



WATTS HAPPENING

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.

Trinidad and Tobago Electricity Commission

63 Frederick Street, Port of Spain

www.ttec.co.tt

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STOP PRESS



BOXILL APPOINTED GENERAL MANAGER

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T&TEC South Cricket Team Wins Four Titles

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Editorial



A change of habit, towards a cleaner environment

This issue turned out much different than we had originally intended. Our planned sequence of articles had to give-way to focus on an increasingly important topic – the environment. This human challenge has transcended boundaries and summons the world to action for the survival of planet Earth.

Our planet is warming and we are contributing to this. The effects of our actions and lack of action are causing irreversible damage to life on Earth, as we know it. Climate changes have put populations and businesses at risk and the call is being loudly sounded across the world to devote more resources to reduce green house gases.

The Trinidad and Tobago Electricity Commission has recognised the importance of incorporating good environmental practices into its core business. To this end the Commission continually seeks, develops and implements strategies and systems to reduce its carbon emissions while simultaneously supporting opportunities that will assist our customers to do the same.

In this issue of WATS HAPPENING a number of pages have been dedicated to highlighting the Commission's activities that reduces any degradation of the environment. Through our articles and photographs we hope that you will be encouraged to plant, adopt more environmentally friendly habits and seek solutions to reduce environmental waste, recognising that you have the power to influence change and that change begins with you.



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BOXILL APPOINTED NEW GENERAL MANAGER

Ernest Boxill former Assistant General Manager – Transmission Division was appointed by the Board of Directors to the post of General Manager of the Trinidad and Tobago Electricity Commission (T&TEC) with effect from July 17th 2008.

Mr. Boxill succeeds Mr. Indarjit Singh who retired from the Commission on 16th July 2008.

Mr. Boxill joined the Commission in 1973 as an Engineer-In-Training. His tenure with T&TEC covers some 35 years. Mr. Boxill has held the position of Area Manager in four of T&TEC's five Distribution Areas - East, Central, North and Tobago.

On several occasions over the last three years Mr. Boxill acted as the General Manager of T&TEC. He is the seventh local General Manager and the ninth General Manager of the Commission.

Mr. Boxill has professional affiliation with the Institute of Electrical and Electronic Engineers (IEEE) and the Association of Professional Engineers of Trinidad and Tobago (APETT). He is also a member of the Board of Land Settlement Agency (LSA). He has acted as General Manager of T&TEC on several occasions during the past three years. Mr. Boxill is the seventh local General Manager and the ninth General Manager of the Commission.

Mr. Boxill's hands-on approach, calm demeanor and immense experience, paves the way for another dynamic era in the history of the Trinidad and Tobago Electricity Commission.

On behalf of the management and staff of the Trinidad and Tobago Electricity Commission Mr. Boxill thanked outgoing General Manager, Indarjit Singh, for his valuable contribution towards the development of the Commission and by extension Trinidad and Tobago and wished him well in his future endeavours.

SINGH OUTGOING GENERAL MANAGER

Indarjit Singh, outgoing General Manager of T&TEC officially retired office on July 16th 2008, passing the reins of responsibility to Ernest Boxill from July 17th, 2008.

Mr. Singh joined T&TEC in 1982 as a Senior Engineer. He was appointed as Assistant General Manager – Engineering in 1998 before being appointed as General Manager in 2005. This appointment followed the retirement of the former General Manager, Denis Singh that same year.

Mr. Indarjit Singh is the holder of a BSc. in Electrical Engineering and a Masters in Engineering from the University of Toronto.

Known for his high standards, no-nonsense approach to attaining real gains and his passion for achieving results, Mr. Singh's tactical approach to taking the Commission forward to meet the growing demand of T&TEC's customers was evident in his accomplishments over the last three years. Significant among these were the

major restructuring of the Transmission and Distribution Division into two separate entities, the introduction and implementation of Quality Management Standards and the formulation of a 10 year strategic direction for T&TEC.

Mr. Singh expressed his sincere thanks to all employees for their support during his tenure as General Manager, he said, "for me it was a privilege and extreme honour which I accepted with great humility, resolving to discharge my responsibility of providing electricity to the Republic of Trinidad and Tobago as my predecessors had done, efficiently, responsibly, innovatively and caringly, all at an affordable cost".

Mr. Singh will be remembered at T&TEC for his vision and the creation of a culture based on performance and quality.



T&TEC promotes efficient use of electricity as rates are increased

In June 2006, the Regulated Industries Commission (RIC) approved new tariffs for Commercial, Industrial Street Lighting and Residential customers of the Trinidad and Tobago Electricity Commission (T&TEC).

This determination followed a process, which included wide consultations by the RIC with T&TEC's stakeholders.

In November 2006, T&TEC implemented the RIC tariff increases for Commercial, Industrial and Street Lighting customers only. A further tariff adjustment was approved by the RIC from August 1st 2007 for these three classes of customers and from May 1st 2008, this new tariff was implemented for all classes of customers inclusive of the Residential class.

The new rate structure awarded by the RIC allows customers to pay for energy consumed using a three-tier system. Tiers are defined on the basis of usage of

electricity, measured in kilowatt-hours (kWh), over a two-month billing cycling.

The new tariff structure, has simplified the billing

process, as customers are no longer charged separately for fuel and exchange rate charges which change monthly.

The exchange rate adjustment and fuel adjustment charges have been consolidated in the base charge, which is now subject to annual review.

Commercial, Industrial and Street Lighting customers of T&TEC will see a three percent increase in

keeping with the RIC's first annual tariff adjustment. This adjustment also came into effective from May 1st, 2008.

An electricity conservation public education campaign continues to advise customers that the rate increases can be easily managed by the prudent control of their electricity usage and the use of energy efficient appliances and devices.

The new tariff structure, has simplified the billing process, as customers are no longer charged separately for fuel and exchange rate charges which change monthly.

Here's a quick look at the RIC approved tariff adjustments:

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION RIC APPROVED TARIFF												
	Pre - November 2006		Percentage Increase			2006/2007		Percentage Increase	2007/2008		Percentage Increase	2008/2009
Rate Class	Customer Charge \$	Energy Charge (cents/ kWh)	% Increase Customer Charge	% Increase kWh	Customer Charge \$	Energy Charge (cents/ kWh)	% Increase Customer Charge	% Increase kWh	Energy Charge (cents/ kWh)	% Increase Customer Charge	% Increase	Energy Charge (cents/ kWh)
Residential (Bi - monthly):												
Up to 400 kWh	4.00	23.25	50%	16%	6.00	27.00	0.00%	0.00%	27.00	0.00%	-7.41%	25.00
401 - 1,000 kWh	4.00	23.25	50%	33%	6.00	31.00	0.00%	0.00%	31.00	0.00%	0.00%	31.00
Over 1,000 kWh	4.00	23.25	50%	46%	6.00	34.00	0.00%	3.00%	35.02	0.00%	3.00%	36.07
Commercial (Bi - monthly):												
RATE B	20.00	24.75	25%	54%	25.00	38.00	0.00%	3.00%	39.14	0.00%	1.18%	39.60
RATE B 1	N/A	N/A	N/A	N/A	Minimum bill of 5,000 kWh	58.00	N/A	3.00%	59.74	N/A	0.44%	60.00

N/A - Not applicable

Fuel and Exchange Rate Adjustment of 8.254 cents/kWh have been added to the pre-November 2006 kWh charges.

