



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 • Vol.26 #1 / Jan - Mar 2009

Easter Blessings



Your word is a lamp to my feet and a light for my path.

Psalm 119:105

Jesus said to her, "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

Editorial



The Way Forward

Recent talk of 'doom and gloom' regarding the country's economic future has left our citizens feeling a sense of dread about the future.

The financial crisis has already hit home and what lies ahead is uncertain. We in Trinidad and Tobago are bracing for the effects of the global recession.

Revenue projections indicate that this year will be a challenging one for T&TEC. While the Commission continues to be guided by our 2008-2012 Strategic Plan, we are cognizant that the organization does not operate in isolation. Indeed, all around us we see, and feel, the effects of the global financial situation. T&TEC's view of its plans for 2009 has to take on a different dimension.

The Government has asked us to "tighten our belt". We are required to take a hard look at needs vs. wants. We have to operate "within our means" and adopt measures that maximize efficiency, minimize borrowing and reduce wastage. We have to be innovative and resourceful, increase our competency levels, "think outside the box", work smarter and raise our productivity levels.

Through this financial crisis, T&TEC has to do its job and deliver on its mandate according to its 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 will still be required to pursue areas of strategic focus in keeping with our Vision and national objectives. But throughout all of this, let us not forget our Value Statements. These Statements form the fabric of our business ethic and must guide our every action in these tumultuous times when we have seen many organizations fail, ultimately because of non-compliance with these basic principles.

In other words, the essence of these Value Statements must be synonymous with the essence of a "new T&TEC culture." It is essential that both management and employees embrace these values and make them manifest in their every action and decision.

Having done a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis of the organization, the Commission formulated these 6 Strategic Objectives essential to its successful survival. They are restated here for emphasis and focus:

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1.To ensure that the necessary generation capacity is planned and developed to match the load demand with the desired reliability at all times.

2.To ensure that the transmission and distribution infrastructure is developed, operated and maintained to provide a safe reliable electricity supply to all customers.

3.To achieve the highest level of customer satisfaction through excellence in customer service.

4.To ensure that T&TEC attains financial viability through the application of economic tariffs, cost consciousness and the promotion of a culture of revenue enhancement and protection.

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

6.To ensure the development of a caring and service oriented organizational culture, that promotes trust, respect, open communication, empowerment of employees, team-work and a recognition and reward system for employees' performance.

The achievement of these objectives depends on each Division and Department putting appropriate action plans and projects into motion and ensuring their timely completion within budget.

In my several speeches I have given updates on those projects and action plans. I will not do so now, but assure you that you will get appropriate updates on our progress in meeting these strategic objectives in a section of the **WATS HAPPENING** dedicated to this purpose.

The successful execution of these projects requires that all employees remain committed to their duties.

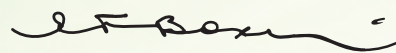
T&TEC's pride in electricity supply delivery must remain strong. As we move ahead into 2009, let us be reminded then that we, at T&TEC, have been faced with greater perils. Our 62-year history as Trinidad and Tobago's electricity supplier proves that we have the resilience to weather this storm.

Let us then emulate those that have gone before us as we make adjustments to stay the course during this global financial crisis. In the end we will be better men and women, and indeed better employees for this experience. We can do it!

Let me end with the words of the American philosopher, psychologist and teacher William James, "There is a law in psychology that if you form a picture in your mind of what you would like to be and keep and hold that picture there long enough, we would soon become exactly as you have been thinking".

May you and your families have a Holy and joyous Easter!

Sincerely yours,



Ernest F. Boxill
General Manager, T&TEC

The achievement of these objectives depend on each Division and Department, putting appropriate action plans and projects into motion and ensuring their timely completion within budget.



Forging Closer Alliances with the Media

"T&TEC is of the view that the relationship (with the media) should be one that cultivates public awareness, which influences positive change while encouraging and providing a mechanism for customer feedback." General Manager, Ernest F. Boxill told members of the media in his address at the Annual Media Luncheon in January this year.

T&TEC's Chairman, Professor Clement Imbert and several Commissioners, the Permanent Secretary, Ministry of Public Utilities, Mrs. Jacqueline Ganteaume-Farrell and T&TEC's Executives and Management joined over 100 media representatives at T&TEC's Annual Media Luncheon.

In his address Mr. Boxill said, "... T&TEC acknowledges that the media has an important and influential role in disseminating information to its 397,000 customers. Since 90% of these are residential customers spread across Trinidad and Tobago, the media's ability to quickly disseminate accurate information to the public is invaluable to our operations."

