karen Malcolm with students and teachers of Clement Howell High School, winner of the high school quiz, and creative arts competitions.



International School of TCI placed second in the primary school project and third in the primary school quiz.



Holy Family Academy won the inaugural President's Award, and placed second in the high school science project, second in the graphic arts, and third in the high school quiz competitions.

President Devon Cox, and Senior Director of Corporate Communications and Public Affairs Talisha Simons, who served as MC for the proceedings.

In congratulating the students for another outstanding science fair, Mr. Powell remarked: "I am particularly proud that the Science Fair is serving as a springboard for your creativity and scientific pursuit. I am encouraged that through the Science Fair, our students across the TCI can access and put into practice the teaching and learning of STEM – science, technology, en-

gineering, and mathematics. STEM is how we solve problems – whether in computer sciences, medical sciences, physics or engineering, technology, or elsewhere. The seeds begin in our classrooms and within our future generations, and I'd like to think, right here at the FortisTCl National Science and Technology Fair."

He also thanked the Department of Education, judges, teachers, parents and the event planners for the strong and enthusiastic collaboration on the event, year after year.

## SCIENCE FAIR 2020 WINNERS

*President's Award – Holy Family Academy – VOC Pre-screening Device*

### Primary School Quiz

1. Eliza Simons Primary School
2. Shining Stars Preparatory School
3. International School of TCI

### High School Quiz

4. Clement Howell High School
5. British West Indies Collegiate
6. Holy Family Academy

### Creative Arts

1. Clement Howell High School
2. Raymond Gardiner High School
3. Champions for Christ International

### Primary School Projects

1. Providence International Academy
2. International School of TCI
3. Eliza Simons Primary School

### High School Projects

4. H.J. Robinson High School
5. Holy Family Academy
6. Champions for Christ International

### Graphic Arts

1. Raymond Gardiner High School
2. Holy Family Academy
3. H.J. Robinson High School

# For the Game: A Three-year S



Former President and CEO Eddinton Powell and TCIFA President Sonia Fulford-Missick with FortisTCl Youth League players, at the announcement of the company's a three-year partnership to continue its support of youth football in the TCI.

**A THREE-YEAR** sponsorship agreement to further develop youth football was signed by FortisTCl and the Turks and Caicos Islands Football Association (TCIFA) in February 2020.

This injection of additional financial support would assist in restructuring the youth football program and introduce an Elite Youth Football League featuring six Under-14 boys' teams comprising three teams in Provo and one team each in Grand Turk, North Caicos, and South Caicos.

Although the COVID-19 pandemic resulted in a cancellation of the youth football season for 2020, FortisTCl and the TCIFA remain committed to the longer term development of the programs. Youth football will return with even more energy in 2021, with the Fortis Elite League slated to be played from March to June. The FortisTCl Grassroots League will run from March to June 2021 on all islands.

At a presentation ceremony to mark the three-year sponsorship, then FortisTCl President and CEO Eddinton Powell commended the TCIFA for its commitment and efforts to develop youth football through strong partnerships with the company. "FortisTCl's support of youth football is in keeping with our corporate social responsibility focused on education, youth sports, heritage and culture, health and wellness, and the environment, and we value being a part of the growth and development of youth football in these islands," he noted.

TCIFA President Sonia Fulford-Missick said, "The TCIFA extends massive gratitude to our Diamond Sponsor FortisTCl. The relationship between TCIFA and FortisTCl has resulted in the growth of the grassroots and youth programs and the quality of the players. The continuance of this relationship allows us to launch an Elite League games that will provide regular competitive games for our highly skilled youth players across the



# Sponsorship for Youth Football



*FortisTCI executives join in celebrating the announcement of the company's three-year sponsorship of the TCIFA's youth football program.*

islands. This inclusive approach is as a result of FortisTCI's commitment and dedication to the development of football in the Turks and Caicos Islands."

FortisTCI's initial sponsorship of the TCIFA in 2017 enabled the launch of the first competitive youth football leagues across the TCI. The FortisTCI Youth Football League began in Providenciales in that year with over 282 players aged nine to 13 years, and in 2018 expanded to Grand Turk, South Caicos and North Caicos.

Over three seasons, the league experienced significant growth, with the number of players almost doubling. In addition to its main sponsorship, FortisTCI also supports the football programs with a weekly fruit and water stand that provides nutritional support for players on game days, in all islands. FortisTCI employees volunteer their time to maintain the stand and to encourage the players.



*A handshake between then FortisTCI President and CEO Eddinton Powell and TCIFA President Sonia Fulford-Missick seals the commitment for FortisTCI's three-year sponsorship of the TCIFA's youth football programs.*



# Supporting CCTV Installations in Grand Turk



*The signing of a three-year agreement for the installation of CCTV cameras in Grand Turk took place on March 4, 2020. Pictured (L to r) are FortisTCI Director of Legal Services Alexandria Missick, FortisTCI Senior VP of Corporate Services Ruth Forbes, FortisTCI President and CEO Eddinton Powell, Royal Turks and Caicos Islands Police Commissioner Trevor Botting, and Royal Turks and Caicos Islands Police Head of Operational Support Phil Branch.*

**FORTISTCI** and the Royal Turks and Caicos Islands Police partnered once again to enhance police monitoring capabilities through the use of closed-circuit television (CCTV). On March 4, 2020, the two parties signed an agreement for the installation of CCTV camera equipment on utility poles in the nation's capital - Grand Turk. This marked the second phase of the Turks and Caicos Islands Government's (TCIG) CCTV program.

The agreement follows an earlier contract signed for the installation of CCTV cameras in Providenciales. For its contribution, FortisTCI will waive all TCIG pole attachment fees for the program over the next three years through 2023. TCIG will pay for the energy usage of the cameras.

Speaking at the signing, Police Commissioner Trevor Botting, said, "The Royal Turks and Caicos Police Force appreciates the continued support from various stakeholders throughout the TCI like the partnership with FortisTCI in helping to combat crime. The installation of CCTV cameras aids the force in higher levels of monitoring in our communities, helping solve criminal activity."

FortisTCI President & CEO Eddinton Powell, noted, "FortisTCI is again pleased to partner with the TCI Government and The Royal Turks and Caicos Islands Police Force to increase the installa-



*Royal Turks and Caicos Islands Police Commissioner Trevor Botting (seated, right) and FortisTCI President and CEO (seated, left) sign the agreement for CCTV camera's on FortisTCI's poles. Also pictured are (standing, l-r) FortisTCI Director of Legal Services Alexandria Missick, FortisTCI Senior Vice President of Corporate Services Ruth Forbes, and Royal Turks and Caicos Islands Police Head of Operational Support Phil Branch.*

tion of CCTV cameras across our islands. We all have a vested interest in making the Turks and Caicos Islands as crime-free as possible. The company believes in public-private partnerships like this, and I am pleased that our utility infrastructure can be used to help keep our communities safe."

