



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION  
Vol. 31 #2/April - June 2014

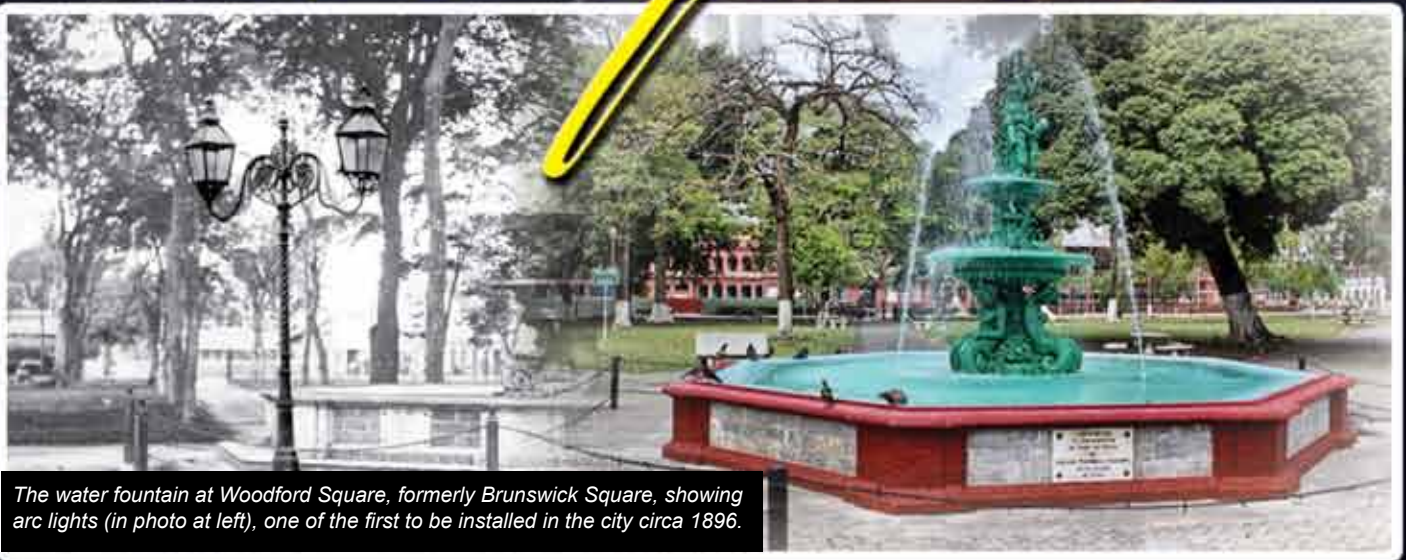
**VISION** - Leadership in Energy Delivery, Excellence in Customer Service... enhancing the quality of life for all.

**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.



The site of T&TEC's Head Office on 63 Frederick Street, Port of Spain circa 1951 (left) and today (right).

## A city well lit for *100 years*



The water fountain at Woodford Square, formerly Brunswick Square, showing arc lights (in photo at left), one of the first to be installed in the city circa 1896.

- Transmission system upgraded to accommodate increased load at Petrotrin
- Media feted at novel event
- Geographical Information System set to enhance operations
- African Liberation Day celebrations honour Mandela

# Editorial

## Charting our future

In 2008, staff from all levels of the Commission engaged in a practical exercise to develop the Vision, Mission, Core Values and five-year strategic direction for the organisation. The resulting plans and philosophy were promulgated throughout the organisation and every employee was presented with a copy of the documents.

In 2012, more staff were involved in a strategic review exercise which eventually saw the strategic plan revised for 2010-2016. Staff awareness of the Commission's overarching guidelines was reflected in the 2013 Employee

Satisfaction Survey when the majority of respondents said they knew the Vision, Mission, Core Values and Strategic Plan. However the level of familiarity and individual engagement into the strategic plan are not ideal.

To assist employees, this edition of the Watts Happening explains just how each department in T&TEC has a part to play in achieving our strategic objectives. Using the Gandhi Substation as a sample project, pages six to nine have been dedicated to showing the path to the simplest, but equally important tasks.

For this period we also feature some major projects that are directly aligned to strategic objectives two, three and five. We hope that by the time readers reach the back cover you will be able to align your daily tasks to one or more objectives. This knowledge should be a cogent reminder of why each employee is key to providing the power that makes this country work.

## Cover photo

*In June 2014 the city of Port of Spain celebrates 100 years of City status. But even before this, T&TEC's predecessors were powering the town, which was the first part of the country to get electricity. The wrap on our covers merge early Port of Spain with modern Port of Spain to give readers a reminder of how things have changed. See story on page 24.*

# Credits

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# System upgraded to accommodate Petrotrin's increased load

The Petroleum Company of Trinidad and Tobago (Petrotrin) is to be a major beneficiary of an upgrade to the southern portion of the transmission system, which will allow for an increase in the reserve capacity to the upgraded Pointe-a-Pierre refinery, from 32 MVA to 60 MVA.

With minimum disruption to the electricity supply, one of the two new 132kV power lines from T&TEC's 132 kV Reform Substation to Petrotrin's new 132/66kV Bulk Power Intake (BPI) Substation, was energised on April 23, meeting Petrotrin's request for increased power to its refinery. The second line was energised on May 11, 2014.

T&TEC's Transmission Development and Engineering Services (TD&ES) Department, with support from the Transmission Maintenance and the Protection and Scada Departments, is executing the infrastructure upgrade which is being done on a phased basis. TD&ES Project Engineer Avinash Maharaj, Technical Assistant II, told Watts Happening "the first phase was conducted over a two-year period and included replacing two 66kV transmission lines, from the Harmony Hall Substation, to Petrotrin with two new

*The newly-constructed Petrotrin BPI 132kV Substation*





*The Toshiba  
132/66kV,  
120/160/200 MVA  
transformer at the  
Petrotrin BPI  
132kV Substation*

132kV transmission lines  
now linking the Reform  
Substation to the Petrotrin  
BPI Substation."

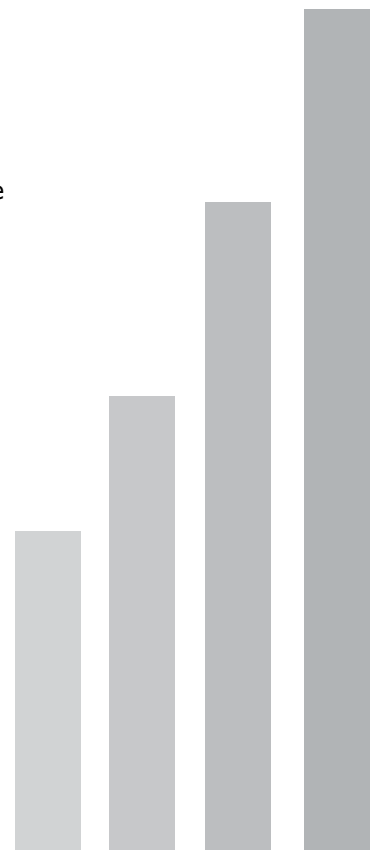
Constructing the lines  
required manoeuvring around  
existing underground and  
overhead infrastructure, and  
necessitated collaboration  
with the Ministry of Works  
and Infrastructure Highways  
Division, the Trinidad and  
Tobago Police Service, the  
National Gas Company,  
Phoenix Park Gas Processors  
Limited and Petrotrin.  
Two new bays were also  
constructed at the Reform  
Substation as part of the  
upgraded infrastructure.

Construction is currently  
underway on the second  
phase of the project. This  
segment involves building  
two 132kV tower lines  
from the Debe Substation  
to the Reform Substation.

With minimum disruption to the electricity  
supply, one of the two new 132kV power  
lines, from T&TEC's 132 kV Reform Substation  
to Petrotrin's new 132/66kV Bulk Power Intake  
(BPI) Substation, was energised on April 23  
meeting Petrotrin's request for increased  
power to its refinery.

Construction began in February  
and is expected to be completed in  
October 2014.

In addition to the capacity increase  
to Petrotrin, these reinforcements  
to the system will improve  
the reliability of the overall  
transmission network and so  
benefit all customers on the grid.



# Executive Appointments

## Gary Singh

Gary Singh is the new Human Resources (HR) Manager. His appointment became effective on April 1, 2014 and follows several months of acting in this position.

Mr. Singh's career in the Commission spans 29 years experience in human resource management. His advancement in the HR Department saw appointments as Personnel Assistant in 1994, Human Resources Supervisor in 1997, Human Resource Officer II in 2000, Human Resource Officer I in 2003 and Senior Human Resources Officer in 2011.

Mr. Singh holds a BSc in Sociology and Management. He has been exposed to

training courses on topics such as Interviewing, Hiring and Retention, Performance Management, Managing Organisation Transformation and Strategic Compensation.

As HR Manager, Mr. Singh will be responsible for ensuring that the Department provides effective and efficient quality human resources management advice for recruitment, employee training and development, employee benefits and wage and salary administration.



## Garth Garraway

Garth Garraway was appointed Industrial Relations Manager with effect from April 1 2014. His 31 years of experience at the Commission includes acting stints as Human Resources Manager, Health, Safety and Environment Manager and Industrial Relations Manager.

As Manager, he will be responsible for creating and maintaining good industrial relations amongst the Commission's management, its employees and their representatives. He will oversee the administration of the collective agreements on behalf of the Commission with the Oilfield Workers Trade Union, the Senior Staff Association and the Estate Police Association and will be involved in negotiations and grievance handling with these Unions.

Mr. Garraway is the holder of a BSc Degree in Business Management and a MSc Degree in Human Resource (HR) Management. He also possesses certificates in Occupational Health & Safety and Industrial Relations.

Mr. Garraway has attended training programmes in Alternative Dispute Resolution, HR Metrics and HR Audit and Negotiations Strategy and Tactics.

Mr. Garraway joined the Commission in 1983. After several promotions in the Northern Distribution Area, in 2002 he progressed to the Human Resources Department as a Human Resources Officer-In-Training. This shift charted a new career path for Mr. Garraway and led to subsequent promotions in the HR and IR fields. First, in 2002, as HR Officer 11 then to HR Officer I and Industrial Relations (IR) Officer in 2003 and several acting stints as Senior IR Officer from 2004 to 2005, followed by a promotion to Senior Human Resources Officer – Training and Development in 2011.





# Connecting the dots

How each employee factors into the strategic plan

In 2008, T&TEC unveiled a new strategic plan with a Vision and Mission. It was later updated in 2010 and many employees acknowledged its existence. Many can even recite the Mission and Vision

statements, are familiar with the Core Values and can easily refer to the six Strategic Objectives. But how does your job fit into the strategic plan and your Department's Strategic Objectives? How does each

job impact on the delivery of a reliable supply of electricity to our 445,000 customers? Does a Clerk in Human Resources, for instance, understand how processing leave applications impacts operations on the technical side of our business?

## Divisions / Departments with core responsibility for achieving the objective:

### Human Resources Division

- Health, Safety and Environment Department
- Human Resource Department
- Industrial Relations Department

### Corporate Communications Department Corporate Support Department

## Sample of roles relevant to Gandhi Project

Manage reward and recognition of staff • Provide required training • Communicate relevant information • Manage Strategic Implementation.

## Strategic Objective No. 6

To ensure the development of a caring and service oriented organisational culture, that promotes trusts, respect, open communication, empowerment of employees, teamwork and a recognition and reward system for employees/ performance.

## Divisions / Departments with core responsibility for achieving the objective:

### Corporate Support Department

### Audit Department

### Engineering Division

- Communications Department
- System Control and Generation Interface Department
- System Planning and Research Department
- Protection and SCADA Department

### Distribution Division

- Distribution North, Distribution South, Distribution East, Distribution Central and Distribution Tobago
- Distribution Support

### Public Lighting Department

### Transmission Division

- Transmission Development & Engineering Services Department
- Transmission Maintenance Department

### Administration Division

- Information Systems Department

### Human Resources Division

- Health, Safety and Environment Department
- Industrial Relations Department
- Security Department
- Human Resources Department

## Sample of roles relevant to Gandhi Project

Ensure HSE standards are met • Develop systems to ensure uninterrupted work flow.