T&TEC South Cricket Team Wins Four Titles

Our T&TEC South Cricket Team has certainly done us proud this year by winning four titles.

The team led by veteran Mervyn Richardson, competed in the Trinidad and Tobago Cricket Board South Zonal Council this year and won the Division Two competition. The South squad defeated all comers and will now be promoted to compete in the Division One competition in 2009.

The Southern Team went on to win the 2008 T&TEC Inter-Area Cricket Competition, which was held at the National Cricket Centre at Balmain, Couva. The team defeated all T&TEC Area Sports Clubs to emerge champions.

In a fitting climax to the season, Team T&TEC won the T&TEC sponsored 20/20 Cricket Competition by defeating San Francique in the South Zonal final held at Powergen Cricket Ground at Penal.

This Labour Day encounter saw T&TEC scoring 144 runs in their allotted 20 overs. In reply San Francique could only muster 82 runs. There was great jubilation around the ground from the over 500 cricket fans.

Our Southerners were not satisfied with three titles as they faced Rousillac in the Inter-Zonal final on the 29th June 2008 at Powergen Penal. Rousillac representing the South West Zone scored 69 runs for nine wickets in the allotted 20 overs while T&TEC representing the South Zone amassed 110 runs in their 20 overs.

The four trophy champions have created history in what has been described as an exhilarating season.

T&TEC salutes Team Manager Lester Lal and the South Team on an excellent season as we await 2009 in anticipation of yet another superb performance.

Take a bow gentlemen.



T&TEC's Kelvin Ramsook, Area Manager Distribution South (left) and Stephen Martel, Corporate Communications Manager, presents a cheque to officials of the Trinidad and Tobago Cricket Board South Zonal Cricket Council, Carl Birjah and Rudolph Ali.



T&TEC's Devanand Ramlal, Chairman (right) with the winning team.



T&TEC's Shazard Mohammed from Distribution South presents a cheque to Best Batsman, Keron Roberts.



Answering the Call to Duty

Not many people appreciate the process and combined efforts it takes to power a city. For many of us electricity comes with just a flick of a switch but how many understand the multiplicity of factors that are put together to produce electricity?

In this article, WATS HAPPENING is proud to highlight the dedication of Distribution North Crews 186 and 187 as they worked "over and beyond the call of duty" to successfully repair the vandalised Port of Spain/Abattoir 33kV Power Line.

It was the morning of Monday May 12th when the power line under the East Dry River Bridge, South Quay, was vandalised, leaving the capital city in the dark. Distribution North, alerted to a grid failure, called out not one, but two crews.

Crew 187 returned to base, mere hours after finishing their regular shift, and Crew 186 was called out even before their normal shift began. The atmosphere was 'all hands on deck', with central focus on repairing the damage to the Commission's cable in the shortest possible time.

Crew 187 comprised Kenneth Phillip, Jinter A; Brian James, Jinter B; Faustin Joseph, Acting Jinter C and Matthew Khan, Driver. Crew 186 included Seeram Kelly, Acting Jinter A; Alwin Edwards, Acting Jinter B; Joel De Riggs, Jinter C and Ganesh Mongroo, Driver. Both crews were led by Garth Blenman, Assistant Cable Foreman.

The incident unfolded like this...

7:00 am

Power outage reported

Emergency measures were implemented at Distribution North, Area Office and the order was given to begin 'load shedding' with

priority given to keeping critical facilities on supply.

Investigations revealed that the Port of Spain/Abattoir Power Line, suspended via racks under the East Dry River Bridge, was cut.

Previously three similar lines Barataria No. 4, Wrightston Road and Laventille were also located under the bridge, however, due to vandalism at earlier dates, those lines were relocated and protected within PVC ducts and cast in concrete.

10:30 am

Prep work and analysis persist

To ensure safety on the site the Jinters are required to 'spike' the line and other preparatory work.

11:48 am

Permit received

Permits were granted to begin the excavation process. Transmission Maintenance Department personnel - Rene Austin, Chrisalston Belle, Dale Ramkisson and Joel Hyacenth were also on location ensuring the safe excavation of the trench and a day labourer cable team - Crew 177, consisting Kern Davidson, Joel Clarke, Shirron Cuffy and Dexter Ramroop, pulled out the defective cable, installed the new cable and assisted the Jinters in splicing the new cable with the old one.



Distribution North Crews 186 and 187



In the trench, the labourers worked tirelessly to complete their task, as the citizens of the capital city pressed the Commission for a quick and complete restoration of the electricity supply. Lines and mains from other utilities - Telecommunications Services of Trinidad and Tobago (TSTT) and the Water And Sewage Authority (WASA) lying in close proximity made the job painstakingly slow. Labourers had to dig between these lines and cables using spades instead of backhoes.

That part of the work completed, the Jointers took over. **WATS HAPPENING** learned that the repair of this line required the splicing of a three-core cable into three single core cables.

This two-cable mix is a result of the policy decision by the Commission to change, as the opportunity arises, from the formerly used PILSWA (Paper Insulated Lead Sheeted Wire Armour), an outdated paper insulation, lower voltage line to a higher quality XLPE (Cross Link Polyethylene) modern, plastic insulated, higher voltage line.

The Jointers performed this process and the required continuous integrity tests, in a manner that conserved their energies and maximised human effort. Since the Crews choose not to stop work, employees from the Transmission Maintenance Department provided sustenance to keep these two Crews going, as by now they were clearly mission driven.

Cautiously the Jointers proceeded to the next step, the boiling of solder, to connect the cables. The testing of the older PILSWA line completed and passed, the Jointers began the careful procedure of

splicing the cables also known as transition trifurcating. Slowly and steadily the men continued to mend the line, handing over to each other at various intervals, until the metal conductors were finally re-connected.

12 hours later connectivity tests performed

Several tests were performed to ensure a safe and reliable connectivity. With the lines joined, Distribution North Area Office were able to monitor the connectivity via various meters and monitors.

All that remained was the insulation of the conductor. As explained by the Crews, this is done by applying a resin to protect the line from the elements, which must be left to cool, untouched for another three hours. Dried and tested, the Engineers finally gave the green light to re-commission the Port of Spain/Abattoir Power Line. Labourers began to cast concrete over the area covering the lines in the hope that the line will not be tampered with again.

