



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 30 #2/April - June 2013

VISION - Leadership in Energy
Delivery, Excellence in
Customer Service...
enhancing the quality of life
for all.

MISSION - To provide a safe,
reliable, high quality electricity
supply, in an environmentally
responsible manner, utilizing best
practices, through empowered
employees committed to excellence
and customer satisfaction.

- New Trucks to improve service delivery
- Colour, camaraderie and clear skies at sports and family day
- New Gateway substation commissioned



Editorial

Weather patterns and life lessons

It hasn't been conclusively proven that God is a Trini but we continue to hope so, as this country's track record of being missed by natural disasters certainly is impressive. However, luck can run out and preparation is the only way to ensure we emerge from a natural disaster well positioned to get life back on track.

Experts have predicted an active hurricane season for 2013 and the number of rainy days experienced since its start in June should be a constant reminder of the possibilities ahead.

On an individual level, it is prudent for families to have a disaster preparedness/ emergency plan to guide them in such an eventuality. Such a plan should include the best route to your nearest emergency shelter, reminders on the safe handling of electrical equipment and appliances, and emergency numbers. Each family should also have an emergency kit.

The conversation between Watty and a young boy, on page six provides information on the

basic contents of an emergency kit but it's also an implicit reminder on the importance of including children in family emergency planning.

On the more pleasant side of the rainy season, the first installation in the series "A Few Good Things" offers a crafting project for happy gardeners to spruce up their space. This space in the magazine is reserved for readers to share tips, tricks and thoughts, so check it out and send in your stories.

Thankfully, there have been some sunny spots recently, allowing the staging of the annual 5k and 10k and the Sports and Family Day in brilliant weather. The 'fun in the sun' is captured in full colour on pages 16, 17 and 18.

The emergence of the sun at the most critical times also brings to mind the words of Tony Bennett's song which is a perfect metaphor for life and a good way to face these rainy days "Grey skies are gonna clear up/ Put on a happy face/Brush off the clouds and cheer up/ Put on a happy face."

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A colourful, spirited sports and family day

The brilliant reds, greens, blues, oranges and distinctive yellows created a colourful vista under blue skies on the grounds of the UWI SPEC on Saturday June 8. Speeches were kept short and hundreds of participants and spectators were kept entertained with plenty of action and bellyfuls of laughter. The move to a recreation ground, instead of a stadium, "levelled the playing field" as the tents were in a formation that encouraged greater interaction among all levels.

At end of the day it was host, Mount Hope Sports Club, in their winning combination of maroon and blue uniforms that reigned triumphant at T&TEC's 47th annual Sports and Family day. The Mt. Hope team won two of the most coveted prizes for the day – the Roy Mitchell Parade of Teams and the Best Performing Team overall – outshining their rivals from the other 8

teams, namely the Central, Eastern, Northern, Southern and Tobago Sports Clubs; and teams representing PowerGen, T&TEC Retirees and TATECO Credit Union.

The inter-club rivalry began from the onset with the Parade of Teams as spectators were treated to performances that ranged from casual 'walk pasts', to routines executed with military precision, to performances that included Harlem Shake and Gangnam Style moves, and everything else in between.

The Denis R. Singh Tug-o-war was the other fiercely-contested event on the programme. Opposing teams went head-to-head during the preliminary and semifinal rounds. However, determined to nab a third consecutive tug-o-war title, the team from the Central Area pulled with enough vengeance to triumph over Tobago in the finals. "Doubles" beat out "Dumplings".

The ever-popular musical chairs was second only to the tug-o-war in creating action on the field, but novelty events like 'six in a sack', obstacle pairs, balance-de-ball (who ever knew keeping a huge beach ball down would be so difficult?) and pipe line were also entertaining. Not to be left out were T&TEC Retirees and the Electrical Association for Women, as their two walking races gave them the opportunity to participate.

Off the field, the Kids Power City attraction kept the children busy for hours with face painting, bouncy castles and snacks.

By evening, as the last of the events, the ski race, was completed, there were no major injuries. It was the perfect way to cap off the near-perfect day.

Congratulations to Mount

See pages 16 and 17 for more sports coverage and results.

T&TEC's New Board of Commissioners

On May 1 2013, the Minister of Public Utilities, the Honourable Nizam Baksh, presented Instruments of Appointment to T&TEC's new Board of Commissioners.

The new Board comprises eight Commissioners, five of whom have been

reinstated from the previous Board including Mrs. Susilla Ramkissoon-Mark as Chairman and Mr. Aaron Henry, now Deputy Chairman.

The two additions to the Board are Mr. Carlyle Dick and Mr. Shaheed Mohammed.

The members of the new T&TEC Board are:



Mrs. Susilla Ramkissoon-Mark (Chairman), is an Attorney-at-Law specialising in Corporate Law with a focus on contractual law. As Chairman, she has already indicated the Board's commitment to meet with employees throughout the Commission in an effort to move forward with the organisation's strategic objectives.

Mr. Aaron Henry (Deputy Chairman), is a multi-sector entrepreneur, with formal training in law enforcement and experience in marketing and business management.



Mr. Jaishama Chadeesingh, is an Engineer and a former Assistant Lecturer in the faculty of Engineering at the University of the West Indies, with experience in the telecommunications industry.

Mr. Moriba Kwamina, is a graduate of the University of the West Indies and a lecturer at the Butler Institute of Lifelong Learning. He has also authored several books and academic papers in the area of economics.





Ms. Naveeta Ramdass is formally trained in Management and Financial Accounting, Corporate and Business Law, with experience in investments, auditing and budgeting.

Mr. Shaheed Mohammed, a Chemical Engineer with tremendous experience in the energy sector, is currently employed at the Petroleum Company of Trinidad and Tobago (Petrotrin) as Manager – Hydroprocessing on the refinery team. He is also Chairman of the Pointe-a-Pierre Occupational Health Safety and Environment Committee.



Mr. Carlyle Dick is a former civil servant and Agriculturalist who has studied and worked in the New York City Department of Education. He is currently a Special Adviser in the Ministry of Tobago Development in the area of socio-economics.

The Executive, Management and Staff of T&TEC warmly congratulate and welcome the members of the new Board of Commissioners and wish them a successful term in office.

Executive Appointments



Ganesh Narine is the new Area Manager, Distribution Tobago. This appointment is effective from May 24 2013.

Mr. Narine joined T&TEC in 1983. He holds a BSc in Electrical Engineering and an MSc in Power Systems. He is also a Certified Utility Safety Administrator.

Wayne Solomon was appointed Area Manager, Distribution East on May 25 2013.

Mr. Solomon, a 33 year veteran with T&TEC, holds a BSc in Engineering and an MSc in Power Systems.



T&TEC appointed to Employers' Consultative Association



Grace Maharaj, Corporate Secretary and Head of T&TEC's Secretarial/Legal Department was, on April 19 2013, appointed to the Board of the Employers' Consultative Association (ECA). This is a three year appointment and it is the first time that T&TEC has representation on the Board.

The ECA was established in 1961 and lists 21 firms including, Petrotrin, Unit Trust Corporation and PowerGen, among its members. The ECA has contributed to the development of legislation including the OSH Act, the Minimum Wages Bill and addresses work-place issues such as labour relations and leadership guidance. Mrs. Maharaj will lend her legal expertise to the work of the ECA.

On her appointment, Mrs. Maharaj said, "I am grateful to the Commission for this opportunity to participate, network and contribute in a different way and the opportunity for personal growth which I hope will benefit T&TEC."

