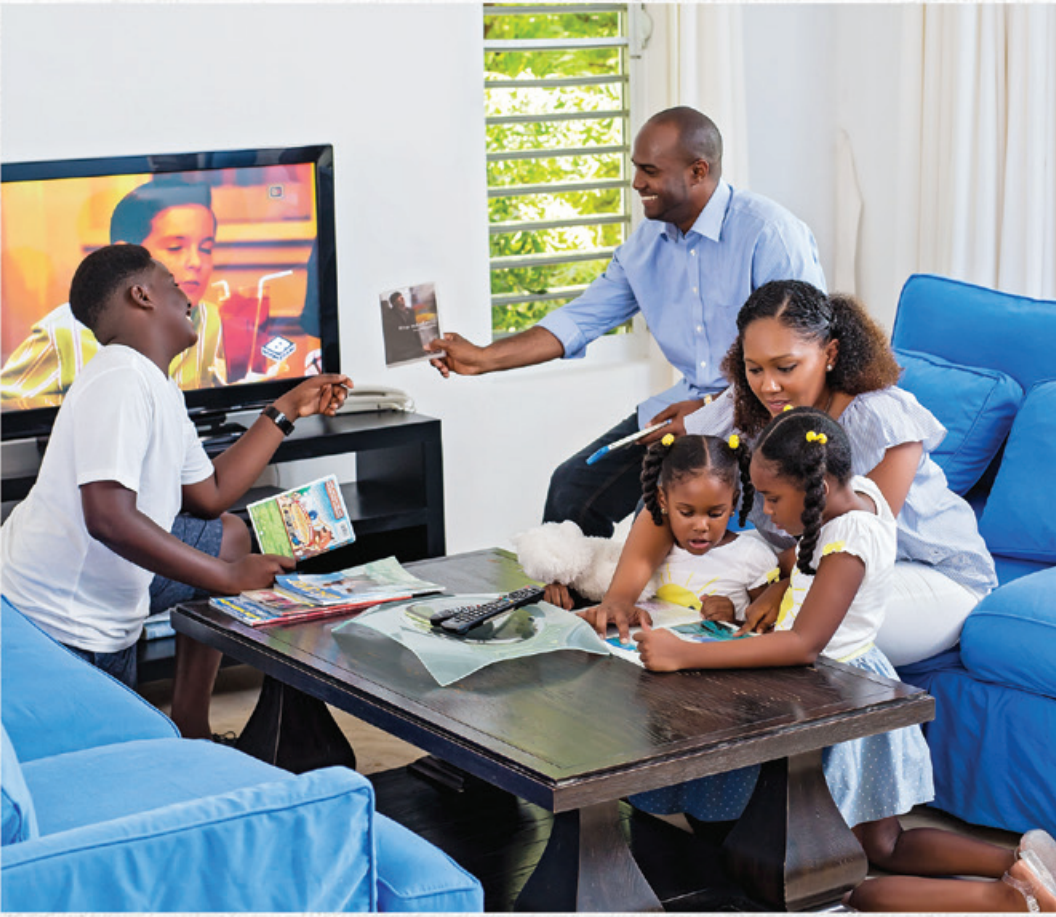
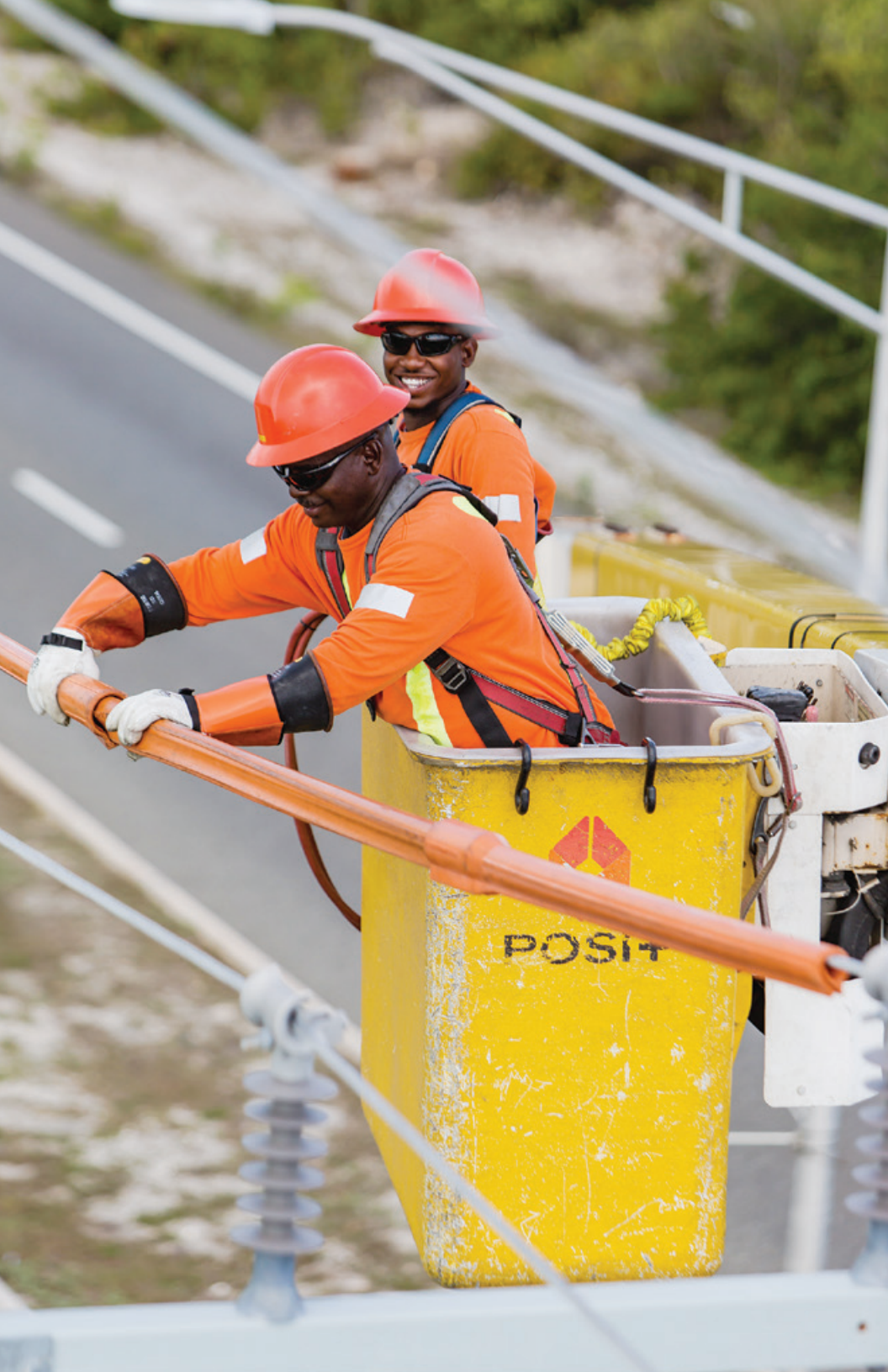
FORTIS TCI