Drained and weary, the men returned to Distribution North, unsung heroes of the general public, but lauded by the Electric Family for their diligence, commitment and hard work in providing the Commission's customers in Port of Spain and environs with a fully restored electricity supply.

According to Richard Kissoon, Area Manager, Distribution North, "the men of Crews, 187 and 186 and the Assistant Cable Foreman, have without a doubt, demonstrated the new Mission of T&TEC... empowered employees commitment to excellence and customer satisfaction".



...the men returned to Distribution North, unsung heroes of the general public, but lauded by the Electric Family for their diligence, commitment and hard work in providing the Commission's customers in Port of Spain and environs with a fully restored electricity supply.

MOVING UP

WATS HAPPENING warmly welcomes Phillip Lewis and extends congratulations to Farzad Nobbee and Wendell Bhagirath on their recent promotions.



Farzad Nobbee

Farzad Nobbee was promoted to the position of Technical Assistant I in April 2008. He is attached to Distribution South.

A graduate of UWI, St. Augustine with a BSc. in Electrical and Computer Engineering,

Mr. Nobbee is currently pursuing a degree in Occupational Health and Environment because as he says, "everything we do has a significant element of HSE in it".

Mr. Nobbee joined T&TEC in 1999 in the Engineers-In-Training programme. During his nine-year tenure with the Commission, he has worked as an Emergency Engineer, Depot Engineer, Overhead Lines Engineer and Utilization Engineer.

Mr. Nobbee was full of praise for the efforts of the Commissions' employees, "without them I would not be as successful. I like interacting with people, I feel gratified when I accomplish things".

Mr. Nobbee supervises a staff of 25 employees who are engaged in consumer investigations, estimates,

surveys for new supplies and the National Social Development Programmes.

"Several of the projects that I am involved in, on behalf of Distribution South, include the Housing Development Corporation programmes and the building of the Highways in Pt Fortin and Mayaro", Faraad Nobbee added, "lines are now underground instead of overhead".

Commenting on his new position Mr. Nobbee said, "the most demanding part of my job is keeping up with customers' requests. Customers expect more – they want a service that is reliable and we have to adjust to meet their needs".



Wendell Bhagirath

Wendell Bhagirath is attached to Distribution South and was promoted to Technical Assistant I in April 2008.

Mr. Bhagirath holds a BSc. in Electrical and Computer Engineering from the UWI, St. Augustine.

He joined T&TEC in 1997 as an Engineer-In-Training and has steadily worked his way through appointments in the Commission that span Emergency Engineer, Depot Engineer, Field Engineer and Utilisation Engineer.

Mr. Bhagirath has had responsibility for both the Rio Claro and Pt. Fortin Depots and has worked on some 'ground breaking' projects for Distribution South. Among them the Trinmar 12kV feeder at Pt. Fortin and designs for underground residential distribution systems and designs for the Chancery Lane Car Park, San Fernando.

Mr. Bhagirath is a member of the ISO 9001: 2000 implementation team and has received training in Quality Management Systems and Total Quality Management in preparation for the implementation

of the Commission's ISO 9001:2000 project.

His vast experience makes him well positioned to take up his new responsibilities as Technical Assistant I. He attributes his success to teamwork and flexibility while following the rules and procedures of the Commission. "This has been my approach to the challenges of the job, especially when dealing with customers", Mr. Bhagirath told

WATS HAPPENING .

He is at present pursuing studies in business and management and is working on a special project to bring the operations of several of Distribution South's Substations to environmentally friendly standards.

T&TEC Welcomes... Phillip Lewis

Phillip Lewis joined the Commission on June 9th 2008 as a Systems Administrator II, Information Systems Department.

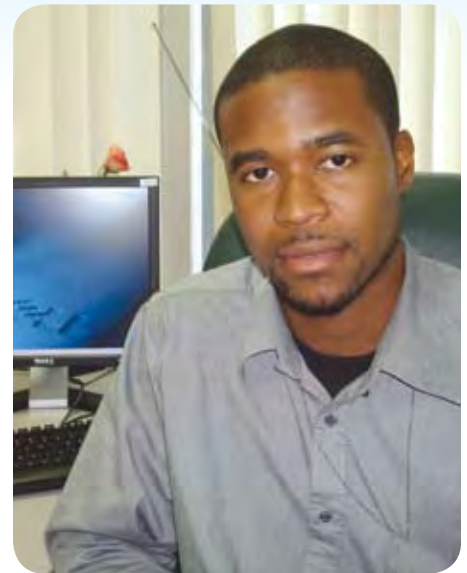
A first time employee of T&TEC, Mr. Lewis' portfolio includes data base management, database operations, administration of users, data back-up responsibilities, restoration of databases, and generally all and any database related administration and maintenance functions.

A past student of Presentation College, San Fernando, Mr. Lewis subsequently pursued his BSc. degree in Information Technology at the University of Waterloo, Canada. He has also participated in various courses such as 'Making Transitions in Management for IT Professionals' and 'Coaching for Management'.

Mr. Lewis last worked at the RBTT Bank Ltd. in the position of Team Leader. His upward movement at the Bank over one year and 10 months included Junior Database Administrator, Database Administrator and Senior Database Administrator.

His educational goals include the attainment of his MBA in Financial Engineering, or the equivalent Mathematical Finance.

Mr. Lewis represented Presentation College at the National Intercol Competition and was a sailor with the National Sailing Team. He views himself as a "huge Arsenal fan" while finding the time to pursue a mellower pastime, the piano.



We encourage and foster teamwork, creativity, innovation and excellence.

taken from T&TEC's Value Statements

Raising public awareness about CO₂



Nakeisha Noel, HSE Department, lends a helping hand to this young visitor.

During the month of April, T&TEC participated in a series of interactive exhibitions, to raise public awareness about the 2008 World Environment Day theme "CO₂ - Kick the Habit".

The three exhibitions each covering two-days were organised in conjunction with the Environmental Management Authority (EMA) and included participation from several public utilities including T&TEC. The exhibitions were held at the Gulf City Lowlands Mall, Tobago; Trincity Mall, Trincity and Gulf City Mall, La Romain.

The T&TEC Exhibition booth focused on Energy Conservation and Carbon Sequestration. Employees from the Health, Safety and Environment (HSE) Department and the Corporate Communications Department were

kept busy attending to a steady stream of interested visitors - answering questions, distributing printed material and encouraging participation in the many interactive games.

Some of the more popular activities, among children and adults alike, were the innovative and specially designed environmental jeopardy, energy conservation board game, word search puzzles, mazes, sudoku and dot-to-dot. Winners of these games were presented with T&TEC environmental tokens.

World Environment Day was established in 1972 by the United Nations and is celebrated every year on June 5th to stimulate the worldwide awareness of environmental issues.