New trucks to improve safety and service delivery

There are 10 of them; modern, durable, rigged with safety features and booms that can extend up to 55 feet. These new aerial lift trucks are now on the road brightening the landscape and serving thousands of T&TEC customers in Trinidad.

The trucks were formally delivered to T&TEC at a ceremony at the Stanley P. Ottley building in Mt. Hope, on May 9. The handover ceremony which was attended by

T&TEC's Chairman, Susilla Ramkissoon-Mark and General Manager, Kelvin Ramsook, had as its highlight the blessing of the vehicles and Drivers from Deacon Jeffery Seepersad, Pundit Bramdeo Maharaj and Glen Augustus from the Islamic faith. The gathering also included Heads of Departments and Field Controllers.

Chairman Ramkissoon-Mark handed over the keys and documents to the

respective Area Managers whose Areas received trucks. The 10 Freightliner trucks represent a 15 million dollar capital investment with an additional 51 trucks expected to be added to the fleet at a later date. They are outfitted with new features such as extra flood lights at the back and a stabilising mechanism, which ensures the truck is balanced, as well as the capacity to lift increased payload. The general features include an air conditioned cab, which

T&TEC employees, including Drivers and Field Controllers from various Distribution Areas, in front of some of the new aerial lift trucks.





Chairman Susilla Ramkissoon-Mark, presents Area Manager – Distribution South, Harold Lee, with the certified copies and insurance policies for his Area's trucks.

seats two crew members and one driver, automatic transmission, air brakes, and a Mercedes Benz engine.

Ainsley Jackman, Field Controller, Distribution Central was on hand to witness some of the demonstrated capability of

the trucks. He explained, "The new trucks have improved material handling ability, they can pick up transformers, and have capacity for plugging-in power tools. They are also the first trucks in the T&TEC fleet specially designed for hotline work."

The 10 trucks were delivered to the four Distribution Areas in Trinidad; three to North; four to South; two to East and one to Central. High Tower Hydraulics Limited will train drivers to operate the new additions to the T&TEC fleet.

Vacation Students at T&TEC



A cross section of the vacation employees during their orientation session.

Ninety university students were formally inducted as vacation employees at T&TEC on June 10 2013. The two-month programme will allow the students to earn while they learn.

According to Garth Garraway, the vacation employees, many of them children of T&TEC employees, will be placed in technical and non-technical Departments at locations in Trinidad and Tobago.

Answers:	1. Ancel Roget – President
	2. Offfield Workers Trade Union – General
	3. National Union of Government Employees – hourly rated
	4. National Union of Government Employees – monthly rated
	5. The Supplemental Police Act (Chapter 15:02)
	6. 149

Gateway 132/33 kV Substation commissioned



Acting Assistant General Manager – Transmission, Zainool Mohammed, explains the operation of the Protection and Control Panel during a tour of the Gateway 132/33 kV Substation.

Monday May 6, 2013 was a red-letter day in the history of T&TEC. It was the day that the long anticipated Gateway 132/33 kV Substation was formally commissioned, signaling the dawn of a new era for electricity generation in the country, and directly improving supply to customers in Port of Spain and the Western Peninsular.

Although the facility was energised four weeks earlier on April 8, the ceremony attracted several members of Port of Spain's private and public sectors, members of the media and contractors.

The programme included speeches by the Minister of Public Utilities, the Honourable Nizam Baksh and T&TEC's Chairman, Susilla Ramkissoon-Mark. It also featured technical presentations on the project and some of the Commission's future plans from T&TEC's Assistant General Manager – Transmission (Ag.), Zainool Mohammed and Assistant General Manager – Distribution, Rene Austin, outlining the details.

In his remarks, Minister Baksh broadened the audience's perspective of the

occasion, saying that "the real reason for this event is to highlight the improvement in quality and reliability, along with increased capacity for development that this project will provide, adding that the Gateway Substation "is just one phase of a much larger developmental project aimed towards propelling Trinidad and Tobago's electricity sector into the 21st Century."

Placing it all into context and reminding the audience of the project's historical significance was Mrs. Ramkissoon-Mark who told the audience, "For the first

time, the North of the island has additional capacity up to 100MW/130MW at 132kV... almost the full capacity of the total available generation out of the 'B' Power Station, she added that, "the overall impact of this is that in the event of a shutdown of the 'B' Power Station, the Commission would be able to recover rapidly and maintain supply to the city of Port of Spain."

As the Chairman celebrated the "proud moment" in T&TEC's history, she also spoke of several of the Board's and Management's initiatives to improve overall reliability, including the development of a Text Messaging Centre, which "will alert customers when there is an outage on their

premises, to allow for the customer to send a text report and be able to receive a prompt response from the Commission."

The 95 million dollar Gateway 132/33 kV Substation is the heart of the Gateway project. It entailed extending the 132kV supply from the Bamboo Substation to the Gateway Substation, located on Flament Street, Port of Spain.

With this Substation, T&TEC now has additional capacity to reliably meet the demands for the Inner and Outer West Rings of the sub-transmission grid, including customers from St. Anns, Belmont, Maraval, lower Port of Spain, as far west to areas such as Mucurapo and Boundary

Street and to the east as far as the Abattoir.

Customers of the Western Peninsula from Westmoorings to Chaguaramas, Diego Martin, Diamond Vale and environs, are also expected to benefit.

The original scope of the Gateway project, which involves the installation of underground cables to replace the temporary 132kV overhead lines supplying the Gateway Substation, is expected to be completed by the end of the year 2013.



Minister of Public Utilities, the Hon. Nizam Baksh (centre front row), flanked by T&TEC's GM Kelvin Ramsook, Chairman Susilla Ramkissoon-Mark and Deputy Chairman, Aaron Henry, is joined by Engineering and Transmission Division employees who were involved in the Gateway project for a photo opportunity.

Management Appointment

Lisa Mc Nicolls Sargeant is the new Pension Plan Administrator. This appointment was effective March 18, 2013, after the retirement of Christine Morrison-Joseph.

Subsequent to this promotion, Ms. Sargeant was appointed to act as Chief Accountant, Finance Division.

Ms. Sargeant, an Accountant, is a member of the Association of Chartered Certified Accountants (ACCA) and the Institute of Chartered Accountants of Trinidad and Tobago (ICATT).

With just over 25 years at T&TEC, she has held the positions of Accountant - Financial Planning; Senior Accountant - Finance and as Project Manager - PeopleSoft. She has also acted in various upward positions including Pension Plan Administrator.

Ms. Sargeant has completed courses in Forensic Accounting and Fraud Detection; Project Management Best Practices, Pension Plan Training Seminar and International Finance Reporting Standards.

As Pension Plan Administrator, Ms. Sargeant



and her staff will effectively carry out the instructions of the Pension Plan Committee, serving almost 1800 pensioners and overseeing investments, audits and valuations.

200th Commercial Meeting in Tobago



The Commercial Department held its 200th monthly meeting for commercial personnel on April 23. Commercial Manager, Irwin Thompson, met with Neil Williams, AGM-Administration; Kenneth George, IS Manager; Commercial Officers, Assistant Area Managers and other IS and commercial staff at Distribution Tobago for the milestone meeting. It was the first time the monthly meeting was held in Distribution Tobago since the 1990s.

In the photo, Area Manager – Tobago, Ganesh Narine, standing next to Mr. Thompson, addresses the gathering.

Commission and OWTU commence negotiations



In this composite photo, senior officials from T&TEC, led by GM Kelvin Ramsook and the OWTU, led by President General Ancel Roget hold discussions at their first meeting to negotiate for the 2012-2014 collective agreement.

