

The LUCELEC News

St. Lucia Electricity Services Ltd.



Volume 15, Issue 6

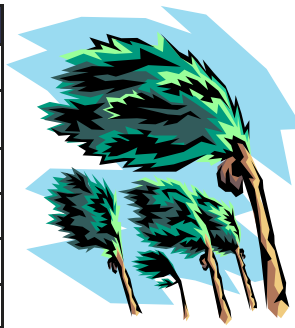
June 2008

Hurricane Preparedness

The Atlantic hurricane season began on June 01 and ends on November 30. Forecast team William Gray and Phil Klotzbach of the Colorado State University are predicting that this season will be more active than usual. Their predictions issued on June 03, 2008 are below.

ATLANTIC BASIN SEASONAL HURRICANE FORECAST FOR 2008

Forecast Parameter	Number
Named Storms	15
Named Storm Days	80
Hurricanes	8
Hurricane Days	40
Intense Hurricanes	4
Intense Hurricane Days	9



Do not get caught up in the belief that St. Lucia is blessed and shall be saved from a major impact. Instead make all necessary plans to prepare, restore and recover in the event of a major impact that significantly disrupts our normal lives and the company's operations. Adequate family plans should be made to minimize the impact of the occurrence on your homes and livelihood and to ensure that your families can cope in your absence during long hours of restoration work following a major impact.

LUCELEC is an essential service and therefore has to return its operations to normalcy in the shortest possible time following a major impact by a storm, hurricane or other disaster. It is important to take note of the following reminders:

- √ Listen to your local radio stations for daily weather updates throughout the Hurricane season and for storm /hurricane tracking updates when there is an impending storm.
- √ Contact the NEMO office for storm/hurricane/disaster management information and local emergency shelters.
- √ **All employees** except those on certified sick leave and those who sustained injuries during a disaster for which medical attention is required should report to work immediately following the disaster when it is declared safe to do so by the authorities.
- √ Staff from the Human Resources Department will assist in compiling information from employees who are affected by a disaster and will provide assistance to their families as far as practicable.
- √ Staff affected by the impact should call their immediate supervisors and the Human Resources Department to report damages suffered and absence from work.
- √ Keep the LUCELEC hotline numbers handy (North – 452 2165, South - 454 6617); they are very useful for reporting damage to LUCELEC's T&D network following an impact and for other very urgent and important communication.

√ LUCELEC technical staff and contractors who will be needed in the field in the early hours following a disaster will be informed by their Department Head or supervisor of when they are required to report to work. When it is safe to do so, these persons may be required by LUCELEC to return to work before the national all clear for members of the public is issued.

In the event that crews are deployed in the field to do restoration work following an impact, staff from the Human Resources Department will procure and distribute emergency food supplies and meals to the crews, support staff and other emergency

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Editor's Note

It's June, and the annual Atlantic hurricane season is here. And if we needed any reminders, the frequency with which the tropical waves are coming across the island chain should be fair warning.

But despite this being an annual occurrence (or maybe, because of that) as individuals we generally tend not to heed the warnings to be prepared. We seem to prefer to wait till a storm is bearing down upon us to scramble around buying supplies at the last minute, and then when the storm is over, moan about the damage that we suffer – damage that may have been easily prevented if only we heeded the call to be prepared.

Our lead article seeks to deliver the 'be prepared' message once again. And some of our other articles explain how LUCELEC is preparing for the season and offer suggestions on how you may take appropriate precautions. We urge everyone to 'be prepared'. Take the necessary preparedness steps today! And don't forget to back up your computer files at home.

We also want to congratulate our teams who took part in and won the Annual Rotary Motor Treasure Hunt (see Page 8) as well as the Football Competition in the XS Energy Games Day (see story adjacent). Well done, guys! Let's keep the winning habit in all we do!

Finally, with the rising costs of fuel showing no signs of letting up, we've included a few conservation tips (see page 5) which can help you not just manage your electricity bills, but also do something for the environment as well. We have also included some information on how we can communicate better when using email (see page 10).

To all our contributors, a huge thank you. And let's see who will take up our crossword challenge. It appears everyone got stumped last time, so we're repeating it in this edition.

Hurricane Preparedness in the Planning Department

LUCELEC's goal today, like that of any modern utility, is to develop systems to improve its ability to proactively reduce its vulnerability to natural disasters, particularly hurricanes and storms, and to create greater resilience for when disasters occur.

In that regard, the Planning Department serves as a major support system for the Company.

The CAD Office will ensure that all operation diagrams are up to date and prepare hard copies for use by the T&D Department. It will also ensure that hard copies of all critical drawings are available for use in the event that there is a period when the electronic systems are unavailable. Further, and very importantly, the Planning Department will ensure that all the Company's drawings are securely stored.