AREA NEWS

DISTRIBUTION SOUTH

Hot Line... Cool Crew

T&TEC's Hot Line crews are trained in the installation and repair of power lines that are still on power supply. This technique was developed to lessen the inconvenience to customers when line repairs are undertaken.

Recently a Hot Line crew applied this technique during the installation of a new Air Break Switch (ABS) on the Avenue Gate 12kV feeder located along the Solomon Hochoy Highway, South bound lane in Gasparillo.

The ABS allows a feeder to be more flexible in the event of a fault by providing customers with another circuit from which they can receive electricity. The installation of the ABS will also significantly reduce the number of customers affected.

Distribution South Hot Line Crew comprised Senior Forman, Chabindranand Jagdeo; Forman, Dereck Telesford; Acting Forman, Anil Harrilal; Linesmen - Garry Patterson and Ryan Maharaj and Drivers - Kevin Vincent and Dave Villafanna.



DISTRIBUTION CENTRAL

66kV Oil Circuit Breaker Replacement Program

In 2007, Distribution Central embarked on a project to replace all the 66kV Oil Circuit Breakers at its Substations. This programme is in keeping with the Area's mandate to become ISO: 14001 certified by 2008.

The ISO 14001 is an international standard designed to ensure the protection and preservation of the environment.

The Oil Circuit replacement programme was developed by the Commission's Risk and Insurance Department in an effort to minimize losses associated with Substation fires that are sometimes ignited by equipment containing oils, such as circuit breakers. The replacement of the oil circuit breaker will also reduce the risk of injuries to employees and loss of service to customers arising out of these fires.

Currently 11 of the 66kV Oil Circuit Breakers consisting of the GEC JB428 and Delle Alstom HP GE 9/12 types have been replaced with the Areva DT1, SF6 72.5kV type. The project

commenced in the last quarter of 2007 with the Centrin 66kV Substation. To date the process has been completed at the Mayo, Couva, Savonetta and Claxton Bay 66kV Substations. Distribution Central intended to complete the changeout of all JB428 circuit breakers by June 2008.

The team involved in the Breaker Replacement Programme, headed by Assistant Area Manager - Operations and Maintenance, Curvis Francois; includes Substation Engineer, Vijai Ramnanansingh; Senior Foremen, Mohanlal Bhagaloo and Deandath Ramdeo;

Crew Foremen, Anthony Harewood, Vernon Griffith, Nigel Rampersadsingh, Ivor Phillip and Transmission and Distribution Technician, Riaz Mohammed. Also critically involved in the Oil Circuit breaker replacement programme are employees from the Protection and Scada Department.

This Oil Circuit Breaker Replacement Programme is another project by Distribution Central, which demonstrates commitment to employee safety, customer satisfaction and environmental preservation.



TRAINING

Seven Wise Men From The East

They came from Distribution East – Edwaldo Copeland, Billy George, Terry Martin, Zahir Mohammed, Anderson Nebblett, Dial Rambarran and Brent Tobias, everyone of them successful at the recently concluded Linesman Training Course II Programme, and which makes them eligible for moving on to the next training phase - Live Line Training Programme.

This achievement is made all the more significant because only 14 out of a batch of 34 participants were successful at the training

programme. One of the employees, formerly trained at Distribution East and who is presently attached to Distribution South, was also successful in the training programme.

“The accomplishment of these seven men have brought pride to Distribution East”, said Area Manager, Felix Alleyne, “I am impressed with the performance of these employees and not at all surprised of their success as they were selected to attend this training programme because of the potential they have shown”.

Commenting on the training programme, Linesman Training Supervisor, Worrel Jacob said, “the attitude, discipline and disposition of the participants were good overall, as always, there is room for improvement” he said. Other lecturers in the Linesman Training Course II Programme were T&TEC’s employees – Carlyle Clarke, Senior Instructor; Shawn Chase, Senior Engineer; David St Clair, Acting Head of Department - Health, Safety and Environment and Junior Peters, Safety Officer.

New Tobago Training Facility

The Commission, in partnership with the National Social Development Programme (NSDP) and with the support of the Tobago House of Assembly (THA) is preparing to open the T&TEC Tobago Training Facility, formerly called ‘The Trade School’, in the second quarter of this year with its first intake of trainees.

The Tobago Training Facility is located at the former Youth Camp at Mt. St. George and will train up to 30 persons per intake in

the disciplines of Linesman and Substation Electrician.

The curriculum of T&TEC’s Tobago Training Facility will be expanded to include an increased number of courses bringing its training programme in line with what is now offered by the two other Technical Training Facilities - Penal and Port of Spain.

Trainees at this Facility will now receive training in the Commission’s core areas of business and revenue earning initiatives.

This three and a half -year programme includes training in Domestic Electrical Installation - Levels I and II and in Industrial Electrical Installation. Trainees also receive training in Occupational Safety and Health Act (OSHA) and First Aid.

Certificates of Competence, endorsed jointly by T&TEC and the National Training Agency, are presented to trainees on successful completion of the programme.

Leadership Training

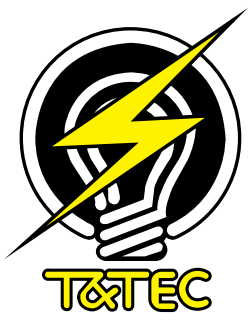


A three-day training programme entitled ‘Foundations for Leadership Excellence’ was recently held for a cross section of senior employees from T&TEC.

In his opening remarks, Ramdeo Sathoo, Assistant General Manager, Human Resources told the participants, “you are among the group that is being called to influence the future direction of

T&TEC. The skills that you learn will enable you to achieve the strategic objectives and values necessary to take the Commission forward, I therefore urge you to participate fully in this training programme”.

The training was conducted by TSG Consulting Ltd and was attended by 23 technical and non-technical employees.



WHAT'S HAPPENING

Snap Shots

Sports & Family Day 2008

See story on page 18...





