



WATTS NEW BUSINESS e-NEWSLETTER



Broad Street electrified.

On the occasion of our 110th anniversary, Light & Power's management team extends sincere appreciation to our customers for their ongoing support and trust as we work to bring safe, reliable and increasingly renewable electricity to power homes and businesses across the country. Our commitment to you, and to a bright future for all Barbadians, is unwavering.

Progressing to completion: the LED streetlight project

We're pleased to say that the change-out of almost 25,000 high pressure sodium (HPS) streetlights to efficient, long-lasting and brighter LED lights is almost complete.

"This project, executed by Light & Power in partnership with the Government of Barbados, delivers lighting that is more environmentally friendly, consumes less electricity,

requires less maintenance and lasts longer than HPS lights," stated Project Lead Paula Palmer, System Engineer with Light & Power. "And the brightness of the LED bulbs provides enhanced lighting and, consequently, enhanced safety across the Island."

Roger Blackman, Light & Power's Managing Director, expressed

appreciation to all parties involved. "It's taking a collaborative effort under challenging circumstances to bring this important initiative to completion. I want to extend my thanks to our partners in Government, our employees and contractors, and all motoring Barbadians for their patience as our crews worked safely to replace almost 25 thousand streetlights."

Commercial, Key Account customer survey results guide improvement plans

The results are in for Light & Power's annual Commercial and Key Account customer survey for 2020.

Overall satisfaction increased for both Commercial and Key Account customers, with Key Accounts giving a perfect score for the second consecutive year. Commercial customers' overall satisfaction grew by 3% to 95% at the end of 2020, the highest score recorded over the last decade. In terms of value for service, Commercial and Key Account customers' scores rose from 83% to 91% and 75% to 100% respectively.

Notwithstanding high overall satisfaction levels, customers indicated some areas needing improvement. As in 2019, surges and/or outages were the main concerns, followed by slow processes and/or response. New in 2020 were communication challenges, sufficient notice for service interruptions and slow transition to alternative energy.

Thank you for your invaluable feedback. We have work to do to serve you better, and your survey input helps guide our improvement strategy.

Another chance at a prize for your thoughts

Congratulations to Nicholas Alleyne, CEO of Blu Isles Inc., the winner of our inaugural Watts New Business e-newsletter draw. Nicholas was presented with a wellness voucher for \$250.

And we're just getting started with prizes! We want to ensure we continue to deliver content of relevance to you, so we again invite readers to respond to a few brief questions. **Click here** to access this issue's survey and for chance to win a hurricane preparedness hamper!



Supporting Barbados' vaccine program

Vaccination is key to ending the ongoing, deadly global pandemic COVID-19 which continues to have significant impact on populations the world over. As an essential service, Light & Power's team is among critical front line workers supporting our safety and wellness, so we were pleased to aid the vaccination program. The Company's donation of \$40,000 to the National Vaccination Fund is supporting COVID-19 vaccines for all Barbadians.



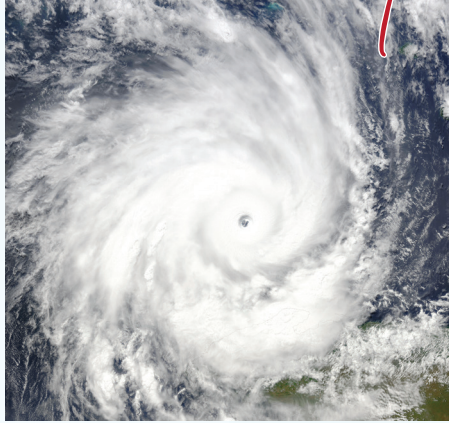
We were also pleased to see that 93% of customers showed a propensity to speak favorably about Light & Power, up from 88% in 2019, and that customer satisfaction with our level of community involvement doubled over the prior year.



Hurricane Season: Preparing for the *worst*

...and hoping for the best. Yes, we're now into the 2021 Hurricane Season and Light & Power has updated its Hurricane Response Plan and readied its teams to respond to storm impacts quickly and efficiently, with safety as a priority over all else.

The ongoing impacts of the global pandemic mean that safety measures in storm response continue to reflect measures to keep our teams healthy. But, in the event of significant storm impact to electricity services, the tried and true elements of the Response Plan remain unchanged. That, once safe to do so, we work to ensure reliable service to front line resources such as emergency response and health services. Our next priority is larger commercial customers to enable accessibility to essentials such as food and fuel. Then we turn our attention to our residential customers, safely energizing the most populous communities first to bring the largest number of customers back online. And we don't stop until we're done.



We employ best practices in our Hurricane Response Plan, we do the work to ensure we're prepared, and we encourage you – at your homes and businesses – to be ready, too.

Have a listen to Light & Power's Facilities Coordinator Majella Gooding as she shares more about storm-planning in a recent Watts New Radio segment ([click here](#)). Visit the Barbados' Government Information Service for hurricane preparedness guidance at gisbarbados.gov.bb

Barbados an area of focus in Emera's first quarter message



In comments shared around its recent Q1 2021 results release, Light & Power's parent company, Emera Inc. of Halifax, Nova Scotia, made a point of acknowledging the recent challenges borne by Light & Power's employees due to ash fall from La Soufriere. Said Emera's President and CEO Scott Balfour, "I want to give some well-deserved recognition

to the team at Light & Power who have gone above and beyond in recent weeks to serve our customers amid ash fall from an active volcano on St. Vincent. My heartfelt thanks to the entire team for your resilience and commitment."

In his message, Scott reiterated Emera's commitment to investments of up to \$14 billion through 2023 in renewable and cleaner generation. Further, Emera sees reason to hope for a tourism rebound here in Barbados as economies in the United States, Canada and the United Kingdom recover.

Progress continues on the Clean Energy Bridge

The Clean Energy Bridge (CEB) is a 33 MW medium speed diesel generation plant being constructed in St. Lucy – the heart of Light & Power's renewable energy projects and the launch pad for the transition to 100% renewable energy.



According to Light & Power Project Lead Dave Skeete, the Clean Energy Bridge continues to hit significant milestones. "The team has energized the step-up and station service transformers that facilitate the interfacing of the plant via the Trent's substation, which means that the auxiliaries will have power supply to allow critical testing to proceed. The first fill of diesel commenced on June 14, which will enable testing of the fuel system, and we'll do a start-up test of the first unit next week."



The CEB will provide reliable base load generation while we transition to a cleaner solution, and will serve as back-up for grid resiliency and reliability beyond the achievement of our national renewable energy targets. It's another demonstration of our commitment to strengthening reliability to safely power every moment of every day.



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