In the event of a disaster, the Distribution Planning section prepares cost estimates to help evaluate the infrastructural damage, if that becomes necessary, and ensures the availability of generic estimates

to expedite that part of the re-construction process.

The GIS Section, although still in its development stage, maintains a database which serves as an asset inventory of the Company's external infrastructure. The GIS Section will also provide and store hard-copy maps of the Company's electrical distribution system, displaying pole and line locations to assist in the event that restoration efforts become necessary.

The Land & Survey Office will ensure that property and easement co-ordinates and/or boundary records are secured in the event that land movement necessitates verification of boundaries or buffers.

As a whole, the department remains readily available to get involved in any restoration efforts when required. Due to the diverse background and experience of some staff members, the department is able to assist with operational roles as well during restoration.

LUCELEC Supports

Graduation Season

Class of '08



Graduation season is upon us and LUCELEC is doing its part to reward the students who have excelled in various subject

areas at several secondary schools around the island. The schools include Ciceron Secondary, Corinthe Secondary, Bocage Secondary, Entrepot Secondary, Micoud Secondary, and Sir Ira Simmons Secondary. We congratulate the recipients of the awards and wish every 2008 secondary school graduate success in the journey to further their studies or to embark on a career.

XS Energy Carnival Band Games Day

On Saturday 31st May 2008, XS Energy Carnival Band hosted an afternoon of games at the Cable & Wireless Grounds at Corinth. The afternoon of activities in-



cluded pools, dominoes and five-a-side football competitions. LUCELEC par-

ticipated in the five-a-side football competition and edged the four other participating teams to emerge as the winners. The LUCELEC team was captained by Bernard Serieux. The other members of the team included Jason Leon, Tareq Tomy, Wayne St. Cyr, and Ricardo Mondesir. Congratulations to the team members who valiantly represented LUCELEC.

"We cannot direct the wind but we can adjust the sails"

Author Unknown

Our Strategic Priorities: Part 2

Excellence in Service Delivery

We continue our focus on LUCELEC's Strategic Plan by highlighting the second key theme which forms part of the Company's strategic focus for the next 5 – 10 years, Excellence in Service Delivery, and identify some of the strategies that will be and are being employed to achieve the expected results.

The concerns of customers have and will continue to be a major priority for the company. Satisfying our customers is key to loyalty. A principal strategy for dealing with the advent of a deregulated environment is customer loyalty. Customer loyalty through customer satisfaction will be accomplished by focusing on achieving the following outcomes:

- + High service quality and reliability
- + Excellent price for service
- + Excellence in responsiveness
- + Improved customer awareness of LUCELEC's operations
- + Billing accuracy and timeliness
- + Educated customers in the efficient use of electricity

To achieve the expected results, the following strategies were outlined.

High Service Quality and Reliability Strategies/Initiatives

- + Introduce mobile generating unit
- + Continue activities of reliability working group
- + Finalise system development plan
- + Upgrade Soufriere Substation
- + Introduce distribution automation system
- + Review and modernize the Electricity Supply Act in consultation with Government
- + Work with suppliers to establish standards of performance that will support LUCELEC's service goals
- + Replace PLC's for MaK station
- + Replace black iron pipes in station "B"
- + Introduce 723 governor controls
- + Implement Millennium Highway 11kV underground cable project
- + Install submarine cable across Rodney Bay Marina
- + Install feeder monitoring system
- + Accelerate live line work programme

- + Outsource major maintenance work

Excellent Value for Money (Price for Service)

- + Sustain efforts to minimize wastage and improve operating efficiencies
- + Explore possibilities for fuel price hedging
- + Introduce wind turbine technology as soon as possible
- + Comprehensively review tariff mechanism to the mutual benefit of the company and the productive sector
- + Explore possibilities for sourcing and purchasing cheaper fuel
- + Provide early payment discounts on basic tariff to domestic customers
- + Introduce penalties for operating inefficiency

Highly Responsive Service

- + Review Customer Service Charter
- + Upgrade IT system
- + Promote 24-hour customer account inquiry service
- + Introduce online payment of bills
- + Continue cross training of staff in different departments
- + Introduce Customer Relationship Management system
- + Conduct an internal customer service assessment (interdepartmental service)

Enhanced Customer Intimacy

- + Increase face to face consultation with customers through site visits and community meetings
- + Introduce early opening of main commercial office
- + Introduce Customer Relationship Management system
- + Open new satellite office in Dennery to serve the East Coast

Superior Billing Service

- + Direct delivery of bills to post offices island wide
- + Apply penalties for meter reading errors
- + Introduce Automated Meter Reading technology
- + Upgrade Customer Information System
- + Direct delivery of bills to customers island wide

Mission, Vision, Values

Mission

We will provide affordable energy and services, that are safe, reliable, and environmentally responsible.

We will meet the expectations of our shareholders and employees while being a catalyst for social and economic development in St. Lucia.

Vision

A world-class provider of energy and other services by 2015.

