



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

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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.



- T&TEC opens new St. James Service Centre
- "Big Sexy" reigns at Power Monarch competition
- Gateway project near completion
- Reaching out, a Rainbow Rescue

Editorial

New year, new beginnings

New Years mean new beginnings which, for most, usually mean better times ahead. In the case of T&TEC, its staff and customers, the latter is true for 2013.

Customers in north-west Trinidad are now experiencing improved reliability in their supply as the Gateway project has been re-engineered to bring an early resolution to a problem that had been recurring for several months. The icing on their cake was the opening of the new St James Service Centre which boasts a reflective, modern facade in corporate colours. The new centre facilitates personal transactions in a more spacious and pleasant interior- a feature which benefits both customers and staff. Staff were especially pleased with some of the new decorative features, like local artwork, that greeted them early in the new year.

For customers who prefer a different interface, new beginnings are on the internet.

The use of the internet to improve customer service delivery is standard practice in every industry and T&TEC has expanded its online presence with the launch of the Customer Web Access. The power has been shifted to customers, who can now customise their account management experience by using the web-based interface. Since its launch, the service has received glowing reviews and is expected to grow continuously.

For employees, the Commission has turned a new leaf, by recognising and rewarding good work through the WOW spontaneous award. Employees who are awarded are exemplars of the kind of values needed to keep T&TEC at the top of its game.

Employees also come into focus in some of this quarter's other features, which capture some essence of better days ahead – young Christian Seeraj who, through the generosity of staff will smile again; the boys of the Rainbow Rescue home who are also benefiting from the volunteer efforts of staff.

The latter two stories in particular bring to mind the concept of "paying it forward"- repaying a good deed to another person instead of the benefactor- and are encouragement for us to get personally involved in creating new beginnings for others.

One new thing from the Watts Happening team is the redesign of the magazine. We have adopted a cleaner more contemporary layout, with larger photos and more negative space, in an effort to make reading a more pleasant experience.

From project design to graphic design the first quarter of 2013 has been interesting, productive and heart warming- a positive signal for the next nine months.

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Gateway project near completion

Recent repeated outages in North West Trinidad, due to an ageing PowerGen Power plant, have led to the redesign of the Gateway project to bring early relief to customers.

The original scope of this project is scheduled for completion in 2014. However, it became necessary to re-engineer the scope to allow an early commissioning of a significant part of the project. This was achieved in late March 2013. The original plan required the use of underground cables, to improve the aesthetic quality of the city's skyline, however that plan had some hitches. Transmission Development and Engineering Services Manager, Sahadeo Latchmepersad explained that there were, "serious challenges in identifying the network of underground infrastructure, resulting in delays to the completion of the installation of the 132kV cables to provide the supply to the Gateway



The transition structure at Caricom Jetty off Wrightson Road, which facilitates the transition from overhead lines to underground cables.

132/33 kV Substation."

Given the need to improve the reliability of supply to Port of Spain, the interim solution was to construct part of the 132kV circuit overhead instead of underground.

This measure required the construction of about one kilometer of overhead lines from the

Port Authority compound to the Gateway Substation on Flament street, where it will terminate onto the 132kV cables connected to the - Gas Insulated Switchgear / Substation (GIS). T&TEC will now be able to bring additional power directly into Port of Spain, effectively reducing the dependency on the Port of Spain 'B' Power

Plant, which will eventually be de-commissioned. "This is almost completed and we expect to see an increase in the reliability of the power supply to Port of Spain by the end of March this year", Mr. Latchmepersad said earlier.

Despite the change in plans, the Transmission Development and Engineering Services Department continues to push ahead, concurrently working with short term and long term objectives for the improvement of reliability, as well as increasing the transmission capacity.

With the Gateway 132/33kV Substation being 85 percent completed and the 132kV cable duct bank project being 66 percent completed, the entire project will be completed after the 132 kV cables are installed and terminated at the Gateway Substation, and the transition structure, which is being constructed at the Caricom Jetty at Sea Lots, is finished.

The new substation will replace the 40-year old 33kV switchboard at the PowerGen Port of Spain Power Station, which will now be boosted by two 132/33 kV 100 MVA transformers, already installed. Senior Engineer, Anil Bujhawan explained,

"Transformer No.2 has already been tested, while transformer No. 1 is undergoing some remedial work in preparation for Commissioning in early 2014. The 132 kV indoor Gas-Insulated Switchgear was energised on October 30 last year in preparation for the full operation of this new substation.

As the Gateway project enters the homestretch, the hardworking employees of the Transmission Division and other supporting Departments continue to be committed to the successful completion of all aspects of the project.

About Gateway:

The Gateway project began in 2008 and entails extending a 132kV supply from the Bamboo substation to the Gateway Substation at Flament Street, Port Spain.

The Project consists of three phases:

- *Phases one and two- Extension of the 132kV double circuit tower line from Bamboo Substation to the Sea Lots area.*
- *Phase three- Establishment of the Gateway 132/33 kV substation.*

The objective of the Gateway project is to increase the capacity, reliability and quality of the electricity supply to Port of Spain and the northwestern peninsula of Trinidad.

The cost of the project is \$200 million.

Below: Employees from Transmission Maintenance do work on the No.2 transformer at the Gateway Substation.



Executive Appointment

Harold Reginald Lee was appointed as the Area Manager, Distribution South with effect from October 6, 2012. Mr. Lee was acting in this position for several months.

Mr. Lee joined the Commission in 1983 under the Engineer-in-Training programme. He holds a Bachelor of Science degree in Electrical Engineering and a Master of Science degree in Power Systems.

During Mr. Lee's 29 plus years of service with T&TEC, he held progressive appointments at Distribution North, Central, East and also acted as AGM-Distribution.

Mr. Lee has attended several training courses which include Commercial Awareness for Managers; Building Organisation Resilience; Industrial Relations Awareness; Change Management and Cable Jointing Technology.

As Area Manager, Distribution South, Mr. Lee is responsible for, among other things, maintaining the status of this Area's ISO 9001:2008 certification which includes the operations of the Rio Claro and Pt. Fortin Depots.



Corrections - September to December 2012

- Two photographs, on the back cover were incorrectly captioned. These group photographs are now correctly identified as follows:

15 years



20 years



- Mitra Ramkissooon, the second place winner of the Inter-Area one day pool competition was listed as representing the Northern Area Sports Club (see pg. 29). Mr. Ramkissooon, in fact, represented the Mt. Hope Sports Club.
- The date of the passing of the late Krishna Soogrim-Ram, former T&TEC retiree and leader of the T&TEC Malick Tassa Drummers, was September 7, 2012 and not September 22 as was stated.



T&TEC opens new St. James Service Centre

"T&TEC now has a permanent presence in St. James," General Manager, Kelvin Ramsook said to affirming applause at the opening of the new St. James Service Centre and the launch of its latest customer initiative recently.