ENERGY FOR GOOD™

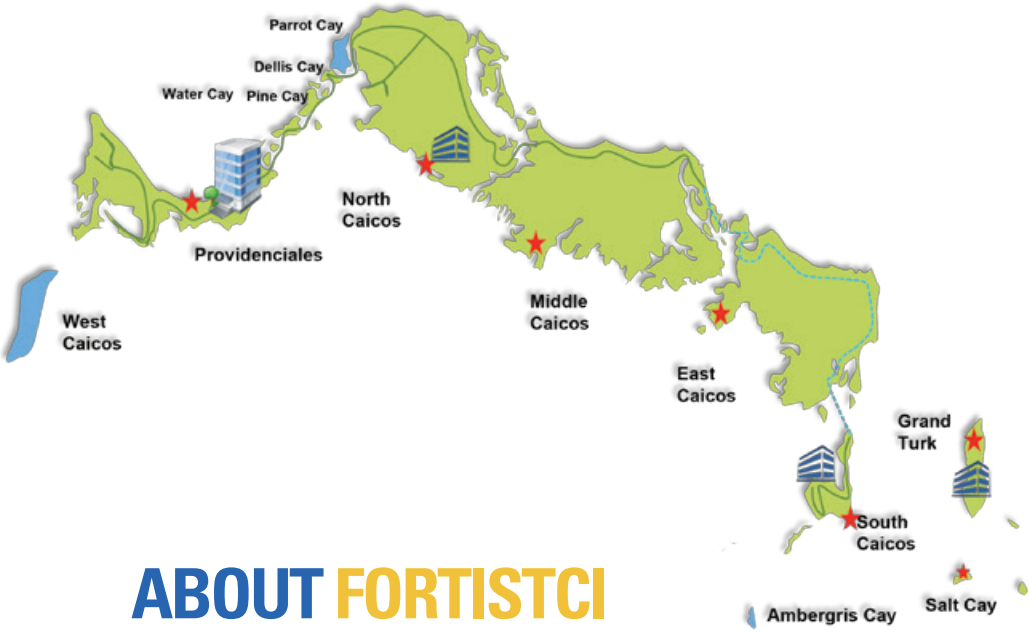


CUSTOMER HANDBOOK

FTCI SmartConnect PROGRAM


POSIT

contents



ABOUT FORTISTCI

FortisTCI (FTCI or the Company) is committed to providing safe, reliable and least-cost energy solutions to the people of the Turks and Caicos Islands (TCI), while being environmentally responsible and delivering value for all its stakeholders.

FTCI is a leader in reliability and continues to invest in a robust and resilient grid to ensure the highest level of reliability in all service areas. The Company is integrating renewable energy into its grid and has defined a clear path to diversifying the energy mix while at the same time offering customers opportunities to participate in renewable energy initiatives.

FTCI is also committed to its community. We value our relationship with customers and the community throughout the TCI and demonstrate our commitment by serving as Community Builders, supporting programs and activities that enhance the lives of those we serve.

FTCI employees are here to serve you and are always available to assist with your energy needs for your home or business. Contact any of our representatives today at our Customer Service Centers across the TCI.

Providenciales (Corporate Office)

1030 Leeward Highway
P.O. Box 132
(649) 946-4313
customerservice@fortistci.com

Visit us online at **www.fortistci.com**

Customer Care Centre Contact

North & Middle Caicos	(649) 946-7131
South Caicos	(649) 946-3201
Grand Turk & Salt Cay	(649) 946-2402

Connect with us on

ABOUT THIS HANDBOOK

FTCI is delighted to serve you as a valued customer and will do everything possible to ensure that your experience is convenient and satisfying.

This handbook is designed with you in mind and will provide a better understanding of FortisTCI as your Energy Partner and all the services that we offer.

Please take some time to review the handbook as it contains a great deal of valuable information that will assist you in planning and managing your energy needs.

Every attempt has been made to provide current and accurate information in this handbook, but it will be necessary to make changes from time to time. We will be sure to share these changes with you and the latest version of this handbook will always be available on our website.

SERVICE CONNECTIONS

Before a customer prepares their property for the connection of power, they must contact the FTCI Customer Service Department to obtain the proper requirements for the specific type of connection.

Steps to Obtain Service to a New Connection:

A new connection includes initial temporary power or a location that has never had service from FTCI.

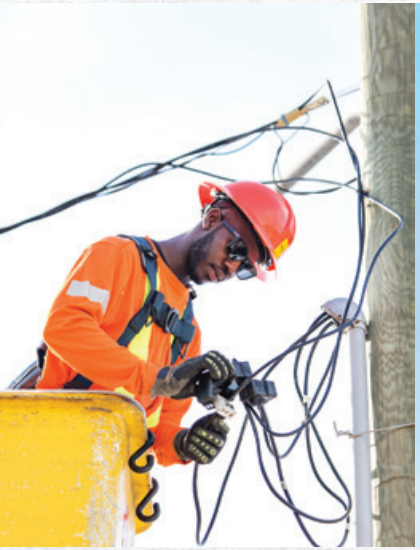
STEP 1 - Customer must contact the FTCI Customer Service Department and make initial request for power installation.

STEP 2 - The FTCI Customer Service Department will provide the customer with all the necessary requirements to connect electricity to their home or business.