# Weathering Storm Season



*Linemen work to restore service to FortisTCl customers on Providenciales, after Tropical Storm Isaias.*



*With COVID-19 protocols and PPE, FortisTCl employees responded to Tropical Storm Isaias with quick and safe restoration of service.*

**IN A YEAR** when 30 named storms including 13 hurricanes made the 2020 hurricane season the most active on record, TCl was largely spared from any massive impact. It did not, however escape brushes from Tropical Storm Isaias.

On Thursday, July 30, Tropical Storm Isaias arrived in TCl with wind speed of up to 65 miles per hour. Before leaving TCl en route to the Bahamas, the storm strengthened and became Hurricane Isaias, a category 1 event.

The next day's assessment of storm damage revealed a few impacts on the T&D infrastructure, but with only 20% of customers affected by outages. Nevertheless, restoring service to customers presented a new challenge, with everyone involved having to take into account the reality of the ongoing COVID-19 pandemic.

Challenge accepted. A concerted team effort across all areas of the company led to a quick and safe restoration of service which earned the praise of the FortisTCl board of directors and President and CEO Ruth Forbes for an "exceptional performance."

Some of the damages on Providenciales included loss of service to Beach Road, Blue Hills due to a fallen tree, loss of three Grace Bay feeders, a broken pole on the road to Amanara and loss of the resort's generator, a downed power line near the airport, and loss of service there as well and Kew Town. Others included blown fuses in a few areas including Five Cays and Chalk Sound.

On Grand Turk, service to the airport was also affected by a

damaged/burnt pole, and in the Breezy Bay area a downed line resulted in an outage. In Salt Cay, a downed secondary line affected a few customers.

On Middle Caicos, a blown fuse caused outages across the island and North Caicos experienced some isolated outages. South Caicos had outages prior to the arrival of Tropical Storm Isaias, with about half the island out of power at the time.

Operating under the 'new normal' of pandemic safety procedures, FortisTCl's restoration crews began working immediately they were permitted to do so. By midnight on Friday, July 31, electricity service was mostly restored across the islands. Overall, 99% of customers had their lights back on by Friday night, with the remaining 1% being isolated outages.

President and CEO Ruth Forbes noted that hurricane preparation was a key factor in being able to weather the storm without major damage, and restoration service quickly and safely afterwards. She commended the various teams involved in the restoration for their stellar storm response efforts.

"I wish to express my deepest appreciation to everyone involved in this extraordinary team effort across our service territory – line crews, T&D planners, Plant Electrical and Mechanical Technicians, Engineering, Operators, Customer service, Corporate Communications, EHS, Materials Management, sequestered employees who weathered the storm on site – and everyone else who worked behind the scenes," she stated.



# Inclusion and Diversity: A Celebration



A wide variety of international foods were on display at FortisTCI's International Cuisine and Culture Day, held on November 24, 2020.

**FORTISTCI** celebrated its first International Cuisine and Culture Day across the islands on Wednesday, to the delight of all who participated in the colorful event. The event also recognized Turks and Caicos' National Day of Thanksgiving, celebrated on November 27.

With a diverse workforce, FortisTCI employees from 13 countries shared their heritage through music, cultural displays, costumes, and food. In addition to the home country, there were representations from the United States; the Philippines; Haiti; Jamaica; France; Canada; Grenada; Guyana; Dominican Republic; St. Lucia; the Cayman Islands and Dominica.

These were all on display at the Providenciales headquarters and with COVID-19 protocols in place, team members had three locations from which to sample the delightful array of dishes and immerse themselves in the cultural sights and sounds and engage with their colleagues.

With the largest delegation across the islands, Turks and Caicos had a full display of music, cultural artifacts and an abundance of food representative of the islands, including stewed conch, pastalitas, lobster salad, and conch fritters. Sweet delicacies of pumpkin and potato breads, Salt Cay candies, coco lumps, tamarind preserve and homemade passion fruit and lemonade juices were also on offer.

Jamaican jerk, Newfoundland salt fish cakes, Grenadian salt fish souse and coconut bakes, Guyanese curry chicken and roti were among the sumptuous fare. In addition, Dominican



Vice President of Innovation, Technology and Strategic Planning Rachell Roulet (left) checks out the culinary delights of the Turks and Caicos Islands, as presented by Roxie Williams (center) and TeAnn Thomas.

with St. Lucia's national dish of green bananas and salt fish, sweet treats and espresso from France, and Haiti's Grio and pikliz, roasted peanuts, and cookies.

On North Caicos, Turks and Caicos and Jamaican cultures were on display through a colorful and delightful spread of food. For Turks and Caicos, brown stew fish, banana bread, and flour bread represented some of the flavors of the islands. For Jamaica, there was fried breadfruit, ackee and salt fish, and carrot juice.

On South Caicos, the team celebrated the native culture with peas and grits with loaded pigtail and dried conch, fried fish, and fried plantain. And on the Grand Turk, the team highlighted the cultures of the Turks and Caicos, Jamaica, Haiti, and the



Turk team marking International Cuisine and Culture Day, Philippines

# tion of Cuisines and Cultures



A wide variety of international foods were on display at FortisTCl's International Cuisine and Culture Day, held on November 24, 2020.



A wide variety of international foods were on display at FortisTCl's International Cuisine and Culture Day, held on November 24, 2020.



President and CEO Ruth Forbes learns about the American fare on offer from Senior Communications Officer Dwyane Krzanowski.



Junior Plant Operator Corean Kelly and Senior Administrative Officer Paulet Hall celebrate International Cuisine and Culture Day in South Caicos.



ed International Cuisine and Culture Day with a celebration of the Turks and Caicos nes, Haiti and Jamaica.

Philippines. The Turks and Caicos dishes included fried fish, hot buns and conch fritters. The Jamaican dish included ackee and salt fish with fried dumplings. Haiti was represented with Passo – a dish made with goat meat, mashed plantain, fried sweet potatoes along with cole slaw and a salad. And the Philippines were represented with Pansit, a savory, stir fried rice noodle dish.