Promotions /Appointments

Appointments

Name	Position	Department / Area
Wendy Jarrott	Typist	Corporate Communications
Colin Lee Ying	Messenger	Distribution East
Shaun Mahabir	Clerk III	Distribution North
Evrol Alexander	Linesman 'C'	Distribution Tobago
Rennie Bowles	Linesman 'C'	Distribution Tobago
Derick Burgess	Linesman 'C'	Distribution Tobago
Christian Cromaty	Linesman 'C'	Distribution Tobago
Hector Graham	Linesman 'C'	Distribution Tobago
Nicanor Irvine	Linesman 'C'	Distribution Tobago
Mervyn Mc Letchie	Linesman 'C'	Distribution Tobago
Darren Orr	Linesman 'C'	Distribution Tobago
Terry Phillip	Linesman 'C'	Distribution Tobago
Darren Sandy	Linesman 'C'	Distribution Tobago
Sheldon Shortt	Linesman 'C'	Distribution Tobago
Nicholas Stewart	Linesman 'C'	Distribution Tobago
Curtson Thomas	Linesman 'C'	Distribution Tobago
Simon Washington	Linesman 'C'	Distribution Tobago
Keon Yorke	Linesman 'C'	Distribution Tobago
Phillip Lewis	Systems Administrator	Information Systems
Rayaz Mohammed	Meter & Relay Mechanic II	Protection & Scada

Promotions

Name	Position	Department / Area
Lisa Manzano	Accounting Assistant	Accounts
Alicia Evelyn	Accounting Assistant	Accounts
Ann Marie Forbes	Accounting Assistant	Accounts
Kathleen Cardinez	Clerk II	Commercial
Daryl Cameron	Communications Technician II	Communications & Networking
Lloyd Ramanansingh	Communications Supervisor	Control & Communication
Fabian Soogrim	Clerk II	Distribution North
Brian Bachoo	Area Administrative Officer	Distribution South
Cheryl-Anne Sukhu	Clerk I	Distribution South
Wayne Quashie	Linesman 'B' (Hotline)	Distribution Tobago
Chris Seemungal	Linesman 'B' (Hotline)	Distribution Tobago
Aleisha Yearwood	Clerk II	Finance Division
Pearlie Chaitan	HR Officer-In-Training	Human Resources
Ramesh Kassie	Estate Corporal	Security Services
Michelle Cooper	Section Leader	Transmission
Anil Bujhawan	Senior Engineer	Transmission Development & Engineering Services

Moving On

Name	Position	Department / Area
Terri-Ann Alcala	Clerk II	Accounts
Seeram Lyman	Meter Reader	Distribution Central
Aldwyn Adams	Transport Labourer / Lorry Loader / Borer / Lift Combination	Distribution North
Abraham Roseman	Technical Assistant III	Distribution North
Heren Foster	Ganger	Distribution North
Deopat Ramkissoon	Crew Foreman	Distribution North
Lincoln Sankar	Electrician 'B'	Distribution South
Omah Rajpaulsingh	Customer Services Officer	Distribution South
Phillip Constantine	Crew Foreman	Distribution South
Gareth Devenish	Estate Constable	Secretarial

COPPER STEALING

a challenge

Larceny of copper is a criminal act, for which the punishment is incarceration, but equally negative is the impact on our Electrical Transmission and Distribution Systems.

The incident of copper theft triggered by persons intent on selling this commodity both locally and on the export market has reached an alarming level.

Recently T&TEC experienced several incidents of copper theft, which compromised the reliability of our supply resulting in the eventual loss of electricity to customers in several areas.

The problem of copper theft has been recently highlighted in the Media, with persons being prosecuted. One such case is the recent sentencing of a Western Quarry, Laventille man. He received two years hard labour for the larceny of 4.11kg of copper wire and eight

pieces of copper strap taken from a T&TEC transformer in Gonzales Village, Guapo. The items were valued at TT\$2,800.00.

T&TEC Estate Police Officers - Assistant Chief Security Officer Clyde Gopaul and Constables Ramkissoon Ramsaran and Kumar Nowrang participated in the successful apprehension of the convict.

The Telecommunications Services of Trinidad and Tobago (TSTT) is actively lobbying to have the export of copper outlawed, as they too have been victim.

The Commission is also working assiduously to resolve this problem in the shortest time-frame. In the interim, T&TEC continues its call to urge its employees and customers to call the national Police or any of T&TEC's Offices if persons are seen tampering with its infrastructure.

In a communiqué to all employees, Courtenay Mark, Assistant General

Manager – Distribution encouraged employees to assist the Commission by:

1. Not leaving cuttings of copper in unsecured areas regardless of how small the pieces may be. All unused copper must be returned to the T&TEC's Compound.
2. Reporting any discovery of copper left unsecured to the Estate Police, in much the same way that tools or valuable instruments are treated.
3. Ensuring that there is a duly authorized gate pass for copper in an employee's possession.
4. Not disposing of any equipment and materials containing copper either free of charge or by sale.
5. Not placing or leaving copper in such a position to tempt members of the public or thieves.

A New Look for T&TEC

"Sharp looking with vibrant colours" these are some of the statements used to describe the new T&TEC uniforms for female employees.

The uniforms were selected by a cross section of female employees from design options submitted by several suppliers. The design, by Janouras Custom Design Limited, was selected

for its functional and corporate styling. The suits are available in five colour combinations and in two design options, skirt or trouser suits. A unique feature of these uniforms is the selection of the inner blouse to match the pin-stripe jackets.

Customer Service Officer, Commercial Department and co-ordinator of the new uniforms, Beverly Ouditt explained to **WHAT'S HAPPENING**, "These new uniforms are being distributed to employees on a phase basis. We anticipate that this collective look would further strengthen the image of T&TEC".



EMPLOYEE PROFILE



STEPHEN VENNER

Stephen Venner, an A-Class Mechanic attached to Distribution East, credits his expertise in the Auto Mechanic field to “hands-on application on the different vehicles that comprise the T&TEC fleet. This has contributed to my becoming a well-rounded mechanic”.

Mr. Venner joined the Commission as a Temporary Labourer in 2001, steadily working his way up the ranks. His permanent tenure at T&TEC began some eight years ago as a C-Class Mechanic. He was subsequently promoted to acting B-Class Mechanic, a position he held for four years. Mr. Venner was promoted in 2007 to A-Class Mechanic. He presently holds the position of Senior Mechanic in charge of the Distribution East Garage. He is responsible for the maintenance and upkeep of a fleet of 66 vehicles.

The holder of a Diploma in Motor Vehicle Engineering, Mr. Venner is also certified in Industrial Hydraulics. His future educational goal is to acquire an Advanced Diploma in Mechanical

Technician Certification.

“Since childhood I have been interested in this field, and actually began training from the age of 14, as soon as I became of age I applied to the Commission”, Mr. Venner told **WATTS HAPPENING**.

Mr. Venner is cognisant of his role in the delivery of the Commission’s service, “it is a wonderful feeling to know that employees depend on me to provide them with a safe and reliable vehicle to transport them to and from their jobsites. I take this responsibility quite seriously”.

His passion for mechanics rivals his passion for basketball. He is a member of the Commission’s Eastern Area Basketball team and the Arima Basketball team and has played in competitive basketball tournaments for over 12 years. He has participated in the Arima Basketball League and the National Basketball League Competitions.

Upgrading East - Five Rivers 33/12kV Substation

T&TEC’s residential and commercial customer base in the East has grown over the last five years at a rapid rate. This is evident in areas such as Tacarigua, Bon Air, Five Rivers and Arouca.

To facilitate this continued growth, Distribution East has embarked on an upgrade of the Five Rivers Substation. This project is part of the Eastern Area’s Strategic Plan for meeting the anticipated demands of the customers in these communities.