## Strategic Objective No. 5

To ensure that health safety, environmental, quality and business continuity management systems are developed and integrated in all of T&TEC's business operations.

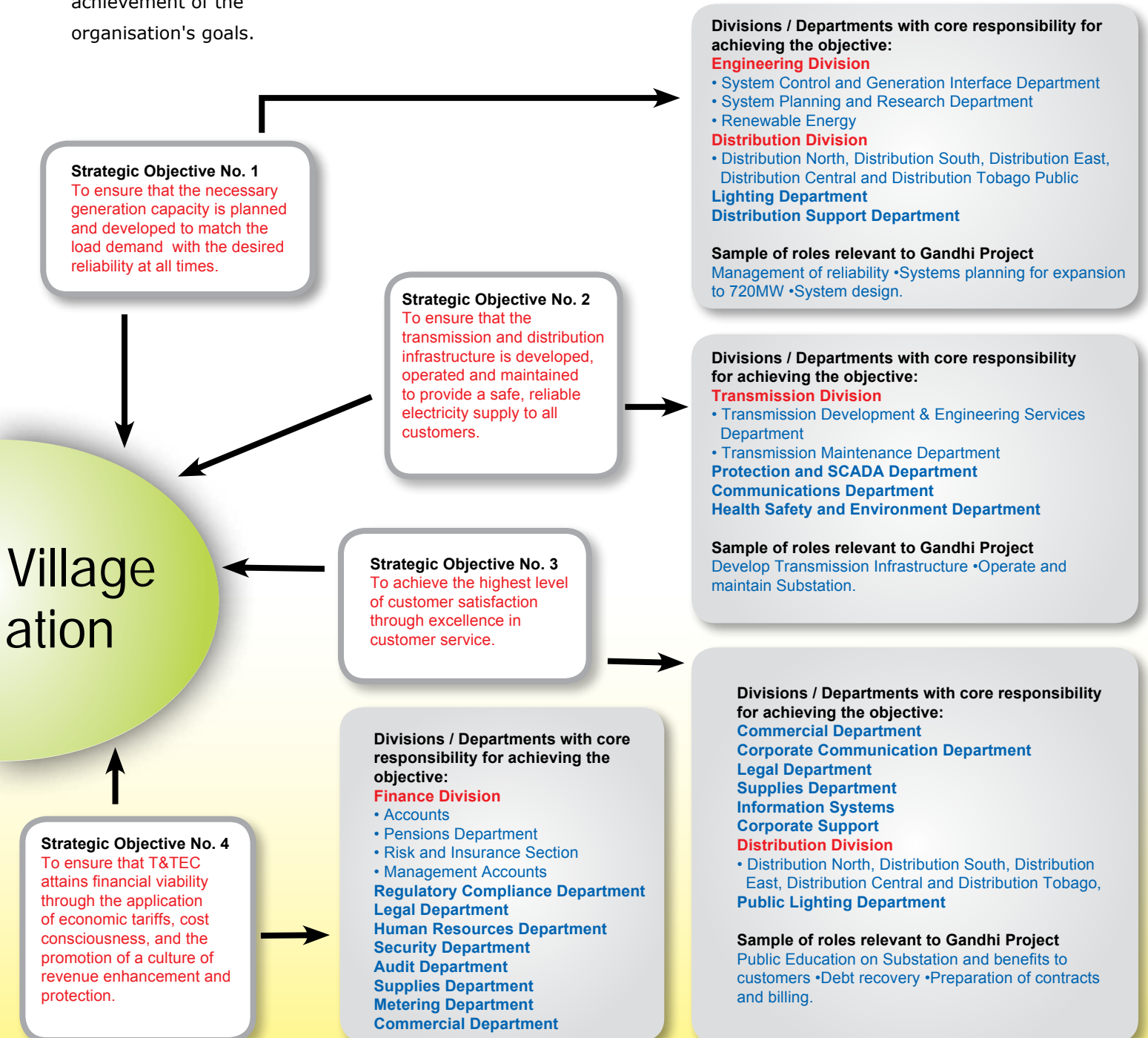
For a more detailed look at how one department contributes to achieving strategic objectives No.1 and No.2, through the Gandhi Project turn to page 8.

Gandhi  
Subst

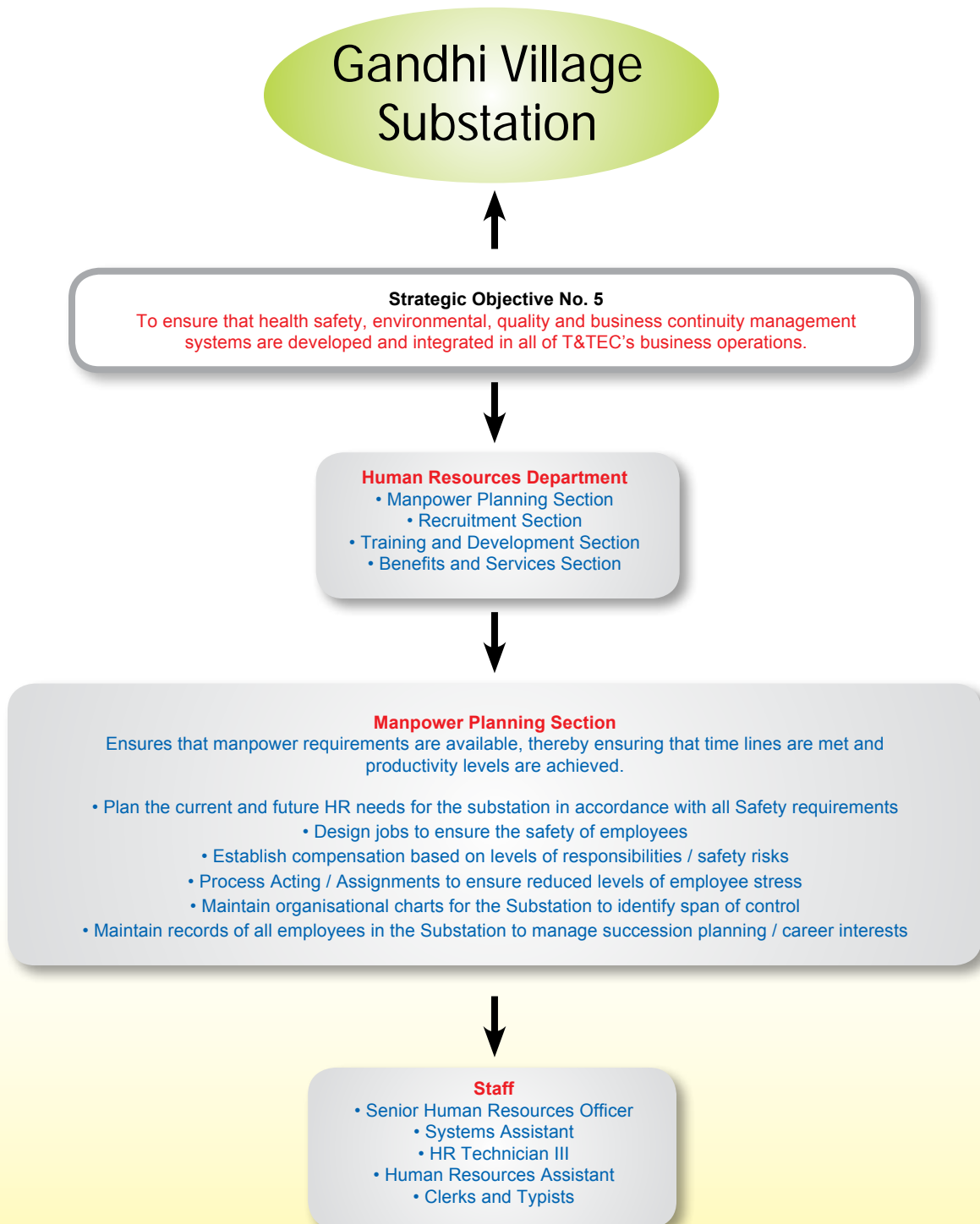
Using the Gandhi Village Substation as a model, the pictogram below shows how each Section/Department/Division is linked to the achievement of the organisation's goals.

The Gandhi Village 220/132/12 kV Substation was built as part of the transmission expansion system to accommodate 720MW of generating capacity, which became available after the smelter plant at Union Estate, La Brea was deferred.

When completed at the end of this year, the Gandhi Village Substation, located in Debe, will be connected to the Debe 132kV Substation, boosting power into the existing 132kV system. The substation's distribution capabilities will also facilitate supply to customers in Debe and its environs.



How the HR Department is relevant to the success of the Gandhi Village Substation.



**Can you think of how your job ties into the achievement of our Strategic goals?**  
**If your role remains unclear, your Manager/Supervisor can show you more.**



# T&TEC trains Petrotrin Linesmen

Instructors from T&TEC's Training Facilities have successfully concluded a six-week training course for 20 Linesmen from the Petroleum Company of Trinidad and Tobago (Petrotrin).

The men were trained in two batches of 10 in May to June. Practical exercises, including Rigging and Lifting and Climbing Skills, formed the bulk of the programme and 25 percent was theoretical. Other modules were Elementary Electrical Principles; Conductors and Cables, Street Lighting, Cable Laying, Support Structures, Service Installation Maintenance and Removal, Clear work area of vegetation, Distribution of Pole Mounted Transformer, Switchgears and Isolation and Protection Devices. T&TEC's Health Safety and Environment personnel also conducted one component of the course.

Goutam Heeraman, Supervisor at the Penal Training Facility where the course was held, explained that Petrotrin constructs, operates and maintains a network infrastructure to supply 12kV to 132kV of electricity throughout its oilfields and refineries, and "...our experience and expertise, as the sole supplier of electricity, as well as our established Linesmen training programme, was a natural arrangement to raise the competencies of the Petrotrin Linesmen."

The general consensus from the Petrotrin group was that they were impressed with the course delivery. Some found the physical demands challenging at times but most were surprised at the discipline demanded from the instructors who saw them as Course I trainees.

The group received Certificates of Participation at the end of the programme.

*Petrotrin employees undergo practical training on the different stages of planting a pole manually.*



# T&TEC's GIS...set to work for you

T&TEC's field employees are better equipped to do their jobs more efficiently and effectively now that its Geographical Information Systems (GIS) is functional and its mapping is about 70% completed.

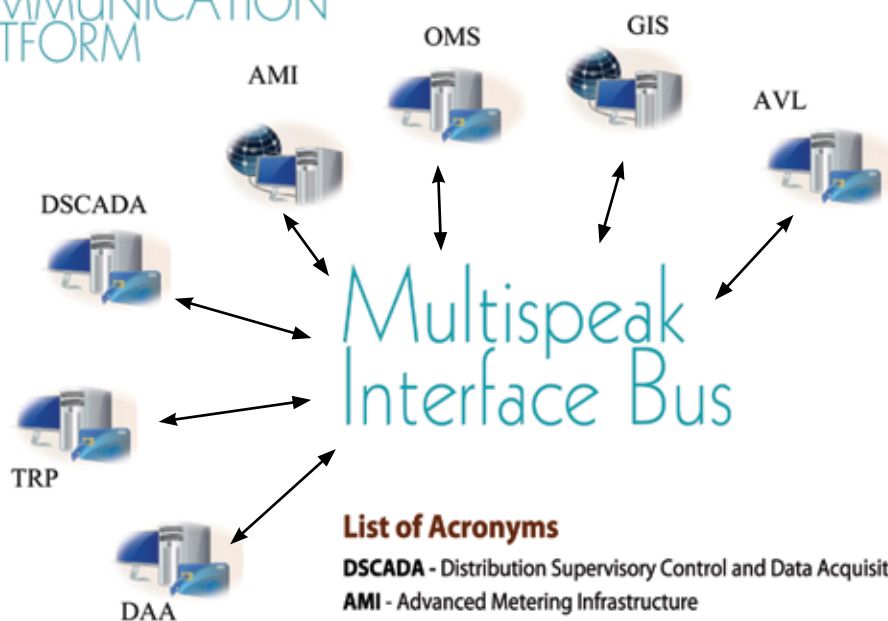
Currently, GIS-trained personnel in all Distribution Areas are tracing the Commission's lines, from substations to customer's transformers, to build the connectivity models for high and low voltage circuits throughout the network.

