

Issue 15 | June 6, 2025

OUR POWER

NEWSLETTER

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LUCELEC Continues Platinum Sponsorship Of Saint Lucia Jazz & Arts Festival

by Carmy Joseph

In May 2025, we reaffirmed our commitment to the Saint Lucia Jazz & Arts Festival. LUCELEC committed as Platinum Sponsor of the Festival and major sponsor of the arts component, Art N the City, also supporting community jazz and fringe events. Our commitment to the country's premier festival continues a relationship that began with the inception of the festival in 1992. Our company proudly powers the festival through the provision of electrical infrastructure, technical and financial support.

Our support included:

- Mainstage & Pure Jazz Events
- Art n the City
- Community Jazz Events:
 - Soufriere Jazz
 - Jazz en Vierge at Point Vierge - Micoud
 - Monchy Mizik En Kweyol
 - Rainforest Jazz En Babonneau
 - Jazz La Se Nou Mem - Desruisseaux
 - Hills & Valleys Inspirational Jazz - Bexon
 - Mouvman Ansamn Jazz in the Park - Vieux-Fort
 - Choiseul Jazz Fiesta
 - Anse La Raye Fish Fry Jazz
- Fringe Events:
 - Junior Jazz & Arts Festival
 - Jazz Sampler

Senior Manager Corporate Communications Omari Frederick emphasized our company supports Saint Lucia Jazz because of its significant impact on the country's economy and its creatives. "LUCELEC has been a proud partner sponsor of the Saint Lucia Jazz



Ian Peter Chief Strategy Officer

and Arts festival from the very inception, which makes our partnership at least 3 decades strong.

We are driven by a simple vision, "to be the energy that powers our nation's success". Over the years, the Jazz and Arts festival has become the beacon for cultural, social and economic development in Saint Lucia. One cannot deny the immense power that this festival brings to the country, both at the national and community level, driving economic activity and impacting many households across the island, both involved directly with the service industry and indirectly. And of course, we cannot forget the other critical component of the festival, which is the arts component, Art and the City of which LUCELEC is also a major sponsor."

During the festival period, we relaunched our "Powering the Rhythm of Jazz" campaign which included a television commercial and social media campaign giving the public and our customers a sneak peek into how we ensure the rhythm of jazz never stops.

The Saint Lucia Jazz and Arts Festival officially opened on April 30 at the Mindoo Phillip Park and culminated on May 11 at Pigeon Island.

LUCELEC Club: Family Day & Hike at Kayak on the Bay

by Sydel Charles



Families and friends suiting up for kayaking

The LUCELEC Club hosted a Family Day & Hike at Kayak on the Bay in Praslin on March 30. The day was filled with fun, camaraderie and relaxation and was by all accounts a resounding success.

A total of 89 participants including a mix of team members and their friends and families enjoyed a day of water adventure and relaxation.

The day began with warm welcomes and a hearty breakfast that set the tone for the exciting activities ahead. Attendees could either take a tour of the sand island via kayak or opt for a boat ride to Praslin Island. The unique experience and stunning views fostered a greater appreciation for the true natural beauty of our surroundings.

On Praslin Island, games of "kick it up" brought out the competitive spirit in many, while children delighted in playing in the sand and exploring the shoreline. Families took advantage of the calm waters to swim and relax, creating cherished memories together.

One of the highlights of the day was the scenic hike and tour of the island.

Participants marveled at the remarkable views of our island and were thrilled to spot the whipped tail lizard, a unique and fascinating creature native to the area. The hike provided an excellent opportunity for everyone to connect with nature and enjoy the tranquility of the island.

The atmosphere throughout the day was filled with laughter, joy, and a sense of community. The event not only offered a chance for bonding but also emphasized the importance of personal wellness. The combination of physical activities, relaxation, and the beautiful natural setting made for a perfect day.

The success of the Family Day at Kayak on the Bay has set a high standard for future events, and we are excited to continue providing such enriching experiences for our team. Thank you to everyone who made our Family Day a memorable experience. Your participation and enthusiasm are what make these events truly special.

We encourage everyone to participate in our upcoming events and we look forward to hosting more of these memorable gatherings. We can't wait to see you at our next event and many more to come!



Team before hiking Praslin Island

LUCELEC Launches Ethics Reporting Service

by Richmond Felix



Chief Financial Officer (CFO) Ziva Phillips announced the launch of our Ethics Reporting Service on May 1. A significant step towards fostering a transparent and ethical work environment. The Mitratch Hotline Enterprise, supported by ClearView Connects, allows team members to report any cases of workplace misconduct anonymously and confidentially.

Why is this ethics reporting system available to all Team Members?

LUCELEC is committed to providing its employees with an ethical work environment and operating its business with honesty and integrity. The Mitratch Hotline offers a confidential, secure, and anonymous channel for reporting unethical workplace behaviour to qualified personnel at LUCELEC. This ensures all reports are addressed and resolved fairly and promptly, maintaining the highest data security and privacy protection standards.