Newly appointed Chairman of T&TEC, Prof. Imbert, in his address to the audience said the very nature of the electricity industry demands that T&TEC constantly seek to improve in all areas. He informed the audience that T&TEC was influential in shaping Trinidad and Tobago's history with the stability and consistency that has earned the Commission a reputation as being one of the best essential service providers in the nation.

This statement followed Mr. Boxill's speech, which acknowledged that while T&TEC can boast of several achievements there was still a lot of work to be done to improve customer service.

"We remain vigilant about reducing unplanned outages from a variety of sources. Increased lightening activity during the rainy season and a lack of proper vegetation management has been identified as the causes for the frequency of outages to some of our customers in the northwestern Peninsula and other areas throughout the country. I wish to assure those customers that the necessary corrective action is being pursued to restore acceptable reliability." Mr. Boxill

said. "Our operations are therefore targeted towards the Commission becoming more responsive and customer-oriented."

"Indeed in keeping with its strategic focus, several priorities and key success factors have been identified. One of these is availability of sufficient generation capacity. Apart from these transmission projects, T&TEC has devoted significant resources towards the continuous improvement of the reliability of its distribution system."

"One of the primary focus areas for the Trinidad and Tobago Electricity Commission in 2009 is improving electricity reliability by reducing the frequency and duration of outages. In the drive to minimize planned interruptions of supply, we have embarked on the training of more live line (hotline) crews, which will enable more repair works to be done while the customer remains on full supply. We also recognize the difficulties some customers have been experiencing in contacting our operators to report outages. We will be introducing an Interactive Voice Response/ Call Centre Solution that would greatly



Clockwise from left:

1. Professor Clement Imbert, T&TEC's Chairman (far right) greets members of the media. From left: Garth Guiseppi, Radio Trinidad 94.7FM; Sharon Pitt and Lennox Toussaint, Radio Vision Limited and John Victor, NCC Channels 4 & 16.

2. Jacqueline Ganteaume-Farrell, Permanent Secretary – Ministry of Public Utilities chats with Ramdeo Sathoo, Assistant General Manager – Human Resources and Courtenay Mark, Assistant General Manager – Engineering.

3. A guest receives her door prize from Petronella Thomas, Clerk of T&TEC's Corporate Communications Department.

4. Phil Simmons of Radio Trinidad 94.7 FM tries his hand at extempo while Lord Relator, Entertainer, looks on.

5. Ernest F. Boxill, T&TEC's General Manager, in the company of Sharon Pitt of Radio Vision Limited.

6. Ernest F. Boxill, T&TEC's General Manager (far right) and Stephen Martel, T&TEC's Corporate Communications Manager (center) share a joke with Errol Fabien of Gayelle the Channel.

7. Kelvin Ramsook, T&TEC's Assistant General Manager - Distribution, hosts Sunil Ramdeen, News Director of WIN TV and Maurice Brash, Presenter at Radio 97 FM.

alleviate this problem", Mr. Boxill promised.

Mr. Boxill spoke about the Street Lighting Implementation Unit (SLIU) project, describing it as a success story for T&TEC and all citizens of Trinidad and Tobago. At December 2008, 84,321, new streetlights were installed, 49,515 upgraded and over 160 km of highways illuminated. In addition, over 47 recreation grounds and parks have been illuminated."

In addressing the issue of customer billing, Mr. Boxill said, "It would be remiss of me if I failed to acknowledge the many complaints by some of our customers about the excessively high and abnormally frequent bills that they have recently been receiving. This regrettable circumstance has occurred because of difficulties that we experienced in coping with

updating our Customer Billing and Information Systems to implement two Rate Adjustments awarded by the RIC, together with replacing customers' meters to facilitate the Advanced Metering Infrastructure upgrade. We sincerely apologize to all affected customers and assure them that as we approach the completion of the change-out exercise our billing process will return to normalcy."

As he closed his address, the General Manager reminded the media of T&TEC's commitment to providing them with useful and timely information about the Commission's services and activities. "We feel assured that through concerted and collaborated efforts, we can fulfill our mission to provide a safe reliable electricity service and improve the quality of life for all."



GIS ROLLS OUT



Over the last few weeks, members of the Geographic Information Systems (GIS) project team

have been engaged in a series of familiarization sessions with employees from the Commission's Transmission, Communications and Networking, Distribution and Health, Safety and the Environment Departments.