When the models of the circuits are completed, response times to trouble reports regarding a line or pole can be shortened. By using the GIS, employees in the office, or out on the field, can easily retrieve information related to any installation, such as pole information and configuration, customer location, companies jointly using the poles, phasing of the transformer, total amount of kV on the bank, with just a click on the computer or on the hand held Trimble Juno device.

This easy access to information and accurate location of equipment is another tool in the Commission's changing tool box, designed to enhance job performance.

The GIS is one such tool, created to work in tandem with other systems to improve efficiency. It is an integral part of the implementation of an Outage Management System (OMS). The OMS is an integrated system that is designed to boost T&TEC's response and restoration times. It requires a robust GIS database to accurately depict the circuits and capture the connectivity model of all T&TEC's equipment on the network. Putting everything into context, Farrell Christopher, Systems Analyst III in Distribution Support and Planning explained that "while the GIS provides information about the Commission's field assets, the OMS also encompasses information from the Ventyx Customer Information System (CIS), Automated Metering Infrastructure (AMI) and Supervisory Control and Data Acquisition (SCADA)."

## INTEGRATION COMMUNICATION PLATFORM



### List of Acronyms

**DSCADA** - Distribution Supervisory Control and Data Acquisition  
**AMI** - Advanced Metering Infrastructure  
**OMS** - Outage Management System  
**GIS** - Geographical Information System  
**AVL** - Automatic Vehicle Locator  
**TRP** - Trouble Report Program  
**DAA** - Distribution Asset Analysis





*Farrell explains some of the features of the GIS with writer, Ayesha Scott-Hinkson*

A communication platform called a multispeak interface will facilitate the integration of these enterprise systems (see diagram).

The integrated data from each platform will allow automatic notification of an outage, identification of the customer's meter, name and address, as well as the most likely source of the outage, and the flow of current before, during and after restoration of supply.

*The Trimble Juno hand held device*



### Background into the GIS initiative.

Launched in 2009, the GIS collects, manages and analyses geographic information about T&TEC's field assets. The access to this wealth of accurate data enables employee efficiency and as a result, helps to improve customer service.

When the line tracing is completed and the connectivity model is fully operational, the GIS will also be used beyond outage management. The GIS and the Ventyx CIS, for instance, are both needed for distribution asset analysis, which is necessary for Transformer Load Management to better plan the distribution of the load on the network and for Trouble Reporting.

The information generated from the GIS is based on the data put into the system. GIS personnel are therefore assigned to all Areas and completed work orders are used to keep the system up-to-date.

It is expected that the Outage Management System will be fully functional soon.



# Admin professionals meet by the bamboo patch

Lunch and meetings are staples in the diet of most Administrative Professionals as they plan and execute events for their bosses. But in a seeming reversal of roles this year, T&TEC's 'Admins' had a very unusual meeting followed by lunch.

On April 24, Papa Bois, and other guardians of the forest, had their surroundings somewhat disrupted, when employees held a "meeting in the bamboo patch" in commemoration of Administrative Professionals Day.

The event was set at The Retreat, formerly the

Arboretum, to focus on fun and relaxation for the hardworking ladies normally swamped with answering telephones, scheduling meetings and typing letters. As the name suggested, the large estate in the heart of Chaguaramas was an eco sanctuary of ponds, trails and even a miniature golf course away from the hustle of the city and office.

The "meeting" started with a light breakfast and conversation as the ladies got reacquainted with each other, then the pace picked up with team building activities led by Dynamic Leadership Coaching

Solutions. The day's dress code of sportswear hinted at what lay in store and the activities designed to build relationships and leadership skills did not disappoint on that front.

Among these, the obstacle course that teams had to complete, all while tied together, offered a different learning experience.

It was a sight to see the groups of five hobbling through the course, supporting one another with directions, encouragement and humour in an effort to clear the obstacles. By the end, the value of listening

*Warming up before the activities*







*A team attempts to build a bridge to a platform of bricks, using the short planks provided, to retrieve water.*



*Blindfolded participants try to negotiate their way around obstacles by following the directions called out to them by their colleague.*



*Treasure hunt winners Mary Shim, June Cayenne-Atwell, Wendy Jarrott and Gillian Smith-Clement.*

and co-operating when working as a team was well reinforced and the budding leaders among them were identified.

In another activity, teams of 10 to 15 persons, guided by a leader, were transported across a mock minefield on three wooden crates.

The goal: move persons from one end of the course to the other in groups of three in 15 minutes or less. From the shouting matches that occurred, it was clear that it tested everyone's patience. Even though one team was unable to successfully complete the mission in the time, it was still fruitful for all participants since they were encouraged to talk it over afterwards and make suggestions for improvement.

The teamwork theme continued through the day and a treasure hunt took groups of ladies around the estate, consulting maps and clues fashioned around local folk characters to win a prize. In the end, the winning group walked away with bags of T&TEC swag as their treasure.

*The funny Paul Keens-Douglas during his presentation.*


While most of the "Admins" were either engaged in the treasure hunt or cooling off under the tents, some took full advantage of the setting and participated in a nature walk that ended with a fun scare – the group 'accidentally' came upon a 'meeting' of Papa Bois and other folklore characters!

By the time master storyteller, Paul Keens Douglas, took the microphone after an on-site bar-b-que lunch, the guests of honour were definitely 'all played out'. But with his warm, old-school humour, Mr. Douglas' talk on professionalism and leadership was far from boring.

For persons who did not enjoy the full outdoor experience, a celebratory luncheon was hosted at the Buffet King restaurant, Chaguanas a few weeks later. The air-conditioned cozy space was a definite change of pace from The Retreat, but the extensive buffet and the company of treasured colleagues were welcomed.

It was a different way to do lunch and a meeting, but a good one never-the-less.





*Tarouba housing development at night.*

## Housing developments to be electrified

Hundreds of citizens will become home owners and new customers of T&TEC, when the Housing Development Corporation (HDC) distributes homes at Mora Heights, Rio Claro; Lake View, Point Fortin; and Cypress Boulevard, Union Hall, San Fernando.

Brian Bachoo, Commercial Officer, Southern Distribution Area welcomed the large number of customers - 296 in the first instance - saying, "the influx of applications does not deter us as our staff are well trained and flexible...and have processed large volumes of applications in the past."

The route from new HDC homeowner to T&TEC customer has a few steps, starting with the Corporation's submission of inspection certificates in large batches. By the time the house is allocated to a new owner, it is already on an HDC metered supply, and a letter from the Corporation authorises a transfer of the account.

Barring any challenges with the owner's documents, the new homeowner can become a T&TEC customer upon application.

But this is the tail end of T&TEC's involvement in

energising public housing developments across the country. According to Mr. Bachoo, over the last five years, the HDC has been using underground infrastructure in the construction of its sites. While this choice is more aesthetically pleasing, the shift from traditional overhead electricity infrastructure to underground required some logistical and manpower adjustments.

Peter Mendoza, Senior Foreman at Distribution South, shared some of the challenges regarding the underground infrastructure of the three housing



developments. "The magnitude of underground work required for the construction, installation and maintenance of equipment required that crews be retrained, and in some cases increased, to ensure effective response" he said. "Our lone Jointing crew for instance, has been re-trained by Distribution North, and plans are ongoing to add another crew. Emergency crews now have the competence to do maintenance work on pad mounted transformers, ring main units and on other underground infrastructure."

In spite of the physical challenges, T&TEC's staff are looking forward to receiving the hundreds of new customers who are now able to enjoy their illuminated homes.

Several State housing developments, including four phases at Picton Development, Golconda; Petit Morne Development, Ste Madeleine; Granville Development, Granville; Reform Development, Reform; Woodland Development, San Francique; Fairfield Development and Cedar Hill Development, Princes Town; and La Romaine Development, La Romaine are at various stages of completion and owners will soon join the Commission's 445,000 customers across Trinidad and Tobago.

## Residential customers

### How to open an account

- Show proof of ownership: e.g. Title of Deed, Certificate of Title, Deed of Assent, Deed of Gift, Deed of Mortgage, Deed of Lease.
- Pay \$95.00, representing a refundable service deposit for each meter.
- Present 2 forms of Identification – a Trinidad and Tobago Identification Card, Passport or Driver's Permit.
- Provide a Contact Name, Address and Telephone Number.
- Present an Inspection Certificate of Approval (available from the Government Electrical Inspectorate Division, Ministry of Public Utilities).

### How to transfer an account

Where proof of ownership is not on record, a copy of the "proof of ownership", Deed Certificate, a Title Deed of Gift or approval from owner would be required for updating T&TEC's files.

Residential customers are also required to:

- Pay \$95.00, representing a refundable service deposit for each meter.
- Provide the Meter Number.
- Provide a Meter Reading and date of reading, as near as possible to the date of transfer.
- Submit two forms of Identification – Passport, Identification Card or Driver's Permit.
- Provide contact Name, Address and Telephone Number.

Provide an Inspection Certificate of Approval (available from the Government Electrical Inspectorate Division, Ministry of Public Utilities), if the property is new or was without supply for more than three months.

# Revised HSE rules introduced

T&TEC's Health Safety & Environment (HSE) Department has intensified its drive to improve safety in the workplace with the launch of a revised Safety Rules book.

Since 2011, the organisation has been engaged in an all-front approach towards building an improved safety culture; instituting a zero tolerance of accidents, adopting revised and upgraded procedures, increasing on-site safety personnel, holding frequent employee meetings about safety practices, roles and responsibilities, as well as advertising campaigns.

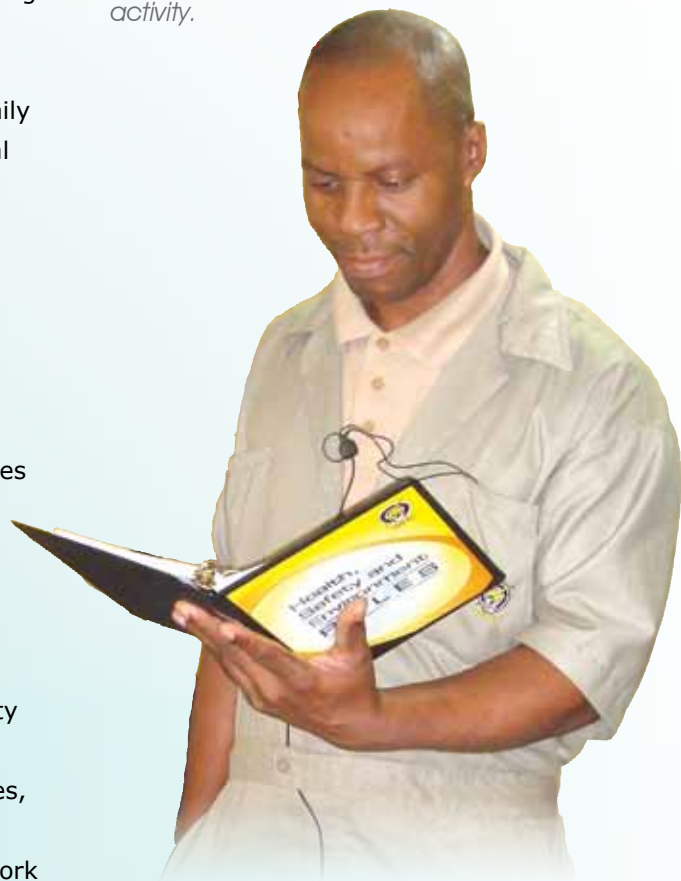
As these approaches were integrated into daily work routines, a six-member cross functional committee was tasked with reviewing the Commission's Safety Rules. Several months later, and following Board approval, the Health, Safety & Environment (HSE) Rules (T&TEC-Revision 8:2012) was finalised and issued to all employees in March/April.