Value Proposition

As value we offer our customers:

Timeliness	Safety
Reliability	Power Quality
Value for Money	

Our relationship will be:

Professional	Courteous
Sharing of advice	Responsive

We will be seen as:

Caring and ethical in all of our dealings

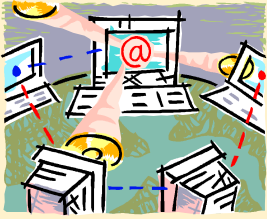
Educate Customers in the Efficient Use of Electricity

- + Educate all employees in the efficient use of electricity
- + Develop a customer education program targeting various customer groups – (web, radio, TV, print)
- + Develop a program based on power remodelling – pick homes and remodel their power consumption

These strategies were outlined in 2006. Some of them have been employed or accomplished. Others are yet to be. Still others are being reviewed given the changes in the industry since the strategic plan was crafted.

HURRICANE PREPAREDNESS

Information Systems Department



The impact of high profile major international natural disasters such as Hurricane Katrina (New Orleans, Louisiana, Aug 2005), the Indian Ocean Tsunami (Indonesia Dec 2004), and the Sichuan province earthquake (May 2008 China) often remind us that the daily routine which we take for

granted can be changed overnight by a single disaster. With the 2008 hurricane season upon us, we are thankful that over the recent years we have been fortunate with near brushes and seemingly random misses, and have avoided a major catastrophe.

Although we cannot stop a hurricane in its tracks, certain mitigating factors can assist in the restoration of our lives to some semblance of normalcy if the worst happens and we suffer a direct hit. These include the simple preventative tasks which we have all heard but generally choose to ignore. From the installation of relatively cheap hurricane clamps, ensuring proper drainage, getting house insurance and heeding the perennial call to trim overhanging trees. The initial preparation efforts can seem daunting. These efforts, however, pale in comparison to the damage from a major disaster.

Likewise, simple preventive steps can be taken to protect your computer data - a common oversight which is all too easy to rectify nowadays with writable DVDs, CDs and large USB drives.

Transmission & Distribution Department



The Atlantic Hurricane season, has started. At this time we should have done our checks around our properties and taken appropriate steps in order to limit the extent of damage which can result from dislodged tree limbs or fallen trees.

As part of the planning in T&D, supervisors and engineers have been assigned responsibility for various sections of the distribution network. This responsibility involves patrolling their sections prior to the hurricane season to identify situations that need to be remedied and taking the necessary actions.

Meetings are ongoing to bring everyone up-to-date on the Company's Disaster Preparedness Plan and to brief employees, contractors and their employees on measures they can take at their homes to mitigate any damage they may suffer.

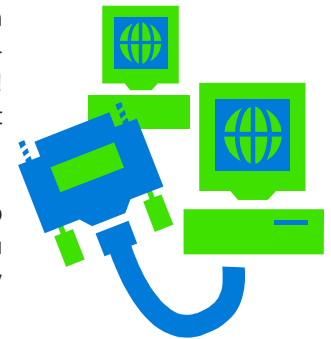
Our tree trimming contractors continue to patrol the system

All too often we take for granted that the information on our computers will always be there. Your computer (and most electrical equipment) is built to a fair level of tolerance. However, during a hurricane they are at greater risk from physical damage or damage due to the impact of the elements on the system. All it takes is a few minutes of your time to ensure that your treasured digital photo memories, favourite music collection or other important data is protected. If you have not done so, copy all of this data to your preferred medium (DVDs, CDs or USB drives), NOW! And store the disks or drives in sealable plastic containers (such as large Ziploc bags).

And, whilst you're at it, don't forget to secure the original software which came with your computer. Most new computers come with one or two resource or recovery disks which are essential for a trouble free setup of your computer if it is required.

At LUCELEC, protecting the data on your computer is the Information Services Department's responsibility, and we've got you covered! We cannot do the same for you at home.

Remember you may not be able to prevent a disaster, however if you take the right steps you can surely recover from it much more easily.



and deal with trees that may become a hazard or pose a threat to the reliability of the system.

The Transmission & Distribution Department encourages all to **BE PREPARED.**

"Prepare today for the needs of tomorrow"

Aesop

What's Happening

Job Evaluation Committee Meetings

The Job Evaluation Committee has commenced work on evaluating all grade one jobs within the Company. The Committee is made up of four representatives from the St. Lucia Seamen, Waterfront and Trade Workers Union (who are also employees of LUCELEC) and four Management representatives. Discussions are being facilitated by Consultant David Shorey. The final report and recommendations should be available by August.

St. Lucia Civil Service Credit Union Presentations to Staff

During the month, staff from all Company locations will benefit from presentations conducted by the St. Lucia Civil Service Credit Union on the various services that they offer and the ways in which staff could benefit from these services.