International Cuisine and Culture Day was a reflection of FortisTCl's ongoing commitment to inclusion and diversity (I&D), and its efforts to maintain an inclusive work environment where employees feel empowered to be themselves and to do their best work.

"This event was truly a showcase of the very best of the FortisTCl team and I learnt so much about the diversity of talent within the company," President and CEO Ruth Forbes remarked. "Through events like this, our employees demonstrate their appreciation of the talent, value and team spirit that enable FortisTCl to succeed in our mission to serve the Turks and Caicos Islands in the best way possible," she added.



# Powering Through



Junior Plant Operator Linvel Cox takes a customer call at the Provo control room



Supervisor of Security Callis Jones stops at the nurse's station to undergo a health check before re

**KEEPING** the lights on, maintaining service to customers and protecting the health and safety of employees were at the forefront of FortisTCI's response to the COVID-19 pandemic in 2020.

At the heart of it all was the company's Crisis Management Team (CMT), which began planning and implementing the pandemic response as early as February 2020. The CMT had the benefit of experience gained from managing through the 2017 hurricanes. In addition, working with management systems that are ISO 22301 (Business Continuity Management) and 45001 (Occupational Health and Safety) certified, meant that the team was operating according to international best practices to manage the COVID-19 crisis.

By the time the World Health Organization (WHO) declared the coronavirus outbreak a global pandemic on March 11, a multi-faceted pandemic response plan was being rolled out across FortisTCI's service territories. By then, several steps had been taken internally to safeguard employee

health and safety, including a ban on travel, sharing of ongoing public health information, extra sanitization of work areas and activation of various pandemic response policies and procedures.

## Operational Changes and Customer Support

On March 25, FortisTCI closed its customer service centers and established mandatory work from home procedures. In addition, the company announced a plan to support customers faced with hardships as a result of the pandemic. That included suspending disconnections for 30 days, waiving penalties for 60 days and delaying the 6.8% rate increase by three months.

During lockdown in the Turks and Caicos Islands, approximately 60% of employees worked from home to maintain business operations and deliver customer service online and via the phone. Essential employees who were deemed critical to the delivery of electricity across the territory worked onsite to ensure the company would continue to

meet customers' energy needs. Some employees were also sequestered on a case-by-case basis.

The commitment of FortisTCI's control room operators, linemen, electrical engineers, technicians, management, health and safety, training, and vehicle services staff continued throughout the pandemic. Employees worked assiduously in their various roles to ensure electricity flowing to those at home.

The work of the company's technology team was especially critical during this time. Transitioning the company's work model meant having the right technology in place for employees to work efficiently as possible, and ensuring they maintained access to the company's systems was instrumental in enabling teams across the islands to continue to serve customers, answering calls, and

# THE PANDEMIC



ly established  
porting to work.



At FortisTCI's Grand Turk plant, Superintendent of Plant Control Franco Been (left) and Temporary Mechanic Alexander Fortunato carry out engine maintenance, to ensure continued reliable service during the pandemic.



Senior Mechanical Technician Miguel Sierra Baez does maintenance work on an engine at the Providenciales plant.



Director of Plant Operations Alvejes Desir and Senior Mechanical Technician Gerson Castro undertake required system maintenance.



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customer queries during usual business hours.

## Maintaining Employee Health and Safety

The role of the Environmental Health and Safety (EHS) department was critical in employee health and safety during the pandemic. Manager of EHS Marcus Francis was appointed as the FortisTCI Pandemic Response Leader, and among his many responsibilities was the task of developing, documenting and communicating to all staff new health and safety procedures and coronavirus related protocols. He also monitored and provided daily reports to the CEO on the status of operations across the service territory, along with reports several times a week to the Corporate Crisis Management Team (CCMT) and the Executive Crisis Management Team (ECMT) within FortisTCI.

Establishing a medical station at all FortisTCI premises and mandatory health checks for anyone entering the facilities were two of the key pandemic initiatives that fell to the EHS department. All employees and contractors who had to access the company's facilities during lockdown and the pandemic in general had to under-

go temperature checks and answer questions from a nurse practitioner. Wearing the appropriate personal protective equipment and practicing social distancing were also mandatory requirements established as a part of the company's pandemic procedures.

The EHS department also worked closely with the Facilities Management team to implement necessary changes to the company's premises, including new sanitation methods and deep cleaning of the HVAC systems. Making structural changes to offices and work areas was another important task that the two teams undertook to prepare the company for returning to work when the time came for that phase of the pandemic response.

## Virtual Customer Service

Serving customers without the benefit of in-person interaction was another area in which FortisTCI's employees, technology and business processes proved resilient and agile during the pandemic. With the company's customer service centers closed during the period of government lockdown and beyond, the customer service team ramped up

>> Continued on next page

# Powering Through the Pandemic

<< Continued from Previous Page

its digital services to ensure continuous connection.

Service applications were made available on the company's website, where they could be completed and submitted, and customers could also book appointments for meetings with customer service representatives and apply for payment plans. Customers were encouraged to make use of the web portal, My FTCl Online to access account information, monitor their energy consumption, receive and pay their monthly bills. In addition, online bill payments via customers' banks were promoted, and the

our customers. We incorporated more digital offerings to make services easier, safer and more convenient, both for us and for our customers. We are very pleased with the response and we will continue to innovate and enhance our service offerings," stated Vice President of Corporate Services Aisha Laporte.

## Role of HR and the Social Club

The pandemic response involved more than a focus on physical health and safety. The HR team provided ongoing support to employees for managing their mental and



*With more customer interactions conducted via digital platforms during the pandemic, the customer service team was always at the ready to answer customer calls, emails and messages. Pictured: Customer Service Representative Tisa Lightbourne assists at customer at the Providenciales office.*

company established third-party payment centers on Providenciales, Grand Turk, North and South Caicos to provide additional options to customers.

The result was a significant growth in the number of customer interactions that took place online and with the third-party payment facilities. Registrations on the web portal grew by 106.59% in 2020, compared to 2019, Electronic payments grew over 90% between April and September 2020, compared to the prior year.

The digital customer service transformation was well entrenched by the time the customer service centers reopened on Monday, October 26. Some changes to in-office service were implemented. In particular, cash payments were no longer accepted, and printed bills were discontinued.

"The pandemic certainly provided us with an opportunity to rethink and reimagine the way we interact and serve

emotional health. Partnering with the TCIG Mental Health Department, the HR team hosted a series of presentations that provided useful information and tips for coping with the changes brought on by pandemic. The Social Club remained active throughout the months of national lockdown and thereafter, and was consistent in finding creative ways to keep employees and their families connected virtually. These included bingo games and quizzes, a 'funniest home video' contest and a bi-weekly Bible study.