The HSE Rules replaces the office Safety Rules and the 7th edition of the Safety Rules. It provides a black-and-white reference to the organisation's policies on the safe handling and proper use of equipment in the office and in the field, general safety precautions, telecommunications systems and office safety rules. The book has been designed as a companion document and contains references, with appendices, on several areas including control permit to work, permit to test, hot work permit, confined space permit and permit to excavate.

General Manager, Kelvin Ramsook in the Foreword writes "The HSE Rules book is for the safety and protection of all of the Commission's

employees and other agents, including contractors, and persons who can be affected by its work, as well as the environment. Compliance with the rules herein is mandatory and violation of these rules will result in disciplinary action being taken."

*An accident is defined as an event invariably preceded by one or more unsafe acts and/or conditions which frequently result in personal injury, property damage or harm to the environment and which adversely affects an activity.*



*T&TEC Safety Rules Review Committee  
Ian Ramrattan, Chairman; and members  
Zainool Mohammed, David St. Clair, Wendell  
Mayers, Junior Peters and Praitm Sookdeo, were  
recipients of a WOW Award for "Adding value by  
completing a complex, crucial project in record  
time."*

# New circuit breakers are safer and more reliable

The Five Rivers Substation is the first T&TEC substation to be outfitted with two of the ninety-five upgraded ABB 33kV R-MAG circuit breakers now being installed throughout the Commission.

According to its Swiss manufacturer, "the new R-MAG breakers are of a compact modular design that adds durability, improves performance, lowers environmental impact and are safer."

Twelve of the new breakers were allocated to the Eastern Distribution Area, with priority given to replacing old breakers at various substations with the new vacuum type breakers. Substation Engineer, Narendra Biptah, described the old 33kV oil circuit breakers as being "difficult to operate and caused maintenance to be burdensome." Although the new breakers are now being installed, preparation to acquire them started a few years ago. Marvin Boochoon, Acting Senior Engineer, Protection and SCADA (P&S) explained that specifications for a replacement for the previous Reyrolle ORT 33kV oil circuit breakers were a collaborative effort of the Transmission Maintenance Department and P&S, working closely with the supplier, looking at "a best fit and value



*A. Balkaran : preparing to disconnect old oil breaker*

for money."

The Five Rivers Substation's incoming 33kV line circuit breakers from Omera/St. Augustine and Pinto Road were changed in April this year. Installation took approximately twelve hours, after one week of preparation. "As it was a first time installation, the team from Distribution East and the P&S Department carefully worked together to ensure preparation, work installation and various tests were completed safely before the new circuit breaker was successfully energised at 33,000 volts," Mr. Boochoon said. He attributed the success of this exercise to the employees and commended them for working well together.



*C. Chadee (Electrician A), A. Balkaran (Electrician B), K. James (Driver) : connecting new multicore cables to new breaker*

Assistant Area Manager, Eastern Distribution Area, Ashmeed Ali, praised the pioneering efforts of Mr. Biptah; Senior Foreman Ashton Bando and Substation Foreman Larry Goodridge for the new plinth design which had to be retrofitted to accommodate the larger new circuit breakers. Mr. Ali was proud of Distribution East's innovation and their role in leading the way in this infrastructure upgrade.

New circuit breakers are earmarked to be replaced at four other substations in Distribution East and other substations throughout the Commission during the coming months.





## Technology introduced to manage T&TEC's Fleet

Safety and security are major benefits of the T&TEC's Fleet Management System (FMS), now operational in vehicles stationed at its five Distribution Areas and Departments throughout Trinidad and Tobago.

The system uses specially configured technology and mobile and stationary hardware to expedite crew dispatch and improve response to customers.

The FMS facilitates a text link between crews in the field and the Telecommunications (Telecoms) Operators in the field/office. The mobile system is a screen mounted on the dashboards of the vehicles that provides a visual of the customers' location and navigates the best route to this location. Mobile work orders can be received and printed using an attached thermal printer. At the Distribution

office, a large screen gives Telecom Operators a real time perspective on the location of the trucks and pinpoints crews that are available to respond to the customer's service call.

Watts Happening spoke with Peter Mohan, Field Controller at Southern Distribution Area where the first units were installed in the Area's fleet of 112 vehicles stationed at Point Fortin and Rio Claro Depots, Public Lighting Department and at the Southern Area Office. "We cover a large geographic area with about 135,000 customers, so the vehicle status information provided by the FMS gives us data that we can immediately act upon, especially if we are required to render quick assistance to crews in the event of security hazards or retrieval of vehicles in the event of breakdowns," he said.

Distribution Support and Planning Manager, Curvis Francois who has oversight for the Fleet Management System project explained that the system also provides some basic vehicle maintenance data, which prompts planned maintenance of the vehicle, as well as distance travelled, and has met international safety standards, including those of the United States Federal Communications Commission (FCC).

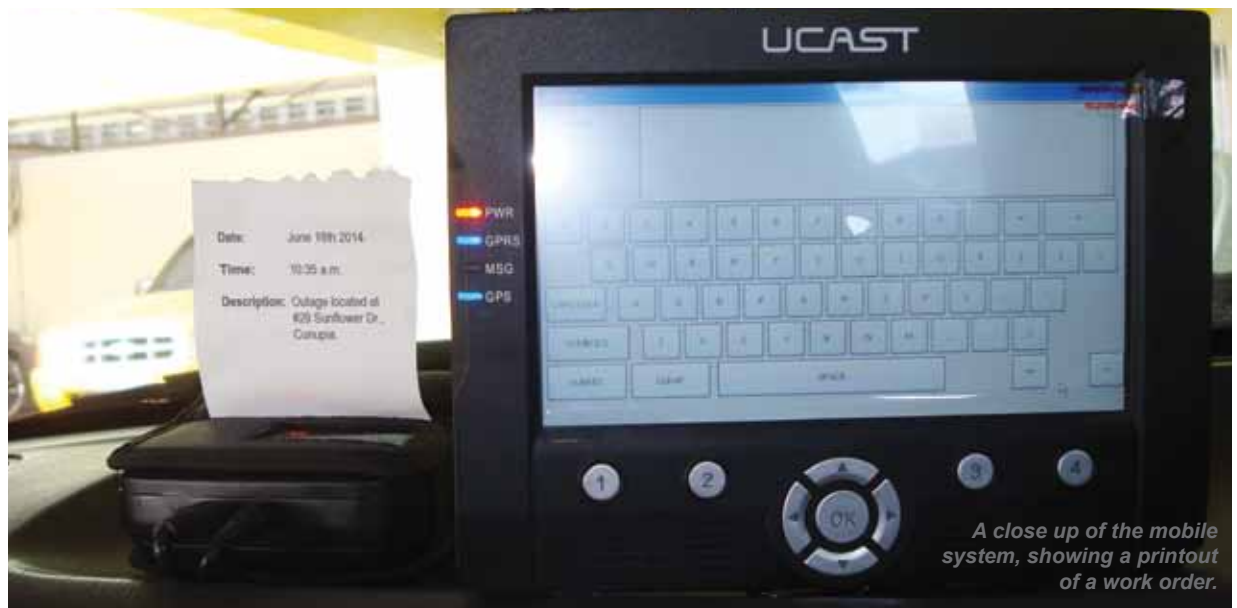
Prior to rolling out this technology, Crew Foremen, who have responsibility for operating the mobile system and other field employees, were trained in the use of the FMS.

Mr. Mohan admitted that while there were some initial challenges these were resolved or minimised through greater effort placed on communicating the benefits of the system to employees. Screens were also repositioned on the dash boards of some vehicles to

accommodate users. Moving forward, Mr. Mohan is optimistic that the technology could be part of new truck specifications, thereby eliminating the need for mounted display screens.

T&TEC's fleet of vehicles, comprising bucket trucks (hotline and emergency), digger derrecks (Borers), crane lifts, lines trucks and 4x4s, are all outfitted with the Fleet Management System.

According to Mr. Francois, the FMS is part of the Commission's Integrated Communication Platform which already includes implementation of the Automated Metering Infrastructure and the Geographical Information System.



# More improvements to customer service using technology



*Software Developer I, Melissa Lall (far right) and Marlon Sinclair (2nd from right), with employees from T&TEC's Distribution Areas during User Acceptance Testing of the RFS prior to its launch. Missing is Kevin David, Software Developer I.*

The Information Services (IS) Department continues to provide the services necessary to help the Commission maximise its effectiveness, with the recent launch of the Request for Service (RFS) system and an enhanced Trouble Reports System.

## The Request for Service (RFS) System

Operational from May 1 2014, the RFS system is used to process all stages of new requests for service. It offers a "one stop shop" for customers, as information to process the transaction is shared by authorised employees

in the Commercial, Distribution (Utilisation) and Finance Departments and eliminates manual searches for information.

This new automated system is less cumbersome and faster for customers seeking a new supply, an upgrade to an existing supply and those requiring major contracting or maintenance services.

The RFS system is particularly useful for processing Capital Contributions, which are payments made by customers towards the costs associated with the required infrastructure to establish or augment an increase in the capacity of their electricity



Workflow Summary

Services

Add New Request

Query Requests

View Appointments

Reports

Appointments

Single Pole C.C.

Finance

Payments

C.C.

Reimbursement

Charges

Exceptions

Message Centre

Messages

Inbox

Sent Items

Compose Message

Notifications

My Notifications

Change Password

Administration

Roles

Help & Support

Customer Name:

FOSTER GOKOOL

Service Address:

SOOKWANIE TRACE, EL CARMEN VILLAGE, ST HELENA

Contact Number(s):

3614097

Request Status:

In Progress

Classification:

☐ Political
☐ Urgent
☐ Executive Management
☐ Dangerous Situation
☐ RIG

Current Workflow Status:

(UTCLERK) Utilization Clerk - Make Appointment and Pass Job File to CI

C.I./S.A.

Current Appointment Status

Appt. Date

Date On Site

Reason Changed

Remarks

Appointments

Results

Estimates

C.C. Calculator

Reimbursement Payment

General Payment

Invoices

Poles Inventory

Job Tracking

Additional Information:

GIS Location No:

LV Segment Label:

High Risk Area?

Pole No:

LV Segment Label:

Funding

Date AM/ASAM Approves Job:

Date C.O.S Signed:

Date ACE Approved:

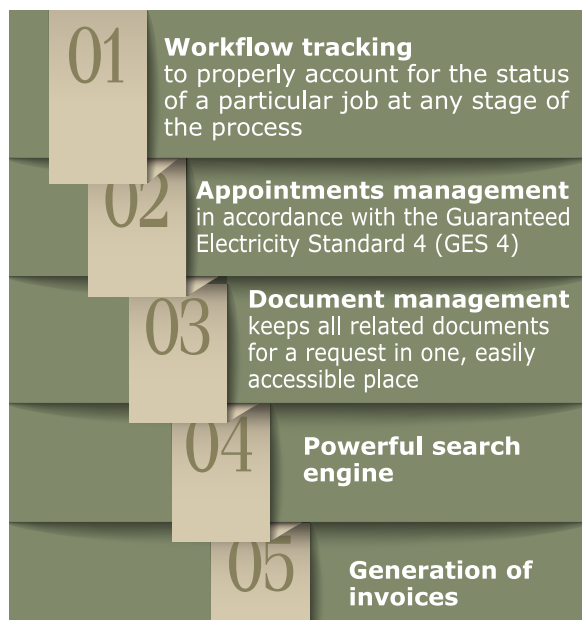
Due Date of C.C. / Reimbursement Payment:

Date C.C. Paid:

Date Job Completed:

supply. The system automatically calculates the contributions required, detects when reimbursements are necessary and provides notifications when payments are made. Marlon Sinclair, Systems Analyst in the IS Department said the system “tracks the process of capital reimbursements by capturing all the necessary information to properly identify where and when reimbursements are expected. With enhanced tracking and reporting capabilities, this is a marked improvement over the previous system. It also satisfies the regulator, the Regulated Industries Commission (RIC), through improved accountability, and accurate and timely reporting.”