The new office enhances T&TEC's customer service delivery with improved staff and customer accommodation, in a more spacious, more customer friendly environment.

The launch of the new service centre, and new customer web interface, was marked by a ceremony on January 23. It was attended by members of staff from the service centre and a number of specially invited guests, among them the Minister of Public Utilities, Honourable Nizam Baksh and his



Minister of Public Utilities, the Honourable Nizam Baksh, cuts the ribbon to the new T&TEC St. James Service Centre. With him are (l-r) T&TEC's General Manager Kelvin Ramsook; OWTU Representative, Garry Charles; Executive Vice President of the OWTU, Peter Burke; Advisor to the Minister, Terrance Jurawan; and CEO of the Port-of-Spain Corporation, Winnifred David.

Technical Advisor, Terrance Jurawan, and the Chief Executive Officer of the Port-of-Spain City Corporation, Winnifred David.

Minister Baksh congratulated T&TEC for regularly going the extra mile for its customers and employees, adding that "these upgraded facilities will allow the staff at this centre to achieve 'Excellence in

customer service, enhancing the quality of life' for every commercial, industrial and residential customer which they may serve." He said he was pleased that the employees of the St. James Service Centre "now have an office space that more than adequately matches the diligent work ethic [they] have displayed for the past decade."

The patience of the employees of the Service Centre did not go unrecognised by Mr. Ramsook, who identified each employee by name as he congratulated them for their initiative in championing the move and the active role they played in the entire process.

Mr. Ramsook also directly addressed some of the electricity supply concerns experienced by T&TEC's customers from Port of Spain and the "west ring" (Pt. Cumana, Chaguaramas, Diego Martin, Diamond Vale and Westmoorings). "We deeply apologise to our customers," he said. "We are well aware of the situation and we assure you that we are working towards significant reduction in the number of outages in the area."

He took the opportunity to give an update on some of the major projects that will alleviate the generation problems and improve the reliability of the electricity supply to customers in the north. Most significant of these is the Gateway project, which will be partially completed by March 31, 2013. Other projects to come on stream in the immediate future include:

- Commissioning of the Port of Spain/Keate Street No.2 line at the end of April 2013.
- Expansion of the Westmoorings Substation to alleviate the high incidence of load shedding in this and surrounding areas.
- New substations in Pt. Cumana, Laventille,

Diego Martin and at One Woodbrook Place.

The General Manager also announced that live line work will be increased and tree trimming efforts will be improved in 2013 "to reduce the number of planned and unplanned interruptions to the electricity supply to our customers."

The historic occasion also marked the launch of T&TEC's new Customer Web Access (CWA) portal, through which customers can manage their account online.



T&TEC's Commercial Manager, Irwin Thompson talks about the new Customer Web Access portal.

T&TEC's new Customer Web Access (CWA) portal became accessible to customers on February 1. As at early March, almost 400 customers were using this new online

service to manage their T&TEC accounts.

T&TEC's Commercial Manager, Irwin Thompson, in introducing this latest customer initiative, told the gathering "T&TEC is now just a click away," adding that he was "proud to launch this facility, where customers can manage their accounts from the comfort of their homes."

Signing up for the CWA is done via the corporate website, www.ttec.co.tt. Persons registering for this service must have an existing T&TEC account.

Once registered, customers can access information on all their account activities including bill balances, due dates, electricity consumption and bill payment history. They can also request services such as reconnection, repositioning of meters and secondaries and transfer or cancel an account.

He also gave a detailed demonstration of the service, where guests saw first hand the convenient features it provides.

Six communities get lights over six weeks

Prime Minister Kamla Persad-Bissessar arrived at the Boucaud Recreation Ground on foot, thronged by smiling adults and children, happy to be with the leader of the country, and their Member of Parliament.

It was her second event of the afternoon and, by the end of the evening, she had turned on the lights on three grounds - two in her constituency of Siparia and one in Oropouche West- and T&TEC had marked its sixth commissioning for 2013.

The historic March 4 triple-header commissioning was a proud moment for the Commission as it goes into the eighth year of the National Public Lighting Programme, funded by the Ministry of Public Utilities. Residents of Boucaud Trace, Charlo Village and Syne Village were out in their hundreds to witness the illumination of their facilities- Boucaud Recreation Ground, Sunrees Recreation Ground and PowerGen Recreation Ground. The PowerGen ground, though privately owned, is opened to the public for use. Member of Parliament for Oropouche West, the Honourable Stacy Roopnarine, was also

present for the ceremony at her constituency's ground- Sunrees- as well as PowerGen.

Since the inception of the Programme in 2005, and its expansion to include the illumination of recreation facilities, T&TEC has been making significant headway in installing specially designed lights in communities all across the country. According to T&TEC's Chairman, Susilla Ramkissoon-Mark, at the commissioning ceremony for the Evergreen Recreation Ground on January 29, "T&TEC has successfully illuminated over 180 recreation grounds, parks, basketball courts; several

hospital grounds, pan yards, cremation sites and even a fishing depot, at Morne Diablo. Indeed, [we are] proud to be part of this national development initiative which is in keeping with our own mission."

In February, the development initiative put some focus on youths, with the illumination of the Naparima College Recreation Ground and the Bhupsingh Play Park in Penal, which was supported by the Member of Parliament, the Honourable Kamla Persad-Bissessar. Naparima College, a school with a 199-year history, was the first school ground in South to be lit under the programme. The



The Prime Minister arrives surrounded by children at the ceremony at Boucaud Trace Recreation Ground.

commissioning ceremony, which showcased the talents of the school's pannists, singers, tassa drummers and cricketers, was the second one for 2013, following the Evergreen Recreation Ground at La Fortune, San Francique.

Speaking at the Boucaud Recreation ground, the Prime Minister had a universal message on self development for youth. She urged them to "take advantage of every opportunity" to better themselves in all spheres because "the choice you make today will determine what you and your country will be tomorrow." Alluding to the ripple effect of an individual's efforts on their community and country, Mrs. Persad-Bissessar added "the time is now for you to find your purpose and realize the greatest potential for yourself, your village, your community, your town, your city and for your nation. We need

to challenge ourselves...to do better and to be better... to engage in any and all activities which seek to uplift rather than to pull down..."

Minister of Public Utilities, the Honourable Nizam Baksh, who spoke at all the ceremonies, consistently encouraged residents to "fight the fat" by taking a jog or walk around the grounds, and to protect the investment in the community.

T&TEC's General Manager, Kelvin Ramsook welcomed the hundreds of stakeholders who came out to the March 4th ceremonies and thanked the Ministry of Public Utilities for its continuing financial support through the Public Sector Investment programme.



Villagers play football under the newly-lit lights at Sunrees Recreation Ground.