"Navigating the COVID-19 pandemic during this extraordinary time required a sustained and concerted effort from all our team members and I could not be more proud that everyone at FortisTCl who worked hard every day to maintain our operations and serve our customers. I am confident that we will continue to be agile and innovative in responding to the changes that all businesses are undergoing as a result of COVID," stated FortisTCl President and CEO Ruth Forbes.





# FORTISTCI PEOPLE

## Two Vice Presidents Added to Executive Team

**FORTISTCI** welcomed two new vice presidents and Officers of the company – Don Forsyth and Aisha Laporte – between June and October 2020. These latest appointments complete the complement of executives who will be responsible for carrying out strategic objectives for the country's energy sector.

Don was appointed as Vice President of Engineering and Energy Production and Delivery, bringing more than 20 years of engineering and electric utility experience and seven years of senior leadership to the role. He assumed the post on June 1. Don leads the efficient operation and maintenance of FortisTCl's energy production and transmission and distribution programs. He also has leadership responsibility for strategic planning for all energy production and delivery and engineering operations functions.

Don joined FortisTCl in 2013 as Director of Electrical Engineering and Planning and Energy Delivery. He has held responsibility for leading the engineering and planning teams and supporting the engineering and system design functions. His role expanded in 2016 when he was promoted to Senior Director of Electrical Engineering and Planning and Energy Delivery, taking on additional operations functions, including engineering and project support, to develop FortisTCl renewable energy programs.

Before joining FortisTCl, Don spent 16 years with Grenada Electricity Services. There, he served seven years as a Senior Engineer and six years as Planning and Engineer Manager. In both roles, Don led technical teams and planning for large engineering projects.

He holds a Bachelor of Science degree in Electrical and Computer Engineering and an Executive Master's degree in Business Administration from the University of the West Indies. He has also participated in numerous engineering and operations conferences, including the CARILEC Engineering Conference, CARILEC Renewable Energy Forum, and the Caribbean Resilient Infrastructure Forum.

Aisha was appointed Vice President of Finance, Corporate Services and CFO, with over 12 years of experience as a utility professional, having managed finance, supply chain, revenue protection and customer services. Her appointment became effective on October 1. Aisha takes on the executive leadership of the materials management, customer service and human resources functions. She is also responsible for the fiscal management of FortisTCl, a subsidiary of publically listed and traded parent company, Fortis Inc.

Aisha joined FortisTCl in 2008 as Supervisor of Financial Services before her promotion to Manager of Financial Services. During her time leading the finance team, she was responsible



*Vice President of Engineering, Energy Production and Delivery Don Forsyth, and Vice President of Finance, Corporate Service and CFO Aisha Laporte.*

for managing the financial reporting activities, budgeting process, and maintenance and development of financial policies and procedures that improved the company's fiduciary systems. Aisha was promoted in 2012 to Director of Customer Services and became the Senior Director of Customer Services and Stakeholder Engagement in 2017.

At a senior corporate level at FortisTCl, Aisha has led the automation of customer services, including energy consumption readings, customer account information, and the introduction of the customer web portal 'My Online Account,' – a full-service online account management system. She has also played a critical role in establishing the company's revenue protection services, meter auditing processes and led supply chain management activities.

Before joining the FortisTCl team, Aisha worked for three years as a principal auditor with the Turks and Caicos Islands Government and three years with the international firm KPMG. She holds a Bachelor's degree with distinction in Accounting from Nova Southeastern University and passed the Certified Public Accountant (CPA) exam in 2004. Aisha is a native of Grand Turk native and H J Robinson High School graduate.

Speaking about both appointments, FortisTCl President and CEO Ruth Forbes said, "Don and Aisha's promotions mark key additions to the FortisTCl executive team. They both display an unwavering commitment to operational excellence and exemplify the leadership qualities and professional abilities required to take on these critical roles. I congratulate Don and Aisha on these professional milestones and look forward to working alongside them in their new executive capacities. And on behalf of the entire team at FortisTCl, I wish them both continued success."



# FORTISTCI PEOPLE

## Knowledge Sharing in a Virtual World



*Manager of EHS  
Marcus Francis*



*Vice President of Innovation,  
Technology and Strategic  
Planning Rachell Roulet*



*Senior Vice President of  
Operations Devon Cox*



*President and CEO  
Ruth Forbes*

**WITH BUSINESS** travel restricted and in-person conferences and seminars cancelled in 2020 as a result of the COVID-19 pandemic, FortisTCI executives took advantage of several opportunities to share their insights into the utility industry to a Caribbean and global audiences virtually. This continued a strong trend of FortisTCI executives being widely represented as subject matter experts at conferences, seminars, webinars and other industry-related events in recent years.

On Friday, June 26, then President and CEO Eddinton Powell, who is also Chairman of CARILEC, joined the Edison Electric Institute's Global Webinar Series to present on the topic, 'COVID-19 Impacts, Challenges and Opportunities for the Caribbean Electricity Sector'. He was joined by Dr. Cletus Bertin, Executive Director, CARILEC and Lawrence Jones, Vice President for International Programs, Edison Electric Institute (EEI). The webinar was jointly hosted by FortisTCI, CARILEC and EEI. Mr. Powell, along with other Caribbean utility leaders, presented a webinar on June 10, hosted by CARILEC's Renewable Energy Community, CAREC. The topic of discussion was, 'Building Back Better – Reliability, Resilience and Energy Security in the Caribbean Electricity Market'.

Senior Vice President of Operations Devon Cox and Vice President of Innovation, Technology and Strategic Planning Rachell Roulet were presenters on a webinar hosted by the CARILEC Renewable Energy Community (CAREC), on Wednesday, July 1. This event was part of CARILEC's Resilient Power 2020 Webinar Series, which showcases "the leadership of the women and men in the Caribbean electricity industry. The topic of discussion was, 'Hurricane Preparation – Best Practices for Caribbean Utilities: Lessons from the Turks and Caicos Islands'. FortisTCI ex-

ecutives shared the company's experience with Hurricanes Irma and Maria in 2017, highlighting the storms' impact on the all areas of the company's operations and what it took to restore electricity to the country within 60 days. Rachell also joined the Turks and Caicos Islands Hotel and Tourism Association on July 7 for the virtual launch of the second edition of 'Who's Who in Business TCI'. The launch was also live on Facebook. The magazine featured FortisTCI's latest renewable energy project – a partnership with The Shore Club and Grace Bay Car Rentals that will make electric vehicles available to guests of the resort.