The system, which took about 18 months to develop allows for:



## New Trouble Report System

The Trouble Report System is an upgraded system that has the capability to readily provide customer data to help improve customer service delivery. The flexible system is used to retrieve customer account information (from the Ventyx Customer Information System); provide information on location and on T&TEC’s field installations via the Geographical Information System (GIS) and show information on meters, via the Automated Metering Infrastructure (AMI).

According to Mr. Sinclair, “This means that all these systems are integrated in one place to improve, not only efficiency, but also enhance our reporting and analytical capabilities.”

Both customers and employees are now enjoying these benefits, which aim to improve on T&TEC’s overall service delivery.

# Disconnection and reconnection now automated



*Commercial Manager, Irwin Thompson (back row, right) along with employees during their training session on Service-Link.*

The Service-Link system, a recently launched initiative by the Commercial Department, is a welcomed tool towards reducing man-hours spent to process disconnections and reconnections for non-payment.

The new system is expected to improve the efficiency of T&TEC's operations by enhancing debt collection efforts and ensuring a quick response to reconnection orders after payment is made.

Service-Link is a system that allows meter-related service orders, created in the Commission's Ventyx

Customer Information System (CIS), to be dispatched to its Field Service Representatives (contractors, T&TEC crews), through the use of wireless communication. The system is currently being used for the processing of new connection orders in Distributions South, East, Central and Tobago.

The system was rolled out throughout the Commission on June 2, following extensive training attended by Assistant Area Managers, Commercial Officers, Subsection Leaders and Disconnection Clerks. The Commercial Manager, Irwin Thompson, who was

present at the training, commented on the merits of the system and encouraged the participants to make the most of the opportunity.

During this phase, the system will be used strictly for Domestic and Commercial Customers. It is anticipated that Industrial customers will be added soon.

Service-Link reduces the time for processing disconnections and reconnections by automating the former manual practice of generating paper disconnection and reconnection reports for the Distribution Areas. It is from these reports that accounts are extracted to create the



service orders dispatched to the crews for action. Now, the Disconnection Clerk can use the Service-Link system to review the delinquent accounts, sort them based on particular criteria and assign the service order to the Field Service Representatives (FSRs) on their handheld/ tablet devices.

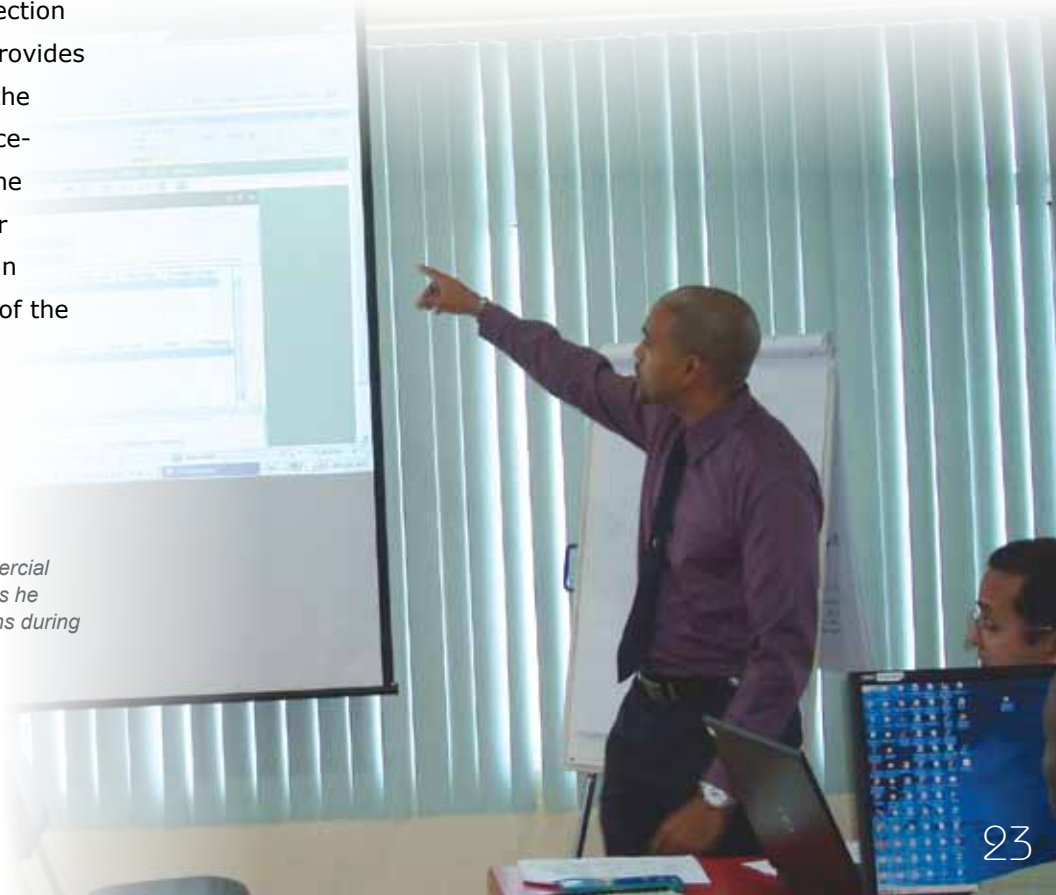
Out on the field, the FSRs will input data using the handheld device into the Service Order Workflow, such as job type, meter information and reason for not completing disconnection/reconnection on the system. This provides real-time updates to the service order in Service-Link and Ventyx, so the Disconnection Clerk or Commercial Officer can monitor the progress of the job from the office.

*Clerk II, Commercial Department, Lydia Gajadhar shows off the tablet device to be used by the Commission's Field Service Representatives.*



At the same time, payments made to accounts are also updated real time on the system, accessible to employees both on and off the field.

*Sub-Section Leader, Commercial Department, Marc Nunes, as he facilitates one of the sessions during the training.*





# A city well lit for 100 years

In the years prior to the introduction of electricity to the town of Port of Spain in the late 1800s, the streets were lined with Kerosene (pitch-oil) lamps which were lit at night to illuminate the Capital. These lamps were lit by Marie Corrie, who had the contract to light the town using pitch-oil, the only fuel available then. As a charcoal burning society, the pioneering initiative by American businessman, Edgar Tripp to bring electricity to Port of Spain in 1891 was met with great approval by the then Borough Council, as provisions had already been put in place for this event through the Ordinance: Port of Spain Electric Light, No. 4 of 1887.

Tripp's Electric Light and Power Company was established in 1894, bringing with it the reality of "The force which could make wheels spin, and machinery move apart from lighting electric lamps" as the people of the city would refer to the implementation

of electricity. After years of foundational works, the city was illuminated by electricity for the first time in 1895, marking the dawn of a new era.

Among the 96 Arc lights erected by February 1, 1896, stood light poles on the corner of Marine Square (Independence Square) and Nelson Street, corner of Marine Square (Independence Square) and Abercromby Street, Brunswick Square (Woodford Square), Chacon Street by the Port of Spain Gazette Office and Public Library, and St. Ann's Road, by Hospital 2nd gate.

Electricity was not only used to light the city's streets. On June 26, 1895 the Belmont Tramway Company commissioned its first electric powered tram car as it partnered with the Electric Light and Power Company to provide this mode of transportation the burgesses of Port of Spain.

Throughout the coming years the electricity franchise was held by several different owners and had quite a few name changes before becoming an entity of the Port of Spain City Council. The acquisition by the City Council was made official in 1938 and so the Trinidad Electric Board came into being. As the successor to the Board, the Trinidad and Tobago Electricity Commission was created by enactment in Parliament of Ordinance No. 42 of 1945.

In many respects the early vistas have been well preserved, but there is no denying the powerful effect electricity has had on the growth of the Capital City.

***As the city of Port of Spain commemorates 100 years, the Trinidad and Tobago Electricity Commission extends best wishes to all its burgesses and pledges its support for another 100 years of development of our capital city.***



# T&TEC Engineer makes presentation at US conference

Courtney Powell, Technical Assistant III, Protection and Scada Department, and winner of the 2014 Clayton Griffin Best Student Paper Award, impressed participants at the Georgia Tech Protective Relaying Conference in Atlanta, USA on May 2 with his presentation "Adaptive under frequency load shed scheme for the Trinidad and Tobago electricity system."

Mr. Powell said he was "excited but nervous" when he faced the audience at the technical conference "but once I got into the presentation I became comfortable and it all flowed easily." His 25-minute presentation received resounding applause and the ensuing questions from power system experts and professionals revealed an appreciation for his effort.

The 2014 Clayton Griffin Best Student Paper Award is open to engineering students worldwide, and Mr. Powell credited Professor Chandrabhan Sharma from the University of the West Indies' School of Engineering for encouraging him to enter the competition. He acknowledged having the advantage of research assets - data and the use of some



Courtney Powell

software – while working at T&TEC. The seven month project, which was part of his MSc programme, went on to place him as the winner of the Student Award and he had the added honour of being the only West Indian to make a presentation at the conference.

Mr. Powell is the holder of a BSc in Engineering and recently completed his MSc in Applied Engineering from UWI. He joined T&TEC's Engineer-In-Training in

2010 and upon completion in 2012, was assigned to the Protection and Scada Department.

His enthusiasm for engineering and power systems was evident during the interview with Watts Happening, "even as a child in Jamaica I was amazed by power lines," he shared. Mr. Powell's work in Protection and Scada allows him to combine this passion with knowledge, as he pointed out that, "Protection plays an integral part in every single high voltage installation." He has been involved in several projects including the Brechin Castle and Westmoorings Substations.

Mr. Powell finds his work immensely interesting and looks forward to incorporating his presentation recommendations into T&TEC's operations.

*The Clayton Griffin Student Paper Award is sponsored by General Electric, Georgia Power Company and Georgia Tech. The award consists of a free registration to the conference, local hotel accommodations, and a honorarium of \$1,000 (in case of multiple authors, the honorarium will be equally split among the student co-authors only). The winner is expected to present their paper at the 2014 Georgia Tech Protective Relaying Conference. The conference emphasizes operational practice and the application of new techniques and devices.*

# Employees participate in national safety week activities

A quiz, a safety slogan competition and lectures on road safety and health related topics were some of the activities undertaken by the Tobago Distribution Area and the Transmission Division in observance of this year's National Safety Day on April 30.

Two teams from Distribution Tobago participated in the Tobago House of Assembly's (THA) quiz competition on "Safety and Health in the use of Chemicals" on April 24 at the Gulf City Mall, Lowlands.

Team members, Elisa Sandy, Sanjay Ramroop, Anya Narine-Maraj, Phillip Pierre, Desiree Edwards and Simone Crichlow put on a good show but "though we were worthy opponents, more dedicated time was needed to prepare," Corporate Communications Assistant and Team Manager, Curtis Harry said of the team's performance.

Five other teams participated in the THA's second time event, with the finals held on May 1.

The Transmission Division's observances of national safety day, were varied, interesting and inclusive. From as early as 8 a.m., employees had several options available to them. The first session was on road safety. Brent Batson, Road Safety Coordinator from the Trinidad and Tobago Police Service told attendees "the three main causes of road traffic accidents were speed, cell phone distraction and driving under the influence." The second session centered on health related topics and Medical Practitioner Dr. Jasvinder Shokar

*Curtis Harry (2nd from right) with members of his quiz team from Distribution Tobago.*





*Employees of the Transmission Division participate in the various HSE-related activities organised.*



detailed some of the basic indicators of stress and high blood pressure. She said there were simple ways to address these health issues, reminding everyone to “walk 30 minutes a day and drink at least eight glasses of water daily.”

Others activities included an internal safety slogan

competition, won by Anna Smith, and safety displays by three safety suppliers – Caribbean Safety Supplies, IRP Fire & Safety Ltd and Kimberly-Clark (Trinidad) Ltd.