Prime Minister, the Hon. Kamla-Persad Bissessar, congratulates PowerGen's GM, Fitzroy Harewood after switching on the lights to the PowerGen Recreation Ground as the MP for Oropouche West, Hon. Stacy Roopnarine; Minister of Public Utilities, the Hon. Nizam Baksh; Chairman of the Siparia Regional Corporation, Leo Christiani Doodnath; and T&TEC's GM, Kelvin Ramsook look on.

A panoramic view of a cricket game in progress at the PowerGen Recreation Ground.



First WOW Award recipients publicly honoured

When T&TEC Estate Constable Stanley Jones and Estate Corporal Nigel Holder heard cries for help from a woman on Pembroke Street, Port of Spain they rushed to save her from an attempted car theft that was in progress. For their efforts the officers received WOW Awards for 'Going beyond the call of duty' and 'Customer commendation'.

These officers were among the first 11 recipients of T&TEC's WOW awards, the spontaneous award of the Reward and Recognition Programme. The historic occasion was marked with a simple award ceremony at the S.P. Ottley Building, Mt. Hope on January 8.

The recipients were supported by the presence of their Heads of Departments and Divisional Heads when General Manager, Kelvin Ramsook made the presentations. Members of the Reward and Recognition Committee were also present.

In addition to the heroics, these employees were recognised for exemplary performance in other spheres of work:

- **Lisa Manzano**, Accounting Assistant, Finance Department- Going beyond the call of duty and Customer commendation, for escalating an outstanding matter and repairing a strained relationship with a supplier.
- **Lennox Petioni**, Labourer of the Maintenance and Services Department- Going beyond the call of duty and giving assistance to a member of staff in need.
- **T&TEC's Safety Rules review Committee** - Wendell Mayers, Zainool Mohammed, Junior Peters, Ian Ramrattan,



David St. Clair and Prait Sookdeo- Adding value by completing a complex, crucial project in record time.

- **Strisand Murray**, Senior Foreman, Distribution Tobago-Going beyond the call of duty to assist with locating accommodation for the Commission.

Chairman of the R&R Committee, Assistant General Manager – Human Resources, Jacqueline Cheesman, explained that the WOW awards are one-off awards, intended to give quick recognition for exemplary performance on the job. Nominations for the award can be made by peers, supervisors or Heads of Departments.

Mr. Ramsook said it was significant that this idea has come to fruition, adding that "Managers, too, must get involved in the process and recognise those employees who are delivering and contribute meaningfully on a daily basis."

The awardees each received vouchers of their choice from Rituals/Pizza Boys, Movietowne, Nigel R. Khan Booksellers, KFC/Pizza Hut, ColdStone Creamery, IMAX, Subway and Haagen Dazs.



T&TEC's General Manager, Kelvin Ramsook and T&TEC's AGM - HR, Jacqueline Cheesman, with members of T&TEC's Safety Rules Review Committee



Lennox Petioni



Strisand Murray



Lisa Manzano



Stanley Jones

Missing from photos is Corporal Holder, who was on leave at the time of the ceremony.

WOW awards categories:

- Proactive ideas for process improvement, cost containment, revenue generation. (this list is not exhaustive)
- Going beyond the call of duty
- Voluntarily investing personal time
- Customer commendation
- Team work
- Championing core values

Nomination forms are accessible on the Intranet or from your Head of Department.

Process for WOW Awards

1. Complete nomination form and submit to HOD
2. HOD submits form to Chairman of the Reward and Recognition Committee, AGM HR
3. Chairman shares with Review Committee
4. Review Committee reviews nominations and approve accordingly
5. Corporate Communications Manager sends award to HOD of recipient
6. Award presented to employee by HOD

The Reward and Recognition Programme was launched in August 2012. It aims to honour, recognise and reward employees; enhance employee morale; create a positive work environment; motivate for improved performance; and reinforce desired behaviours. It is split into several categories, in addition to the spontaneous awards: Performance Awards (tied to performance appraisals); Long Service Awards; Annual Awards and Chairman's Awards.

GSCC's night of sporting achievement

The Commission's best performing athletes traded in their sneakers for suits and heels for a night of sporting glitz and glamour on January 18, when the General Sports and Cultural Club (GSCC) held its 16th annual Presentation of Prizes and Awards Ceremony at the Trinity College East, Arima.

About 75 employees received awards for excellent performance in various sporting disciplines over 2012. The evening's programme also included several esteemed speakers. Among them were noted raconteur Paul Keens Douglas who gave the keynote address. Mr. Douglas spoke about the importance of communication, trust and

teamwork in achieving sporting excellence.

T&TEC's General Manager and Honourary President of the GSCC, Kelvin Ramsook commended the Clubs for the widespread appeal of its varied range of activities and praised employees for "demonstrating teamwork and good sportsmanship." Mr. Ramsook said, "one of the valuable lessons of sports is that it teaches us to recognise the difference between winning and striving for excellence...how to handle failure - that getting up and trying again builds character, determination and courage. And that it is not always about winning, but about teamwork and creating an environment conducive to the

development of a motivated workforce."

President of the GSCC, Gilbert Taylor, spoke along the same lines when he encouraged employees to "continuously strive for excellence through the opportunity generated by the connectivity of sports and culture."

The Minister of Public Utilities, the Honourable Nizam Baksh, delivered the feature address, congratulating the GSCC for its efforts at keeping the Commission's employees healthy in all aspects. He told the audience, "These various social, cultural and sporting activities contribute to the building of



camaraderie, while ensuring that the competitive spirit that is manifested each year propels all participants to do their best, both in and out of the office. The workforce that plays hard works hard, and once all is kept in balance, I have no doubt that the Commission will continue to achieve its vision of Leadership in Energy Delivery.”

After the formalities, the awardees and their guests were treated to dinner and partied the evening away to the sounds of live band, Kelly Green and Harmony.



Marissa Byer of the Northern Area Sports Club, receives her trophy for winning the Ingrid George 10K (Female) from the Hon. Nizam Baksh.

Below: Members of the Eastern Area Sports Club display their night's haul, including the Champion Area trophy for the Sports and Family Day.



Men in charge at GSCC's aerobics burnout



Some of the competitors in action

Scores of participants, representing several Area Sports Clubs, arrived at the Northern Area Sports Club pumped up with energy and anxious for the start of the T&TEC General Sports and Cultural Club's (GSCC) annual Inter-Area Aerobics Burnout.

The event which took place on Saturday, February 2 launched the GSCC's calendar of events for 2013. Usha Ramcharan, Public Relations Officer of the host club said that while the event was smaller this year the men outnumbered the women. It was no surprise that in the end the top three competition places were held by men.