Negotiations between the Trinidad and Tobago Electricity Commission (T&TEC) and the Oilfield Workers Trade Union (OWTU) for a new collective agreement for the period 2012 to 2014 commenced with a formal launch on April 2, 2013 at the Capital Plaza in Port of Spain.

The T&TEC team was led by its General Manager, Kelvin Ramsook and included Assistant General Manager - Human Resources, Jacqueline Cheesman; Industrial Relations Manager, Hallima Ali; and Human Resources Manager, Jennilyn Hamblyn-Raphael. Ancel Roget, OWTU's President General headed the Union's team. Among his team members were Peter Burke, Executive Vice

President, and Presidents and other executive members from T&TEC Branches.

Mr. Ramsook and Mr. Roget agreed that a cordial tone was a requirement for good negotiations. Mr. Ramsook put it this way, "... this is a new approach for negotiations; we look forward to negotiations in an atmosphere of good faith, productivity, mutual trust and respect." In his response, the OWTU President General said, "We wish a speedy conclusion that must redound to the benefit of workers and the country."

Mr. Ramsook took the opportunity to express his concern for safety at T&TEC, saying "We remain unconvinced of the

inroads... we will strengthen our efforts to get it right." He painted a somber picture about the financial condition of the Commission and shared some of the measures to improve this situation, among them revenue collection, improved systems and higher productivity.

He also spoke of plans to acquire new buildings and improve employee accommodation, and to purchase new vehicles to improve employee work conditions.

Since the launch, several meetings were held in April, May and June, and two Memoranda of Agreements and several Letters of Understanding were signed off by parties.

T&TEC illuminates 15 recreation grounds in 6 months



Minister Nizam Baksh addresses residents at Hillpiece Village.

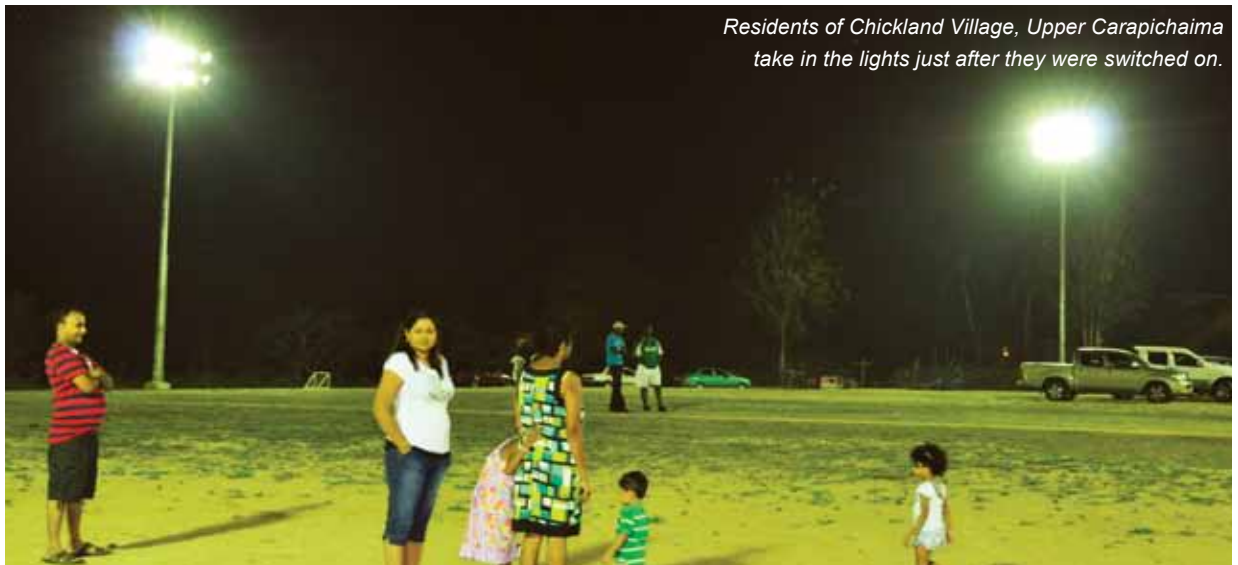
The Minister of Public Utilities, the Honourable Nizam Baksh, has lauded T&TEC's efforts in national development through its Public Lighting Programme, which continued between the months of April and June.

T&TEC's illumination drive this quarter started with a ceremony on April 3 to commission lights on the recreation ground at the Islamic Centre, Barrackpore, and continued with similar ceremonies on the Chickland Recreation Ground on April 9; Caparo Recreation Ground on May 1; three back-to-back ceremonies hosted on May 7 for the Hillpiece Recreation Ground, Philippine, and the Ghandi Village and Congo Village Recreation Grounds in Debe; and Crown Street Recreation Ground, Tacarigua on June 12.

Speaking at the illumination ceremony in Philippine, Minister Baksh said "I would

like to thank [T&TEC] for their dedication to the completion of this project and the many others that they are involved in." He added, "The nation's development is intrinsically tied to the development of its people... and it is for this reason that we have spent ten million dollars on the lighting of public spaces throughout Trinidad and Tobago."

At each ceremony, Minister Baksh led a team of dignitaries including T&TEC's Chairman Mrs. Susilla Ramkissoon-Mark and the respective Members of Parliament. T&TEC's General Manager, Kelvin Ramsook, was also present at each event.



Residents of Chickland Village, Upper Carapichaima take in the lights just after they were switched on.



Chairman Susilla Ramkissoon-Mark delivers remarks at Ghandi Village.

At the ceremony at Ghandi Village, Mrs. Ramkissoon-Mark reaffirmed the Commission's continuing efforts towards enhancing the quality of life for all. "Our efforts to light public areas continue to expand cross country as the benefits of the programme become more widespread," she said. "In fact, over the last 4 months the Commission has lit 14 grounds ... all part of our commitment to provide a reliable supply of electricity 24 hours-a-day, 7 days-a-week, to our more than 430,000 customers."

Each of the functions concluded with the switching on of the lights by the dignitaries, followed by the first cricket games under lights.

From the reception received from the residents on all grounds, it was clear that these lights will remain a popular feature in the communities for a long time.



Officials gather to flick the switch at Congo Recreation Ground. L-R T&TEC Chairman Susilla Ramkissoon-Mark; Chairman of the Penal/Debe Reg. Corp., Premchand Sookoo; Minister Baksh; and MP for Oropouche East, Dr. the Hon. Roodal Moonilal.



Children join Minister Baksh, Kelvin Ramsook and Premchand Sookoo on stage for the unveiling of the plaque at the Islamic Centre, Barrackpore.



Residents gather at the Caparo Recreation Ground under their newly-installed lights.

Regulatory & Compliance Department takes to the communities

The Regulatory & Compliance Department has successfully completed the soft launch of its community outreach initiative, entitled "T&TEC Community Outreach Programme". This roving caravan is designed to move from village to village, informing consumers, inter alia, about their rights and responsibilities; electrical safety practices; the economical use of electricity and matters relating to the electricity tariffs.

Teaming up with the Health, Safety and Environment (HSE) Department, the Regulatory & Compliance Department, in collaboration with the Electrical Association for Women (EAW), delivered lectures/demonstrations, made audio visual presentations and hosted exhibitions in areas where the EAW is established.

The pilot project was conducted during the period January to May, 2013 at five communities in Belmont, Sangre Grande, Manzanilla, Chaguanas and Mayaro. The outreach took the form of town hall meetings held in community centres and



Annette James (far right), Customer Liaison Officer of the Regulatory & Compliance Department, engages some members of the public at an EAW booth during one of the Department's community outreach initiatives.

open exhibitions held in public parks and taxi hubs. An average of 100 persons visited the Community Outreach Programme caravan at each of the locations.