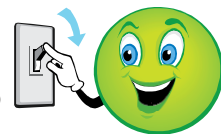
Summer Vacation Program

The Summer Vacation Programme commenced officially on June 09, where the first group of 20 students participated in an orientation programme facilitated by the Human Resource Department and representatives across the Company. Students are attached to various sections in keeping with their educational background and career goals. We welcome them to the world of work.

Time to Conserve

Remember, you are in control of how much energy you use. You may take the following measures to reduce your consumption.

- \$ Turn off lights when you leave a room
- \$ Do not use your television set as a radio
- \$ Dimmer switches vary lighting levels and provide energy savings.
- \$ Turn off the television when no one is watching
- \$ Radios, CDs and cassette players should not play to an empty room.
- \$ Wasted electricity means wasted fuel, which means wasted foreign exchange.



“Conservation is humanity caring for the future.”

Nancy Newhall

(Continued from page 1)

Hurricane Preparedness

operations staff .

USEFUL HURRICANE TIPS FOR A MAJOR STORM/HURRICANE

- ▲ Put your refrigerator on the highest setting when a major event is imminent.
- ▲ Secure all valuable documents in a water tight package.
- ▲ Keep a stock of plastic bags or sheeting to cover items that may get damaged by water.
- ▲ Turn off electricity, water and gas mains before it becomes unsafe to get to them.
- ▲ Keep all cell phones fully charged while there is power. Make as few calls as possible when power goes.
- ▲ Keep a cooler to keep refrigerated medicine cold.
- ▲ Keep a good stock of first aid and emergency food supplies.
- ▲ Do not go out in pouring rain or stand in water puddles to start generators.
- ▲ Try as far as possible to remain calm during the passage of the storm/hurricane. Remain indoors in the safest part of your home.
- ▲ Map your exit route in the unlikely event that you need

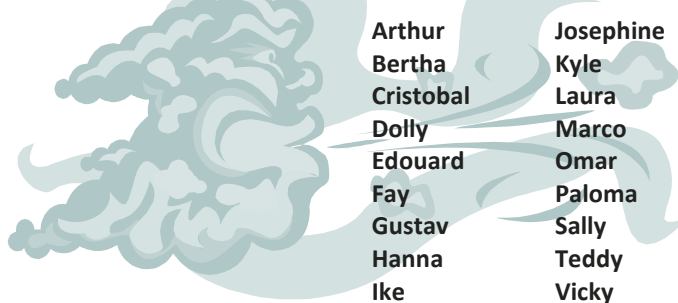
to leave your home to safety. Pack a survival kit in advance to take with you along with essential valuable documents.

- ▲ Following an impact remain indoors. Do not go sightseeing.
- ▲ If you have to return to your home from a shelter after the all clear is given exercise extreme caution. Avoid debris, downed trees, cables and power lines.

SOURCES OF HURRICANE AND WEATHER UPDATES

- www.wunderground.com/tropical/tracking
- www.weatherchannel.com
- www.cdera.org
- www.caribwx.com

2008 HURRICANE NAMES



Snap Shots - CARILEC 2008 CEO's Conference

LUCELEC co-hosted the CARILEC 2008 Chief Executive Officers Conference from May 26 – 28. Nearly 90 delegates turned up for the conference.



The opening ceremony was attended by the Governor General, the Prime Minister and other members of Cabinet, as well as Directors and management staff of LUCELEC.



"The conference was a real success in all aspects and everyone involved in its planning and execution did an excellent job and should take a bow." **Vernon L. Lawrence, Managing Director & Chief Executive Officer, Grenada Electricity Services Ltd.**

The Conference included a technical tour of LUCELEC's Cul de Sac Power Plant and ended with a boat cruise to Soufriere.

"I was highly impressed on the impeccable condition with which you have maintained your plant. In over two decades of my service, I admit that I have never seen an operating plant preserved like LUCELEC. We also appreciate your efforts in hosting the conference, the plant tour, and other festivities." **Raj Mahadevaiah, President & CEO, Environmental International Corporation.**



"My first time in St Lucia – really impressed with the island and St Lucians. Your diesel plant was without doubt one of the best that I have ever seen, a perfect benchmark for us so I may want to have a few of our operating people visit sometime." **Vincent Ingham, Bermuda Electric Light Company Limited**



LUCELEC has received several congratulatory messages from delegates on the overall success of the conference and on the immaculate condition of our Cul De Sac Power Plant. We've included a few samples of the comments here. So, to all those who assisted with the Conference and the staff at Cul De Sac, particularly, we say...take a bow!