Topping the competition was Hayden Kurban of the Northern Area Sports Club; followed by Eric Daniel, representing the Mt. Hope Sports Club, with Christopher Julien of the Port-of-Spain Training Facility in third place.

There were also winners in the different age categories. These were as follows:

- 17-25 (M) - Christopher Julien, Port of Spain Training Facility
- 26-35 (M) - Taton Alexander, Northern Area Sports Club
- 26-35 (F) - Marisa Byer, Northern Area Sports Club
- 36-49 (M) - Hayden Kurban, Northern Area Sports Club
- 36-49 (F) - Sherry Ann Williams, Northern Area Sports Club
- 50+ - Cliff Ramsuhag, Mt. Hope Sports Club

Congratulations to all winners!

Tobago security recruits pass out

Twenty-one Officers from T&TEC's Security Department joined their counterparts from the Tobago House of Assembly (THA) and the Port Authority of Trinidad and Tobago (PATT) at a graduation ceremony on December 6, 2012 at the Tobago Hospitality and Tourism Institute.

The ceremony marked the successful completion of 14 weeks of training by the Trinidad and Tobago Police Academy for these Tobago-based law enforcement officers. This is the second batch of T&TEC Security Officers to be trained by the Police Academy. The first batch of 30 Officers completed their training in July 2012.

Senior representatives from the three organisations – Dr. Ellis Burris, THA Chief Administrator and Paul Thomas, Administrator – THA Division of Finance and Enterprise Development; Colin Lucas, General Manager/ Chief Executive Officer of the PATT and Jacqueline Cheesman, Assistant General Manager - Human Resources, T&TEC, addressed the graduates.

Ms. Cheesman said, "On this our sixtieth anniversary of supplying electricity to Tobago, it is heartening that we can mark today's milestones: the first time that T&TEC has trained Estate Police recruits in Tobago, the first time that a batch of recruits will all be placed in Tobago, and it is the first time that our security personnel have been trained with colleagues from other organisations." The Divisional Head responsible for T&TEC's Security Department also lauded T&TEC's partnership with the TTPS as "a new approach to training our Security personnel that has proved valuable to the evolving needs of our organization."

The training of this latest batch of Security Officers is consistent with the Commission's aim to optimise the level and quality of performance of all its security personnel. These Officers have been assigned to protect T&TEC's Tobago installation and personnel.

Below: Senior T&TEC officials pose with the recruits (front row centre), (l-r) AGM Distribution, Rene Austin; Deputy Chairman Kenneth Patino; AGM Human Resources, Jacqueline Cheesman; Chief Security Officer, Jeewah Ramoutar; and Assistant Chief Security Officer, William Douglas.



"Big Sexy" reigns at Power Monarch competition

T&TEC's 25th installment of its annual Power Monarch Calypso competition dished out its regular fare of lively entertainment, with healthy servings of calypso in its various styles on January 25.

It also served up a new winner – Dionne Nicola Phillip, an Estate Constable from Distribution Tobago, also known as "Big Sexy". Ms. Phillip, despite being the lone newcomer in the fray, defeated her seven rivals with her powerful rendition, "My lovely country".

The stage was set at the St. John's Ambulance Hall for an enjoyable evening. Accompanied by Kelly Green and Harmony, the eight employees-cum-calypsonians delivered the best in kaiso – social commentary provided by Ms. Phillip and Fellie Noel's "Let's Save T&T"; political commentary from Rudolph John, "Section 34"; party tunes from Darren Sandy, "Pigs"; Ryan Affonso and Rydel Prescod, "We come to take everything" and Lloyd Harris, "This Carnival"; and the always popular T&TEC tunes from Marielle

Thomas, "We want more attention from T&TEC" and Christian Sandy, "Whistle blowing policy".

However, it was Dionne Phillip, representing the Tobago Sports Club, who stole the show. Dressed in the national colours, she sang about the ills of society, imploring those who love our country to work hand in hand with one another to build our nation.

In second place was Fellie Noel. Representing the Northern Area Sports Club, he lamented the change in Trinidad and Tobago from a paradise, to a 'sick society'. Marielle Thomas, of Southern Area Sports Club, copped the third place and the prize for Best T&TEC Calypso with her song about some of the challenges faced by T&TEC workers.

Employees, supporters and specially-invited guests thoroughly enjoyed the evening, capped off with an energetic performance from Iwer George.

Full results were as follows:

1st place	-	Dionne "Big Sexy" Phillip
2nd place	-	Fellie Noel
3rd place	-	Marielle Thomas
4th place	-	Ryan Affonso and Rydel Prescod (Heckle and Ryde)
5th place	-	Lloyd Harris

Special prizes:

Most Humorous	-	Darren Sandy
TATECO People's Choice	-	Heckle and Ryde
Road March	-	Darren Sandy
Best T&TEC Calypso	-	Marielle Thomas



Christian Sandy, Central Area



Fellie Noel, Northern Area



Lloyd Harris, Eastern Area



Rudolph John, Northern Area



Darren Sandy, Tobago Area



Ryan Affonso and Rydel Prescod, Eastern Area



Marielle Thomas, Southern Area



The distinguished panel of judges hard at work.



Power Monarch 2013, Dionne Phillip of Distribution Tobago is congratulated by T&TEC's GM, Kelvin Ramsook and Deputy Permanent Secretary of the Ministry of Public Utilities, Victor Jones.

Meet Dionne Phillip

Dionne Nicola "Big Sexy" Phillip, is no stranger to the stage; she has been singing calypso since she was a student of the St. Andrew's Anglican Primary School. Prior to entering the Commission, she worked for 13 years at the Tobago House of Assembly, where she was a regular participant in their annual Inter-department Calypso Competition.

Ms. Phillip has big dreams, with her eyes set on performing at the Mecca of calypso, the national Calypso Monarch competition. Calypsonians Singing Sandra, Karene Asche and Brian London are her mentors in the arena. Of Brian London, a former T&TEC Power Monarch, she said, "He is especially an inspiration to me since he got his start on the T&TEC stage. Look at where he is now!"

Ms. Phillip joined the Commission nine months ago as a Woman Estate Constable recruit. She said she enjoys working at T&TEC since it has afforded her a welcome break from the monotony of a desk job. "As an officer I have to interact with many persons on a daily basis," she said. "Also, I am happy for the opportunity to assist my colleagues in ensuring a safe environment for the Commission's staff and customers."

Ms. Phillip is currently assigned to Distribution Tobago. She was the valedictorian for the graduation ceremony in December for the last batch of Security recruits who completed 14 weeks of training from the T&T Police Academy (see page 15).

Employee Profiles

Mitra Ramkissoon



Mitra Ramkissoon, Clerk III in the Industrial Relations Department, knows all too well the challenges involved in working in a Department that handles labour issues and employee grievances. But he takes it all in stride, relishing the opportunity to witness firsthand the IR issues faced by employees and the ways the Department can help in rectifying them. "I like working here," he said. "All the action is in the IR Department. There is no room for monotony; every case is different and a learning experience."