STEP 3 - The Transmission & Distribution (T&D) Planner will meet onsite with the customer to discuss service standards and the ideal placement of the meter.

STEP 4 - The customer is required to do all civil work based on the instructions provided by FTCI T&D Planner.

STEP 5 - The customer must obtain an Electricity Supply Permit from the Energy and Utilities Commissioner's Office.



Steps to Obtain Service to an Existing Connection

An existing connection includes those premises where a meter already exist.

1. A customer must contact the Customer Service Department at FTCI to make a request for the installation of electricity.
2. If a meter has been inactive for six (6) months or more, then an inspection is required by FTCI.

Service Standards

FortisTCI supplies electricity throughout the TCI as alternating current (AC) at a frequency of 60HZ, and either single phase or three phase at one of the following standard voltages:

a. 240/120 Volts, single phase, three wire, for residential and commercial service.

b. 120/208 Volts, three phase, four wire wye, for commercial services and large apartment/condominium/hotel complexes requiring a three phase service.

c. 277/480 Volts, three phase, four wire wye, for large commercial and industrial services.

The nominal voltage of the FTCI T&D system operates within a voltage bandwidth of +5% or -5%. The system voltage could rise to 6% above or fall to 6% below the nominal voltage for limited periods in exceptional circumstances.

The Frequency of the T&D System is nominally 60 Hz and is controlled within the limits of 58.5 - 61.5 Hz.

Customers should contact the FTCI Customer Service Department at (649) 946-4613 during the planning stages of any project for approval of the service voltage, in particular, three phase services, to avoid additional costs and delays.

Customer Equipment

Service equipment owned by FTCI is designed and installed to provide adequate service to the devices and appliances belonging to each customer as described in the load data provided by the customer at the time the of the connection.

FTCI has the right to insist that all customer equipment and appliances connected to its circuits shall not adversely affect the quality of services to others. Accordingly, FTCI will require the disconnection of a customer load or any part of the load which causes a voltage dip of 4% or more, or which causes radio, TV or other high-frequency interference.

Customer Installation Protection

A customer's installation must be adequately protected from overloads by fuses or circuit breakers in accordance with the standards set by the Turks and Caicos Islands Building Code and National Electric Code (NEC), and approved by the Energy & Utilities Commissioner's office.

It is recommended that customers install additional protection against transient overvoltages (i.e., surges, spikes) for sensitive equipment such as electronic devices and computers. These transient overvoltages could be caused by lightning, normal transferring or emergency switching of FTCI lines.

The customer shall ensure that their electrical service is grounded at the service entrance in accordance with the Turks and Caicos Islands Building Code and the NEC, and meet a ground resistance of 25 ohms or less.

It is recommended that the customer also periodically inspect and maintain their service ground to ensure that they maintain a ground resistance of 25 ohms or less.

FTCI shall not be liable for any damage or loss, direct or consequential, sustained by any person connected to the Company's grid if such loss or

damage is a result of full or partial interruption of service or departure from specified service characteristics for reasons beyond FTCI control.

FTCI may in its sole judgment curtail or interrupt electricity service or reduce voltage whenever the integrity of its system or the supply of electricity is threatened, or where such action is required to prevent injury to persons or damage to property or whenever it is necessary to aid in the restoration of service.

FTCI shall not be liable for any damage or loss, direct or consequential, sustained by any persons connected to FTCI's gird as a result of such actions except in those instances in which they are required as a direct result of the failure by FTCI or its agents to observe specified standards of design or operation.

FTCI will not be liable for damage to equipment due to spikes or surges beyond its control and strongly recommends that customers install surge protection for added safety and security of electronic equipment.

In cases where the customer requires three phase service, the installation of relays and circuit breakers to protect equipment against single phase conditions and phase reversal are advisable. The installation and maintenance is also the responsibility of the customer.

FTCI shall not be liable for any damage or loss, direct or consequential, which a customer or third party may sustain due to the presence of FTCI equipment on the customer's premises or property and caused by lightning, windstorm or other events beyond FTCI control.

Access to Premises

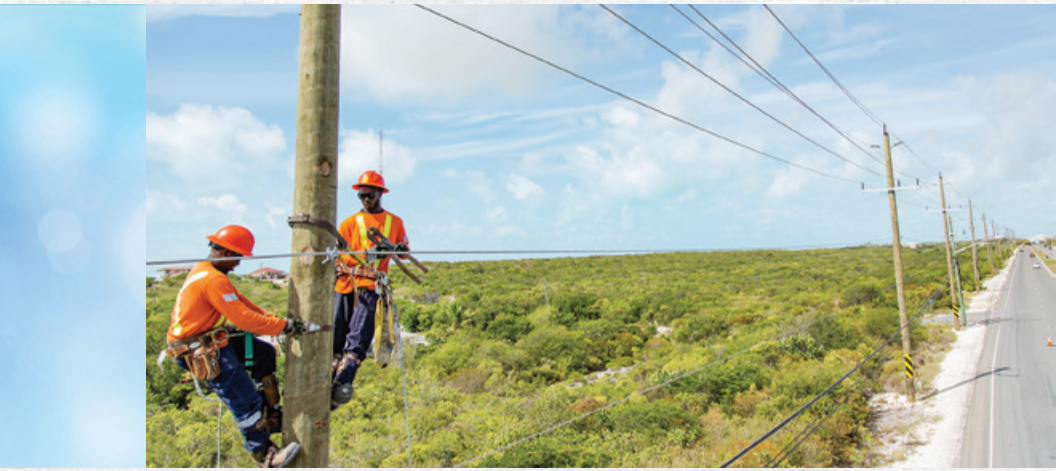
The customer shall give FTCI employees safe access to their premises and surrounding property at any reasonable hour for the purpose of installing, maintaining, inspecting or removing the Company's property, reading meters and trimming trees. This includes, whether on the Company's easements and right of ways or not, and for any other purpose related to performance under or termination of the Company's agreement with the customer. The customer agrees that the Company nor its agents shall be liable for trespass when performing any of the tasks or related activities listed above.