"I was very impressed with all facets of the conference from its organization; the substance and quality of the presentations; the camaraderie among the delegates; and the sustained attendance of participants, even though they were next door to the beach and the weather was fine!! That is one of the yardsticks I use always to judge participants' interest in settings like Sandals Grande!!" – **Dr. Trevor Byer, Feature Speaker at the Opening.**

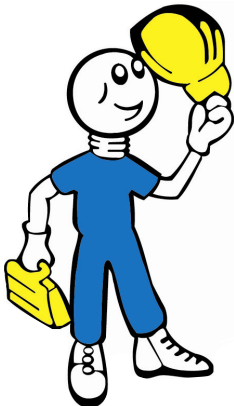


"Just a note to congratulate you on the most successful hosting of the recent CARILEC CEO Conference. The phrase you used 'Simply Beautiful St. Lucia' says it all!"
Tom O'Connor, Managing Director, Mott MacDonald Pettit.

"Congratulations to the CARILEC and LUCELEC teams for a successful CEOs Conference. It was a very useful and productive occasion for me, as I am sure it was for the other attendees. The presentations were all very topical and useful and the discussion outside of the formal conference was a bonus. The visit to Cul-de-Sac was once again a good example for all of us in the region as to how a diesel generating station should look. It is the Standard Bearer for the region and once again Trevor and the LUCELEC team are to be congratulated..." **Peter Williams, Barbados Light & Power Company Limited**



"The Conference offered a nice balance of educational presentations and social activities. At the end both John and I felt not only more informed but we had made new friends. Thank you for being the perfect host! I was also extremely impressed by how immaculate the LUCELEC plant is. We all could learn a thing or two from you and your devoted staff." **Cindy H. Chen, Caribbean Accounts Manager, Edison Electric Institute (EEI).**



What's Happening Elsewhere Rotary Club Annual Motor Treasure Hunt

Canada: Nova Scotia Power the province's electric utility has applied for a rate increase of just under 12%. The Company, a subsidiary of Emera Inc., says it needs the extra money to cover soaring world fuel prices. If approved, the hike would be the highest single increase since the energy crisis of the early 1980s. The last electricity increase, approved in 2007, saw rates go up by almost 5%.

The utility estimates the cost of fuel used to produce electricity in Nova Scotia will be \$90 million higher in 2009. Nova Scotia Power says the average price for electricity in the province has increased 23% since 1996. Over the same period, it says the price for home heating oil, propane and gasoline has increased by 140 to 170%.

Copper Theft: Last month (May) the power company in Trinidad & Tobago (T&TEC) suffered a major disruption in service caused by thieves attempting to steal copper from cable at one of their substations. In Barbados, thieves cut some of the Barbados Light & Power Company high tension cables recently in an attempt to remove the copper. Here in St. Lucia, our Transmission & Distribution Department has reported increasing instances of grounding wires for the low voltage distribution and copper rods being stolen, particularly in the south of the island.



Copper is becoming an increasingly valuable commodity and demand is high. Reports are that people are stealing copper to get money in the same manner jewellery is exchanged for cash. Beyond being illegal, stealing copper from electrical installations is extremely dangerous. The thieves not only put their lives at risk, but interfere with the quality of supply to customers.

Barbados: From June 1, part of the fuel subsidy for manufacturers that was removed in April has been reinstated. As a result of this, manufacturers who can generate their own electricity can now do so at approximately 5 cents per kWh less than what they would pay to the Barbados Light & Power Company. It is expected that most manufacturers will revert to generating their own power.

Trinidad: T&TEC is working in the south and east of Trinidad to put all overhead lines into an underground system. They are working with the Housing Development Corporation, TSTT (a telecommunications provider) and FLOW (a cable TV provider). The expansion of the underground system is in keeping with the Government's Vision 2020 plan.

The underground system expects to significantly improve the quality and reliability of the electricity supply and reduce vulnerability of the transmission and distribution system to environmental factors such as storms.



Day Dreamers team before the start of the treasure hunt. From L-R: Jason Leon, Peter Gaillard, Tricia James and Wayne St. Cyr

Once again, the LUCELEC teams participating in the Rotary Club of St. Lucia's Annual Motor Treasure Hunt had loads of fun and walked away with armfuls of prizes. As in previous years the participating teams dressed themselves and decorated their team's motor vehicle around a fun theme. The finish line for the Motor Treasure was extended to Pigeon Island Beach increasing the fun to be had along the route.

This year marked the tenth anniversary of the Annual Motor Treasure Hunt. We are immensely proud that 2008 also marks the year in which a LUCELEC team emerged the overall winner of the Treasure Hunt. The **Safari Team** captured the overall **first place winner** of the Motor Treasure Hunt being the first team to return with the most correct answers and treasures. The **Day-dreamers Team** emerged as the overall **eighth place winner** and captured the awards for **second place Best-dressed Team, second place Best-dressed vehicle**.



The Safari team - first place winners. From L-R: Justin Small, Bernard Serieux, Kimean Jeremie and Tareq Tomy

We congratulate all the participants and thank everyone who provided support to our teams.