Environment Health and Safety Manager Marcus Francis was also called upon to support CARILEC's virtual webinar series. On Tuesday, July 14, he joined a panel of experts to discuss 'Health, Safety and the Environment at Utilities: New Challenges and New Solutions in the Context of COVID-19'. The webinar was hosted by CARILEC's Health, Safety and Environment (HSE) team and also featured Lucien Cattrysse, Director of Sustainability and Risk Services at PWC, along with HSE executives from Jamaica Public Service, BVI Electricity Corporation and Dominica Electricity Services Limited.

"The webinar produced a lively and in-depth discussion on how to manage COVID-19 within the framework of Environmental Health and Safety Management Systems," Marcus stated. "My colleagues and I could speak from experience on what are some major impacts on health and safety in the short and long term. Monitoring work, including work from home, and infield work is just one of the many considerations that COVID-19 is causing us to contemplate."

President and CEO Ruth Forbes also took her place in the

*Cont'd on Page 31*



# FORTISTCI PEOPLE

## International Women's and Men's Days Celebrated



*The women of FortisTCl marked International Women's Day 2020 with a photo shoot to depict the #EachforEqual symbol. Pictured are members of the FortisTCl Providenciales team.*

**FORTISTCI** joined in local and global celebrations to mark International Women's Day (IWD) on March 8 and International Men's Day on November 19, 2020, taking the opportunity on both occasions to underscore its appreciation for the contributions of employees.

On IWD, women across the company showed solidarity with the theme, 'EachforEqual', by participating in photo shoots in which they depicted the equal sign. Photos of the teams were posted on FortisTCl's social media pages, and submitted to the TCI Department of Gender Affairs, which coordinated local IWD celebrations. FortisTCl also launched a social media campaign to high-

light several women, with unique stories of their roles.

On International Men's Day the company joined with the rest of the world in recognizing the contributions of men to nations, societies, communities, families, marriages and childcare, and to raise awareness about their wellbeing.

In a message to all staff, FortisTCl President and CEO Ruth Forbes stated, "I take this opportunity to thank each of our male colleagues for their commitment, dedication and hard work. And that's not just this year; it's for all the times they have been part of the team, helping to make FortisTCl a strong and proud company."



*FortisTCl also celebrated its male employees on International Men's Day (November 19), with a special message from the CEO.*

# FORTISTCI PEOPLE

## President and CEO Appointed to FortisOntario Board

**SHORTLY** following her appointment as FortisTCI President and CEO on August 3, 2020, Ruth Forbes was appointed as a Director of FortisOntario. FortisOntario is a FortisTCI sister utility that owns and operates several electricity companies in Eastern Canada. Together FortisOntario and its companies serve more than 65,000 customers.

Speaking on the appointment, Mrs. Forbes said, "As sister utilities within the Fortis group, FortisTCI and FortisOntario share a common goal of delivering sustainable energy for their customers. This appointment enhances our opportunities and capabilities to learn from each other's operations.

I am excited about engaging with my colleagues on the board and building on the great work already happening at FortisOntario. I am also honored to be one of the few women in energy who serve the Fortis group and the utility



*FortisTCI President and CEO Ruth Forbes*

sector in this role. I look forward to making a worthy contribution during my tenure and learning a great deal in the process."

Mrs. Forbes joined FortisTCI in 2006, and her leadership experience has been honed across several areas of the company, including in finance, customer service, corporate communications, supply chain, and human resource functions. While serving as FortisTCI Senior Vice President of Corporate Services and CFO, Mrs. Forbes played a vital role on the regulatory working committee within the Fortis group of companies and participated in the Fortis Inc. inclusion and diversity

strategic planning sessions.

Within the TCI, Mrs. Forbes has also previously served as a Director of the Turks and Caicos Airports Authority and the Turks and Caicos National Insurance Boards.

## Vice President Aisha Laporte to Lead Inclusion and Diversity at FortisTCI

**FORTISTCI** Vice President of Finance, Corporate Services, and CFO Aisha Laporte will lead inclusion and diversity efforts at FortisTCI after being named the company's executive representative to Fortis Inc.'s Inclusion and Diversity (I&D) Advisory Council. The appointment came shortly after Mrs. Laporte's promotion to VP and CFO, expanding her portfolio to include human resources.

The Fortis Inc. I&D Advisory Council consists of 11 senior executives from across the Fortis group of companies, and two Fortis Inc. representatives, including Fortis Inc. Executive Vice President of Sustainability and Chief Human Resources Officer Nora Duke. The group is responsible for developing and implementing I&D strategies



*Vice President of Finance, Corporate Service and CFO Aisha Laporte.*

enterprise-wide and locally at their respective utilities.

While I&D efforts have been long underway at Fortis Inc. and its group of companies, in 2019, an I&D campaign was launched under the theme 'A Fortis for Everyone.' Fortis Inc. strives for inclusivity and promotes a fair and diverse workplace that consistently displays a commitment to dissolving systemic barriers. This includes the company's active effort to appoint women to serve on the board of Fortis Inc. and its commitment to Canada's BlackNorth pledge in 2020.

The BlackNorth Initiative aims at creating better representation for Black Canadians, and is led by The Canadian Council of Business Leaders Against Anti-Black Systemic Racism.



# FORTISTCI PEOPLE

## EHS Team Strengthened

**ON SEPTEMBER 1, 2020**, Ms. Rikardia Pardo joined the Environmental Health and Safety (EHS) department as Senior Environmental Health and Safety Officer. She has responsibility for the development, delivery and ongoing maintenance of FortisTCI EHS programs.

She brings to the EHS team over eight years' experience in Emergency Management, having worked with the Turks and Caicos Islands Government, Department of Disaster Management and Emergencies (DDME) from 2012. She first served as Hazard Mitigation Officer and was later appointed as Deputy Director.

At the DDME, she played key roles in the preparation and management of the department's budget; development of the country's emergency response policies, plans and procedures; and also in the operations and management of the emergency operations centers during times of disasters. She also worked closely with local, regional and international organizations in support of the department's goal of developing a sustainable comprehensive approach towards disaster management and disaster resilience throughout the Turks and Caicos Islands.

Embracing the change to EHS at FortisTCI, Rikardia remarked on the strong EHS culture that exists, and the ongoing efforts to ensure that this continues to be embedded, both operationally and culturally across the company.