The IR Department ensures that a good balance is maintained in the employer and employee relationship, by assuming a major role in sustaining productivity, whilst adhering to the principles of good industrial relations practices.

Mr. Ramkissoon's duties include preparing statistical and other relevant reports, conducting research and gathering data on

the terms and conditions of employment at various organisations. His research assists in benchmarking as well as in preparation for the collective bargaining process. He also assists in compiling data used by the IR Officers in the process of resolving grievances and initiating proactive Industrial Relations.

Mr. Ramkissoon, the Best Performing Employee in the IR Department for 2012, is the holder of a Bachelor of Science Degree in Public Sector Management and Diplomas in Strategic Management and Human Resources Management. He became permanently employed at the Commission in 2011.

One aspect of the job that he particularly enjoys is participating in arranging the Commission's IR awareness sessions, which seek to educate the supervisory staff on best practices in industrial relations.

To those who seek success, especially in the IR field, Mr. Ramkissoon has these words, "You need to have a passion for IR," he said. "You also have to be very thick-skinned and to make the distinction between work and life away from work."

Indeed, it is sound advice that has served him well thus far.

Michael Alexander



Michael Alexander's job title is Driver – Pole Hole Borer Combination but to those who know and work with him he is also a teacher, motivator and model employee.

Mr. Alexander, a 12-year veteran at T&TEC Distribution South, is known for his diligence, dedication to duty, commitment to safety and for his excellent driving record. These attributes were recognised when he was awarded the title of Best Performing Employee for Distribution South (Field) in 2012 and in his assignment to one of the three newest trucks in the T&TEC fleet.

"I like doing my work, I always find a way to get it done safely and teach others", Mr. Alexander said. This commitment and his friendly demeanor encourage his team to give of their best. As a Driver – Pole Hole Borer Combination, Mr. Alexander leads a team of two or three Labourers. Their job is to ensure that equipment such as poles, transformers and overhead line equipment are collected,

transported and installed safely at jobsites, according to T&TEC's specifications and procedures.

Assistant Area Manager, Richard Sitahal described Mr. Alexander as a "conscientious employee who demonstrates how an employee supports the objectives of the Commission. He is always looking for new ways to improve the way he performs his duties." In fact, Mr. Alexander was instrumental in introducing a new mechanism that expands the capability of the boom in the new International truck. This allows transformers to be safely installed within standard overhead line safe working clearances, without unnecessarily de-energizing the high tension lines above. Mr. Alexander, on his own volition, researched and presented a rationale for the purchase of this equipment. Six months later, the boom has been modified by the agent of the vehicle and now gives the crews of Distribution South the advantage of an additional reach of approximately two meters (six feet). This modification could also be adopted by other Distribution Areas.

So when you see the yellow truck with the label S31, look out for Michael Alexander, one of T&TEC's finest.

Reaching out, a Rainbow Rescue

We are one family. We are not divided by a Department, Division or boundary. We are in this for one purpose; together we can achieve so much.

Cliff Ramsubag, President, Mt. Hope Sports Club

The Mt Hope Sports Club extended the spirit of goodwill and cheer past Christmas and into 2013 when they adopted a charity project to electrically wire Rainbow Rescue, a home in Maraval for socially displaced boys.

Club President, Cliff Ramsubag who spear-headed the project said "Rainbow Rescue came to our attention via a newspaper article. Since this project checked all the Club's boxes to assist the less fortunate, we quickly pulled together a team to execute the electrical wiring for this home."

Through the dedication and hard work of some of its members, and the financial offerings and support of others, including external persons, these volunteer employees gave of their time in the interest of the community and society as a whole.

Karryl Jeffrey (Engineering); Michela Alexander (Communications) and Ramnarace Roopnarine,



The soon-to-be-refurbished Rainbow Rescue building at Maraval.



T&TEC's General Manager, Kelvin Ramsook, presents Judy Wilson, Founder and CEO of Rainbow Rescue with the cheque while President of the Mt. Hope Sports Club, Cliff Ramsubag, looks on.

Technical Assistant I, led separate teams to determine the project details, raise funds and provide electrical wiring for the refurbished Maraval building. When completed, this building will house sixteen homeless boys between the ages of eight and eighteen.

The electrical wiring project, which began in December 2012, is budgeted at \$20,000.00. So far the Mt. Hope Sports Club has raised less than half of this amount. Mr. Ramsubag expressed gratitude to donors; he said "people wanted to be part of the project, to do good. I am so proud that our employees want to reach out to others in time of need, regardless of their own situation."

Contributions including cash and labour are urgently needed to complete this very worthwhile project.

Ms. Jeffrey, who visited Rainbow Rescue, appealed to the Electric Family "we cannot turn our backs on children who live on the streets. We are committed to seeing this project to completion. Our next phase is painting!" So if you are interested, contact any of the Mt. Hope Sports Club organising members.

For further information, contact:

Karryl Jeffrey - 663-8832 ext. 4151

We Remember

T&TEC remembers our colleagues from the Security Department who passed on.



Estate Police Sergeant, Davis Thompson passed away on December 22 last year. He was 54 years old and had recently earned his Bachelor of Science degree in Psychology

from the University of the West Indies.

Sergeant Thompson had just over 23 years of

service with T&TEC, moving up the ranks from Constable in 1988 to his latest promotion as Sergeant in 2011. During his career progression, he was stationed at Distribution South with a stint at the Pt. Fortin Depot; Distribution Central and then at Mt. Hope.

Sergeant Thompson, the father of Ian, is remembered for his debating skills and his knowledge of current affairs. According to Assistant Chief Security Officer, William Douglas, "Sergeant Thompson was a coaching type of leader who had remarkable welfare skills in dealing with issues, using his psychology training to counsel junior officers."



Constable Anthony Thomas passed away one day shy of his 55th birthday on January 18. He was assigned to the Rio Claro Depot, Distribution South.

Constable Thomas was permanently employed with T&TEC in 1984. Prior to that he was a casual worker at the Rio Claro Depot. Following his graduation into the ranks of T&TEC's Security Department, Constable

Thomas worked at the Pt. Lisas Power Plant, Distribution Central and Distribution South. He acted as Corporal on several occasions.

Constable Thomas is remembered for his warm and infectious personality, his enthusiasm for sports, especially cricket and football, and his passion for Trini culture. He was an avid carnival supporter who loved calypso, traditional mas and stick fighting.

He was the father of Marissa, Marielle, Melissa and adopted son Jacob. Constable Thomas was on the Regional Carnival Committee of the National Carnival Commission and was the Coordinator for four regional committees - La Brea, Pt. Fortin, Cedros and Santa Flora.