Staff News

Welcome Back

Mrs. Andrea Vidal, Accounts Supervisor is back at work after a four month period of absence for maternity leave and annual holiday. Mrs. Vidal gave birth to a bouncing baby boy. Baby Jaleel recently celebrated his four month birth anniversary.

Good Luck Dina from the Vieux Fort Staff



How do you say farewell to one of your finest? A family member, a sister!!! Eight years ago we met as strangers and have since bonded into a big and happy family.

LUCELEC will be losing a gem; a dedicated, efficient and loyal employee; a great team player whose company was always a blessing. Alas, your journey at LUCELEC has come to an end. You are now moving on through new

open doors which beckon, promising broad horizons, mountain tops and valleys, all of which we know you will conquer.

You set sail away from St. Lucia but remain forever in our hearts. Remember both faith and fear may sail into your harbour but allow only faith to drop anchor. And at this bitter sweet moment, good bye seems too final, farewell is just too sad, so we wish you good luck, dear friend, and send you off with the Lord.

God speed, dear friend, God speed.

We all join the Vieux Fort team in thanking Dina for her services rendered over the years and wish her all the best in her future endeavours.

“Before everything else, getting ready is the secret to success “

Henry Ford

Training News

Microsoft Office/Access

Four employees from the Transmission and Distribution and Planning Departments have been registered to pursue training in Microsoft Office and Microsoft Access with the Caribbean Computer Literacy Institute, in Castries. Both courses will run for two months, at the end of which participants will receive a Ministry of Education-endorsed certificate.

Creating Winners in the Workplace

The Human Resources Department has invited world-renowned Management Consultant Dr. Arnold Mol from South Africa to assist the Company in its review of the performance management process. Dr. Mol has recently delivered several successful workshops in St. Lucia. Dr. Mol has agreed to conduct a two-day session with LUCELEC staff as well as a special evening session with LUCELEC's supervisory and management staff. Both sessions will focus on performance management and motivation using the process of target setting.

Understanding International Corporate Treasury

LUCELEC's Financial Controller will attend this three-day workshop in Boston, USA, this month. The workshop will serve as a comprehensive guide to the essential elements of cash management and ensure that participants are utilizing the best practice in the current economic climate. Participants will also get the latest updates on industry developments.

Business in Action Against HIV

The Caribbean Association of Industry and Commerce (INC.), facilitator of the 3rd Pan Caribbean Business Coalition Forum on HIV/AIDS, has invited LUCELEC to participate in a one-day seminar on the topic, **Business in Action Against HIV**. This forum scheduled for 12 June 2008 will focus on leveraging the power and resources of the business community to fight HIV/AIDS. LUCELEC will be represented by its Health, Safety, Environment and Security Officer.

Modern Maintenance Management

Three employees from the Generation Department have been registered to attend this five-day workshop, coordinated by CARILEC. The workshop scheduled for 16-20 June 2008 will focus on developing and refining maintenance and management programmes, sharpen practical, planning, evaluating, coordinating and record keeping skills. On completion, participants are expected to be able to integrate modern techniques into corporate strategy and apply these techniques to “win the war” against the rising cost of down-time, so as to enhance bottom-line profitability.

(Continued on page 11)

Top 10 Email Mistakes

(adapted from Robert Half International)

If you're like most professionals, you use e-mail in the office on a regular basis. Because of its immediacy and relative lack of intrusiveness, it's the communication method of choice for many workers, including, chances are, your boss. While hitting "send" may be an effective way to get your ideas across doing so too quickly or without a lot of thought can send the wrong message. Here are 10 common e-mail mistakes and tips for avoiding them:

1. A vague subject line

The subject line not only lets the person receiving the message know what it's about but also provides him or her with a reason to read it. Some people get hundreds of e-mails each day and may not have the time to open each of them. The subject line acts as the window into the message and can also indicate its urgency, so be specific with what you write there.

2. No sign-off

A weak signature is almost as bad as a weak handshake: Both convey a lack of professionalism. A signature at the end of your e-mail should include your e-mail address, physical work address and phone number. Including these details gives recipients multiple means of contacting you. This information is especially important for people to whom your e-mail might be forwarded or individuals either outside the company or in another office.

3. 'Im writing re: the meeting @ 3'



Many people take a casual approach when using e-mail. But what you write is a reflection of your professional self, so take the time to craft complete sentences, use proper grammar and check your spelling. And don't depend solely on your computer's spell-check function, which won't find misused words; review your e-mail

carefully before sending it.

4. Going on and on and on

Your goal when crafting a message should be to keep it short. You don't want to write the e-mail equivalent of a novel, so get to the point as quickly as possible, using both short sentences and paragraphs. At the same time, you don't want to write too brief of a message, which could make you appear curt.

5. SHOUTING IT OUT.

Some people like the ease of typing in all capital letters. They may not realize it, but this is the online equivalent of shouting, so avoid the temptation of using the caps lock button.