The upgrade project entails the replacing of two existing 6MVA transformers with two 12.5MVA transformers (refurbished from

the St. Augustine Substation).

The commissioning of one 12.5MVA transformer on May 30th signaled the completion of Phase I of this project. This work was completed by the Commission’s employees from the Area’s Substation Section

under Supervisors – Murvie Charles, Technical Assistant II and Ashton Bando; Senior Foreman Michael Mardray, Substation Crew Foreman and with the assistance of the Protection and SCADA Department.





EYON WILLIAMS

Eyon Williams - teacher, mentor and Sports Club Treasurer - lives by the mantra, "discipline and pride equals achievement".

He began his career as a T&TEC Apprentice and today, some 42 years later he is a Senior Foreman, attached to Distribution South.

Eyon "Dante" Williams's gratitude to those who had supported and propelled him to this level was quite evident in his interview with **WATS HAPPENING**. "My mother, Ermin Williams, was my greatest champion, her sacrifices were limitless. I know she would have been satisfied with what I have accomplished", Mr. Williams said. He also paid tribute to his eldest sister, Cornealthea, and his friend, Malvern

Stoute, who encouraged him to apply to T&TEC way back then.

A Southerner, he started his T&TEC journey as an Apprentice at the Port of Spain Trade School, learning mechanical and electrical craft. As part of his foundation training, Mr. Williams attended John Donaldson Technical Institute and joined the School's branch of the Trinidad and Tobago Cadet Force. His five-year training, however, was cut short after two-years following his success in technical craft. He was absorbed into the workforce of T&TEC, "At that point, I felt that I was somebody" he said.

"I have always wanted to work in a field that was interesting and T&TEC has allowed me to benefit in a way that motivates me to be the best that I can be", Eyon Williams told **WATS HAPPENING**.

His climb to Senior Foreman began in 1970 as Linesman B, soon after he was called to perform the duties of Assistant Instructor under the Emergency Training Programme.

From 1971 to 1976, Mr. Williams was employed as a Meter and Relay Mechanic I, then II; Meter and Relay Technician I all before being promoted to Senior Foreman in-training in 1983.

Eyon Williams joined the staff of Distribution South in 1984 and was appointed to his current position in 1985. In his position of Senior Foreman, he is responsible for the construction and maintenance of overhead systems at Distribution South. On a daily basis Mr. Williams trouble shoots, gives direction, plans jobs, debottle neck situations, improve techniques and motivates all those he comes in contact with. "I try to instill the values that have made me successful", he said. "It is a challenge for supervisors, things are not as they use to be", he mused, "the discipline is not there but I show respect at every level and get the respect in return".

His pursuit of knowledge propelled him towards undertaking several developmental programmes. Significant among these was a training course on Protective Relay Maintenance at the Multi-Amp Institute in Dallas, Texas in 1982.

With less than three years left with T&TEC, Mr. Williams concluded his interview with **WATS HAPPENING** with these words, "I hope to leave a legacy of positive influence on those I supervise and the customers that we serve".

Northern Area Sports Club Car Rally

The Northern Area Sports Club Rally and Treasure Hunt attracted the participation of over 18 teams from T&TEC in an event that was organised to bring together rally enthusiasts for the first time.

The rally, which started and concluded in Port of Spain, covered a carefully plotted route that took participants through Moka, Carenage, and Aranguez with various treasure stops along the way.

Despite rainy weather conditions the teams got a chance to enjoy the adventure of the event as they employed their best efforts in the hunt for a specified list of treasures and in a race to the finish line.

Stacha Maharaj (Driver), Revenue Section and Rejendra Ganar (Navigator), Payroll were declared winners of the first Northern Area Sports Club Rally and Treasure Hunt.



The Victorious South

This year the T&TEC's 43rd Annual Sports, Culture and Family Day was held on May 25th at the Larry Gomes Stadium, Malabar, Arima.

The 2008 theme, "One Caribbean, One People", was demonstrated in the displays of the seven participating sports clubs that fall under the purview of the T&TEC's General Sports and Cultural Club.

As the days' activities unfolded the values of healthy rivalry, camaraderie, creativity and fun were evident in the Roy Mitchell, Parade of Teams and fun events.

Taking the salute for the Parade of Teams were T&TEC's Chairman, Devanand Ramlal; Acting General Manager, Ernest Boxill; President of the Mt. Hope Sports Club, Gilbert Taylor and President of the General Sports and Cultural Club, Michelle Bellille-Corraspe.

In attendance were the sponsored homes for special children who were guests of the Area Sport Clubs

- Phillip's Children's Home, Hope Centre, Plainview Orphanage and Lady Hochoy Home.

The National Football Team and Coach, Francisco Maturana, made a surprise appearance at the Sports Day. Coach Maturana assisted

with a prize presentation. He and Assistant Coach Anton Corneal were presented with T&TEC tokens.

At the close of the day, Distribution South had accumulated the most points, winning the top prizes.

The results for the 43rd Annual Sports, Culture and Family Day Honour Roll:

Roy Mitichell, Parade of Teams - Southern Area Sports and Cultural Club

Best Dressed Team - Southern Area Sports and Cultural Club

Most Colourful Team - Southern Area Sports and Cultural Club

Queen of Sports - Marielle Thomas, Southern Area Sports and Cultural Club

General Manager's Trophy for the Champion Area - Southern Area Sports and Cultural Club

Most Disciplined Team - Southern Area Sports and Cultural Club

Most Outstanding Manager - Wahid Abdool, Penal Training Facility

Denis Singh, Tug-O-War trophy - Tobago Area Sports Club

Congrats to all winners and a special thank you to Gilbert Taylor and the Executive of the Mt. Hope Sports Club for a job well done. Thanks also to all the participants.



POLE-MOUNTED TRANSFORMERS

The pole-mounted transformer is a static device constructed with two or more windings used to transfer alternating current electric power by electromagnetic induction from one circuit to another at the same frequency, but with different values of voltage and current.

The function of a pole-mounted transformer is to reduce the voltage of the primary circuit to the utilisation voltage required to supply the customer. They are the common "breadbox" transformers used for converting to 115/230 volt which is used in homes and low-volume commercial installations.

Pole-mounted transformers are used extensively in rural areas and are reasonably small in size and mass, making them easy to install on a single pole, usually at the level of the overhead lines. This makes the transformers inaccessible, reducing the risk of injury to animals and people and minimizing vandalism.

These transformers which range from 25kVA to 75kVA are typically single-phase. However, two or three can be connected to form a three-phase bank.

GOING GREEN

The 'Employees' Food Garden' is an initiative of the Commission's Chairman, Devanad Ramlal, which aims to encourage employees and their families to grow food, thereby lessening the impact of the current food situation.