Whether it was housewives questioning their high light bills; young men wanting to get into the T&TEC Apprenticeship Scheme or customers highlighting their unresolved complaints, the Community Outreach Programme was well received by many. Indeed, customers voiced their appreciation of the fact that the Commission would come to talk with them, face to face on their home turf.

Understandably, the Guaranteed Electricity

Standards (GES) provoked much discussion. While customers were generally pleased to know that they are entitled to be compensated for the breach of any of the eight GES, they voiced their disappointment that the compensation for outages lasting more than 10 hours is not automatic.

What was evident from the initial interactions was the need for dedicated follow-up of the queries raised at these meetings. To this end, representatives from the respective Distribution Areas will join the Community Outreach Programme caravan.

Plans are afoot to take the caravan to Tobago, Arima, San Fernando, Siparia and Point Fortin in the next quarter.

"Cool breezes" beckoned at T&TEC's media appreciation

In the quest for "cool breezes", the theme of T&TEC's Media Appreciation for 2013, guests were shuttled by minibuses into the fringes of the Paramin hills. The destination – the scenic North Deck – provided the ideal setting for media professionals to let their hair down after a hectic week in the newsroom.

The winding, uphill ride along the North Coast Road was made easier with welcome cocktails and DJ Private Ryan's 2013 soca brain wash in the vehicles. On arrival, the invitees were ushered into the open-air sanctuary overlooking the Caribbean Sea, and before long the stresses of the week began to blow away in the cool evening breeze.

The intent of this media appreciation with a difference was to allow guests to unwind and have fun. While there were brief formalities, for the most part the guests, which included T&TEC's Executives and senior officials from the Ministry of



Entertainer, Blaxx tries to animate the media workers in attendance at T&TEC's annual media lime.

Public Utilities, ate, drank, mingled and enjoyed the ambience.

T&TEC's General Manager, Kelvin Ramsook, told guests that the annual reception was part of T&TEC's commitment to fostering open, respectful and responsible communication among its stakeholders, including the media.

Newly re-appointed Chairman, Susilla Ramkisson-Mark, spoke of the important role of media workers who, as electricity consumers, also have a stake in the Commission's success. "As we continually aim to become leaders in energy delivery and to provide our customers with a safe, reliable, high quality electricity supply"

she said, "we look to you to provide the nation with accurate accounts of our efforts. In turn, we will make every effort to always be accessible to you and be open with you."

Later, T&TEC's friends in the media were entertained by an up-close and personal performance from soca heavyweight Blaxx, who displayed his versatility with a repertoire including ballads, reggae and of course, soca.

Kes the Illusionist, mesmerized the audience with fun and scary acts, while the selections and mixing styles of D.J. Private Ryan kept guests going as they partied the evening away under the stars.

Sports and family day

Hope Sports Club and all the winners:

Roy Mitchell Parade of Teams

- 1st Place – Mount Hope Sports Club
- 2nd Place – Eastern Area Sports Club
- 3rd Place – Northern Area Sports Club
- 4th Place – Central Area Sports Club

2013 Queen of Sports

- 1st Place – Adelle Joseph
(Mount Hope Sports Club)
- 2nd Place – Danelle Charles
(Eastern Area Sports Club)
- 3rd Place – Krystal Smith
(Northern Area Sports Club)

Denis R. Singh Tug-o-War

Central Area Sports Club

Best Performing Team Overall

- 1st Place – Mount Hope Sports Club
- 2nd Place – Southern Area Sports Club
- 3rd Place – Port of Spain Training Facility
- 4th Place – Northern Area Sports Club



SCORE BOARD	
Southern Area S.C.	93
Central Area S.C.	67
TATECO	54
MTHOPE S.C.	100
TOBAGO S.C.	56
P.O.S T/F	84
Eastern Area S.C.	72
POWERGEN S.C.	26
PENAL T/F	47
Northern Area S.C.	83

The scoreboard showing the final tally.



Putting team unity to the test in 'balance de ball'.



Sassy moves from team Mt. Hope.



Eastern Area employees during their African-themed presentation.



1. Participants in the musical chairs event give new meaning to the phrase 'grab a seat'.
2. It was 'all fall down' for Mt. Hope in the 'six in a sack' event.
3. Celebration from the Northern Area team after completing the ski race.
4. One's chances of staying dry were minimal in the ever-popular 'pipeline' event.
5. Heave! Tobago Sports Club members pull their way to second place.
6. Athletes give it their all on the track.
7. Kiddie fun at the Kids' Power City
8. Retirees also got a piece of the action.
9. Central Area – Tug-o-War champs.

Road races

The finish line at T&TEC's annual road races provided suitable images to accompany Vangelis' famous score, "Chariots of Fire." Such were the displays of heroism and grit by the men and women who tested their sports mettle on Saturday May 18.

The 2013 route was slightly longer than usual, diverting into St. Clair Avenue and back out via Serpentine Road to make it a true 5k. The former route was one lap around the Queen's Park Savannah and Memorial Park (two laps for the '10k').



5K winners (l-r) Kriss Gabriel (2nd), Nicolas George (1st) and Robert Nicholls (3rd).



10K Champs, Sandino Nero and Leisel Mohammed.

Also for the first time runners received individual timers to record their speed. Results were posted online immediately after the race, providing evidence for bragging rights.

Judging from the turnout of over 220 competitors, participants were up to the challenge and gave of their all to complete the expanded route and make it to the end at the Savannah.

So whether you jogged, walked, or sprinted over the finish line, congratulations to all the champions, most notably those in the winners' circle:

5K Results

SP Ottley (Male)

- 1st** - Nicolas George (*Tobago Sports Club*)
- 2nd** - Kriss Gabriel (*POS Training Facility*)
- 3rd** - Robert Nicholls (*POS Training Facility*)

Judith Morris (Female)

- 1st** - Iona Gray-Williams (*Tobago Sports Club*)
- 2nd** - Sharon Birch (*Mt. Hope Sports Club*)
- 3rd** - Nneka Little (*PowerGen Sports Club*)

10K Results

Orlando Cornelio (Male)

- 1st** - Sandino Nero (*POS Training Facility*)
- 2nd** - Dorson J. Stewart (*Tobago Sports Club*)
- 3rd** - Raymond Frederick (*Eastern Area Sports Club*)

Ingrid George (Female)

- 1st** - Leisel Mohammed (*Northern Area Sports Club*)
- 2nd** - Candace Carla Peters (*Northern Area Sports Club*)
- 3rd** - Lenna Francis-Wilson (*Mt. Hope Sports Club*)

A day away from the office

La Soledad, an old cocoa and coffee estate nestled in Maracas, St. Joseph, created a relaxing ambience for over 100 T&TEC Administrative Professionals who took a break from their office routines to commemorate Administrative Professional Week 2013.

Despite some rainy interruptions on April 26,

the rustic multipurpose resort was ideal for hosting the range of activities to keep our ladies entertained.

Our Administrative Professionals participated in games, facial demonstrations, lectures on various products and services and a tea and



T&TEC's Admin Professionals take in the House of Jacqui models wearing designs from Heather Jones.

fashion show.

The event generated laughter, moments of amazement and renewed friendships, but mostly the employees were thankful for the Commission's show of appreciation.