Additions to Customer Installations

The customer is required to give notice to FTCI of any proposed additions or changes to their existing installation, which may significantly increase (15% or more) the customer's demand on the FTCI grid. Failure to do so could result in an overload of FTCI service equipment and may affect the quality of service to that customer and other customers supplied by the same service line. FTCI shall not be held liable for any damage to customers' equipment caused by such overloads under any of the following circumstances:

1. In the event that the customer failed to notify FTCI of such changes as described above.
2. FTCI has not approved any new installation that includes additional load to an already existing connection.

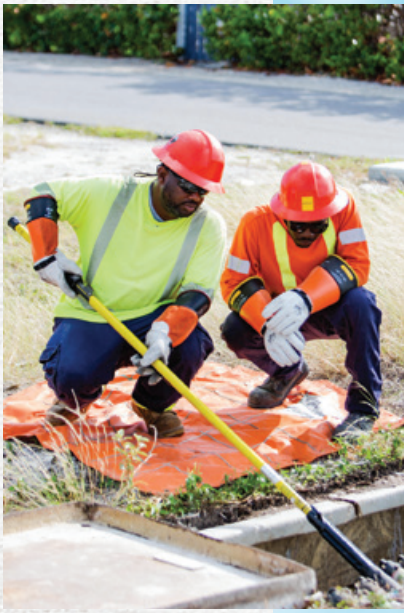
Overhead Service



Electricity service will normally be delivered to the customer's premises by aerial cable from the nearest suitable FTCI pole to an acceptable support structure on the building. In most cases, a rigid galvanized steel conduit extension or other approved type must be provided by the customer to elevate the point of attachment.

This aerial cable (simple service drop) will be installed if the customer's point of attachment is within eighty-five (85) feet of the nearest suitable pole on a public roadway. If FTCI's pole is on the opposite side of the roadway from the customer's premises, then FTCI will provide a service pole on the customer's property line. As per the Electricity Ordinance, the service point must conform to the requirements of the NEC.

There is no charge for the construction of overhead lines necessary for service connections up to 1000 feet. If a service drop of more than 85 feet is required, FTCI will expand its overhead construction to reach the service point. FTCI will not make any connections which require the aerial cable to travel over the roof of the building. To eliminate unnecessary costs, customers are encouraged to notify FTCI of any new connection in the planning stages so that FTCI can determine the most suitable pole from which to provide service.



Underground Service

Where underground low voltage service is provided, the customer is required to install and maintain a conduit and weatherhead on FTCI's pole in accordance with FTCI's Overhead and Underground Service Standards. The customer's service cable shall travel up the pole within the conduit and shall be connected to the supply at the weatherhead by FTCI. Where underground high voltage lines and pad-mounted transformers are requested, the customer shall contact FTCI to determine the costs of such installations. In cases where underground services are installed, the customer is required to supply, install and maintain the specified equipment to FTCI's design specifications by providing the necessary meter sockets, low and high voltage cable ducts and transformer pads (or vaults) in accordance with FTCI Overhead and Underground Service Standards. Overhead and Underground Service Standards are maintained, and the building design adheres to the NEC. The customer's low voltage service cables shall travel underground into the pad or vault and shall be connected to

the transformer by FTCI technicians. Customers must consult FTCI and obtain the Company's permission to install a conduit on a pole. FTCI will determine if the pole is suitable for such installation.

NOTE: *Underground service lines that pass under a public roadway must be approved by the Government's Planning Department. Persons requiring such a service should also contact FTCI's T&D Planning Department early in the planning stages of their project.*

Customer Weatherheads

A weatherhead, also called a service head or service entrance cap, is a weatherproof service drop entry point where overhead power or telephone wires enter a building. The weatherhead is also where wires transition between overhead and underground cables. Weatherheads on FTCI poles are normally installed twenty-five (25) feet up the pole and must be approved by FTCI prior to installation by the customer. Customer installed service wires shall extend out from the weatherhead to an appropriate length that connections may be made to FTCI's grid. The customer will be required to supply, install and maintain the specified equipment to FTCI's design specifications in providing the necessary weatherheads and meter sockets in accordance with the FTCI Overhead and Underground Service Standards. Please contact FTCI's T&D Planning Department for more information.

Inspection and Approval

Every electrical installation requires an inspection and approval by the Energy and Utilities Commissioner. A copy of such approval is evidenced by an Electricity Supply Permit and must be provided to FTCI before an electrical connection can be made. Notwithstanding approval by the Energy and Utilities Commissioner, FTCI has the right to refuse to connect or subsequently disconnect any installation where the service entrance wiring or metering facilities fail to comply with FTCI requirements.

Application Process

An Electricity Supply Permit *for both Temporary and Permanent services* ***is*** *required* ***for all new connections or if a new meter can was installed or if the meter can was relocated*** *prior to completing an application. This can be obtained from the Energy and Utilities Commissioner office.*

Requirements for New and Existing Residential Electrical Service: Temporary and Permanent

- **Application for Service** – the description of property must be accurate. Please include your street name or the closest meter or pole number to you.
- **Owner's Consent Form (if renting)** – this must be submitted by the owner or owner's agent and also be accompanied by a copy of the owner or property owner's Identification.
- **Two (2) Forms of Applicant's Identification** – acceptable forms of identification include a valid:
    - Passport (mandatory)
    - Driver's License
    - National Insurance Card
    - National Health Insurance Plan Card
    - National Identification Card

Requirements for Commercial Electrical Service: Temporary and Permanent

- **Application for Service** – the description of property must be accurate. Please include your street name, the closest meter or pole number to you.
- **Owner's Consent Form (if renting)** – this must also be accompanied by a copy of the owner or property owner's identification.
- **Directors/Shareholders Identification** – acceptable forms of identification include a valid:
- Passport (mandatory)
    - Driver's License
    - National Insurance Card
    - National Health Insurance Plan Card
    - National Identification Card
- Valid business license
- Guarantee note from the director(s) or owner(s) indicating that they will be responsible for payment for all invoices, or
- Bank guarantee

Additional Requirements for Three Phase Service

- Applicant or builder will be required to meet with FTCI T&D Planning Engineers if the new development will require additional electrical poles or underground excavation. It is important to note that in the event that a line extension of more than eight (8) poles is required, additional fees will apply.
- The applicant will be required to install his/her metering pedestal for temporary and permanent services, meeting the NEC and FTCI Standards.
- Permanent service will be transferred from the temporary location to the permanent location following the submission of a Grant of Permanent Supply of Electricity issued by the Energy and Utilities Commissioner's office.