What to Report

Team members can report any serious misconduct that can harm LUCELEC and its team members, including financial reporting issues, safety violations, conflicts of interest, theft, fraud, harm to people, and workplace harassment.

How to Report

Reports can be submitted through various methods:

- **Online:** Visit www.clearviewconnects.com and follow the step-by-step instructions.
- **Telephone Hotline:** Call 1 (844) 613-1760 to speak to a live operator or leave a voicemail transcript
- **Mail:** Send a confidential hard copy report to:

P.O. Box 11017
Toronto
Ontario
M1E 1N0
Canada

Commitment to Core Values

Our core values of Caring, Integrity, Excellence, Teamwork, and Accountability are at the heart of this initiative. By providing a safe and secure way for team members to raise issues, we demonstrate our commitment to these values and ensure that they are woven into our daily actions and supported at every level of our company.

Encouraging a Culture of Reporting

We encourage all team members to speak up safely and securely when they see something that seems wrong. Rest assured that your report will be fully and properly reviewed by qualified and authorised LUCELEC personnel responsible for ensuring that issues are addressed fairly and on time.

More details available [here](#).

LUCELEC 60th AGM: A Year of Growth, Resilience & Strategic Vision

by Richmond Felix



MD Gilroy Pultie presenting at LUCELEC's 60th AGM

The 60th Annual General Meeting (AGM) of LUCELEC marked a significant milestone, reflecting on a year of progress, challenges, and forward-looking initiatives. The meeting highlighted our Company's financial and operational performance in 2024, strategic priorities, and key decisions in shaping our future.

From an operational perspective, in 2024, we recorded a 5.6% increase in sales, and a 2.6% increase in peak demand. However, fuel consumption also rose by 7.5% with a slight decline in fuel efficiency, and significant declines in performance in key technical areas including SAIFI, SAIDI and System Losses. Contrastingly our people metrics returned increasingly positive results in employee engagement and AIFR.

A major operational challenge occurred when a damaged cable took part of our power plant offline for six weeks. This incident underscored the importance of infrastructure resilience and risk mitigation, both of which are now central to our company's strategic planning.

Some of the major SBP2025 achievements in 2024 included the enhancements to strategy reporting (ESM Platform), the completion of

the 20 Year Generation & Transmission & Distribution Plan (Company's Integrated Resource and Resilience Plan – IRRP); the Clean Energy Maturity Model (CEM) and the launch of the Prepaid Metering Pilot Project.

Looking ahead, LUCELEC is committed to driving our strategic business plan. Reliable, affordable and sustainable energy services, driving the transition to clean energy and diversifying our operations. Energyze Holdings Inc. (EHI) is expected to drive diversification opportunities. From a risk management perspective our focus is on finding the right balance. Several key projects are underway, including the launch of the prepaid metering solution in August 2025 and the development of a 10 MW solar farm, targeted for completion by early 2027.

Our company is also advancing discussions with the Government and regulatory bodies on a proposed power plant in the island's southern region. Other capital investments are planned to support grid resiliency and modernization with the replacement of aging assets high on the agenda.



Attendees of LUCELEC's 60th AGM

Recognizing the importance of public engagement, LUCELEC will intensify efforts to educate stakeholders about our role in renewable energy implementation.

Internally, the focus will be on organizational culture strengthening and embedding change management. Succession planning continues to be a major priority, particularly for critical roles nearing retirement. This initiative aims to ensure continuity and preserve institutional knowledge across the organization.

Shareholders approved the 2024 Director's Report and the Auditor's Report for the year ended December 31, 2024. Ernst & Young was appointed as the new statutory auditor for a three-year term beginning January 1,

2025. The shareholders also approved a final dividend, scheduled for payment on May 23, 2025.

The meeting also saw the election of Dr. Bernard La Corbinere and the re-election of directors retiring by rotation, including Mr. Everistus Jn Marie, Mr Calixte I.S.N. George and and Mrs. Lisa Ann Fraser, reaffirming confidence in our company's leadership.

As LUCELEC moves forward, our focus remains on innovation, sustainability, and resilience. The initiatives outlined at the AGM reflect a clear commitment to delivering value to customers, shareholders, and the wider community, while navigating the evolving energy landscape with purpose and responsibility.



FIT & FUN FEST

GET READY FOR THE ULTIMATE
WELLNESS EXPERIENCE!



Where health meets happiness and the entire family joins the fun!

Date: Friday, June 6, 2025

Time: 3:00 p.m. – 7:30 p.m.

Location: Vigie Sports Complex

Dress Code: Active wear,
sneakers, and house colours!



Update on Fifteen Year and Older Meter Change-out Project

by Kaleb Sebastien



Joash Marquis replacing a meter

We are pleased to announce the successful completion of the first phase of the AMI meter change-out project, which focused on replacing meters that are fifteen (15) years and older.