CARILEC and T&TEC host workshop for Admin Professionals

It was a "fast paced... enlightening" experience for seven T&TEC Administrative Assistants who attended Carilec's second Annual Administrative Professionals Workshop and Seminar in April. This was the overall perspective of Administrative Assistant IV Avelline Felician, who along with other Administrative Assistants Stacy Castillo; Lisa Jaggernauth, Wendy Mora-Richards; Verle Jogie, Jenelle Hazzard and Paula Quashie, spent the 24th-26th with their Regional counterparts at the Trinidad Hilton learning under the

theme "Honouring the office professionals who make offices work".

The conference was hosted in conjunction with T&TEC and according to Ms. Felician, "It made us see obvious, every-day realities in different ways, while cementing and confirming our strengths and knowledge."

The extensive seminar included a Workshop - "Project Management for Administrative Professionals," conducted by Roger St. Hilaire of Development

Consulting Centre Limited; a presentation by Asha Tyson on "The Extraordinary Assistant"; and presentations from professionals Carol Ward, Giselle Laronde-West, Dawn Richards and including T&TEC's Assistant General Manager, Human Resources, Jacqueline Cheesman, and Acting HSE Manager Michael Modeste.

The ladies were grateful for the opportunity to interact with their colleagues from regional electricity suppliers as well as other local energy producing entities.

Employee Profiles

Gennieve Romany



Gennieve Romany, a Clerk II in the Corporate Communications Department, is indeed a “quiet storm.” Reserved and unassuming, Ms. Romany’s quiet nature hides an underlying strength behind her work ethic and convictions.

The Corporate Communications Department provides effective and timely communication between the Commission and all its publics, including its internal customers. Ms. Romany contributes to this process by providing administrative support to ensure the successful delivery of various communication strategies, including events.

“I love to help others,” she told the Watts Happening, “...and in Corporate Communications, where I am always challenged, I am in the best place to do so.”

Employees with access to T&TEC’s Intranet may already be familiar with one product of Ms. Romany’s endeavours – the daily “T&TEC in the news” feature. Every morning, Ms. Romany searches for and collates all T&TEC-related news articles and disseminates them to the rest of us in a digital format.

The Corporate Communications Department’s Best Performing Employee 2012 also assists with surveys on customer service, and on wellness for the Human Resources Department. Her tasks on those projects include data collection, tabulations of results and preparation of reports.

While she enjoys all the functions of her job, Ms. Romany counts the latter as her favourite. This could be as a result of her keen interest in psychology and the problems that afflict the vulnerable in society.

Ms. Romany explained, “It is interesting to receive feedback from customers and employees on the services that T&TEC provides, and to see what we can do to improve customer satisfaction. In a similar way, I believe that by resolving the emotional problems in people, we could alleviate many societal issues.”

This humanitarian started her career at T&TEC in 2006 as a Typist. Three months later, she was transferred to the Corporate Communications Department. Ms. Romany went on to receive the Department’s Best Performing Employee award in 2008. “Receiving the first award came as a total surprise,” she said, “but it opened my eyes to the realization that in my own small way, I do make a difference.”

Ms. Romany has a Bachelor of Arts in Business Management. She was promoted to Clerk II in 2012.

As to what the future holds for Ms. Romany, the devout Catholic places it all in God’s hands. As she reflected, “Since tomorrow is not promised, I take everything one day at a time.”

One thing is certain; for one who places others before themselves, the possibilities are limitless.

Leslie Williams



After almost 30 years at T&TEC, and receiving two Best Performing Awards (2010 and 2012), Leslie Williams, Crew Foreman, Distribution North is as committed to his job as the day he started.

Mr. Williams reminisces that he always wanted to work at T&TEC, "... at 13 years, after seeing a T&TEC crew on the job, my mind was made about where I wanted to work."

He joined T&TEC as a temporary Labourer in 1980 after completing two years of training at the Training School in Port of Spain. In 1982 he was confirmed in that position and began pursuing his goal to become a Linesman, moving through the progressive levels of this field category, punctuated by several acting stints along the way.

Mr. Williams admitted that he was not always a model employee. He gratefully acknowledged the opportunities that were given to him by his superiors to improve and make something of himself. "It was through mentorship and patience and the goodwill of the Commission that I am where I am today," he said humbly.

As Crew Foreman, Mr. Williams is responsible for a three-man emergency crew. Their tasks require them to fast-respond to all kinds of electricity supply issues including trouble shooting, flickering lights, no lights, busted low voltage and high voltage lines, blown transformers and broken feeders. His personal mantra 'it can be done' propels him to find solutions to challenges and he encourages his crew to be of similar mind.

Mr. Williams, known as the "Hotspots man", is quite comfortable performing tasks in hotspot areas that fall under the jurisdiction of Distribution North.

He strongly believes that theory is equally important to practical knowledge. So in paying it forward, Mr. Williams' crew reaps the benefit of his years of technical competency. "I like how we operate. As a team, we learn from each other so that we perform our jobs well. I like to make sure everything is right up," he said.

It is no wonder then that Mr. Williams is lauded by his bosses as a focused, committed and dependable employee who is always willing to go the distance.

He candidly admitted, "I am dedicated, because I have realised my goal to work at T&TEC and, despite obstacles along the way, I have progressed and I am making a difference. He was in praise for the Commission's role in adding purpose to his life. "For this reason," he said, "How could I give any less?"

Mr. Williams, a happy, contented worker, who enjoys serving T&TEC's customers and being part of the Electric Family.

Employees reminded of Office Safety

Health, Safety and Environment (HSE) continues to remain a front burner issue at T&TEC. Following a successful round of HSE awareness sessions held throughout the Commission last year, employees of Head Office recently benefitted from a refresher on Office Safety Awareness.

In his welcome remarks, Curvis Francois, Manager, Distribution Support, said "these sessions are part of T&TEC's efforts to go forward with a new attitude and culture as it relates to safety in the organisation."

The three hour programme included presentations by Timothy Jeffery of the HSE Department and Professor Anthony Joseph, HSE Consultant.

Mr. Jeffery reminded employees of the various

types of office hazards and the measures to be taken to alleviate them.

He highlighted some of the common hazards in the office work place - physical (opened drawers, cords across walkways, falling objects); chemical (cleaning solutions, paints, inks, fuels etc), ergonomic (poorly designed seating, over-reaching, poor posture or lifting methods, etc.); biological (mould, viruses, influenza, rodents, pests, etc.); electrical (overloaded or uncovered outlets, broken cords); and psycho-social (stress, fatigue, boredom, relationships, etc.)

Professor Joseph expanded on these hazards explaining that the goal of health and safety is to prevent injury, illness and damage. He defined a hazard as

"anything with the potential to cause injury, illness and damage."

His effectiveness in getting the point across had employees chanting the four steps to prevent hazards - anticipating, identifying, evaluating and controlling the hazard - at the end of the sessions.

As a lead-in to discussing the personal safety rights and legal rights of both the employee and employer, the Professor invited Head Office Receptionist, Carol Johnson, to give a personal account of her work injury.

It is anticipated that this latest round of HSE refresher sessions would help to inculcate a safety culture at T&TEC where safety becomes a way of life for employees.



Some of the Head Office employees in attendance.



Consultant, Professor Anthony Joseph.

T&TEC gives \$50,000 to HIV/AIDS prevention



Local HIV/AIDS prevention efforts were recently given a boost with T&TEC's contribution of \$50,000 to nine Non-Governmental Organizations (NGOs) involved in HIV/AIDS care and education programmes.