Note: Application for new service installation requiring the installation of poles may take up to four (4) weeks.

INSTALLATION FEES

SERVICE TERRITORY	CATEGORY	Deposit	Connection Fee
South Caicos	Turks & Caicos Islanders Single Phase	$ 100.00	$ 25.00
	Non-Turks and Caicos Islanders Single Phase	$ 200.00	$ 25.00
	Three Phase	The value of six (6) weeks estimated electricity consumption	$ 100.00
Providenciales, North & Middle Caicos	Turks & Caicos Islanders Single Phase	$ 150.00	$ 100.00
	Non-Turks and Caicos Islanders Single Phase	$ 250.00	$ 100.00
	Three Phase	The value of six (6) weeks estimated electricity consumption	$ 750.00
Grand Turk & Salt Cay	Turks & Caicos Islanders Single Phase	$ 100.00	$ 25.00
	Non- Turks & Caicos Islanders	$ 200.00	$ 25.00
	Three Phase	The value of six (6) weeks estimated electricity consumption	$ 100.00

COMMERCIAL			
SERVICE TERRITORY	**CATEGORY**	**Deposit**	**Connection Fee**
South Caicos	Single Phase	$ 200.00	$ 50.00
	Three Phase	The value of six (6) weeks estimated electricity consumption	$ 100.00
Providenciales, North & Middle Caicos	Single Phase	$ 250.00	$ 350.00
	Three Phase	The value of six (6) weeks estimated electricity consumption	$ 750.00
Grand Turk & Salt Cay	Single Phase	$ 200.00	$ 50.00
	Three Phase	The value of six (6) weeks estimated electricity consumption	$ 100.00

TYPE OF SERVICE	INSTALLATION FEES	MONTHLY FEES	TIMELINE
Security Lights	250 watt light - $200.00 400 watt light - $518.00 1000 watt light - $443.00	250 watt light - $20.00 400 watt light - $36.00 1000 watt light - $80.00	Approximately 10 business days
Line Extension	Fees based on specific customer requirements. Please speak with FTCI Customer Service representative for more details.	*N/A*	Approximately 15 business days following Government approval
Meter Installation	*See Table of Fees above.*	*N/A*	Up to 5 business days
Activation of Existing Meter	*See Table of Fees above.*	*N/A*	Up to 5 business days

Transfer of Accounts

For a transfer of service from one location to another, the customer has to complete a Closure Form for the previous connection and complete a new application for the new connection. Outstanding bills on the previous connection and installation fees must be paid prior to the connection of electricity to the new location. The deposit will remain on the account.

FTCI will take a final reading on the day the customer requires the previous connection to be terminated. The customer will be billed from the previous reading to that final reading date.

Any outstanding bill on the previous account must either be paid in full or the customer must sign a payment plan agreement.

Service Disconnections

An account may be disconnected for any of the following:

Non-Payment of Bill – if the account has balances outstanding for seven *(7) days after the due date,* the account may be disconnected.

Per the Customer Request – you may terminate power if you are relocating, upgrading your service or do not require power at that location any longer.

Power Theft – FTCI has a zero tolerance for power theft and illegal tampering of the Company's assets. If the Company finds that a customer is illegally receiving power, a report will be made to the Royal Turks & Caicos Police Force and the service will be disconnected.

Maintaining an Electricity Account During Extended Absences

If you are leaving the Island for a period longer than twenty-one (21) days or during the period that the bill is due, FTCI recommends that an advance payment for service be made on your account. You may also make payments through the FTCI customer online portal at www.myftcionline.com, or through your banking institution.

Visit FTCI's website at www.fortistci.com or call FTIC's Customer Service Department to enquire about other payment options.

Reconnection of Service

Once sufficient payment is made on a "disconnected for non-payment account" by 2:30 p.m., reconnection of service can be processed within the same day after 3 p.m. A fifty dollar ($50.00) reconnection fee applies to all reconnected services.

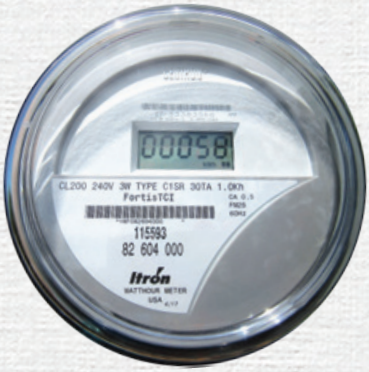
Account Closure

To terminate service at a location, the customer has to complete a Closure Form. FTCI will take a final reading on the day the customer requires the account to be closed. The customer will be billed from the previous reading to that final reading date. The initial deposit will be applied against the outstanding balance or can be transferred to another account. Any amounts that are outstanding after the deposit has been applied must be paid in full. If a credit exists after the deposit is applied a deposit return cheque will be prepared for the customer to collect at our Corporate Headquarters within 14 business days of the termination date.

Meters & Meter Reading

Reading Your Meter

The electric meter indicates how much electricity (kWh) you use. FTCI owns and maintains all electric meters. It is your responsibility to provide FTCI personnel with reasonable access to the meter and the area around it. The readings are transmitted by radio frequency. Your bill is based on meter readings taken every month. If the meter cannot be read either manually or by radio frequency, FTCI has the option to estimate your bill based on actual previous months consumption."



Verify your Meter Reading

FTCI encourages customers to track their consumption by learning to read their meter. If you are checking your meter reading against your bill, please remember that your reading should be slightly higher because you are reading it a few days later than FTCI's reading. Subtract your previous reading from the current reading to arrive at the current consumption. You may visit our website at www.fortistci.com and use our online calculator to estimate your bill.

Meter Testing & Changing

The electricity meters used by FTCI measure the kWh consumed by customers. Meters used by FTCI have been manufactured and tested to American National Standards Institute (ANSI), to ensure that they are within the legal limit of accuracy (plus or minus 2%).

Any unexpected increase in your electricity bill is usually caused by an increase in your electricity consumption or fuel factor. If you think your consumption is abnormal, please contact the FTCI Customer Service Department to schedule an energy audit or a review of your service.