This phase concluded on Monday, May 26, 2025. As part of this initial effort, priority was given to replacing the oldest AMI meters on the island—specifically the 09rx models. These meters were identified as the most critical for upgrade, and their replacement marks a significant milestone in our ongoing goal for boosting efficiency.

Feedback from the contractors has been overwhelmingly positive, with commendations for the high level of cooperation received from our customers. This success is largely attributed to the proactive engagement and effective communication strategies implemented by the Corporate Communication and Information Systems Department. They ensured that customers were well-informed and prepared for the transition.

The table below shows the results of the project thus far

Cycle	Meters Changed	Theft found
2	854	2

All eight-hundred and fifty-four (854) meter change service orders have been successfully updated in the company’s database (CU).

Additionally, the two (2) instances of theft found have been investigated and passed on to Customer Care for withdrawal. The 09rx meter changes on cycle two (2) had a completion rate of 87.23%. The overall completion percentage rate of 09rx meter changes on the island is 24.99%.

The next phase of the project is tentatively scheduled to begin later in the month of June 2025, pending confirmation of the start date by our Billing Section.

We extend our appreciation to all teams involved for their continued support as we look forward to working with you all again in the future. Feel free to reach out to the Metering Team should you require any further information.



LUCELEC Contractors Kings Electrical on site of a meter replacement

Key Points on Conflicts of Interest & Personal Work During Working Hours



During MD's Town Hall on February 27, our Managing Director Gilroy Pultie highlighted key points on the issue of conflict of interest and doing personal work during work hours. These points are as follows:

- MD emphasized the importance of transparency and integrity in the workplace. Employees are expected to declare any potential conflicts of interest to ensure their personal interests do not interfere with their professional responsibilities.
- This includes not engaging in activities that could interfere with our objectivity or impartiality in performing our duties.
- The MD stressed that employees should not use company time for personal work, including using company resources such as computers and office supplies for personal projects.
- The MD reminded employees to dedicate their work hours to fulfilling job responsibilities and contributing to our company's goals. Personal work must be done outside work hours uphold our standards of productivity and professionalism.

The MD's comments reinforced the Company's commitment to ethical behavior and ensure that all employees adhere to the highest standards of conduct. If you have any more specific questions or need further clarification on these points, feel free to ask!

Annually, all LUCELEC Team Members must complete the "Staff Declaration - External Organizations" in keeping with our Code of Ethics.

Energizing Our Community

Corporate Social Responsibility - April 2025



Ronald Raoul
Jazz En Vierge - Micoud 2025 | Photo by Ronald Raoul

At the core of LUCELEC's mission is a steadfast commitment to enriching lives and uplifting communities across Saint Lucia.

In May, we proudly supported a dynamic array of national events that showcased the island's cultural vibrancy, sporting talent, and entrepreneurial drive. From honoring excellence in tourism at the esteemed Gimies – Saint Lucia Tourism Awards, to encouraging athletic achievement at the Rodney Heights Aquatic Centre International Swim Meet and Schools' Sports Meets, our involvement reflects our dedication to national progress.

We also deepened our investment in the arts with our platinum sponsorship of the St Lucia Jazz & Arts Festival, proudly Powering the Rhythm of Jazz. Our support extended to community celebrations like Jazz En Vierge – Micoud, reinforcing our belief in the power of community-driven cultural expression and the immense economic benefit to its people.

Beyond the stage and stadium, we championed wellness and innovation through the vibrant DASH Colour Run and the forward-thinking Roseau Valley Entrepreneur Business Expo 2025.

Together, these initiatives highlight our unwavering support for opportunities that inspire, connect, and elevate our nation.

Tourism

- The Gimies - Saint Lucia Tourism Awards

Sports

- Rodney Heights Aquatic Centre – International Swim Meet
- Schools' Sports Meets

Arts & Festival

- Bay Gardens Resort – Taste the Bay Food Festival
- St Lucia Jazz & Arts Festival
 - Community Jazz Events
 - Jazz En Vierge - Micoud

Other Donations

- DASH Colour Run
- Roseau Valley Alliance – Roseau Valley Entrepreneur Business Exposure 2025



The Gimies - Saint Lucia Tourism Awards

Watts Up Next



LUCELEC Ladies at the International Women's Day Tea Party

Steps Challenge

June 2 - June 30

Fit & Fun Fest

June 6

Holiday: Whit Monday

June 9

Holiday: Corpus Christi

June 19

LUCELEC Club: Southern After Work Lime

June 20

Contribution & Feedback

Did you enjoy this newsletter?
Team Corporate Communications would love your feedback.

To contribute to our internal newsletter:

✉ corporatecommunications@lucelec.com

☎ 758.730.4455

Or drop by the office or just stop us in our tracks!