Employee Update

Appointments, Promotions, Moving On and Accomplishments

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Adelle Joseph	Engineer II	Transmission Maintenance
Kevon Johnson	Engineer II	Distribution North

PROMOTIONS

NAME	POSITION	AREA/ DEPARTMENT
Aaron Ramkhelawan	Jointer 'A'	Distribution South
Adesh Seemungal	Linesman 'A'	Distribution East
Akaash Singh	Senior Foreman	Distribution North
Ako Young	Linesman 'A'	Distribution East
Alexis Molligan	Linesman 'A'	Distribution East
Allison Acres John	Clerk Typist	AGM - Distribution
Aneisha Mohammed	Draughtsman II	Distribution East
Anthony Guerero	Linesman 'B'	Distribution South
Anthony Haynes	Linesman 'B'	Distribution South
Arlene Greaves	Area Administrative Officer	Distribution Tobago
Asha Wright	Human Resources Assistant	Human Resources
Brian Mohamed	Senior Engineer	Transmission Develop. & Eng. Services
Carl Rajkumar	Linesman 'B'	Distribution South
Charmaine Baptiste-Smith	Systems Assistant	Human Resources
Christopher Mc David	Linesman 'B'	Distribution South
Dalia Trotman	Clerk II	Supplies
Davis Sabala	Ganger	Distribution North
Devon Simon	Surveying Assistant	Transmission Maintenance
Dhiraj Ramkissoon	Ganger	Distribution South
Donald Giles	Substation Foreman	Distribution North
Epsyon Cooper	Linesman 'B'	Distribution South
Farzana Ghanhy	Clerk II	Accounts
Gary Gomez	Line Foreman (Hotline)	Distribution North
Gary Perez	Welder 'B'	Distribution East
Giselle Lall	Clerk II	Supplies
Hether Augustine-Cornwall	Senior Clerk	Information Systems
Indar Persad	Linesman 'A'	Distribution East
Indra Sammy	Clerk II	Accounts
Jennifer Sammy	Clerk II	Distribution East
Joy Carasquero	Human Resources Assistant	Human Resources
Julia Brereton-Sammy	Administrative Officer	Information Systems
Kavita Primsingh-Lall	Clerk I	Distribution North
Kenrick Nigel Bobb	Assistant Area Manager	Distribution North
Kenute Cooper	Welder 'C'	Distribution South

PROMOTIONS (cont'd)

Krishna Seenath	Systems Analyst III	Information Systems
Lauren Moore	Telecom Operator	Distribution East
Lawrence Dwarika	Dr - Vehicles < 25000 Lbs.	AGM - Administration
Louis Castillo	Linesman 'B'	Distribution South
Marlon Rampersad	Welder 'C'	Distribution South
Nadine Sahatoo	Clerk Typist	Human Resources
Nalini Maharaj	Clerk II	Distribution North
Paula Cadogan-Quashie	Admin. Asst. IV	Protection & Scada
Peggy Joseph	Human Resources Officer II	Human Resources
Peter Williams	Driver- Aerial Lift Truck	Distribution North
Ricci Nina	HR Technician III	Human Resources
Rondell Harry	Jointer 'B'	Transmission Maintenance
Sat Hardeo	Linesman 'A'	Distribution East
Shaheeda Rahaman	Clerk Typist	Human Resources
Sharlene Kimkeran	Clerk II	AGM - Finance
Sharmela Samnarine	Clerk II	Distribution South
Shernel Edwards	Clerk I	Distribution North
Valene Massiah	Clerk Typist	AGM - Transmission
Vaughn Aberdeen	Senior Foreman	Distribution Tobago
Vijay Ramdath	Linesman 'B'	Distribution South
Vishal Rajpalsingh	Human Resource Assistant	Human Resources
Wendell Caberrea	Welder 'A'	Distribution South
Yameen Khan	Driver - PI Hole Borer Comb.	Distribution East
Yohan Winter-Roach	Clerk II	AGM - Transmission

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Betty James	Clerk I	Information Systems
Carlia Pope	Trans. L/Lry. Ldr/B/Lft. Comb	Distribution Central
Frankie Ramkaran	Trans. L/Lry. Ldr/B/Lft. Comb	Distribution South
Franklin Sankar	Senior Engineer	Internal Audit
Gerald Walcott	Cable Supervisor	Distribution North
Kenrick Hall	Line Foreman (Hotline)	Distribution Central
Michael Irvin Nicholas	Trans. L/Lry. Ldr/B/Lft. Comb	Distribution East
Shaheed Mohammed	Dr- Lr. Ldr. /Lift Comb.	Distribution Central
Terrence Darmanie	Chief Accountant	Accounts



100 years old pensioner passes on



David Harewood, former Line Foreman passed away on 12 March and was buried a few days later on 22.

Mr. Harewood joined T&TEC in 1961 and retired after 40 years of service. He turned 100 in 2012 and, at that time, held the distinction

of being T&TEC's oldest surviving pensioner.

T&TEC's management and employees extend sincere condolences to the family of David Harewood, his 16 children and 50 grand and great grand.

First HIV/AIDS awareness session held



Peer Educator, Valisha Sylvester, distributes some flyers on HIV/AIDS to fellow employees during her presentation.

The stigma directed towards those afflicted with HIV or AIDS is a terrible phenomenon, largely based on ignorance of the disease and the way it is transmitted. At T&TEC, the HIV/AIDS Committee and the Oilfield Workers Trade Union (OWTU) are leading the charge to help in the fight against stigmatisation. These groups recently joined forces to host the Commission's first Peer Education session on HIV/AIDS for employees of Head Office.

The purpose of the session was two-fold – to reduce the incidence of discrimination and intolerance towards those infected with the disease, and to maintain funding secured by the OWTU's Education and Research Committee from the Canadian Communication

Workers Union Education Programme. The funding is to be used to help educate and inform its members about HIV/AIDS to stop its spread and stigmatisation of victims.

Present at the session on January 18 at the CEB Building were T&TEC's Assistant General Manager, Human Resources, Jacqueline Cheesman; Executive Vice President of the OWTU, Peter Burke; and Chairman of the T&TEC HIV/AIDS Committee, Peggy Joseph.

One of the 30 Peer Educators trained by the HIV/AIDS Committee, Valisha Sylvester, of the Revenue Accounts Section, conducted an interactive presentation. Ms. Sylvester was very well

informed and provided a wealth of information with the objective of sharing and discussing information on HIV/AIDS – what it is, the HIV life cycle, how it is transmitted and the different stages of HIV development.

While for most, it was a refresher on a familiar topic, it was still a lively and interesting discussion. Employees especially enjoyed the skit performed by fellow employees depicting the risky behaviours prevalent during the Carnival season.