At a presentation ceremony at T&TEC's Mt Hope offices on Friday April 19, T&TEC's General Manager, Kelvin Ramsook, said the cash contributions were another of the Commission's efforts to take the cause beyond the organization. "Our Corporate Social Responsibility prescribes that we also play a role in nation building," he said, "so apart from our employees, we also have a commitment to the members of the national community."

Assistant General Manager, Human Resources, Jacqueline Cheesman, reaffirmed T&TEC's commitment to reduce the spread and minimise the impact of HIV infection in the workplace, and society as a whole, by "attempting to engender a change in the behaviour and attitude of employees."

President of the Tobago Oasis Foundation, Dale Trim, thanked the Commission for its support over the years, noting that "international support for [HIV/AIDS in] the Caribbean has dried up and it's good to know that companies like T&TEC are assisting." Another recipient, Sheldon Cunningham, Coordinator and PRO of the Tobago AIDS Society, and Tobago House of Assembly's Assistant Secretary of Health and Social Services, expressed gratitude that groups that were involved in HIV/AIDS work for several decades – the oldest group, Community Action Resource (CARE), has been in existence for 24 years – continued to receive much needed support from corporate citizens.

Since 2002, T&TEC has been conducting continuous training and awareness programmes for its employees, highlighted by the introduction of its Workplace Policy on HIV/AIDS in 2011. This policy prescribes that, among other things, "all reasonable assistance, which may

include counseling, sick leave and other provisions" be provided for employees living with HIV; and that they be treated "no less favorably than staff with any other serious illness".

The Commission's HIV/AIDS Workplace Education Committee, which spearheads these activities, will soon complete an impact assessment of its work, as well as train 30 more Peer Educators to increase the current complement to 53. This will increase the ratio of counselors to employees to approximately 1:56.

The full list of recipients is as follows:

Friends for Life
Mothers two Mothers (sic)
CARE Trinidad
CARE Tobago
South AIDS Support
Com Talk International
Tobago AIDS Society
Tobago OASIS Foundation
Friends of Tobago (AIDS Society)

Employee Update

Appointments, Promotions, Moving On and Accomplishments

APPOINTMENTS

NAME	POSITION	AREA/ DEPARTMENT
Adrian Bedasee	Labourer	Supplies
Alejandro Gonzalez	Draughtsman III	Protection & SCADA
Darin Boochoon	Technician Assistant III	Communications
Juancito Tang Yew	Clerk III	Distribution North
Kellsha Graham	Clerk III	Human Resources Manager
Kimberly Jaggernauth	Typist	Distribution East
Kirn Ellies	Clerk III	Supplies
Natoya Murray	Clerk III	Distribution Tobago
Richard Jordan	Linesman 'A'	Distribution South
Saffia Mohammed	Typist	Distribution East

PROMOTIONS

NAME	POSITION	AREA/ DEPARTMENT
Adrian Bedasee	Labourer	Supplies
Akash Persad	Meter & Relay Mechanic I	Metering Services
Akil Charles	Linesman 'A'	Distribution Central
Aliaster Purcell	Linesman 'A'	Distribution South
Amde Maule	Linesman 'B'	Distribution South
Andrew Mootilal	Technician Assistant II	Transmission Develop. & Eng. Services
Andrew Spencer	Human Resources Officer III	Human Resources Manager
Andy Seerattan	Linesman 'A' (Hotline)	Distribution Central
Anil Siewdass	Linesman 'A'	Distribution Central
Ann-Marie Thompson	Senior Clerk	Chief Accountant
Avlon Jordan	Linesman 'A'	Distribution South
Bertram Jordan	Payment Officer	Accounts
Brian Gill	Linesman 'B'	Distribution Central
Brian James	Assistant Cable Foreman	Transmission Maintenance
Brian Subnaik	Linesman 'A'	Distribution Central
Brian Teelucksingh	Store Attendant	Supplies
Carlos Joseph	Linesman 'B'	Distribution South
Chris Seemungal	Linesman 'A' (Hotline)	Distribution Tobago
Christopher Phillip	Linesman 'A'	Distribution South
Clement Hernandez	Linesman 'A'	Distribution South
Clint Williams	Mechanic 'C'	Distribution South
Collin Blackman	Crew Foreman	Distribution East
Curtis Briathwaite	Linesman 'B'	Distribution Central
Darren Chattoo	Meter & Relay Technician I	Metering Services
Daryl Thorne	Mechanic 'B'	Distribution South
David Jacob	Linesman Training Supervisor	AGM- Distribution
Dennis Ramdial	Driver - Aerial Lift Truck	Distribution North
Deolal Gangabissoon	Welder 'C'	Supplies
Derek Gomez	Linesman 'B'	Distribution Central
Dexter Seecharan	Linesman 'A' (Hotline)	Distribution South
Dion Ramsundarsingh	Linesman 'B' (Hotline)	Distribution South
Donna Sylvester-Charles	Section Leader	AGM - Distribution
Donny Loutan	Linesman 'B'	Distribution South
Dwayne Peters	Linesman 'A' (Hotline)	Distribution Central
Dwayne Thomas	Clerk II	Distribution East
Edison Hypolite	Electrician 'C'	Supplies
Eshwar Seejor	Stores Attendant	Supplies
Fazeed Khan	Line Foreman (Hotline)	AGM - Distribution
Frances Hosein	Senior Clerk	Chief Accountant

PROMOTIONS (cont'd)

Ganesh Ramessar	Estate Corporal	Security- Distribution South
Ganesh Ramgoolam	Mechanic 'A'	Distribution South
Gerron Mc Knight	Climber/ Line Clearer	Distribution South
Hayden Modeste	Linesman 'A'	Distribution South
Helen Phillips	Customer Services Officer	Distribution Tobago
Hemchand Sooknanan	Electrician 'C'	Distribution South
Jason Maxwell	Linesman 'A'	Distribution South
Jaymie Reyes	Surveying Assistant	Transmission Develop. & Eng. Services
Jeunesse Andrews- Marcelle	Draughtsman II	Distribution Central
Junior Cova	Linesman 'A'	Distribution South
Karla Mohan	Technician Assistant II	Transmission Develop. & Eng. Services
Kelvin Beharry	Linesman 'B'	Distribution South
Kent Weekes	Linesman 'B'	Distribution South
Kern Nibbs	Linesman 'B'	Distribution South
Keron Roberts	Linesman 'B'	Distribution South
Kervon Debisette	Electrician 'C'	Distribution Central
Kevin Garcia	Linesman 'B' (Hotline)	Distribution South
Kevin Victor	Electrician 'C'	Distribution South
Kevon Williams	Linesman 'A'	Distribution South
Kirt Oliver	Dr – Vehicles < 25000 Lbs	Communications Department
Krishna Lal	Linesman 'A'	Distribution South
Kyle Moona	Human Resources Officer	Industrial Relations
Leon Marchan	Linesman 'B'	Distribution Central
Leslie Hobson	Linesman 'A' (Hotline)	Distribution South
Lester Neptune	Estate Corporal	Security- Distribution Tobago
Mahendra Sankar	Linesman 'A' (Hotline)	Distribution Central
Marc Nunes	Subsection Leader	Commercial
Markus Alleyne	Dr – Vehicles < 25000 Lbs	Supplies
Marvin Springer	Linesman 'C'	Distribution South
Maurice Jackson	Linesman 'B'	Distribution South
Nalini Baboolal- Rampath	Human Resources Officer III	Human Resources Manager
Nardeen Ramkaran	Clerk II	Distribution East
Navin Beharry	Linesman 'B'	Distribution Central
Navin Ramcharitar	Linesman 'A' (Hotline)	Distribution East
Neil Keizer	Linesman 'B'	Distribution Central
Nigel Boochoon	Linesman 'A'	Distribution South
Nigel Gould	Estate Corporal	Security - Distribution South
Nigel Marquez	Senior Industrial Relations Officer	Industrial Relations
Nigel Mc Tair	Linesman 'B'	Distribution Central
Nirala Singh-Balkaran	Clerk II	Distribution Central
Osei Grey	Senior Clerk	Chief Accountant
Patricia Howard	Subsection Leader	Accounts
Patrick Bharath	Dr – Lr. Ldr./Lift Comb.	Supplies
Ravindra Laltoo	Meter & Relay Mechanic I	Metering Services
Razack Ali	Driver – Fork Lift	Supplies
Ricardo Fraser	Information Technology Auditor	Internal Audit
Ricardo Bharat	Linesman 'B'	Distribution Central
Richard Awai	Stores Attendant	Metering Services
Ricky Sampath	Mechanic 'B'	Distribution South
Rishi Mahabir	Linesman 'A'	Distribution Central
Riyad Adam	Linesman 'B'	Distribution Central
Roger Guelmo	Estate Corporal	Security - Distribution Central
Roger Jacob	Jointer 'B'	Distribution South
Rohini Ramroop-Dhandoolal	Clerk II	Supplies
Roxanne Primer	Subsection Leader	AGM – Distribution
Rudy Marcelle	Linesman 'A'	Distribution South
Ryan Pope	Linesman 'A'	Distribution South
Rydell Prescod	Clerk II	Distribution East
Samraj Ramnath	Linesman 'A'	Distribution South
Satayash Ramgoolam	Linesman 'A'	Distribution South
Saressa Baptiste-Stroude	Computer Operator II	Information Systems
Sean Giles	Senior Engineer	Transmission Maintenance
Shaffick Ali	Trans. L/Lry. Ldr/B/Lft. Comb	Distribution Central