According to Project Manager, Curvis Francois, "these meetings are part of the direct communication phase that is geared towards explaining what GIS is, how it is meant to benefit the Commission, and by extension its employees, and provide a demonstration of the functionality that GIS will bring to the Commission".

WHAT'S HAPPENING attended the Transmission Maintenance and Transmission Development and Engineering Services employee session, which was held at their Chaguanas Office in January this year. Throughout this session many questions were asked on the impact of GIS on the Commission. This article shares some of the Questions and Answers that were discussed.

Q1. What exactly is GIS?

GIS is an acronym for Geographic Information Systems and represents for the Commission, the ability to

use a computer to map, display and query information about T&TEC's field assets.

Q2. What are some of the benefits of GIS for the Commission?

- Improved employee efficiency;
- Reduced paper work;
- Increased revenue from joint use attachments to poles;
- Disaster management;
- Asset and facilities management;
- More informed decision-making.

"Technological synergies between the GIS and the Automated Metering System (AMI) will allow us to capture detailed real time data which will shorten our response time to outages."

Q3. Can GIS track the location of employees in the field?

No. GIS is not a real-time tracking system and as a result employees cannot be tracked.

Q4. Can GIS make particular jobs redundant?

A successful GIS is dependent upon the input of both office and field employees. The end results are the improvement of employee efficiency and decision-making. Therefore, GIS will not make jobs

redundant but empower existing workers to be more efficient and possibly create new job positions in the establishment.

Q4. Will my Department benefit from the GIS?

The Departments which will see the greatest benefit are those with outside plants such as the Transmission and Distribution Divisions and the Communications and Networking, and Metering Services Departments. However, Departments such as Health Safety and Environment, Risk & Insurance and Commercial would benefit both from the system information collected, and the generation of queries and reports about the Commission's field assets and customers.

Q5. I am not computer savvy. Will I be able to use the GIS?

Continued on page 14





CSRs listening attentively

Commercial Staff brought up to Date

Customer Service Representatives (CSRs) from T&TEC's Commercial Department and Distribution Areas participated in a 1-day training session which ran for 1 week from January 26th to 30th 2009.

The overall aim of the training was to rebuild confidence in the integrity of T&TEC's billing, and to improve customer service at the personal level and for CSRs to be better equipped to endorse T&TEC's billing system and subsequently relay this information to customers.

Senior Clerks in the Commercial Department Brigid Poon-Lewis and Marc Nunes facilitated the

training sessions. Glenford Cyrille, Assistant General Manager – Administration, and Irwin Thompson, Commercial Manager addressed each training session, participating in clarifying areas of concern and lending support to the facilitators.

These CSRs were given a chronological history of the events leading up to the current billing situation from the start of the Advanced Metering Infrastructure (AMI) project in December 2007, to the implementation and testing of the Fixed Network Application Software (FNAS), which is presently ongoing.

The sessions also dealt with a range of issues such as the AMI, rate increases, bill print errors, pro-ration and rebates. It provided a forum

for feedback and concerns that have been received from the CSRs' personal interaction with customers at Payment Centers.

The main reasons for customer queries were identified as:

- High Bills
- Frequency of Billing
- Incorrect Meter Summary Information

These areas were thoroughly discussed. CSRs were given a better understanding of pro-ration and rebates. Other tools were provided to help CSRs to better deal with customer queries, sample bills and calculation tables.

CSRs were told that the public education campaign on T&TEC's billing will continue and that no interest will be charged to customers' accounts until April 1st 2009.

For the record...

CALIBRATION OF METERS IS UNNECESSARY

Our customers have had much to say about the calibration of T&TEC's new electronic meters. Several customers have recommended solutions, via the media, on solving this "problem", which in their mind, is causing an increase in their electricity billing.

But what exactly is calibration and what is T&TEC's position on the matter?

Calibration is the process of comparing the readings of an instrument with those of a prescribed standard in order to check the accuracy of a piece of equipment.

Let us now apply this principle in the context of T&TEC's Advanced Metering Infrastructure (AMI) system.

The new meters are free from moving parts and therefore do not require calibration. The precise readings generated by the new meters guarantee continuous accuracy in the new meter readings.

The old electro-mechanical meters had mechanical moving parts. Over time these parts became worn causing the old meters to slow down resulting in the consumption of electricity being measured lower than the actual usage. Because of this situation, the Commission lost a substantial amount of revenue because of this less than accurate reading of meters.