"There is always room for improvement, particularly as new information and best practices in the field become available. My primary goal as Senior EHS Officer is to assist the EHS team to foster a comprehensive approach towards environment, health and safety, thereby helping to continuously and sustainably improve the safety culture

## Henrico Wilson Promoted



**PLANT** Operator Henrico Wilson, who is a valuable member of the South Caicos team, was promoted to Senior Plant Operator in November 2020.

In his new role, Henrico is responsible for effective systems control and monitoring, efficient dispatch of the generation unit, and timely response to system contingencies.



*Senior EHS Officer  
Rikardia Pardo.*

within FortisTCI," she stated. Noting that every day on the job presents something new and different, she added: "One of the most exciting, or should I say rewarding part of the job is knowing that I played a role in making sure our workforce goes home each night to their families." Rikardia holds a Master of Science (Distinction) degree from the University of Bristol, United Kingdom, in Water and Environmental Management and a Bachelor of Science (Hons.) in Environmental Science from the University of Manchester. She has a number of certifications in areas such as Business Continuity, Project Planning and Implementation, Critical Incident Management, Emergency Operations Management and Mass Casualty Management.

## Called to Serve CARILEC



*Civil Engineer Caltricia  
Hamilton-Evans*

**CIVIL** Engineer Caltricia Hamilton-Evans has been appointed to serve as a member of the CARILEC Building Committee. The committee will provide oversight for the construction of the headquarters for CARILEC, the association that represents Caribbean utilities and their service providers. The building will be located in St. Lucia, current home of CARILEC.

Caltricia, who is one of two female engineers at FortisTCI, joins a distinguished group of other committee members, drawn from other utilities including Grenada, St. Lucia and St. Vincent, plus members of the CARILEC management team.

Caltricia earned a Bachelor of Science degree in Civil Engineering from Alabama A & M University in Huntsville, Alabama, USA in 2009.



# FORTISTCI PEOPLE

## FortisTCI Volunteers Continue to Shine



*L-r: President and CEO Ruth Forbes and Security Shift Leader Ladonna Bassett are always among FortisTCI's top volunteers. Even with the challenges of the pandemic in 2020, they continued their community service efforts.*

**IN ANY** 'normal' year, FortisTCI employees log thousands of hours providing voluntary community support to soup kitchens, youth education and sports programs, community clean-ups, health and wellness activities, non-profit organizations, Girl Guides and Brownies, and the environment, among many other areas.

In fact, in 2019, the team logged a record-breaking 3,044 community service hours, with one employee, the security department's Shift Leader Ladonna Bassett earning 1,075 of those hours. She spent 270 hours coaching youth basketball and running a free weekly fitness boot camp.

Not surprising, Ladonna was the company's top volunteer for 2019. She was named alongside Claudia Munnings, Callis Jones, Ruth Forbes, Murice Francis, Shernelle Capron, Avi Adams, Leonardo Patrick, Roxie Williams and Lorenzo Fabien as the Top 10 volunteers that year and were all honored in January 2020.

With the COVID-19 pandemic, 2020 proved to be quite differ-

ent, with national lockdowns, curfews and health and safety concerns curtailing community activities for most of the year. It was not enough to stop Ladonna, however, and in 2020 she still managed to log 50 community service hours, doing what she loves – providing a free weekly fitness boot camp.

Other volunteers found a way to continue their community support in 2020. Some team members provided virtual coaching, career guidance and other support for organizations such as Junior Achievement, as part of 'the new normal'.

FortisTCI empowers its employees to support positive community programs in various ways. The company also maintains a robust corporate social responsibility program, with projects and activities that benefit youth, sports and education, arts and culture, and other philanthropic focuses. This includes the FortisTCI Youth Football League, the National Science and Technology Fair, the Annual History and Cultural Heritage Quiz, and the Annual TCSPCA Dog Show.



# COMMUNITY BUZZ

## Allan Robinson Donates Tablets to Grand Turk Students

**FORTISTCI'S** Vice President of Sister Island Operations, Allan Robinson made a generous donation to students on Grand Turk. In June 2020, Mr. Robinson handsomely donated 23 tablet computers to students from low-income homes who did not have access to computers for online learning during the COVID-19 lockdown.

Mr. Robinson's donation made the local papers, with the Minister of Education, Honorable Karen Malcolm expressing her delight with his donation and acknowledging the importance of his gift. She also noted that "his financial support had a direct impact on students learning."



*Vice President of Grand Turk and Sister Islands Operations  
Allan Robinson.*

## Grand Turk Team Supports Basketball Camp



*With the support of FortisTCl, young basketball players on Grand Turk refreshed their skills at the annual basketball summer camp in 2020, COVID protocols observed.*

**THE TURKS** and Caicos Islands Basketball Federation hosted its annual summer basketball camp on Grand Turk, from August 17-21, 2020. The training camp was held in conjunction with the Turks and Caicos Islands Sports Commission and comprised 40 male and female athletes aged eight to 16 from around the island. The camp featured skills training in layups, dribbling, shooting, rebounding, passing and ball handling.

Due to the COVID-19 pandemic, federation officials noted that the event posed a number of concerns and challenges, such as ensuring the safety and wellbeing of the athletes. However, officials said they were happy to persevere and continue their goal of youth development in the sport.

FortisTCl contributed to this event by supplying FortisTCl branded bags, water bottles, school supplies and hand sanitizers to the athletes. Members of the Grand Turk team attended the event to present the items to participants.

"We were pleased to support the basketball federation in this event, which served to bring back some level of normalcy to the youth basketball program, and was very well received by all the participants. Our team members were enthusiastic in their support, and I thank them for their time and efforts at the camp," noted Vice President for Grand Turk and the Sister Islands Allan Robinson.



# COMMUNITY BUZZ

## Career Day at Enid Capron Primary School

ON FEBRUARY 6, 2020, FortisTCl team members from across the company took part in Enid Capron Primary School's annual Career Day, held at the Five Cays Community Center on Providenciales.

Over 300 students participated, engaging with representatives of many local businesses at display booths within the center. At the FortisTCl booth, students were fascinated by the electrical safety demonstration and were able to learn how electricity works, and dangers to avoid. As customary, Senior

EHS Coordinator Eustace Musgrove and the EHS department lead the safety demonstration.

Team members from the human resource, information technology, customer service and lines departments also spoke to the students about the importance of their roles within the organization. The highlight of the presentation was the linesmen who gave students a tour of the bucket truck in the parking lot.



Students enjoyed their time interacting with FortisTCl representatives at the annual career day expo at Enid Capron Primary School.



