



# WATTS NEW BUSINESS e-NEWSLETTER

## Hot off the presses: the 2022 Light & Power calendar

We don't mean to toot our own horn, but we have to admit that the 2022 edition of our annual wall calendar is something special. Not because of our efforts, but because of the extraordinary photos shot by Barbadians across the Island that are featured in the calendar.

We were overwhelmed with the response to our photo competition – over 800 shots were submitted! – and the 2022 Light & Power calendar features some of the very best in celebration of our home nation under the theme, 'Love where you live: the beauty of Barbados'.

Ask for your copy of the 2022 Light & Power calendar at our payment halls, or view it on our website anytime at [www.blpc.com.bb](http://www.blpc.com.bb). We hope you enjoy the images and that, throughout the year, you'll be inspired to rediscover the natural beauty all around us.

## Giving back: BARP benefits from Light & Power's support

Light & Power was pleased to join with the Barbados Association of Retired Persons (BARP) and the BARP Charitable Trust for the Joint Resilient Roof Project, an initiative for the Hurricane Season to repair roofs of financially challenged elderly people in our communities whose homes would otherwise be at risk during inclement weather. Light & Power has provided \$50,000 in funding over the past two years to help repair and secure the homes of many vulnerable Barbados families.

We welcome the partnership with the BARP team and this opportunity for meaningful collaboration. And the unabashed expressions of relief and gratitude are a true testament to the need for this project and the value to our communities.



## Rate Review filing

As engaged business customers, you are no doubt aware of our recent rate application filing submitted to the Fair Trading Commission (FTC). We delayed this filing for as long as we could but, as you can appreciate as business owners, operating costs increase over time. We last received an adjustment in our base rates in 2010 – in fact, this is just the second time in nearly forty years that we are requesting a general tariff adjustment.

The reasons for the filing are twofold: (1) to ensure that Light & Power can continue to safely and reliably meet customers' current

and future energy needs, and (2) to seek approval to implement a rate structure that will facilitate the changes expected in the reformed electricity market and Barbados' transition towards 100% renewable energy generation.

The challenges of the current COVID global pandemic have unquestionably underscored the need for a reliable and safe electricity supply to serve the island's essential services including water, health care and telecommunications, as well as our residential and commercial customers.

We are keen to work with our key stakeholders over the coming weeks,

including our business customers, to help them better understand the details of our application. Much more information is available on our November Watts New radio program and accompanying deeper dive at Watts New Extra Time, accessible from our website's home page ([www.blpc.com.bb](http://www.blpc.com.bb)). Also on our website, click on the link to the rate review application for more information, and watch for opportunities for public consultation with the FTC and share your views. You can, of course, reach out to us anytime with your questions on the filing and review process. Email Light & Power's Rates Team at [blpcrates@blpc.com.bb](mailto:blpcrates@blpc.com.bb).

## Honouring Livvy Greaves, long-serving Board member

The Light & Power team was deeply saddened at the recent passing of Mr. Ernest 'Livvy' Greaves, who served with honour and dedication as a Director of Light & Power from 1970, and subsequently as a Director of our parent company from 1997 until his retirement from the Board in 2013.

In a service held for Mr. Greaves on December 13, 2021, Peter Williams, former Board member and Managing Director of Light & Power, shared the Company's condolences to Mr. Greaves' family and his gratitude for Livvy's many contributions over the years. "Always approachable and willing to listen, he provided wise counsel for the management team over the many years of his service to the Company. Barbados has lost a patriot and a true son of the soil."



## Fuel purchase strategy: helping to stabilize energy bills

In October 2021, Light & Power received the Fair Trading Commission's (FTC's) response regarding its application, filed in May 2020, for approval to implement a fuel hedging programme in Barbados, and to apply the results and costs of hedging to the calculation of the Fuel Clause Adjustment.

At the time of our application, international fuel prices were around US\$30 per barrel and a clear opportunity existed to lock in at this lower level to reduce the fluctuations in the fuel component of customers' bills. Today, fuel prices are more than US\$80 per barrel, so we are reassessing the opportunity to implement fuel hedging as a way of stabilizing fuel costs for customers.

As part of that work, we have asked the FTC to review elements of their decision. We look forward to their further input, and to identifying the most cost-beneficial fuel purchase strategy in the current environment. We'll continue to keep customers informed as we progress.

## We make it our business to support your business

We know that timely, accurate customer service is as important to the success of your business as reliable electricity. To ensure we deliver as effectively as possible, Light & Power encourages customers to make all requests via our Customer Support Portal on our website. Ensure you select the correct customer category and complete all the requested sections and include any necessary attachments.

To learn more about our Customer Support Portal, take a moment to view our brief, helpful videos which may be accessed [here](#) and [here](#).