Power Theft

Power theft is a serious safety concern for the public, FTCI and its employees. It is illegal and can lead to serious injury or death, from electrical shock or fire. Theft of Electricity is defined as any knowing or purposeful unauthorized exertion of control over electricity, or attempt, by whatever means or scheme to accomplish such control over the same. If power theft or meter tampering is detected at any customer's premises, the Royal Turks & Caicos Police Force will be notified and the service may be disconnected from the service line.

FTCI's Revenue Protection Division will make an estimate of the amount of lost revenue to the Company and issue a bill to the customer.

If power theft is detected at a location, the account will be disconnected and will not be reconnected until the full amount of the estimated lost revenue is paid to the Company or an agreement is made to settle the losses.

The customer will not be able to open any new accounts until the estimated lost revenue is paid in full to the Company or an agreement is made to settle the losses.

WHAT TO LOOK FOR:

1. *All meters are secured with a color coded seal. If the seal on the meter is missing or broken, your meter may have been tampered with.*
2. *Review your bills for unexplained higher consumptions, taking into consideration visitors and increased air conditioning usage during warm months. If you cannot explain the increase, you may be a victim of power theft.*
3. *Take note of any unusual cables or wires leading to your premises.*
4. *Take note of the pole near your premises for any additional wires, cables or instruments that appear to be different from other pole structures.*
5. *Turn off the main breaker to your premises, which should disconnect the flow of electricity. If your meter is still running, then someone else may be connected to your meter.*

If you suspect any of the above, please call FTCI's Department of Revenue Protection at (649) 941-2524. You do not have to leave your name; only the location is required.

UTILITY BILL

(CUSTOMER COPY)

-----Please keep this portion for your records-----

1030 LEEWARD HIGHWAY
P.O. BOX 132
PROVO
TURKS AND CAICOS ISLANDS

Tel: 649.946.4313
Fax: 649.946.4532
Plant: 649.946.4363
www.fortistci.com

1

Account Name	John Doe [a]	Account #	00000 [b]
Connection #	0000000000 [c]	Invoice #	5221412 [d]
Last Payment	10-Aug-15 [e]	Last Paid	$161.95 [f]

Messages:
Interest of 2% per month is charged on all outstanding balances. Note that accounts where balances remain outstanding seven (7) days after the due date, will be subject to disconnection.

2

Bill Date: [a]	31-Jul-20
Amount Due: [b]	**$178.85**
Due Date: [c]	14-Aug-20

3

Billing Period [a]		Meter Information [b]				Consumption	
From	To	Number	Previous	Current	Multiplier	(kWh) [c]	Description
28-Jun-20	31-Jul-20	00000000	31,361	31,774	1	413	Primary Inbound

4 **Outstanding Balance:** [a] $0.00

5 **Current Charges:**

Primary Inbound	Electric	28-Jun-20 to 21-Jul-20 413@$0.275/kWh	[a]	$113.57
Primary Inbound	Fuel Factor	28-Jun-20 to 21-Jul-20 413@$0.1496/kWh	[b]	$61.78
	Late Payment Charge	2%	[c]	$3.50

6 **Total Current Charges:** (31 days at an average daily cost of $5.56) [a] $178.85

Total Amount Due: [b] **$178.85**

Primary Inbound – Main electricity we provided to your premises

-----Please return this portion with your payment-----

7

Account #	00000 [a]	Amount Due	$178.85 [c]
Connection #	0000000000 [b]	Due Date	14-Aug-20 [d]

[e] John Doe
1030 Leeward HWY
Provo Turks and Caicos Islands

Please fill in Amount Paid
$ [f]

1. This section shows:
[a], the **name of the account holder**
[b], the **account number** (both of which are necessary when inquiring about or paying a bill)
[c], as well as the **connection number**
[d], **invoice number**
[e & f], and **details of the last posted payment on the account.**

2. This section shows:
[a] the **date the bill** was issued
[b] the **amount due** on the account
[c] and the **date by which the current bill must be paid.**

3. This section shows:
[a], the **period during which the charges were incurred**
[b], your **meter information and readings**
[c], and your consumption during the billing period.

4. This section shows:
[a], any outstanding balance on the account.

5. This section shows the breakdown of your current charges and any late payment fees. It displays:
[a], the **base rate cost**
[b], the **fuel factor cost**
[c] and (if applicable) the **late payment charge.**

6. This section shows the **total current charges**
[a], based on the consumption of the current billing period combined with any late payment charges
[b], as well as the **total amount due**, which is a sum of the total current charges and any outstanding balance.

7. This is the payment slip which shows:
[a], **the account number**
[b], the **connection number**
[c], amount due
[d], **due date**
[e] and also contains your **address information**
[f] and a space to write in the **amount to be paid.**

BILLING

All meter readings and billings are conducted on a monthly basis unless it is your first or final bill.

MINIMUM BILL: The minimum bill in any given month is $14 in Providenciales, North & Middle Caicos, and $5 in Grand Turk, Salt Cay and South Caicos, as stipulated in the Electricity Ordinance.

1. **FUEL FACTOR:** The fuel factor represents the cost of diesel that is used to generate electricity. The fuel factor rate is calculated on a fixed formula that takes into account the cost of diesel fuel at the time it is purchased by the fuel supplier from the refinery. Therefore, it fluctuates from month to month based on the purchase price. The fuel factor is verified by the Energy and Utilities Commissioner's Office on a monthly basis.
2. **BILLING PERIOD:** The Billing period represents the period for which consumption was measured and the period for which you are being billed.
3. **METER INFORMATION:** The meter information displays the meter number, the previous reading recorded and the current reading for the current billing period.
4. **MULTIPLIER:** For some customers, the actual voltage/current used is too large to be registered by the meter. In such cases, the meter multiplier acts similar to a map scale in that it relates to the meter's scaled down reading of the actual consumption.
5. **CONSUMPTION:** This represents the total amount of energy used during the billing period.
6. **CURRENT CHARGES:** This represents the total of your electric and fuel factor costs for the billing period.
7. **AVERAGE DAILY COST:** This is your total current charges divided by the number of days being billed and represents your average costs on a daily basis.
8. A penalty charge of 2% is applied to all outstanding balances past the due date.