All ears: Substation Technician Quinby Hall answers questions from this eager group of students as he discusses electricity safety at the Enid Capron Primary School career day expo.





# COMMUNITY BUZZ



*Junior Energy Production Engineer Demetrio Quant (left) and Lineman Apprentice Jeffrey Desir engage the students in a discussion about electricity safety.*



*Lineman Apprentice Jeffrey Desir holds the students' attention with a demonstration on one of the company's bucket trucks.*



## Knowledge Sharing in a Virtual World

*Cont'd from Page 24*

spotlight. On Friday, October 30, she joined Caribbean utility CEOs at the 2020 Caribbean Renewable Energy Forum's (CREF) Virtual Summit to discuss issues affecting regional utilities, and opportunities within the sector. She co-hosted a panel discussion with Roger Blackman, Managing Director of Barbados Light & Power, Leroy Abraham, General Manager of BVI Electric Corporation and Dr. Cletus Bertin, Executive Director of CARILEC. The topic of discussion was, "How Can Caribbean Utilities Survive and Thrive".

Mrs. Forbes was a guest speaker at a CARILEC panel discussion on September 10 at the Virtual Island Summit, a global forum that addresses sustainable development

for island communities. The panel explored the topic, 'The Caribbean Utility Model: A Drive towards Sustainability and Resilience'.

"The webinar produced a lively and in-depth discussion on how to manage COVID-19 within the framework of Environmental Health and Safety Management Systems," Marcus stated.

"My colleagues and I could speak from experience on what are some major impacts on health and safety in the short and long term. Monitoring work, including work from home, and in-field work is just one of the many considerations that COVID-19 is causing us to contemplate."

# COMMUNITY BUZZ

## Community Clean-up: Leeward Park

**EARLY IN 2020**, FortisTCI's Materials Management and Finance departments spearheaded a community clean-up at the Leeward Palms Community Park on Providenciales. Thirty team members from across the company took part in the event, on Saturday, February 22.

From 6:00 a.m. to midday, team members busied themselves

trimming trees, collecting garbage and clearing the park of debris. Over two dozen bags of trash were collected and transported to the landfill.

After their hard work, the park was transformed to a pristine condition and the team took time to celebrate their accomplishments with a few hot dogs and refreshments.



*The team of volunteers (L-r): Marvette Darien, Alvin Harvey, George Glinton, Shernelle Capron, Sheldon Williams, Ingrid Forbes, Oswald Smith, Lorenzo Fabien, Newton Outten, Mathew Williams and John Gardiner. (Missing from photo are: Ashante Adams, Catherine Munsayac, Jalaya Francis, Gerson Castro, Ramon Suarez and Mervin Forbes).*



*Customer Service Representatives Tisa Lightbourne and Jalaya Francis enjoy the morning's work and workout as they pitched in to help.*



*Mechanical Maintenance Supervisor Newton Outten and Superintendent of Fleet Service John Gardiner put in several hours clearing overgrown shrubbery from the park*



*Service Maintenance Technician Mathew Williams spent some time on lawn care, as part of his contribution to the clean-up effort.*



*Storekeeper Alvin Harvey and Mechanic Oswald Smith loaded the garbage onto trucks to be taken to the landfill.*



*A transformed Leeward Community Park, after the clean-up.*

# HEALTH AND WELLNESS

## Social Club Keeps Team Spirit Alive

**THE FORTISTCI** team spirit is alive and well, thanks in part to the company's Social Club. From the start of 2020, the team worked vigorously to stage events that would provide a little something for everyone.

On Sunday, March 1, the club visited Jericho Baptist Church in the Bight, Providenciales for the 8:00 a.m. Sunday Service where team members turned out to fellowship together. The events continued in March, with an exciting domino

tournament held at Omar's Beach Hut, on Providenciales.

However, with the COVID-19 pandemic, the club was forced to take the events online. Virtual events included a biweekly Bible study, bingo games and the most popular event, the FortisTCl funniest video challenge. These events all served to enhance team spirit while coping with work and social changes brought on by the pandemic, and were enthusiastically supported by staff.

## Keep Your Home Free of COVID-19



**IN THE** continued fight against the COVID-19 pandemic, good home hygiene can be a key element in keeping the virus from infecting your family.

Modifying behaviors can also minimize the spread. While coronavirus remains a threat, consider limiting visitors to your home. It is important to remember that even when someone shows no symptoms, they can in fact be infected and can pass it on through close contact.

Here are some tips for maintaining a clean and COVID-free home environment.

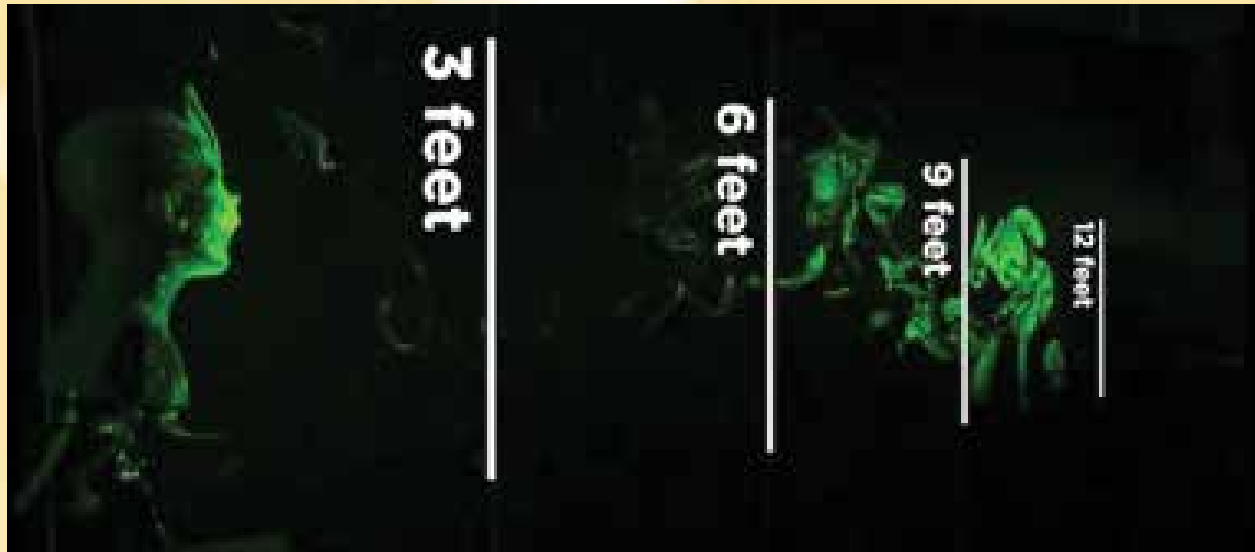
- Clean surfaces frequently like tables, countertops, desks, light switches, doorknobs, and cabinet handles, repeatedly touched objects and other surfaces, using household cleaning sprays,

or detergent, and water.