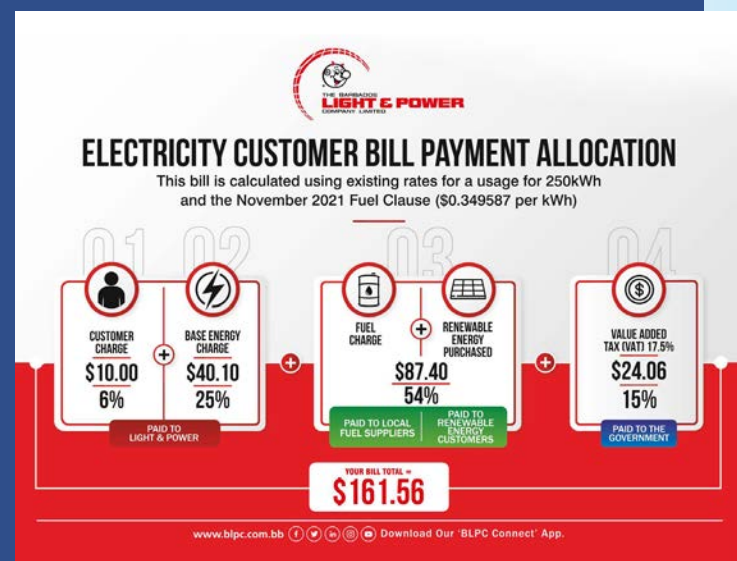
We also want to remind commercial customers that they can view bills online via Web Self-Service on our website. Bill payments may be made via online banking, via cheque in our drop box, and at SurePay locations. Should you wish to pay via wire/bank transfer, please drop us an email at [customerservice@blpc.com.bb](mailto:customerservice@blpc.com.bb). For more, check out our online billing and payment options video [here](#).

## Understanding how bill payments are allocated

As part of our ongoing efforts to help customers better understand our rate structure, we developed an infographic illustrating how customers' bill payments are allocated.

The graphic to the right provides all the details. But the main factor impacting electricity bills is fuel, which is comprised of two components: the charge for fuel used to generate electricity and the payments made to renewable energy customers for power purchased under the RER and FIT. Other components include the base charge for Light & Power's operations and maintenance, and VAT, which is paid in full to the Government.

If you still have questions about your bill or where your bill payment goes, please contact a Customer Service Representative at 626-4300.



## Rising oil prices driving higher FCA

The Fuel Clause Adjustment (FCA) for the month of December is \$0.349587 per kWh, constant with November's FCA which reflected a two cent increase over October – the highest it has been this year.

Recent increases are a direct result of the price of fuel on the international market. The IMF's Commodity Price Index shows that the cost of crude oil internationally rose by 18% between June 2021 and September 2021 alone. Fuel is the single largest cost in the production of electricity and, as the international price of oil rises and falls, electricity bills will fluctuate.

In keeping with the Barbados National Energy Policy 2019-2030, we remain committed to installing and facilitating more renewable energy to transform Barbados from its dependence on foreign oil to clean energy which, over time, will help stabilize electricity cost for customers.

As business owners, what can you do to help manage your energy costs in a rising FCA environment? There are a number of things to consider:

- Make sure your premises are well insulated.
- Set your air conditioner's temperature just one degree higher than usual to reduce the power it uses by up to 10 per cent.
- Maintain your cooling system to manufacturer's specifications for greatest efficiency, and replace air conditioners that are more than 10 years old to save on cooling costs.
- Keep doors and windows closed when air conditioning is running.
- Shut off computers, monitors and all electronics after hours, and consider Energy Star models that power down after a period of inactivity.
- Only turn on necessary lights, and turn them off at the end of the work day. And, of course, switching to energy-efficient bulbs such as CFLs can bring considerable annual savings.

## Another hurricane season comes to an end: perspectives from Johann Greaves, Director of Operations

I wish I could say that the 2021 Hurricane Season was an unremarkable one. But, no. The damaging winds and flooding brought on by Hurricane Elsa on July 2 made it one for the books.

At Light & Power, we prepare well in advance of storm season so we were ready to respond. The storm dealt a harsh blow to Barbados, but didn't dampen the spirit of teamwork and the resilience of the Barbados Light & Power Company's crews, visiting crews and contractors. Within three weeks, electricity service was restored to customers across the country – without injury or a single lost time incident.

At Light & Power, we are committed to continuous improvement. We have taken the lessons learned during Hurricane Elsa restoration and are making changes that will further storm harden our system and improve our storm response. You can count on us, as always.

I wouldn't call it a highlight reel, but we have put together some key messages and moments around Hurricane Elsa, and we welcome readers to access the 10-minute video here.

## Leadership Insights

Over the past year, Light & Power has presented leadership insights on a number of topics relevant to our business and our customers. We presented, via social and traditional media, a leader's voice on hurricane preparedness, safety and undergrounding. Recently, Engineering Manager Nneka Archer shared insights on the importance of vegetation management practices to safely and reliably serving customers' electricity needs.



Click on any of the following links to access the full Insight documents.

Undergrounding of Electricity - A Brief Discussion  
Vegetation Management: Critical To Safety And Reliability  
Safety Is Our Priority At Light & Power - Every Job, Every Day

## 'TIS THE SEASON TOMAKE MERRY

FROM THE ENTIRE TEAM AT LIGHT & POWER, HEARTFELT WISHES  
TO YOU AND YOURS FOR A SAFE AND JOYOUS HOLIDAY SEASON.  
MAY 2022 BRING YOU GOOD HEALTH AND GOOD BUSINESS!



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