6. Striking the wrong note

Unfortunately, it's easy for tone to be lost with the written word, especially in shorter messages. An attempt at humour, for instance, may be read as something offensive or inappropriate. If you're not sure how something you wrote will be interpreted, err on the side of caution and leave it out.

7. Weighing others down

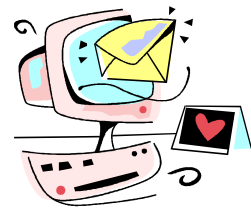
If your e-mail inbox is continually clogged, you know how frustrating it can be to receive large attachments, especially when you don't want them. The receipt of large, unsolicited files is annoying. Limit the distribution of massive files to people who absolutely need them.

8. Sending to the wrong box

Before you send a message, always double-check the list of recipients. Many e-mail programmes automatically fill in information you've previously typed, such as the e-mail addresses of frequent contacts. If you have multiple people in your address book with similar names, you could mistakenly choose the wrong person and send him or her a message intended for someone else.

9. Mixing business and pleasure

Any time you use your work e-mail account, the message should be business-related. After all, you are using your firm's resources, and the company has the right to monitor your communication. Get to know your organization's e-mail policy, and have your friends send non-work-related e-mail to your personal account, which you can check at home.



10. Over e-mailing



Do you find yourself typing a long message in order to avoid confusion on the recipient's part? Do you hesitate to click 'Send' because you think your contact might forward your message to someone who shouldn't see it? E-mail is best suited for quick communication, and, in situations like these, it's wise to call your colleague or speak to him or her in person instead.

With e-mail correspondence becoming increasingly important in the workplace, you can only benefit from learning how to craft an effective message. So keep the above tips in mind the next time you sit down at the keyboard.

Rebate to Include Some Domestic Customers



six cents less per unit.

More customers are benefiting from the rebates currently being provided by LUCELEC. Beginning with electricity bills being distributed at present, domestic customers using not more than 180 units per month will pay six cents less per unit.

This group of customers was included in the rebate net by the Minister for Finance via the provisions of the Electricity Supply Act. Under the Act LUCELEC is required to set aside 50% of profits above the Company's allowable rate of return each year for redistribution to qualifying customers. Based on the Company's financial performance in 2007, an initial sum of nearly \$4.8 million is being redistributed this year. Such qualifying customers are identified by the Electricity Supply Act as "industrial and hotel consumers" and "consumers or groups of consumers in need of special protection" as determined by the Minister of Finance. Industrial and hotel customers have been receiving these rebates since January this year. The rebates are be-

ing provided at a time when record oil prices have pushed the Fuel Cost Adjustment Factor (fuel surcharge) to a record high of 32.6 cents per kilowatt hour (kWh) or per unit, applied to bills currently being distributed.

Despite LUCELEC's efforts at improving operational efficiencies and productivity, the highly volatile oil market promises little in the way of respite for the Company and its customers. Oil prices shot up US\$135 per barrel recently and predictions are for US\$150 per barrel by July.

LUCELEC has been exploring several options for using alternative fuels and although some of these plans are at a relatively advanced stage, it will be some time before these translate into rate reductions to the customer. In the meantime, the Company advises customers continue to practice energy efficiency as the most effective and immediate means of controlling expenditure on electricity.

LUCELEC expects to launch an energy efficiency campaign within the coming weeks with a view to getting the public to adjust electricity consumption habits.

Training News

(Continued from page 9)

First Aid Training

With assistance from the St. Lucia Red Cross Society, LUCELEC continues to provide training for its employees in the areas of First Aid, CPR and in the use of the AED, a device used to re-start the heart after it has stopped beating for a relatively short period.

Annual Conference of Accountants

The Institute of Chartered Accountants of the Caribbean (ICAC), through its flagship event, the Annual Caribbean Conference of Accountants, provides a forum for accountants in the region to network

and to examine regulatory issues and other matters affecting the profession globally. The ICAC's 26th Annual Conference of Accountants will be held in Trinidad and Tobago over the period June 26 - 28, 2008 under the theme, "Beyond the Wall". LUCELEC's Financial Controller and Stores & Purchasing Manager are registered to attend this conference.

"Success always comes when preparation meets opportunity."

Henry Hartman

Fitness Facts

7 Ways to Get More Energy

Part 1

If you are like the majority of people, you are working more than ever and getting less sleep than you need. You probably eat on the run or are skipping meals all together. So you feel tired; low on energy.

A few basic lifestyle modifications can help you recharge your batteries. Since there is no magic formula, it will probably take a combination of factors to keep your energy levels high. Try to incorporate these tips as best as you can:

Drop Those Extra Pounds

Being overweight not only increases your overall risk for health problems such as heart disease, Type 2 diabetes and stroke, but also depletes your body's basic energy supplies. Even a little weight loss goes a long way. You'll be amazed at how much difference losing just 5 percent of your body weight can make towards increasing your energy levels.