RATES The electricity rates in the TCI are regulated by the Electricity Ordinance. The electricity rates per kWh vary according to the type of premises and are listed in the table below:

SCHEDULE OF ELECTRICITY RATES (As of July 22, 2020)

Description	Provo, North & Middle Caicos	South Caicos	Grand Turk & Salt Cay
	CENTS PER KWH		
Residential under 300kWh	26	25	27.3
Residential 301kWh and above	27.5	26.4	28.9
Commercial	29.1	30.2	34.9
Government	29.1	30.2	29.5
Large Hotels	23.2	23.2	-
Medium Hotels and Supermarkets	27 -	- 27	-

Billing Inquiries

If you have questions concerning your bill, please notify us prior to the due date. During the investigation of a billing inquiry, payment will not be required for the amount in question and FTCI will not apply additional late charges until the matter is resolved. However, this deferral does not apply to any other amounts owed previously or subsequently to the amount in question.

E-Billing

Customers may receive bills via email. You may sign up on our website at www.fortistci.com or you may contact a Customer Service Representative for assistance.

Paying Your Bill

FTCI and TCU Ltd customers may pay their bills using any of these convenient options:

1. Online via our easy-to-use customer web portal, at www.myftcionline.com
2. Online bill payment through your local banking institution. Please allow at least two (2) working days for the bank to process the payment.
3. In person at our authorized third party payment locations on Providenciales, North & Middle Caicos, South Caicos, and Grand Turk. Cash and cheques are accepted.

   Click here for details: **https://www.fortistci.com/bill-payment**

Return Cheque Fee

A U.S $ 50.00 (fifty dollars) fee is charged for each returned cheque and cheque payments will not be accepted for a period of six (6) months.

Late Payment Charges

Payments are due on or before the due date shown on the bill. If we do not receive payment on or before the due date, a late payment penalty of 2% will be charged on all amounts in arrears.

As a reminder, please allow two (2) days for processing when making payment through your banking institution.

Payment Plans

FortisTCI may offer payment plans to customers with outstanding balances. Please contact our Credit Control Department for further details.

Damages

FTCI aims to ensure safe and reliable electricity supply to all service territories. However, the Company shall not be liable for any damage, loss, inconvenience, or expenses resulting from any failure, interruption, reduction, variation or defect in the supply of electricity due to:

a. An unavoidable accident;
b. Fair wear and tear;
c. Overloading due to the unauthorized connection of electrical fittings;
d. The reasonable requirements of the supplier in the proper exercise of the license; or
e. Defects in any electrical plant not provided by the supplier.

The Company shall not be liable for any failure to supply service for any cause beyond its reasonable control, nor shall it be liable for any loss, damage or injury caused by the use of services or resulting from any cause beyond the reasonable control of the Company.

FTCI will not be liable for any damage as a result of an act of God, including but not limited to, storms, and vehicle accidents. Customers are therefore urged to install protective devices to guard against such occurrences.

In accordance with FTCI's Overhead and Underground Service Standards, the connection point is the weatherhead for socket type meters. For three phase customers the point of connection is the primary side of the customer's transformer – the secondary distribution within the customer's facility and the maintenance therein is the customer's responsibility.

Customer Refunds

FortisTCI issues two different types of refunds on utility accounts:

1. Refunds due to services being terminated resulting in a credit balance after the deposit is applied to any outstanding balances. For these refunds, a check will be produced within fourteen (14) business days.
2. Refunds due to an overpayment on a utility account. Generally, if an overpayment occurs it will be applied to the next bill. At the customer's request, a refund check will be processed within fourteen (14) business days.

Dispute Resolution

FTCI is committed to providing excellent customer service. However, there may be instances where customers are not satisfied with the service that FTCI provides.

Where FTCI receives a complaint from a customer, it is FTCI's aim to be prompt and fair in addressing the complaint.

All customers have the right to file a formal dispute with FTCI.

Billing disputes must be submitted in writing within one month of the bill in question. All other complaints should be submitted within ten (10) business days of the incident.

FTCI will provide a response within 10 business days after receiving a written complaint.

The correspondence should detail the specific nature of the complaint and any steps taken to address the issue with FTCI, prior to the time of writing. Customers should include their account number, service address, phone number and email address.

Complaints may be emailed to customerservice@fortistci.com or addressed and delivered to:

CUSTOMER COMPLAINTS
Attn: Manager of Customer Service
FortisTCI Limited
1030 Leeward Highway,
Providenciales
Turks & Caicos Islands
TKCA 1ZZ

OTHER SERVICES

Tree Trimming

Customers should take due care not to plant any trees near overhead electrical lines.

Trees that grow too close to electrical lines can pose a danger to FTCI's T&D network, work crews and persons living nearby.

Customers should note that it is their responsibility to maintain trees on their property. However, as a part of our commitment to provide safe, reliable electrical service, it is sometimes necessary for FTCI to trim trees that are too close to power lines. Customers should never attempt to trim or cut down trees that are too close to power lines. Trimming trees around power lines should only be attempted by trained professionals.

Energy Audits

FTCI is committed to assisting our customers with managing their energy consumption. FTCI offers energy audits, which include an interview with the customer, visiting the home or business and identifying ways to save energy. The audit also includes an assessment of the general electrical service as well as testing of the customer's grounding levels. A comprehensive report will be produced at the end of the audit, which provides the existing status of energy usage and outlines any recommendations for retrofits, repairs or replacements. A copy of the report is provided to the customer.

Online Portal

FTCI's customer online portal gives customers access to their account information twenty-four (24) hours a day. Customers can access their monthly invoices and track monthly consumption. Customers may also update their contact information and pay their bills.

Renewable Energy Programs

FTCI offers renewable energy programs that allow customers to connect to the FTCI grid. There are two (2) customer programs built on four fundamental principles:

SAFETY. FTCI will not create or knowingly allow any customer to create a situation where electricity may cause harm to themselves, other customers, the public or FTCI staff.

SERVICE QUALITY. FTCI will not allow the quality and reliability of service to be diminished by the interconnection of other forms of electricity generation.

NO COST SUBSIDIES. FTCI will not share in the cost of another party's generation. This would be a subsidy resulting in higher rates to all other customers.