Shane Mendoza
 Sharaz Sahadat
 Sharlene Kimkeran
 Sharon Johnson
 Sheldon Fabien
 Sheldon Guy
 Sheldon La Touche
 Sheldon Nandah
 Sheradon Hastic
 Stacy Ann Castillo
 Stephen Persad
 Stephen Taitt
 Steve Ragbir
 Suraj Ramnarine
 Suresh Singh
 Surendra Ramnath
 Terrence John
 Timmy Baptiste
 Timothy Joseph
 Vishnu Ramsundar
 Wenderly Gomez

Linesman 'A'
 Electrician 'C'
 Clerk II
 Subsection Leader
 Linesman 'B'
 Linesman 'A'
 Linesman 'A'
 Linesman 'A'
 Senior Clerk
 Administrative Assistant II
 Clerk II
 Dr – Lr. Ldr./Lift Comb.
 Mechanic 'C'
 Joiner 'B'
 Linesman 'A'
 Meter & Relay Technician I
 Computer Operator II
 Linesman 'A'
 Linesman 'A' (Hotline)
 Linesman 'A'
 Senior Clerk

Distribution Central
 Distribution South
 AGM - Finance
 Chief Accountant
 Distribution South
 Distribution Central
 Distribution Central
 Distribution Central
 Pension Administration
 AGM- Engineering
 Distribution North
 Distribution South
 Distribution South
 Distribution South
 Metering Services
 Information Systems
 Distribution Central
 Distribution East
 Distribution Central
 Regulatory Compliance and
 Consumer Statistics
 Distribution South

Wing Hong Choo Lin Chew

Linesman 'A'

MOVING ON

NAME

Albert Thomas
 Anatol Mc Eachnie
 Andrew Joseph
 Ann Marie Bartholomew
 Bede St Hillaire
 Bevin Alleyne
 Carl Cardinez
 Charles Wright
 Christine Smith
 Clifford Crawford
 Clyde Ramkumar
 Dhaniram Ramdial
 Ernest Marcus
 Felix Alleyne
 Fitzroy Lewis
 Garvin Prince
 Glenroy Smart
 Gregorio Mahabir
 John Felix
 Joseph Doonie
 Kaiume Ali
 Marilyn James
 Migdalia Gascon
 Patrick Oudit
 Prakash Bhola
 Ray Atherton
 Raymond Taylor
 Rodney Huggins
 Roland Kendall
 Samuel Daniel
 Sterling Flores
 Steve De Gale
 Steve Phillip
 Videsh Gopaul
 Wayne Hackette
 Worrell Jacob

POSITION

Mechanic 'B'
 Driver - Aerial Lift Truck
 Corporate Communications Asst.
 Administrative Assistant IV
 Consumer Investigator
 Senior Foreman
 Meter Reader
 Driver – Dist. Line Truck
 Payments Officer
 Meter Inspector
 Estate Constable
 Mason 'A'
 Meter Inspector
 Area Manager
 Crew Foreman
 Estate Corporal
 Crew Foreman
 Crew Foreman
 Dr - Vehicles < 25000 Lbs.
 Chainman
 Crew Foreman
 Subsection Leader
 Administrative Assistant II
 Crew Foreman
 Driver – Aerial Lift Truck
 Consumer Investigator
 Line Foreman
 Estate Constable
 Commercial Co- ordinator
 Meter & Relay Technician I
 Trans. L/Lry. Ldr/B/Lft. Comb
 Estate Constable
 Crew Foreman
 Linesman 'B' (Hotline)
 Trans. L/Lry. Ldr/B/Lft. Comb
 Linesman Training Supervisor

AREA/DEPARTMENT

Distribution Tobago
 Distribution Tobago
 Distribution South
 Human Resources
 Distribution North
 Distribution East
 Distribution Central
 Distribution Tobago
 Chief Accountant
 Distribution Tobago
 Security – Distribution South
 Distribution North
 Distribution Central
 Distribution East
 Distribution Central
 Security – Distribution South
 Distribution Tobago
 Distribution South
 Distribution North
 Distribution East
 Distribution Central
 Distribution Tobago
 AGM - Engineering
 Distribution South
 Distribution East
 Distribution East
 Distribution Tobago
 Security – Mt. Hope
 Commercial
 Protection & SCADA
 Distribution East
 Security - Distribution East
 Distribution East
 Distribution South
 Distribution Tobago
 AGM - Distribution

Commemorating African Liberation Day

May 25, African Liberation Day, is an important occasion on the African calendar. It marks the progress of the liberation movement, and symbolises the determination of the People of Africa to free themselves from foreign domination and exploitation.

Those who sought edification, or were just curious about this day, made their way to the TATECO car park, Port of Spain, for the first ever African Liberation Day celebration at T&TEC on May 24-25. It took the form of an exhibition of African crafts, books, clothing and jewelry; a health booth courtesy the Ministry of Health; and opened with a cultural programme. All in attendance received a lesson in African history and culture.

Master of ceremonies, Brother Kasi Senghor, set the theme for the proceedings, when he told the audience that the journey for true liberation could start in simple ways. One way, he encouraged, was for those with African names to look up its meanings, since "it makes you more aware of who you are."



Baba Oludare Masetungi (centre) performs the libation with other African elders before the proceedings.

Feature speaker, Modibo Karamoko, encouraged the audience to read up on the many great African writers. "Some of the pioneers of African unity and liberation – George Padmore, Tony Martin, CLR James and Kwame Toure – came from Trinidad and Tobago" he said.