Eat Healthy Foods

Following a healthy meal plan is an essential way to get more energy. You wouldn't expect to get the maximum performance out of your car if you filled it with the wrong fuel, or if you didn't put any fuel in it at all (although the thought is certainly tempting with the price of gas these days). Be sure to include a variety of healthy foods and avoid skipping meals. Be particularly careful about what foods you choose to snack on during the day. Limit your intake of processed snacks, or eliminate them from your diet altogether.

Choose Healthy Beverages and Energy Drinks

There are healthier alternatives to coffee, sodas and highly-caffeinated "energy" drinks. Next time you have the urge to pour yourself yet another mug of coffee, try some green tea instead (which has less caffeine). And, if you are looking for any added boost, you might consider trying one of the healthier varieties of "energy drinks" on the market.

Look out for other tips to get more energy, in the July edition of the LUCELEC News.

Birthdays & Milestones

- ☺ Monique Dubisson
- ☺ Kerstin Medard
- ☺ Peter Newton
- ☺ Patricia Alfred
- ☺ Trevor Louisy
- ☺ Mitchell Augustin
- ☺ Patrick Arthur
- ☺ Kessia Eugene
- ☺ Christopher St. Marthe
- ☺ Marcus St. Prix



- ☺ Damian Edward
- ☺ Alister Charles
- ☺ Vencia Celestin
- ☺ Dave Johnny
- ☺ Gregory Louis
- ☺ Graham King
- ☺ Darnell Louis
- ☺ Michael Gabriel
- ☺ Mara Ferdinand



10 Years

Earl Emmanuel

13 Years

Michael Thomas

15 Years

Barthelmy Fedee

22 Years

Randolph Daniel
Garth George
Christopher St. Marthe

26 Years

Peter Cenac

30 Years

Emmanuel Felix

43 Years

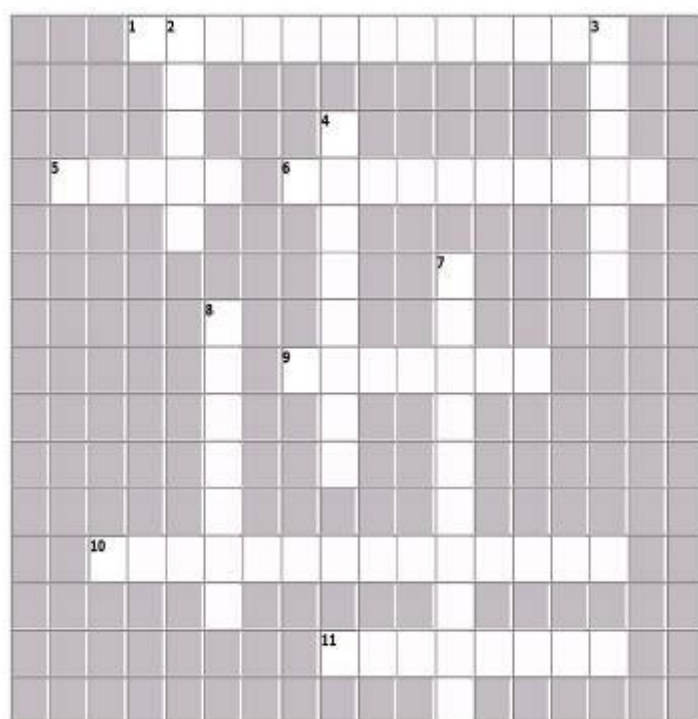
McNeil Etienne



Crossword Puzzle - STUMPED!!!



We did it. The answers to our crossword puzzle in last month's edition of the LUCELEC News, celebrating our people power, were all inside the issue, but it appears that we stumped our readers. In our generosity we are giving everyone another opportunity to win our attractive prizes.



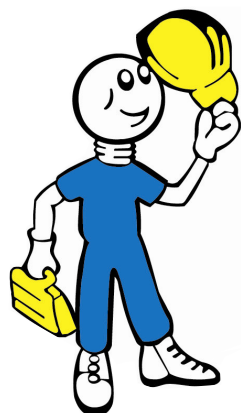
ACROSS

1. Generation's outstanding achiever (2 words)
5. 'Resource'ful, outstanding (first name)
6. "... is action, not position"
9. Compensation and benefits
10. Carnegie's best this year (3 words)
11. Common to Finance and IS (last name)

DOWN

2. Definitely not a chipmunk (first name)
3. Excellence in supervision (last name)
4. Southern transmissions (last name)
7. Where we want to be by 2015 (2 words)
8. Service excellence (last name)

Send all completed entries to the Corporate Communications Department. The winner will be announced in the next edition of the LUCELEC News. NB: All correct entries received are placed in a box and winner is selected by dipping the day before the next edition of the newsletter goes to print.



LUCELEC

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