The activities were held on site at the HCU Building and attended by about 120 employees. The day's

activities were planned by Samdath Silochan, Health Safety and Environment Coordinator, with support from employees Shalini Rambox, Donna Beharry and Hasan Khan.

# Employee Profiles

## Wahid Abdool



Passionate, articulate and knowledgeable about his field of work, are just a few words that describe Wahid Abdool, Safety Inspector and the recipient of the Health Safety and Environment (HSE) Department's Best Performing Employee Award 2013.

A self proclaimed "Commission Child", Mr. Abdool's career of 25 years began in 1989 as an Apprentice at the Port of Spain Training Facility. He worked his way up the ranks with the motivation that there are no rewards without hard work, humorously sharing that as a Linesman "C" he and his equipment belt probably weighed the same. But that did not deter

him, as he continued to progress, from Linesman "B", to Instructor I at the Penal Training Facility and then Safety Inspector in 2011.

Mr. Abdool is certified as a Level 1 Infrared Thermographer and holds a Diploma in Electrical Engineering. His in-house training includes International Organisation for Standardisation (ISO) awareness, Occupational Health and Safety administration, chemical safety, and supervisor safety.

His duties within the HSE Department entails job-site inspection of field crews to ensure adherence to T&TEC's safety standards in accordance with OSHA policies. His calming personality and rational thinking encourage others to listen as he performs safety audits, investigates near misses and accidents and conducts safety orientations for contractors.

The Commission's adoption of a zero tolerance approach to safety three years ago

resulted in changes in HSE Department so that Safety Inspectors are now rostered to work on a shift system. Mr. Abdool supports this move as "it allows us to provide greater safety guidance to employees and even contractors, correcting use of personal protection equipment and pointing out potential job hazards."

Wahid Abdool's love for his work was aptly summed up in his words, "Change will always come; it's how well you adapt to it. Embrace what you do and always put your best foot forward."

## Ian Arjoon



Ian Arjoon, Mechanic "B", is one of two recipients of the Best Performing Employee Award 2013 (Field) for Distribution Central.

As a self employed mechanic, Mr. Arjoon was often contracted by the Commission prior to becoming a Labourer in 2002. He acquired certificates in Auto Mechanic Maintenance and Repairs and Auto Electrical at the Youth Training & Employment Partnership Programme (YTEPP), as well as a certificate in Fuel and Diagnostic Testing from the University of the West Indies School of Continuing Studies. After being made a permanent employee in 2005, he progressed to

Mechanic "C" and Mechanic "B" within a few years, periodically acting as a Mechanic "A". "Although I trained as a Linesman I prefer being a Mechanic," he said.

Mr. Arjoon's duties entail the repair and maintenance of the Commission's fleet of vehicles for Distribution Central, which include pick-ups, aerial lift trucks, pole hole borers and the 7500 computer controlled international trucks, of which he is quite knowledgeable. He acknowledged that outside of emergency repairs, required when vehicles break down outside of the compound, proper planning allows his job to be routine and not often demanding. He follows a preventative vehicle maintenance schedule, which he attributes, in part, for the high safety rating of the Central fleet.

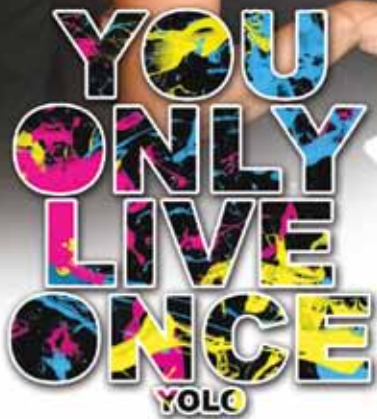
Mr. Arjoon's commitment to his work is marked by memorable moments and interactions with his colleagues in the execution of his duties. "There is just

a feeling you get in knowing you have put in a good day's work," he said as he recalled one instance where he and a colleague were called out to do emergency repairs on a Pole Hole Borer that broke down near the Claxton Bay Flyover causing a major traffic pile up. Mr. Arjoon's quick thinking enabled him to devise a contraption that was used to move the vehicle off the roadway safely.

"I'm proud to be a T&TEC employee," he said of his seven-year tenure and development within the organisation.

His advice to those just starting their career in the organisation: "always put your best foot forward; be determined and work hard." He lives by these values, making him deserving of his award.





*All smiles from Chairman, Susilla Ramkissoon-Mark (centre) and the surrounding ladies of the media and T&TEC (l-r) AGM – Human Resources, Jacqueline Cheesman; Entertainer and MC, Nikki Crosby; Corporate Communications Manager, Annabelle Brasnell and Pat Dockerty, CNMG.*

## Local media seize the day

The theme was YOLO, the popular acronym for "You Only Live Once." And true to the idea, T&TEC's annual Media Lime was not for the faint-hearted.

The event was held at the Fuzion Nightclub, Cascadia Hotel on May 2.

Traditionally known as carpe diem or "seize the day," the concept has been given a modern revamp with YOLO, which implies that one should enjoy life to the fullest, with some spontaneity. With this in mind, the Commission provided its friends in the media with many opportunities to do just that.

Specially invited guests, including T&TEC's Chairman, Susilla Ramkissoon-Mark; General Manager, Kelvin

Ramsook; members of the Executive and Senior Management; and of course, local media professionals, were invited to 'tame' the mechanical bull and try out unusual, but delicious fare like fiery pepper roti, clam cocktails and bacon-covered dates. For those willing to up the ante, the pièce de résistance pushed their boundaries with tattoos and piercings done on site.

MC Nikki Crosby had loads of material, fed by those attempting the various activities, to have everyone in stitches throughout the evening. And thanks to a few employees brave enough to try the mechanical bull (John Colthrust, Varune Maharaj and Alvin Ramsaran must be singled out), the media workers were soon

encouraged to free their inhibitions and partake in the activities.

The efforts of the guests were not in vain - attractive prizes were awarded to the top three bull-riders from the media; the winners, Lance Mottley of i95.5, Steve Khan of Power 102 and Hillaire Murray of Issac 98.1, received vouchers from Texas de Brazil and Spa Essencia, and a Samsung phone.

More than honoring the theme, the purpose of the activities was to create a memorable, fun atmosphere for media personnel to relieve some of the stress of the week, and get familiar with some of the Commission's key persons behind their essential electricity supply.



*GM Kelvin Ramsook with some of T&TEC's friends in the media.*



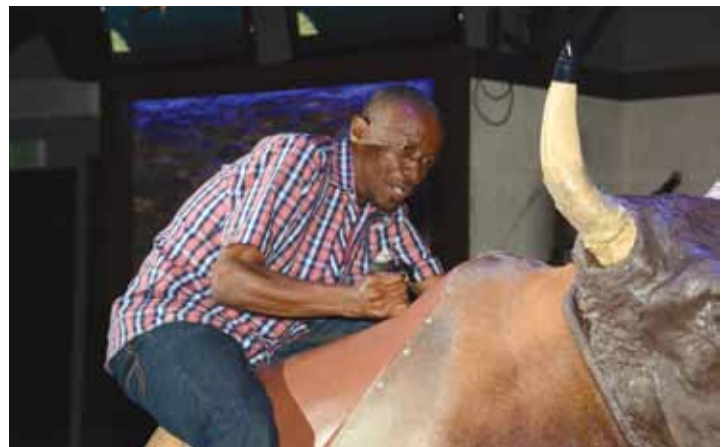
*Mrs. Ramkissoon-Mark with Mohan Jaikaran of WIN TV and his guests.*

After guests had an opportunity to mix and mingle, Mr. Ramsook formally welcomed the members of the media and encouraged them to enjoy the activities planned. Chairman, Susilla Ramkissoon-Mark used the opportunity to introduce the members of T&TEC's

Executive to all present. As she invited the T&TEC officials on stage, after brief remarks, she expressed her gratitude to the guests of honour "for [their] service as we work to fulfill our mandate to enhance the quality of life for all," adding that "we will continue to look to you to provide the nation

with accurate accounts of our efforts and, in turn, we pledge to make every effort to always be accessible to you and open with you."

The rest of the evening was spent mingling with our media friends while enjoying great entertainment provided by 3Canal, dance group Eclectic and DJ Kevin.



*Andre Alexander of Trinidad Guardian about to take his fall off the bull.*



*CNMG's Pat Dockerty gets tattooed by Vijay*



*IS Manager, Kenneth George, chats with two ladies of Power 102 FM.*



# Employees take the lead to build camaraderie



*Distribution Central ladies donned in hijabs for World Hijab Day.*

Employees of Head Office and Distribution Central have taken the words teamwork and unity to heart and took the initiative in hosting activities to help engender a family-like atmosphere in the office.

As a prelude to the observance of World Hijab Day on February 1, the ladies of the Islamic faith from Distribution Central wore hijabs as part of their work attire, one day before. Coordinator of the activities Khadijah Mohammed, who is well known for her distinctive hijab styles, explained that the activity prompted healthy discussion among staff, promoted sisterhood and created an understanding of this symbol of modesty, adopted by millions of Islamic women around the world.

A few months later, at Head

Office, the Easter bunny paid a special visit to the Commercial Department's employees' inaugural Easter Bake Off. The competition was the brainchild of employee, Rochelle Franklin-David, who thought it a great way to "encourage camaraderie and bring out the inner child in all of us and to engender the joyful spirit of the season."

Four teams participated and each was required to decorate a table with sweet and savoury treats. Cakes, cookies, pastries, devilled eggs, sandwiches, were put on beautiful display in every colour imaginable. Even coloured live chicks and a bunny made an appearance.

A proud Irwin Thompson, Commercial Manager, was impressed by the effort and attention to detail. As one of the judges for the event,



*Some of the tasty treats on display at the Easter Bake Off.*

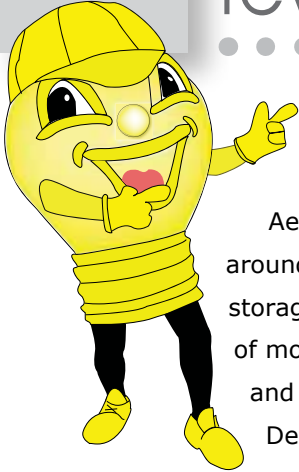
he described the creativity as "phenomenal." Also impressive was the level of participation from employees. "The entire building got involved," said Ms. Franklin-David, "we were so happy to see how everyone took the time to visit and appreciate the efforts."

The winning table, decorated in the theme "Easter Woodland," was done by Tanya Senhouse, Jenelle Fournillier, Michelle Beddoe, Patricia Loregnard and Elizabeth Campbell. It was complete with brown tablecloths, a willow tree and a cake in the shape of a burrowing bunny.

With all the tasty treats available that day, the friendly competition was a decadent, albeit delicious way to start the Easter holidays.



# WATTY says: Guard against dengue fever and plan for wet weather



According to the Ministry of Health, 90% of all dengue transmitting *Aedes Aegypti* mosquitoes are found in and around homes and 70% are found in water storage containers. As such, the elimination of mosquito breeding sites around homes and in communities is the key to preventing Dengue Fever.

You can get rid of the *Aedes Aegypti* mosquito by:

- Disposing of all unwanted containers/ items in the yard or environs which can collect water when exposed to the rain e.g. disposable cups, bottles, old tyres, derelict vehicles and appliances;
- Covering all water containers such as barrels, drums or buckets with a mosquito-proof covering;
- Checking your guttering and making sure that the water flows freely without any obstruction by leaves or branches, and that the guttering is free from any kinks;
- Emptying and scrubbing the sides of water vases. Use dirt or sand instead to support the flowers;
- Ensuring that the drains in compounds are free of debris; and
- Cutting down and removing all overgrown bush likely to harbor mosquitoes.

Also remember to use mosquito nets to protect at nights and use insect repellent when going outdoors, particularly at dusk, which is the peak biting time for mosquitoes.

Also, practice these "Before and After a Disaster" tips to help protect you and your family when disaster strikes!