- Always clean surfaces and objects with soap and water before disinfecting, and be sure to follow the manufacturer's guidelines.
- Increase cleaning measures for areas where a sick member of the household is quarantined.
- Wear disposable gloves when handling dirty laundry, especially that of someone who is ill.
- Do not shake dirty laundry, as this will help minimize spreading any possible virus through the air.

# HEALTH AND WELLNESS

## Wearing a Mask: Why it Matters



A MASK or face covering is highly recommended among PPEs as part of the hierarchy of controls for managing the spread of COVID-19. TCI law mandates that persons should wear a mask or face covering in public. Failure to do so can result in sanctions for the offender.

For some people, wearing a mask or face covering is said to result in varying levels of discomfort. However, scientific research and data show that masks are highly effective in minimizing the transmission of illnesses.

In a study published on June 30, 2020 by the American Institute of Physics, face masks were proven to be effective in obstructing respiratory jets coming from coughs.

When you cough, you release a respiratory jet containing droplets, which can cause the spread of illnesses such as the common cold or the flu. The droplets of a strong cough can travel up to 12 feet in 50 seconds, as illustrated below.

The table below shows the distance an uncovered cough (normal to strong) can travel within seconds.

DISTANCE/FEET	TIME/SECONDS
3	2
6	12
9	41
12	50

The Centers for Disease Control and Prevention (CDC) defines physical distancing, as keeping a safe space between yourself and

other people who are not from your household. To practice physical distancing, in both indoor and outdoor spaces, stay a minimum of 6 ft. (about two arms' length) from other people who are not from your household.

### The Impact of Masks on a Cough

The research data in the table below underscores the impact of wearing masks on a cough.

An uncovered cough can have an average jet distance of up to 8 ft. However, this is significantly reduced with even the most basic of masks or face coverings.

MASKTYPE	MATERIAL	AVERAGE JET DISTANCE
Uncovered		~ 8 ft.
Bandana	Elastic T-shirt material	~ 3 ft. 7 in.
Folded handkerchief	Cotton	1 ft. 3 in.
Stitched mask	Quilting cotton	2.5 in.
Commercial Mask	Unknown	8 in.


Source: Visualizing the effectiveness of face masks in obstructing respiratory jets

Physics of Fluids 32, 061708 (2020); <https://doi.org/10.1063/5.0016018>

Siddhartha Vermaa, Manhar Dhanakb, and John Frankenfieldc) Published in: Siddhartha Verma; Manhar Dhanak; John Frankenfield; Physics of Fluids 32, 061708 (2020)

DOI: 10.1063/5.0016018. Copyright © 2020 Author(s)

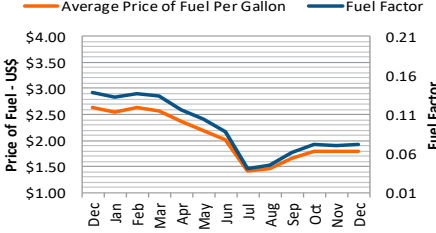
# FUEL FACTOR UPDATE



## FORTIS TCI

### YOUR FUEL FACTOR UPDATE

**Fuel Factor December 2019 - December 2020**




Price of Fuel - US\$ (left axis), Fuel Factor (right axis)

- **\*December 2020 Fuel Factor (FF)= \$0.0710**
- Previous month FF = \$0.0708
- 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, FortisTCI is diversifying its energy mix and now offers options for customers to connect solar PV systems to the grid.
- FortisTCI is focused on providing safe, reliable, least-cost, clean energy, and innovative energy solutions to customers.

PRACTICE ENERGY CONSERVATION!


**SAVINGS TIP :**



- Keep your air filters clean. Using a split unit air conditioner to cool specific areas rather than central air-conditioning can help cut cost.
- Be sure to unplug battery chargers or power adapters when devices are fully charged.
- Don't forget to close your curtains or blinds on hot days to help keep the house cool.

\*This current rate is reflected on January 2021 bills.

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## FIVE TIPS TO CONSERVE ENERGY AT HOME

Perhaps you and your family have been spending more time at home due to the COVID-19 pandemic. For some people, this may have been a temporary change; others may be looking at a longer term solution, as the pandemic keeps changing the way we live and work.

All of this brings into focus the need for ongoing attention to how you use energy at home. Energy conservation is a good practice at any time; during the hot summer months, it's even more important to pay attention to the electricity that you and your kids will use.

By taking simple steps to conserve energy, you can reduce your monthly electricity bill. Here are five tips to help you use less energy at home during the hot summer months.

- **Raise your thermostat by 1 degree:** Turning your thermostat up 1 degree can reduce your cooling bill by 2% in the summer.
- **Upgrade to a smart thermostat:** Programmable thermostats can change the temperature automatically based on your preferences, so you can set a lower temperature when you're home and a



higher temperature while you're away.

- **Don't cool an empty house:** When you leave for an extended period, turn up the thermostat to 80-82 degrees to avoid wasting energy.
- **Keep it closed:** Keep shades, blinds, and curtains closed. About 40 percent of unwanted heat comes through windows. Simply closing blinds and curtains, which act as a layer of insulation, can reduce heat in your home.
- **Turn them off:** Make sure you turn off or unplug devices and lighting that aren't being used.

Source: Edison Electric Institute

# PICTORIAL ROUND-UP



With the reopening of the customer service centers at the end of October 2020, customers were required to observe COVID-19 protocols.



Director of Energy Production Alvejes Desir, with members of the TCI immigration board, as they tour FortisTCI's Providenciales plant.



Inside or outside of the customer service centers, FortisTCI offered customers a variety of options to manage their accounts digitally, as COVID-19 changed business operations.



Junior Energy Production Engineer Demetrio Quant leads a group of students and their teacher on a walking tour of FortisTCI's Providenciales plant.



Plant Operator Richard Stubbs hosts students from Marjorie Basden High School, as they visit the company's South Caicos plant, prior to COVID-19 restrictions and lockdown.



Environment, health and safety matters continued to have priority focus during the pandemic. Here, Senior EHS Coordinator Eustace Musgrove carries out essential inspection of fire equipment.





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