The audience of mostly students from Servol and the Civilian Conservation Corps were specially-invited to partake in the occasion. In encouraging them to aim high, T&TEC's General Manager, Kelvin Ramsook, spoke of his own experience in using the education made available to him to emerge from humble beginnings to where he is now.

He also applauded Chairman of the African Emancipation Committee, Ruthvin Charles, for the opportunity to learn a great deal from the African Liberation Day celebrations.

About African Liberation Day

African Liberation Day (ALD) began as African Freedom Day following the first Conference of Independent African States on April 15, 1958, in Ghana. ALD was declared five years later on May 25, 1963, when leaders of 32 independent African states met to form the Organization of African Unity (OAU).

Young and talented... meet Avinash

When you meet Avinash Maharaj, a young frontline singer with T&TEC Gayatones, you are blown away by his confidence, pleasant personality and humility. These characteristics were obvious as employees hailed him with smiles and words of greetings as he walked the corridors of Distribution South for this interview.

Already acclaimed as "talented" by Bollywood singers, Kumar Sanu and Rahat Fateh Ali Khan, 13 year old Avinash first met the T&TEC Gayatones Orchestra when he entered the Children of Mastana Bahar competition at age nine. From the onset his talent was obvious and through the Band's assistance, he recorded four cover versions of famous Indian songs, gaining widespread popularity and positive feedback from radio listeners.

This began the Gayatones/ Avinash relationship that is now four years old and has resulted in an expanded repertoire for Avinash, "I

sing anything as long as it has a nice melody and clean lyrics" he said. He singles out Rishi Gayadeen, the band's Music Director as his mentor and credits his father, Brian, as being his rock of encouragement and support.

Avinash has also sung with local bands JMC 3Veni and Dil E Nadan, but his "heart belongs to Gayatones." He explained, "They inspire me, I sing for the love of it and because people like my music." He never sings for money.

Avinash counts the Guyanese Clash of the Titans, where he performed for over 50,000 people and shared the stage with international musical stars, among his most memorable experience.

He is grateful for T&TEC's long sponsorship of the Gayatones Orchestra as this has afforded him opportunities to develop his craft. His performances



with the band at T&TEC's functions, include Divali celebrations, Employee Awards and Public Lighting ceremonies.

The Form two Naparima Boys College student, who plays cricket for his school's Under 14 team, said that he is good at balancing his musical career with school and sports, admitting "my priority is school." Avinash is also a motivational speaker; his advice to young people, "be humble, have faith in whatever you do and follow your dreams." Words of wisdom from one so young.

Hurricane Preparedness



A few good things

As the story goes, a farmer owned an old mule which fell into his well. The farmer heard the mule praying or whatever mules do when they fall into wells. The farmer sympathized with the mule, but decided that neither the mule nor the well was worth the trouble of saving. He called his neighbours told them what had happened and enlisted them to help haul dirt to bury the old mule in the well and put him out of his misery.

Initially the old mule was hysterical! But as the farmer and his neighbours continued shovelling and the dirt hit his back, a thought struck him; every time a shovel load of dirt landed on his back, HE WOULD SHAKE IT OFF AND STEP UP!

This he did, blow after blow. "Shake it off and step up... shake it off and step up... shake it off and step up!" He repeated to encourage himself. No matter how painful the blows, or how distressing the situation seemed, the old mule fought panic and just kept right on SHAKING IT OFF AND STEPPING UP!

It wasn't long before the old mule, battered and exhausted, stepped triumphantly over the wall of that well! What seemed like it would bury him actually helped him . . . all because of the manner in which he handled his adversity.

On any given day you can come across a story like this; one that presents a fresh perspective on life and gives you pause. Sometimes it's a more efficient way of doing an everyday activity or a fun craft project to brighten up your home or work space that presents the pause. These are a few of the good things we want to share among readers.

Do you have an inspirations story (personal or professional); a recipe of a different type (home made yogurt for example); an easy fun craft project; tips, ideas on how to do the same thing in a new way; or ideas to generally make life easier? This space is reserved for you.

We start the sharing with a project for the rainy season.



Rubber boots are a basic, affordable tool for gardening, and flooding, but they can also be used in a different way to spruce up your garden.

1. Get a pair of short rubber boots. If you don't have a short pair, use a utility knife or a heavy scissors to cut approximately half of the height.*
2. Turn the boots over and drill or punch holes in the sole for drainage.
3. Fill with potting soil and plant your favourite flowers. (or a vegetable that can usually grow in a pot)
4. Water and position in the perfect location. Bask in your creativity.

* While rubber boots are affordable, you can save money by upcycling an old pair of almost any type of footwear: rubber boots, canvas sneakers, leather boots, or plastic/rubber flats

Email your Good Thing to **corpcommfeedback@ttec.co.tt**
Submissions that are used will be credited to the sender.

What significant event does Labour Day commemorate?

To solve the puzzle at the end, unscramble each of the clue words relating to Labour Day and its pioneers.

Copy the letters in the numbered cells to other cells with the same number.

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T&TEC Labour quiz

Test your knowledge of T&TEC's unions by completing this mini quiz.

Questions:

- Who is the head of the Oilfield Workers Trade Union (OWTU)?
- What are the three unions that currently represent T&TEC employees and their official colours?
- Name the four unions representing employees in 1964.
- The OWTU replaced which union to be the bargaining body for T&TEC's hourly-rated workers?
- The Estate Police Association represents employees who are protected by which law?
- How many T&TEC workers fall under the bargaining unit of the Senior Staff Association?

Letters



The following are excerpts of some letters and emails that have been received over the last quarter.

January 28, 2013

I visited your St. James branch on January 29, 2013 to close and open a new account and I was attended to by Mr. Avinash Panday.

Mr. Panday was very helpful, patient and understanding when dealing with me for this transaction. He is very pleasant and a delight with which to interact.

He completed my transaction with ease and even suggested the automated bill payment facility so that I don't have to endure the long lines.

My 65 year old mother accompanied me for this transaction and when I told her about the good service from Avinash, she was not surprised because he is usually patient and helpful with her. Avinash, is truly an asset to your organisation.

I don't usually enjoy dealing with Customer Service Representatives in utility companies or most companies but Avinash is an exception. With that attitude, I am sure he'll reach far in the organization.

Daniella Bernard- Toruba

February 2013

Thank you to T&TEC for providing quality service follow-up.

At roughly 3:30 a.m. on February 17, we lost electricity. I made a call at 8:10 a.m. to say that we had no service.

The polite Customer Service Representative, Mr. Sealy, took my number and said that he would check on the problem and call back.

Three minutes later he said the service was being restored in the area and that I could double-check a switch. I did but nothing happened. He took my details and said he would send a Technician.

Ten minutes later the Technician called to say he was on his way. He asked me to see our supply (they were double checking it wasn't a problem with our apartment building) but realised it was something on the line. They went to work and electricity was restored at 10 a.m.

Within minutes Mr. Sealy called again to confirm that we got back electricity.

I would like to commend T&TEC on their quick and timely response to

the problem. Though it took some time, I was continually reassured that it was being dealt with.

St. Ann's resident
Re-printed with the permission of The Northerly

March 15, 2013

It is with great pleasure and satisfaction that I write to congratulate you on a speedy response.

I would like to commend Mr. Odell Wickham; Mr. Denroy Peters and his crew; and Mr. Kevin Yorke and his crew for tending to the problem in such a professional manner in transforming my neighbourhood on March 14, 2013.

They worked assiduously for almost twelve hours to ensure we have a proper electricity supply. I trust they will be well compensated.

I take this time to thank you and your colleagues for such a quick response.

Gizelle Bain