At a visit to the Distribution South garden, Mr. Ramlal expressed surprise and delight at the level of commitment shown by employees to this project. He remarked, "This kind of venture usually creates a special kind of camaraderie among employees".

The Employees' Food Garden project has taken on additional value dimensions such as building fellowships, community relations and volunteerism among employees.

South

The Distribution South garden includes tomatoes, hot peppers, sweet peppers, pimentos, lettuce, patchoi, spinach, melongene, carili, parsley, celery, chive, bodi and ochro and was planted in April.

Their first harvest took place in early June, and was donated to a needy member of the community, Merle Clark of Princes Town.



Central

Employees of this Distribution Area got together via a volunteer system to sow and care for beds of tomatoes, pigeon peas, lettuce, patchoi, celery and chive.

The first yield of their garden - patchoi, chive and lettuce was donated to the Phillip's Children's Home at Camden, Couva, and the Dar-ul-Hannan Residential Care Facility at Ravine Sable, Longdenville.



East

Distribution East cultivated patchoi, chives, celery, beetroot, lettuce, hot peppers and pimento peppers.

Harvest day was June 10th 2008, and the produce was donated to various homes in the areas including the Margaret Kistow Home, Arima.



Mt. Hope

Service with a smile. Clare Cooper-Vincent, Administrative Assistant I, General Manager's Office serves a delicious meal of roti and spinach to two of the key employees Rajeesh Gangabissoon- Labourer and Malcolm Scott - Carpenter A from the Communications and Networking Department and who were responsible for the cultivation of the Mt. Hope Employee's Garden.

Spinach is one of the several vegetables planted by the Mt. Hope Employees.



100,000 Benefit from AMI

June 30th 2008 marked the changover of more than 100,000 meters for T&TEC customers. According to AMI Project Manager, Ken George, "This is a proud moment for the nationwide Advanced Metering Infrastructure (AMI) team, we have achieved a milestone in this project".

The AMI Project has been touted as one of the mechanisms that can assist customers in the management of electricity. "Customers on this system are now part of a billing



process that utilises actual meter reads", Mr. George said. Simply put, these 100,000 customers are only charged for energy consumed.

An additional benefit of the system is that the Commission's Commercial Department has been utilizing the meter readings, on demand, in the resolution of customer queries.

Customers are now more aware about the Commission's ongoing upgrade project and many are looking forward to having their meters changeout to the new 'Smart Meters' so they too can enjoy the benefits of the new system.

"In this regard", Mr. George told ~~WHAT'S HAPPENING~~, as he brought us up to date with the project, "Itron, our main contractor, has employed a third contractor to bolster the meter changeout effort. As always customer service and safety issues remain of paramount importance to us on this project".

At the end of June, over 165,000 meters have been changed out, most of them in the Northern and Southern areas of Trinidad. The AMI changeover is currently taking place in the four Distribution Areas of Trinidad - North, South, Central and East. Some places include: Diego Martin, Princes Town, Rio Claro, Chaguanas and Tunapuna.

Malfunctioning Streetlights?

The Commission's Street Lighting Implementation Unit (SLIU) recently established a system for reporting malfunctioning streetlights. Customers experiencing problems with their streetlights should contact the SLIU at:

Hotline:

672-4570 or 665-5517

Email:

streetlightservice@ttec.co.tt

GOING GREEN - Comments

Several employees were asked to comment on how the Employee Food Garden has influenced their own garden at home.

Here are some of their comments:

Distribution Central



Angeline Khadoo, Corporate Communications Assistant

"The produce from my garden has replaced my trips to the market! The garden has also become a family activity. We used boxes to grow the vegetables and this made it easy for us to maintain. Also, our vegetables

are healthier to consume as they are grown almost completely organic".



Diedrian Reece, Subsection Leader, Commercial Department

"After seeing the Area's garden, I was motivated and charged up to start my own garden." She and her husband, Michael, both employees at T&TEC, quickly got started on their own backyard garden. "Our produce

is in various stages of growth, we have however taken chive and celery off the market list".



“Simply the Best” Appreciating Our Administrative Professionals

Over 50 Administrative Professionals from T&TEC joined with their counterparts when they observed ‘Administrative Professionals Week’ on April 20th-26th.

This year, staff in this category, all of who are women, were given an opportunity to commemorate this day with a select of one of two choices - A special tea on board the Ocean Pearl or a gift basket, which came in two parts.

Almost half of our Administrative Professionals opted for the gift baskets. These were distributed by Area Managers and Heads of Departments.

The other 45 plus T&TEC Administrative Professionals attended the tea function aboard the Ocean Pearl, which was held on April 24th and was well enjoyed by all.

The 2008 theme of Administrative Professionals Week, “Forward Moving”, focused on how the career-minded administrative professionals could position themselves for success in today’s ever-changing business environment. Administrative Professional Week is celebrated internationally to formally recognise the contributions of these employees to their organisations.



Are you ready?

Disaster preparedness is everybody’s business – it begins with you and me. At T&TEC, the Health, Safety and Environment Department (HSE) usually takes the lead in promoting the Commission’s disaster plans to the public.

Employees were engaged in one such venture from April 16th to 18th when T&TEC participated in an exhibition to mark Disaster Preparedness Observance Week. The exhibition was held on the grounds of the Cipriani College of Labour and Co-operative Studies.

The Exhibition was arranged to showcase the disaster plans of several organisations with regard to

disaster preparedness, mitigation, information and business continuity capabilities.

The T&TEC Booth captured the attention of visitors of all ages through the free distribution of educational brochures on safety and disaster preparedness, leaflets on hurricane and earthquakes and through a creative display of photographs showing the Commission’s restoration of electricity supply to Grenada following Hurricane Ivan in 2004. Several educational activities were also used to prompt the awareness of the young and information on the roles and responsibilities

of Communities in disaster preparedness were highlighted.

According to the HSE Department the T&TEC exhibition booth was always busy with visitors who participated in lively discussions and activities.



SAFETY AND ENVIRONMENT

Boost for First Responders



Several employees from T&TEC, including 17 Engineers in Training, Health, Safety and the Environment, Thomas Inkim - Manager Protection

and Scada and other selected employees, among them Corporate Communications Department Typist, Gennieve Romany, are now certified as Emergency First Responders having completed the Emergency First Response Primary and Secondary Care Training course.

The two-day course was held on April 10th and 11th and exposed participants to the basics of first aid medical care, minor disaster preparation and office and home CPR (Cardio Pulmonary Respiration). The training was held at the Commission's Port of Spain Training facility.

The course sought to build lay rescuer confidence in providing care when faced with emergencies. Certified Emergency First Responder, Solomon Baksh, facilitated the workshop, which focused on primary care that comprised skill development and realistic scenarios.

At the end of the programme, each participant was awarded a certificate of completion and an official card, representing proof of certification as an Emergency First Responder.

Ready... Steady... Go!