## Before a Disaster

- Unplug all appliances, computers and lamps and disconnect cables from antennas, or cable boxes.
- Have a back-up plan for persons who depend on life support equipment that use electricity.
- If you have to evacuate, shut off your electricity at the main panel before you leave.
- Electricity can travel through water so move your water heater, pumps and other major appliances to higher ground if possible.
- Do not insert or remove plugs with wet hands.
- Ensure emergency lighting systems are fully charged.
- Keep a stock of batteries, candles or other safe light sources in case of loss of power.

## After a Disaster

- Stay clear of fallen power lines. Never attempt to move them. The line could still be energised and dangerous. Call T&TEC for assistance.
- Do not stand on wet floors to operate electrical appliances or equipment.
- Check your home for electrical damage, such as frayed wires, fallen lines, sparks or the smell of hot or burned insulation.
- When power is restored, walk around your home or workplace to ensure all appliances and electronics are functioning properly.



# Mandela remembered at African Liberation Day celebrations

Chairman, Mrs. Ramkissoon-Mark is joined by GM Kelvin Ramsook and Chairman of the T&TEC African Emancipation Committee, Ruthvin Charles and other Committee members to cut the ribbon to declare the expo open.



The unmatched legacy of the late Nelson Mandela continues to be recognised, even after his death. T&TEC's African Emancipation Committee hosted its second annual African Liberation Day Celebration under the theme "Remembering

Madiba" at the TATECO car park on Friday, May 23. The celebration featured an educational session, billed as the "Dr Tony Martin Lecture Series," after the respected late Trinidad-born author and Professor Emeritus of Africana Studies.

True to the theme, the presentations by the artistes and speakers – Brother Book (Hollis Peters), Mickela John of the Civilian Conservation Corps, Jerrod David of the T&TEC Port of Spain Training Facility and Derren Sandy of the 2Cents Movement

– were all in keeping with the spirit of Mandela and the tenets of freedom, education, and peace for which he strongly advocated.

It was Andre Sheppard of the National Energy Skills Centre (NESC), however, whose contribution, "The Life of Nelson "Madiba" Mandela" was most well received. It was a well researched oral presentation that looked closely at the chronological history of Mandela, even including an excerpt from his famous "I am prepared to die" speech, while acknowledging the contributions of Dr. Martin.





Just as was done for last year's celebration, students from the T&TEC Training Facilities, Civilian Conservation Corps, NESC and Servol were specially-invited as the T&TEC African Emancipation Committee continues its efforts in youth development and nation-building.

T&TEC's General Manager, Kelvin Ramsook and

Chairman, Susilla Ramkissoon-Mark, both addressed the matter of youth development through education. Mr. Ramsook encouraged the students present to make full use of their educational opportunities, saying "Try to learning something everyday no matter the circumstance."

Mrs. Ramkissoon-Mark expressed satisfaction that T&TEC had produced

a "historically and culturally relevant event" which focuses on "celebration of the progress made in achieving African freedom."

Tracey Wilson of the Emancipation Support Committee also delivered an address on the importance of African Liberation Day to Trinidad and Tobago.

The programme ended with the cutting of the ribbon by the dignitaries to formally open the expo, which featured some of the best in African craft, jewelry, clothing, books and food.

African Liberation Day is celebrated worldwide on May 25.

*Some of the creative pieces on display at the expo.*







## GSCC Events

### Board game battles

This year's board games were keenly contested as scrabble and draughts enthusiasts from across the Commission assembled at the Eastern Area Sports Club to compete for first place.

Hosted by the General Sports and Cultural Club on March 22, participants strategised and raced against one another and the clock to see who would emerge champions. Word buff Saidah Hosein of the Central Area Sports Club took first place, beating Anthony Modeste of the Eastern Area and Jonathan Samuel of the Northern Area Sports Club into second and third place respectively.

In the draughts contest, Retirees Association's Erwin Byer won first place leading a clean sweep by men for the three top places. In second place was Northern Area's Randolph Pierre, while Eastern Area's Dhanook Dharysingh placed third.

### Bramble wins again

On April 22, the Northern Area Sports Club echoed with the distinctive sounds of ping pong balls against rackets as regulars, and some new faces, vied for the wining place at the GSCC-hosted annual inter-area table tennis competition.

In the end it was the experienced Jelani Bramble of the Tobago Sports Club who was declared winner, retaining his title in this event for the sixth consecutive year. In second and third places were TATECO representatives, Jabari Garraway and Varoun Sitram, respectively.

Congratulations to all winners.

# Security improvements

They are precepted, trained and experienced and are employed to protect the Commission's employees, assets and customers.

This is the role of eighteen Estate Constables who joined the Security Department's permanent ranks after two years on the job, and Raffick Mohammed, a 35-year veteran who was promoted to Sargeant in March.

Chief Security Officer (CSO), Captain (N) Jeewah Ramouter commented that, "this boost in manpower will improve efficiency, especially in areas such as the Service Centers that require armed security personnel."

Like many businesses in the country, T&TEC has



*Sargeant Raffick Mohammed*

had to strengthen its in-house capacity to address increases in criminal activities, as the national Police have greater demands placed on them. The Rapid Response Unit, for instance, which was established in 2012, continues to provide armed escort service for the Commission's crews in

hotspot areas and, round the clock patrols are required to secure the Commission's assets including new office buildings - Public Lighting Department and HCU-Gem Centre and installations - Cove Power Station and several new Substations.

The Officers have been assigned as follows: Mt. Hope - Kenrick Baldeo; Central - Sheldon Thompson, Keda Gopaul, Ingrid Bascome Daniel and Jessie Elbourne; Head Office - Janel Beharry, Natasha Gomez Vidal and Rahim John; South - Aklie Bruce, Kwami Constant (Point Fortin) and Khristine Gopaul; North - Leslie Bernard, Nigel Richardson, Nicholas Sookram and Mikey Goodridge; East - Kristy Ramesar.



# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Vivian Narine	Engineer II	Public Lighting

## PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Alden Henry	Technical Assistant III	System Planning and Research
Amar Mohammed	Meter Inspector	Distribution North
Arjoon Jagoo	Linesman 'B'	Distribution Central
Brian Grant	Jointer 'C'	Distribution East
Camille Mohammed	Dr - Vehicles < 25000 Lbs	Distribution North
Carol-Ann Granger	Clerk I	Distribution Tobago
Christoph Roberts	Stores Assistant	Distribution Tobago
Colleen Wallace	Subsection Leader	Distribution East
Coryse Small	Clerk I	Distribution Tobago
Courtney Powell	Technical Assistant III	Protection & Scada Dept.
Cyriacus Prince	Linesman 'A'	Distribution South
Delroy Smart	Clerk I	Distribution Tobago
Devin Mc Vorrán	Linesman 'B' (Hotline)	Distribution North
Dayanand Seebaran	Linesman 'A'	Distribution Central
Donna Beharry	Technical Assistant II	Transmission Dev. & Eng. Services Dept.
Donna Michelle Mc Donald- Forgenie	Technical Assistant II	Transmission Dev. & Eng Services Dept.
Donnalisa Baksh	Clerk I	Distribution South
Ellis Mc Intire	Meter & Relay Technician II	Protection & Scada Dept.
Esley Charles	Meter & Relay Technician II	Protection & Scada Dept.
Gary Ramdial	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution North
Gregory Robinson	Clerk I	Distribution East
Haile Straker	Senior Clerk	Distribution South
Ignatius Gouveia	Technical Assistant III	Protection & Scada Dept.
Imran Mohammed	Linesman 'B' (Hotline)	Distribution North
Imran Mohammed	Engineer II	Public Lighting Dept.
Intikab Khan	Technical Assistant I	Protection & Scada Dept.
Ivan Ramnarine	Senior Cashier	Commercial
Jaime Bhual	Senior Clerk	Distribution East
Joel Clarke	Dr - Vehicles < 25000 Lbs	Distribution North
Jonelle Phillips	Subsection Leader	Distribution South
Karen Ragbir	Senior Clerk	Distribution South
Kaylan Abraham	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution North
Kayode Martin	Technical Assistant I	Distribution East
Keisha Williams	Clerk I	Distribution South
Kevin Mahabir	Meter & Relay Mechanic I	Metering Services
Kevin Nanan	Technical Assistant III	Distribution Central
Kevin Atwaroo	Technical Assistant II	System Control & Gen Interface
Kibwe Trim	Meter & Relay Mechanic I	Metering Services Dept.
Kieron Ramkhelawan	Dr - Vehicles < 25000 Lbs	Distribution North
Kurt Narine	Technical Assistant II	Communications Department
Marilyn Dolly	Section Leader	Distribution East
Mark Mahabir	Dr - Vehicles < 25000 Lbs	Distribution North
Mary Shim	Administrative Assistant III	Distribution Central
Michael Providence	Technical Assistant I	Distribution North
Nickesha Sammy	Senior Clerk	Distribution Tobago
Oniquica Coutou	Clerk Typist	Chief Security Officer
Patrick Hope	Linesman 'A'	Distribution South
Paula Cadogan- Quashie	Administrative Assistant III	Protection & Scada Dept.
Praim Sookdeo	Technical Assistant II	Transmission Devel & Eng Services
Prakash Mahabir	Senior Engineer (Comm.)	Communications Department



# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## PROMOTIONS (cont'd)

NAME	POSITION	AREA/DEPARTMENT
Raffick Mohammed	Estate Sergeant	Security- Distribution Central
Ravindra Sooknanan	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution North
Robert Lucas	Dr - Vehicles < 25000 Lbs.	Distribution North
Sandeep Ramnarace	Technical Assistant III	Distribution Central
Sanjeet Soogrim Ram	Dr - Vehicles < 25000 Lbs	Distribution North
Shawn Mackhan	Maintenance Technician II	Transmission Maintenance Dept.
Shawnette Harris- Reid	Senior Engineer	Metering Services Dept.
Stefan Corridon	Jointer 'C'	Distribution East
Stephen Bryan	Carpenter 'B'	AGM- Administration
Sunil Mahangroo	Linesman 'A'	Distribution South
Surendra Ajodhasingh	Linesman 'A'	Distribution South
Susan Sookdeo	Technical Assistant II	Communications Department
Valmiki Seepaul	Technical Assistant II	Transmission Devel & Eng Services Dept.
Vedash Seegobin	Technical Assistant III	Transmission Devel & Eng Services
Vindra Khanai	Technical Assistant II	System Planning and Research Dept.
Vinood Singh	Technical Assistant II	System Planning and Research Dept.
Walter Kattick	Senior Engineer	Metering Services Dept.
Zandra Dharam	Technical Assistant III	System Planning and Research Dept.

## MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Andre Ettienne	Driver- Aerial Lift Truck	Distribution North
Barbara Sahabal	Administrative Assistant III	Distribution East
Cornelius Celestine	Driver - Aerial Lift Truck	Distribution North
Darron Kadoo	Labourer	Supplies Dept.
Errol Jones	Driver- Aerial Lift Truck	Distribution Tobago
Hallima Ali	Industrial Relations Manager	Industrial Relations Dept.
Huelda Bradshaw	Administrative Assistant IV	Corporate Communications Dept.
Joseph Gibson	Line Clearer	Distribution North
Kris Koynass	Consumers Investigator	Distribution South
Pralald Ramdial	Dr-Pole Hole Borer Comb.	Distribution East
Richard Beckles	Senior Engineer	Communications Department Dept.
Russel Yearwood	Senior Foreman	Distribution South
Seeta Seenath	Stenotypist	Distribution South
Steve Cummings	Consumers Investigator (PTH)	Distribution South
Terrence James	Jointer 'B'	Distribution North
Vishnudath Maharaj	Maintenance Technician II	Distribution South
Zora Sahai	Commercial Officer	Distribution South

## A few good things

The following is a poem written by

Anthony King, Driver - Vehicles less than 25,000 lbs, Administration Department.

### POWER

Life is so precious; life is a gift from a supreme power that no one knows its source; but we have grown to understand its power, its purpose and its strength.