Ms. Cheesman, who thanked the OWTU and the HIV/AIDS Committee for their timely initiative, pledged T&TEC's support to these and similar ventures by the organising groups. It is hoped that the Peer Education sessions will continue throughout the Commission in the fight against the spread and stigma attached to HIV/AIDS.

Ms. Joseph said it well when she told the gathering that "wisdom is more powerful than knowledge," and encouraged all present to use the knowledge gained wisely, to extend it to our friends and families; and take this disease seriously.

Watty Says

Electricity safety and you

The dry season is upon us and many people take this opportunity to enjoy recreational activities and engage in building repairs or new construction.

Here are some safety tips to follow as you enjoy this sunny time.

When doing construction/repairs

- ◇ Contact T&TEC's Area Office to request a temporary disconnection to allow safe work when conducting repairs near over head lines or point of entrance.
- ◇ Treat all electric lines with caution, even low-voltage electric lines and cords can be hazardous if damaged or improperly handled.
- ◇ Stay 5 meters (15 feet away) from overhead lines when doing construction work, trimming trees, installing or removing an antenna or satellite dish, using a metal ladder or picking fruits.
- ◇ Inspect power tools for frayed power cords, broken plugs and cracked or broken housings. If the appliance is damaged, stop using it. All tools should be unplugged when not in use and stored in dry areas.
- ◇ Do not plant vegetation or construct any permanent structures directly in front of overhead or underground electrical installations. This creates a potential hazard for safe access to work on these installations.
- ◇ Contact T&TEC's Area Office to determine the location of conductors and cables before carrying out underground works.



Kids Safety

- ◇ Before you climb a tree, look up, if a power line is nearby or touching, stay away from the tree.
- ◇ Never climb utility poles or electrical towers.
- ◇ Do not tie animals to guy wires.
- ◇ Never play with electrical cords, wires, switches, or plugs.
- ◇ Fly kites in a wide open field or park—never near overhead electrical wires.
- ◇ Never touch anything that runs on electricity when your hands are wet.
- ◇ Never use a hairdryer or play an electrical radio or television near a bathtub or sink.

Smile Christian

Support poured in from T&TEC's employees in response to a call to assist five-year old Christian Seeraj with expenses for urgent dental surgery.

Christian was born with a dental condition called "Baby Bottle Syndrome" which causes his teeth to decay rapidly and is very painful.

T&TEC employees' donation of \$6,393.00 was significant in offsetting the cost of specialised dental surgery to save Christian's permanent teeth and reduce his pain. The procedure involved routine dental treatment of the decaying teeth and the surrounding

gum before extraction and providing special aftercare.

When a cheque was presented to Christian's mother, Lalita Seeraj, on behalf of T&TEC's employees from 14 Departments, in February, a shy Christian said "thank you very much." His mother, emotionally moved in gratitude, asked that her appreciation be conveyed to employees who, through their spirit of giving, will enable Christian to smile again.

So thank you employees from:

- Administration Department
- Accounts Section
- Commercial Department
- Corporate Communication Department
- Distribution East
- Distribution Central
- Distribution Support
- Health, Safety and Environment Department
- Metering Department
- Penal Training Facility
- People Soft Section
- Port of Spain Training Facility
- Supplies Department
- Transmission Department



T&TEC's Corporate Communications Officer, Judyann Babwah, presents young Christian and his mother Lalita Seeraj with their cheque.

Respiratory health tips from the Ministry of Health

Persons susceptible to respiratory ailments would be at risk for adverse health reactions from the growing amount of smoke allergens being released into the air from fires associated with the existing dry season. These persons should take the following necessary precautions to protect their health:

- Avoid the area with the smoke allergens, if possible.
- Use air conditioning, if possible.

- If a person must stay in the area, keep windows, doors, ventilation bricks etc to the home closed / blocked off to prevent the smoke allergens from entering.
- Keep all medications prescribed by a medical doctor for asthma near at hand.
- If there is any worsening in asthmatic conditions, please seek immediate medical attention and leave the area.

Info courtesy: www.health.gov.tt

T&TEC spreads Christmas cheer to families

Employees of T&TEC Mt. Hope recently demonstrated the Christmas spirit of generosity and goodwill by distributing hampers and toys to underprivileged families across Trinidad.

General Manager, Kelvin Ramsook was on hand to visit the first family that benefited from this benevolent gesture. On December 13, he led a small team of employees to a family at Patch Lane, Morvant. One of the recipients, Sherry Ann Sealey, a mother with nine children ranging in ages from two months to fourteen years old, was "very thankful" for the items of toys, sweets and a food hamper presented to her by 'Santa GM'. Ms. Sealey said, "I wasn't looking forward to the season before, but now things are finally looking up."

The following week, employees Andail Hackett and Kareem Quashie continued spreading the Christmas joy, distributing 29 hampers and 49 gifts to needy families in communities like Perseverance and Felicity in central; Marabella in the south; Valencia, La Horquetta and Maloney in the east and Carenage in the west.

Commenting on the outreach gesture by employees Mr. Ramsook said "we consider this a start to get employees of the Commission more involved in giving back on an individual level. I hope that this will grow beyond the Christmas season, since there are many needy families out there."



T&TEC's General Manager, Kelvin Ramsook (far left), presents Christmas hampers to Sherry Ann Sealey. With them are employees Andail Hackett and Kareem Quashie.

To be amo

T&TEC pan sides start

T&TEC New East Side Dimension



Captain of T&TEC New East Side Dimension Steel Orchestra, Holford Richards, leads members of the Band during their practice session.

Twenty-two kilometers from Scarborough, on the eastern side of Tobago, is the Belle Garden home of the T&TEC New East Side Dimension Steel Orchestra.

The former nine-time Tobago Zonal Panorama winners have enjoyed a commendable 2013 Carnival season, but it did not come easy – it was the result of sheer dedication, passion and commitment.

The band's preparations for the national panorama competition coincided with the run-up to the THA elections, but the occasional motorcade and sounds of jubilant party supporters in the street did not distract the players from the task at hand. The focus of the members was to give of their best and do justice to their tune of choice, Explainer's "Lorraine." Their hard work paid off; on the national stage they placed 13th in the small band category.

When the Watts Happening paid a visit to Belle Garden during one of the Band's practice sessions, the enthusiasm of the players was evident. "We come to practice every night," said 11-year old Christal James. "This is my first Panorama and it's a bit tough, but I'm working hard. It's exciting."

Captain of the Band, Holford Richards, explained that the dedication of the players was an essential component for success. In between takes he said, "we've had just about one month of heavy practice. It's hard, but we are giving 100 per cent to this task and we're hoping to do great."

The band went on to score 250 points in the preliminary round to top their category in Tobago and progressed into the semifinal round. On the big stage, the small band of 50-members, delivered an energetic performance, but missed a place in the finals by one spot.