The T&TEC General Sports and Cultural Club's Annual 5K and 10K Marathons were held this year on May 18th 2008 in the vicinity of the Queen's Park Savannah, Port of Spain.

Managers, Supervisors and employees ran side-by-side pounding the asphalt and supporting one another in two races that began at 6:00 am and which ran a course that allowed supporters to cheer on their favourite runner.

Ernest Boxill, Acting General Manager T&TEC, headed a list of T&TEC officials who were on hand to lend support and distribute medals. Some officials included Michelle Bellille-Corraspe, President of

T&TEC's General Sports and Cultural Club and Stephen Martel, Corporate Communications Manager and Honorary Secretary of the Club.

The Commission thanks the participants of the Marathons and congratulates the 2008 winners:

Leon Bourne

Usha Ramcharan

Avalon Jordan

Kimberly George

- Orlando Cornelio 10K (male)

- Ingrid George 10K (female)

- S.P. Ottley 5K (male)

- Judith Morris 5K (female)



COMMUNITY

A Helping Hand

T&TEC recently donated foodstuff to Sharon Peloy-Bruce, a resident of Morvant and a single mother of seven.

Ms. Peloy-Bruce wrote to the Commission seeking assistance to support her family of four boys and three girls. After inquires, it was determined that the Commission would donate food items to this needy family.

When presented with the foodstuff worth \$500.00, Ms Peloy-Bruce said "my children and I thank everyone in the Commission for their donation, we are grateful".

Photo shows:

Ms. Peloy-Bruce with her donated food items.



A Bright Idea

'Carbon Dioxide – Kick the Habit, towards a low Carbon Economy', was the theme of World Environment Day 2008 and the undertaken project of the Parvati Girls Hindu College, Debe.

In a letter dated May 6th 2008, the students of this college highlighted the findings of their 'Environmental Activities' project. The information gathered showed that using Compact Fluorescent Light bulbs (CFL) could lower the school's electricity consumption by 66%.

The Commission is engaged in a public awareness 'Conservation Campaign', and saw the request of 100 CFLs as befitting of a donation.

Photo shows:

T&TEC's Wendell Bhagirath, Technical Assistant I, Distribution South presented the bulbs to Kavita Samaroo, Chemistry Teacher and Coordinator of Environmental Activities at the Parvati Girls Hindu College.



Letters...

April 3rd, 2008

Dear Mr. Singh

I write on behalf of the team that produced FUNFAIR 2008 at the Eastern Regional Sporting Complex on Saturday 22nd March 2008.

I wish to express our gratitude for the presence of your organisation's Mascot, Watty at this event and for the pleasure he provided by his appearance as well as the gifts to the children present.

Your contribution to the success of the event is deeply appreciated.

Sincerely,
Ms. Sandra Dieffenthaler

May 9th, 2008

Dear Mr. Martel

We are truly honoured and blessed that you decided in all generosity to give to the Mary Jenny Poole Home your support and sponsorship as we host our (22nd) Anniversary, Annual Fundraising Dinner 2008. Thank you!

We do not take for granted the important role corporate citizens like you play in the survival of non-profit organizations such as ours.

Thank you for being a "Partner in Caring".

Yours Faithfully,
Mrs. Karlene Edwards-Warrick

Dinner Committee
Coordinator

Mary Jenny Poole Home
for Senior Citizens

May 27th, 2008

Dear Mr. Ramsook

On behalf of Calvary Fundamental Baptist Church, I wish to express our heartfelt gratitude to the Commission for assisting us in receiving an additional supply of electricity. This was necessary in order to have our church air conditioned in time for one of the greatest achievements in its history – celebration of 50 years since the planting of the church by the late Rev. P.C. Quamina.

I must commend your helpful Engineers and staff for their professionalism in rendering support to a non-profitable organisation in such a short space of time and just in time.

Yours Faithfully,
Dominic Maitland (Rev.)

May 1st, 2008

Dear Mr. Francois

Let me take this opportunity to sincerely thank you for the assistance given to me relevant to the relocation of a guy wire, which was completed on Friday 25th April 2008.

I wish to also commit myself to a good working relationship with you and Distribution Central in the future to the benefit of the people I serve.

Again I thank you.

Regards,
Rajendra Gosine
Alderman

Couva/Tabaquite/Talparo
Regional Corporation



The ISO 9001 WAY

Implementing ISO 9001:2000

Distribution South takes it to another level...

T&TEC is moving to establish the ISO 9001:2000 Quality Management System (QMS) into the daily operations to improve the quality of service to customers.

In our last issue of **WHAT'S HAPPENING**, we focused on an overview and status of some of the procedures of ISO 9001:2000. We informed readers that we would follow up the previous article with a status of this project from Distribution South.

Distribution South, is spearheading the implementation of the procedures approved by the ISO 9001:2000 Quality Council. Mr Ramsook told **WHAT'S HAPPENING**, "Supervisors were recently advised about the finalised procedures and objectives for compliance. Team leaders were appointed to develop, implement and monitor these systems and we will meet periodically to discuss the outcomes".

All employees at Distribution South were exposed to an ISO orientation session. Team Leaders associated with implementation of ISO 9001:2000, as well as

team leaders who have been assigned to assist with the development of the procedures, were also provided with training. Training began in June 4th 2007 and was conducted by the ISO Consultant (Qual-Eco Limited).

Mr. Ramsook told **WHAT'S HAPPENING**, "It is expected that once fully implemented, Distribution South would begin to see the benefits of these 14 procedures. One of the benefits of the ISO 9001:2000 QMS is that it requires the development of procedures and work instruction for an internal control system. This means that given the state of implementation at Distribution South we can expect to see improvements in productivity, reliability and response time. We also expect to see a reduction in accidents, in union matters and in expenditure. The implementation of these procedures should also facilitate the availability of materials in a timely manner and generally provide for an overall improvement in customer service".

Team leaders have been appointed to the following areas of implementation:

- Determining customer requirements for domestic, commercial and industrial customers
- **Zora Sahai**
-
- Design - **Farzad Nobbbee**
-
- Procurement - **Dawn Greenidge**
-
- Handling and Storage - **Clive Best**
-
- Ensuring that the Commission meets future load expectations - **Danzel Reid**
-
- Maintaining Planning - **Wendell Bhagirath**
-
- Handling customer complaints
- **Audra Ramsook-Samuel**
-
- Obtaining customer feedback
- **Stephen Martel**
-
- Billing - **Pearl Alleyne**
-
- Determining and ensuring competence, awareness and training - **Diane Sylvester**
-
- The control of monitoring and measuring devices - **Rajiv Parasram**
-
- Management Review - **Kelvin Ramsook**
-
- Evaluation and Re-Evaluation of Suppliers
- **Peter Mohan**
-
- Forecasting present and future load demands - **Danzel Reid**
-