We are a part of that purpose; we are given the strength to do the

impossible, the needful and to show the world that we can, if we believe.

Out of that belief love is born and we find ourselves in a bond that's everlasting, pure, truthful, respectful and giving of yourself in such a way it's beyond your mental capability.

You have brought me to that place where peace lives, where laughter fills the surroundings and my soul allows me to be love.

You are from the place where the supreme power lives.

# Illumination drive continues apace

Two hundred and forty-eight grounds, parks and courts have been made brighter in the nine years since the start of the Public Lighting Programme. With several more recreation grounds earmarked for enhancement, this list is expected to grow rapidly in the near future.

Those responsible for all illumination projects – the hardworking employees of T&TEC's Public Lighting Department (PLD) – have been working around the clock to keep pace with the country-wide demand for recreational lights. In fact, between the months of April to June, 20

recreation grounds located in Barrackpore, Tortuga, Cunupia, Point Fortin, Princes Town, Couva, Diego Martin, Moruga and Cedros were beneficiaries of new lighting infrastructure, offering increased sporting and recreational opportunities for residents of all ages.

Their efforts were not lost on T&TEC's line Minister, the Honourable Nizam Baksh, who spoke in glowing terms of the PLD. At the commissioning ceremony at the Patna Village Recreation Ground on May 26, he said, to loud applause, "I always take special time to place on record my thanks

and appreciation for the Public Lighting Department of T&TEC, which is the executing agency for this programme. They work hand in hand with my Ministry in a steady and remarkable partnership and their whole attitude is one of efficiency, quality and on-time delivery."

Residents, too, have shown their appreciation through the many nighttime cricket and football tournaments held on newly-lit grounds, which all speak to the programme's phenomenal impact. Chairman, Susilla Ramkissoon-Mark acknowledged the important role of these initiatives

*The illuminated skyline at the Lothians Recreation Ground, Princes Town.*





*The Hon. Kamla Persad-Bissessar meets with her constituents at the Mendez Recreation Ground, Penal.*

when she told residents at the Patna Recreation Ground, "The upgrade of this recreation ground serves this and surrounding communities by enabling residents to utilise the facility for sporting activity at night. This serves a further purpose by making your communities symbols of the country's forward movement along the path of development."

The recreational landscape of communities across the country will continue to change in the coming months as T&TEC prepares to formally commission 26 grounds already completed. Residents of St. Joseph, Arouca, Toco, St. James, Siparia, Woodland,



*Happy children at the Patna Recreation Ground, Diego Martin.*

Barrackpore, Penal, La Horquetta, San Fernando and Sangre Grande are next in line to benefit.



*MP for Diego Martin North/East, Colm Imbert, switches on the lights to the Patna Recreation Ground in the presence of the Minister of Public Utilities, the Hon. Nizam Baksh and officials from T&TEC, the Diego Martin Regional Corporation and residents.*



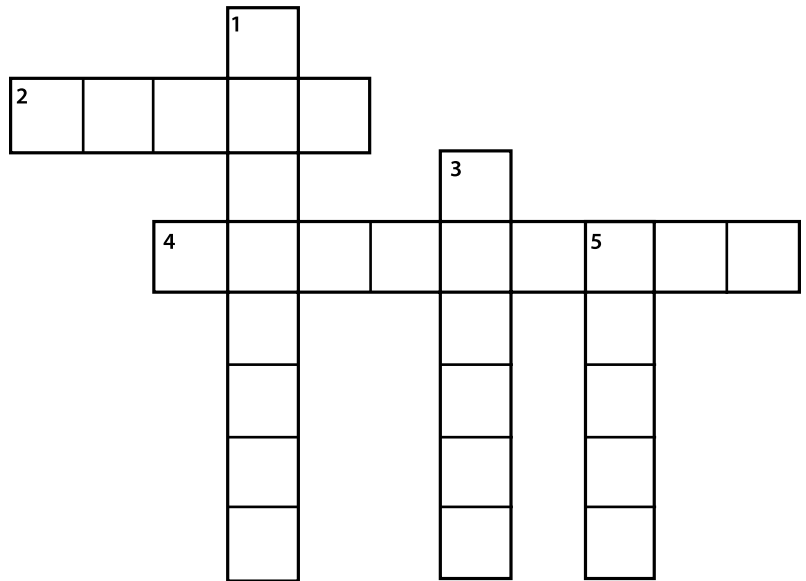
# Fun Page

## Quiz

Test your memory by taking the following quiz  
The answers can be found in stories appearing  
in this issue of the Watts Happening

1. What system is used to expedite crew dispatch and improve their response to customers?
2. What does the acronym GIS stand for?
  - a. Geographical Information Systems
  - b. Geography in South
  - c. Geography Information Systems
  - d. Geographical Information Services
3. What Health, Safety & Environment instrument was recently issued to all employees of T&TEC to help improve safety in the workplace?
4. The upgrade to the southern portion of the transmission system will allow for an increase in the reserve capacity at the Petrotrin Pointe-a-Pierre refinery from 32MVA to what?
5. Which Substation was the first to have the new ABB 33kV R-MAG circuit breakers, recently acquired by T&TEC, installed?
6. Which employee successfully defended his sixth title at the annual inter-area table tennis competition?
7. What system was recently launched by the Commercial Department to automate the processes of disconnections and reconnections for non-payment of bills?
8. Courtney Powell, Technical Assistant III is the winner of what prestigious international award for 2014?

## T&TEC recognises City Day



### Across

2. The Electric Light and \_\_\_\_\_ Company was established in 1894 to bring electricity to Port of Spain
4. First Chairman of T&TEC

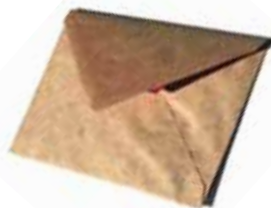
### Down

1. Early streetlights were lit with this fuel
3. Former name of Independence Square
5. American businessman, who brought electricity to Port of Spain

**Answers to Quiz**

1. Fleet Management System
2. a. Geographic Information Systems
3. The Health, Safety and Environment Rules
4. 60 MVA
5. The Five Rivers Substation
6. Jelani Bramble
7. The Service-Link system
8. The 2014 Clayton Griffin Best Student Paper Award

# Letters



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

## January 15, 2014

I wish to express my gratitude for the service received from Ms. Monique Young when I visited the Sorzano Street Service Centre.

When my number was called I proceeded to her window. Ms. Young handled my matter very professionally.

Due to her advice, my concerns were resolved on my next visit.

Customers fret whenever they don't receive the service they expect, hence the reason I am writing to express my satisfaction.

Thanks again.  
Respectfully  
M. Balgobin  
Florida, USA

## March 27, 2014

On March 25, a backhoe was clearing tall bushes and accidentally broke one of the tension wires.

The young lady who responded to my call at 6:10 p.m was so very patient and courteous and spoke with a level of warmth and understanding; the very qualities expected of a telephone operator, such telephone etiquette. I was very satisfied with her level of professionalism.

Within 10 minutes of my call the Technicians arrived. I was astounded by that rapid response. The job was completed by 7:20pm.

Effectiveness, efficiency and professionalism. Team work, coordination and cooperation. There was no name-calling, blame game or loud talking.

I spoke with Mr. Anthony Millington, ensured I shook his and the crew members' hands. My neighbours were also very satisfied with a job well done.

Again, I extend high commendations and much appreciation to T&TEC and the team.

Sincerely  
Maureen A. Greaves-Howard  
O'Meara

## March 07, 2014

I would like to personally thank you and your staff for working expeditiously to facilitate my refund.

Special mention must be made of Ms. Shelly-Ann Maharaj and in particular Ms. Lauren Noel.

Kindly convey this message to your relevant staff.

Sincerely,  
Maureen A. Greaves-Howard  
O'Meara

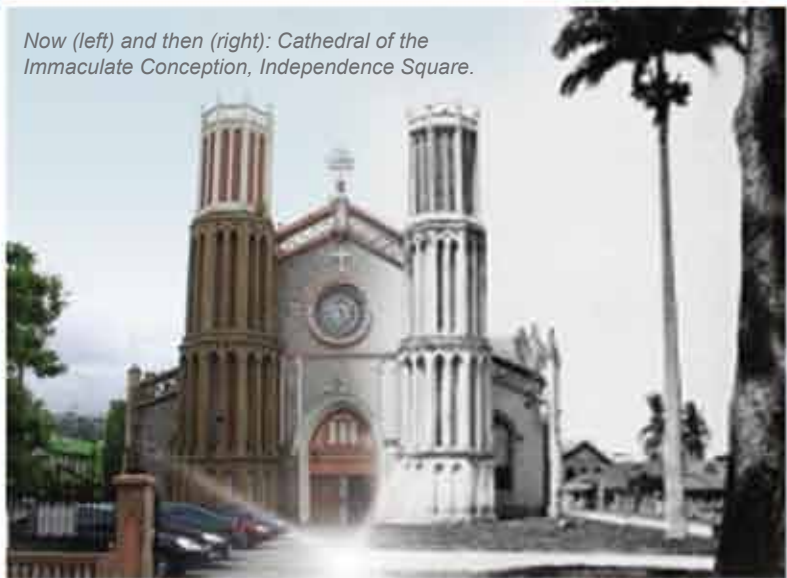
## May 22, 2014

Do allow me to express my gratitude on your prompt attention to the corroding insulation on wires attached to my house.

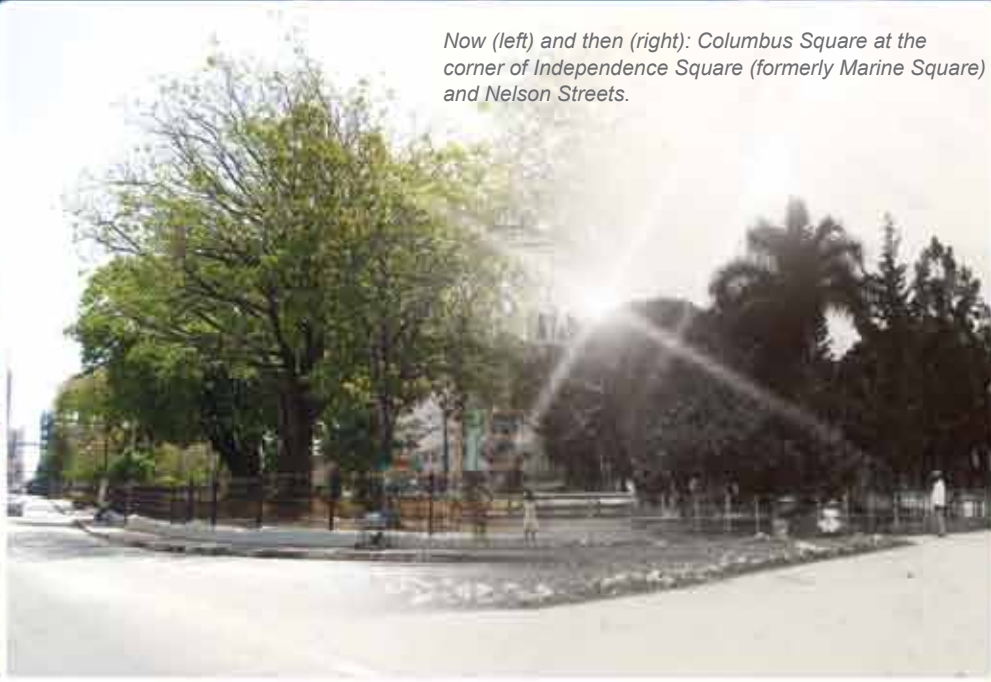
Do convey this message to the entire team.

Our sincere thanks,  
E. W. Treadwell

*Now (left) and then (right): Cathedral of the Immaculate Conception, Independence Square.*



*Now (left) and then (right): Columbus Square at the corner of Independence Square (formerly Marine Square) and Nelson Streets.*



*Now (left) and then (right): Corner of Independence Square and Abercomby Streets.*

