



# Ken

## MANAGER, CUSTOMER SERVICE & OPERATIONS

### 1. How did you get started at Maritime Electric?

I started working at Maritime Electric at the Charlottetown Thermal Generating Station (the Plant) looking after capital projects. I also assisted with some line design calculations and investigations into equipment failure. I got involved in whatever projects I was asked, participated and expanded my learning of the various parts of the company. I was given the opportunity to supervise the Central Line Department and later moved to supervising the survey group and growing the Operations Support Department. I am now the manager of Customer Service and Transmission and Distribution Operations and have been with the Company for 15 years.

### 2. Are there opportunities for regular professional development?

Maritime Electric is generous in the development of employees in technical learning and personal development. There are many opportunities to learn from within the Fortis Inc. family of expertise and local sister utilities. The utility industry has similar challenges and the various organizations work together on many occasions to share knowledge and know-how.

### 3. What roles do sustainability engineers have within Maritime Electric

Sustainability is a new branch of engineering that is quickly becoming more important for utilities to have on the team. Sustainability requirements are increasing at a fast pace and utilities need to keep up with the times and incorporate this function in planning and daily activities.

### 4. What would you tell an aspiring engineer or student about working in the utility industry?

There are lots of opportunities. It is a dynamic industry and your learning is very transferrable to other industries. There are many opportunities for new ideas and innovation.

All our energy.  
All the time.

MARITIME  
**ELECTRIC**  
A FORTIS COMPANY