Nevertheless, the Band's Arranger, Marlon White, new to T&TEC New East Side Dimension, was in high praise of his players. "I'm trying to develop the band and bring it up to a high level," he said. As is the norm with several steel bands, many of the players were professional hires. Close to half of the players in New East Side Dimension were professional players from Trinidad, but that did not stop the band from merging well. Said Mr. White, "It was actually easy to work with this band...even though the skill level of some of the players was not as high as others, they were always willing, so it was a pleasure to work with them."

Now that the 2013 National Panorama competition is over, the pace will slow a bit, but the dedication of the players to an art-form they love will keep them going to their Belle Garden home, right throughout the year.

ng the best

2013 on a high note

T&TEC Tropical Angel Harps

The T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) pan yard at Enterprise Village, Chaguanas was a mixture of sounds as small groups of players put sticks to pans in concentrated practice for the 2013 Panorama Competition. The arrangement "No Getaway" by Blaxx could not have sounded sweeter or played with more enthusiasm.

Manager, Clary Benn said the band was anticipating competing in the national Panorama Conventional Bands – large category. The 100-plus members range in age, gender and size but "one thing is evident, under the direction of Band Captain Phillip Morris and Arranger Clarence Morris their goals are the same - to do their best, to fine tune their sound and to move forward to the finals of the Panorama competition at the Queen's Park Savannah."

The first hurdle for TAHSO to reach the big yard was the preliminary judging of the South/Central competition on January 21. "Although this is a formality for us to move into the next level, the comments from the Adjudicators' are priceless," Mr. Benn said, "we use the feedback to perfect our arrangement."

During a night-time practice session, two days before the judging, the vibe was one of heightened energy, confident with anticipation of a potential victory. One 8-year old, under the watchful eyes of Drill Master Raymond Superville, was going through the paces on his cello pan. "He comes from a pan family and played at Panorama last year. In fact several of the players are part of our Panorama base. We are also proud of our



Members of T&TEC Tropical Angel Harps Steel Orchestra go through their paces.

supporters - they keep us going," Mr. Benn said to the backdrop of a mobile mike inviting villagers to TAHSO's preliminary judging session that week.

"We are very strict about practice", Mr. Benn said, each of our eight sections has a leader who makes certain that members attend practice and are ready for the competition. "We will rehearse over and over to ensure precision of all our players."

Mr. Benn was in praise of TAHSO players' commitment. "These players are giving hours of personal time for this art-form. Their reward is in their best effort."

Although the Band scored 254 points and placed 11th at Panorama semi-finals they did not qualify to move into the final competition. In the hearts of their supporters, including the Electric Family, T&TEC Tropical Angel Harps Steel Orchestra will always remain a winner.

Fun Page

Easter

Z J H A Q
 S E R F Q
 I P Z S H
 V V I S F
 Q C P C Z
 H T A E D M O R F E S I R E M P T Y T O M B A
 N O I T C E R R U S E R D I S C I P L E S O S
 G L O R I F I E D S E P U L C H R E T S A E L
 Y R O T C I V F C B G J E T H I R D D A Y B C
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 S O N R S
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 C D M A Y
 L R S K W
 A A W E N
 I U G T A
 R G J N S
 U X G Y T
 B E J I O
 L E N O N
 O D R N E
 Y R C G X

Angel
 Burial Cloths
 Disciples
 Earthquake
 Easter
 Empty Tomb
 Glorified
 Guards
 Mary Magdalene
 Morning

Resurrection
 Rise from Death
 Sepulchre
 Spices
 Stone
 Sunday
 Third Day
 Victory

Inspirational quotes to lift your spirit

Look at a day when you are extremely satisfied at the end. It's not a day when you lounge around doing nothing; it's when you've had everything to do, and you've done it.

Margaret Thatcher.

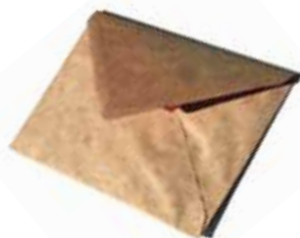
At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us.

Albert Schweitzer.

When the world says, "Give up," Hope whispers, "Try it one more time."

Anonymous.

Letters



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

December 15, 2012

I wish to formally recognize and commend your security personnel who came to my assistance on Pembroke Street this morning just after 11:10a.m.

I had just parked my vehicle when a man in a hoodie came running towards me asking me to give him my keys.

He held on to my hands and I kept saying 'no'. Your guards heard, shouted out and came to my assistance.

The man ran up Pembroke Street and they eventually caught up with him. My only visible scar was a bleeding thumb as a result of holding on to my keys.

People do not generally help each other these days, but I thank your guards. They did the right thing. Please thank them again on my behalf.

Julia Gomes

December 27, 2012

On behalf of the principal, staff and students of D'Abadie Government Primary School, this serves to extend our heartfelt gratitude for the unstinting service rendered by you and the following members of your staff:

Mr. Colin Edwards
Mr. Fazal Mohammed and his Crews

Ms. Daniel
Ms. Marilyn Dolly

I am sure you could appreciate how grateful I am for such yeoman service, as several attempts (with many empty promises) were made to rid the school of pigeons since October 2011. Needless to say, the pigeons posed a health risk with students having to step over droppings to enter their classroom.

Only after the port of entry was blocked by your workers did the pest control agency rectify the issue.

Indeed, your staff has facilitated my job as a principal and have been instrumental in making life more comfortable for us. Mr. Mohammed even offered me his contact in case of future needs. I definitely will maintain this budding partnership.

Words simply cannot express my profound thanks. On behalf of the D'Abadie Government family we wish you every success in all your endeavours for 2013 and beyond.

Yours respectfully

Annette Barton
Principal
D'Abadie Government
Primary School

January 26, 2013

I need to express my appreciation for the quick response to my trouble call on Friday, January 25, 2013.

I called at approximately 6:30p.m. to report an intermittent fluctuation in the supply to my house.

The very polite and helpful customer service representative took my information, asked me relevant questions and gave me a possible reason for what I was experiencing.

He then advised me that a work crew would contact me soon to advise when they were coming to attend to the problem.

At 9:24p.m. the same night, service personnel called my cell phone to get additional details and promised to come. Just after 11:00p.m. the service vehicle pulled up in front of my house, one of the service men confirmed the details of the problem and within an hour, repairs were completed. The crew waited until I confirmed that everything was back to normal, bid me goodnight and left.

Thank you T&TEC for excellent service.

Gabrielle Dindayal
San Fernando

Easter Greetings



**The power and the glory
of the risen Christ.**

*"I am the resurrection and the
life. He who believes in me will
live, even though he dies;
and whoever lives and
believes in me will never die."*

John 11:25 - 26 (niv)



T&TEC

**Trinidad and Tobago
Electricity Commission**