NO INCREASED RATES. Rates charged to electricity customers should not increase as a result of the introduction of renewable energy.

C.O.R.E.

The Customer Owned Renewable Energy Program (C.O.R.E.) allows participating residential and commercial customers to install their own photovoltaic (PV) solar system and connect to the FTCI grid.

C.O.R.E. customers receive a monthly credit on their electricity bill based on their system's generation.

- Residential customers can install up to 10kW
- Commercial customers can install up to 60kW
- Systems that are above 60 kW in size are considered utility-scale may require an interconnection study. Please contact a FTCI representative for more details.

U.O.R.E.

The Utility Owned Renewable Energy Program (U.O.R.E.) offers qualifying customers the opportunity to lease their rooftop space to FTCI for the generation of solar energy. FTCI owns and maintains the solar PV system, and the customer receives a monthly credit on their electricity bill for leasing their rooftop space. Customers also receive an annual benefit based on the solar system's generation.

- Residential Customers can install up to 10kW
- Commercial Customers can install up to 60kW

Interconnection is the physical linking of renewable energy equipment to the FTCI grid.

Customers who wish to interconnect to the FTCI grid must be enrolled in a FTCI renewable energy program. Any non-participating systems must be standalone or completely isolated from the FTCI grid.

CONSERVATION TIPS

By following these simple tips customers can save energy.

Lighting

- Turn off the lights when not in use.
- De-dust lighting fixtures to maintain illumination.
- Use task lighting; instead of brightly lighting an entire room, focus the light where you need it.
- Compact fluorescent bulbs are four times more energy efficient than incandescent bulbs and provide the same lighting.

Electric Iron

- Select iron boxes with automatic temperature cutoff.
- Use appropriate regulator position for ironing.

KITCHEN APPLIANCES

Microwave Ovens

Use your microwave oven whenever possible. It draws less than half the power of its conventional oven counterpart and cooks for a much shorter amount of time.

Electric Ovens

- Unless you're baking breads or pastries, you may not even need to preheat.
- Don't open the oven door too often to check food condition as each opening leads to a temperature drop of 25°C.

Electric Stove

- Turn off electric stoves several minutes before the specified cooking time.
- Use flat-bottomed pans that make full contact with the cooking coil.

ELECTRONIC DEVICES

Do not switch on the power when TV and Audio Systems are not in use i.e. idle operation leads to an energy loss of 10 watts/device.

Computers

- Turn off your home office equipment when not in use. A computer that runs 24 hours a day, for instance, uses more power than an energy-efficient refrigerator.
- If your computer must be left on, turn off the monitor; this device alone uses more than half the system's energy.
- Setting computers, monitors, and copiers to use sleep-mode when not in use helps cut energy costs by approximately 40%.
- Battery chargers, such as those for laptops, cell phones and digital cameras, draw power whenever they are plugged in and are very inefficient. Pull the plug and save.
- Screen savers save computer screens, not energy. Start-ups and shutdowns do not use any extra energy, nor are they hard on your computer components. In fact, shutting computers down when you are finished using them actually reduces system wear – and saves energy.

Refrigerator

- If your refrigerator was made before 1993 it uses twice as much energy as an Energy Star Model.
- Regularly defrost manual-defrost refrigerators and freezers; frost buildup increases the amount of energy needed to keep the motor running.

- Leave enough space between your refrigerator and the walls so that air can easily circulate around the refrigerator.
- Don't keep your refrigerator or freezer too cold.
- Make sure your refrigerator door seals are airtight
- Cover liquids and wrap foods stored in the refrigerator. Uncovered foods release moisture and makes the compressor work harder.
- Do not open the doors of the refrigerators frequently.
- Don't leave the fridge door open for longer than necessary, as cold air will escape.
- Use smaller cabinets for storing frequently used items.
- Avoid putting hot or warm food directly into the fridge.

Washing Machines

- Always wash only with full loads.
- Use optimal quantity of water.
- Use timer facility to save energy.
- Use the correct amount of detergent.
- Use hot water only for very soiled clothes.
- Prefer natural drying over electric dryers.

Air Conditioners

- Choose air conditioners that have automatic temperature cut off.
- Keep regulators at "low cool" position.
- Operate the ceiling fan in conjunction with your air conditioner to spread the cooled air more effectively throughout the room and operate the air conditioner at higher temperature.
- Seal the doors and windows properly.
- Set your thermostat as high as comfortably possible in the summer. The less difference between the indoor and outdoor temperatures, the lower the energy consumption will be.
- Don't set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling.
- Don't place lamps or TV sets near your air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
- Plant trees or shrubs to shade air-conditioning units but not to block the airflow. A unit operating in the shade uses as much as 10% less electricity than the same one operating in the sun.

SAFETY TIPS

Never purchase any electronic appliances or electrical devices regardless of its low price, if it does not bear the ULTM, CE TM , FCC TM or any other recognized standards authorities logo who have tested and verified that the product is safe for its intended use.

Never overload electrical circuits or plugs above its rated wattage because of the risk of overheating and starting a fire.

If you have purchased a three prong electrical device, never ever remove the middle grounding prong to make it fit into a two prong outlet. This is dangerous and can damage the equipment as well as cause an electrocution.

Never place electrical devices too close to kitchen sinks or bathtubs where there is a possibility of them falling into water causing an electrical shortage or electrocution.

If your electrical device or plugs are rated for indoors use only, never use it outside particularly on rainy days or wet surfaces.

If your electrical appliances or devices have a frayed (exposed wires) power cord, replace it immediately or wrap it properly with electrical tape if it is a minor breakage in the cord, to prevent accidental shorting or shocks.

Never leave lamps or any other heat producing electrical devices on when leaving it unattended for extended periods of time due to the likelihood of it overheating and starting an electrical fire.

If there is an apparent fluctuation in your electricity coming into the home or building, do not attempt to use your electrical equipment, but rather unplug them or turn off the main circuit breaker until the power has been restored to normal to prevent injury or damage to property.

Do not use metal ladders or climb trees that are too close to overhead electrical wires to prevent electrocution to persons.

If there are downed power lines in the street after a storm or accident, do not attempt to remove it out of the way, but call the power company who can handle the situation professionally.

Visit us online at: WWW.FORTISTCI.COM
Follow us on