The AMI system is a progressive step, providing mutual benefits for our customers and the Commission. The introduction of this System is in

keeping with T&TEC's Mission to utilize international best practices, as these meter upgrades have been successfully implemented in North and Central America and regionally, in the Bahamas.

The two electricity rate adjustments, implemented on May 1st and August 1st 2008, have resulted in increases in customers' electricity bills.

As employees of T&TEC we are in the frontline of communicating the facts about the AMI. It is also our responsibility to advise customers that, with the proper management and conservation of electricity, the result will be ...a cost you can control.





The journey now starts

Monday 12th January, 2009 and 18 new trainees walked through the doors of the Port of Spain Training Facility to begin a new career journey.

Bursting with energy and pride, their faces reflected a myriad of "first day" feelings. Present on site to receive these young men were, Human Resources Officer III, Patrick Brown and Port of Spain Training Facilities Supervisor, Paul M. Jacob.

And so the 1st day began for the latest batch of T&TEC's Port of Spain Training Facility trainees.

Assistant General Manager - Human Resources, Ramdeo Sadhoo formally welcomed the group to T&TEC. He presented a brief overview on the Commission. Mr. Sadhoo described what trainees could expect should

they successfully complete the training programme. To achieve this, Mr. Sadhoo advised, as he concluded his address, "require some sacrifice. I urge you to be punctual, attend classes, get adequate rest, follow instructions, ask questions and inculcate a positive attitude."

Like their counterparts at the two other T&TEC Training Facilities (Tobago and Penal), the Port of Spain Training Facility provides trainees with a technical competency-based training curriculum covering instructions in electrical installations at two levels – domestic and industrial and advanced training as Substation Electricians and Linesmen. This programme is 3½ years long.

The Port of Spain trainees began with 2 weeks of Orientation/ Diagnostic training, beginning with a Safety Orientation and Customer Relations Module I. They have also been assessed in Electrical and Mechanical Aptitude, Ladder Safety Module I, Rigging and Lifting Module I and Team building.

Subsequent to this training, the trainees will be engaged in the Foundation Training in Electrical Theory and Practice, Electrical Regulations, Mechanical Theory and Practice and Technical Drawing. They will also be exposed to Personal Development modules. At the end of the first four months the group will be separated for a 6-month specialized training as Substation Electricians and Linesmen.

Penal Linesmen Trainees on Course

Linesmen Trainees from the Penal Training Facility participated in a 7-week Linesman Course II; Pt. II programme in January this year. This part of the Course involves Hotline Training up to 12kV.

At the opening of the training programme, Zainool Mohammed, Area Manager, Distribution Central, told Trainees "... universally modern Linesman is a Hotline Linesman and you should do all that is required to achieve this status. Precision and discipline are key components of this training."

Patrick Brown, Human Resources Officer III, reminded trainees that safety awareness was necessary at all times and that they should be committed to the training programme.

Worrell Jacob and Carlyle Clarke conducted the Linesman Course II, which was held at the Linesmen Training Center at Distribution Central.





Tobago Trainees Move Upward

Nineteen Trainees from the Tobago Training Facility (TTF08) have completed their Foundation Skills training in Electrical Installation.

This means that these Trainees are now qualified for a Trinidad and Tobago National Vocational

Qualification (TTNVQ) – Level I. Additionally, it also prepares the trainees to sit the National Examination Council (NEC) Electrical Installation (Domestic) Examinations. These national tests are part of the requirement for Electrical Wireman License eligibility.

In January this year, Trainees commenced specialization core training in two areas:- Linesman training – 13 persons and Substation training – 6 persons.

Substation theory and practical training will be conducted at the Penal Training Facility, as the Tobago Training Facility is not yet equipped for this type of training.

Linesman trainees had practical training in climbing poles with spurs. "These sessions provide one of the skills required by all Linesmen" Acting Supervisor, Tobago Training Facility, Michael Nelson told **WATTS HAPPENING**.

On completion of their core training, these 19 trainees from the Tobago Training Facility, would be prepared to meaningfully participate in the next phase, On-the-job training.

Senior Foreman-in-Training

Ten employees from T&TEC's Distribution Areas and Protection and SCADA Department are currently undergoing training as Senior Foremen.

The one-year training programme began in January 2009.

The comprehensive programme covers a one-month (class room) familiarization to key departments and their functions which deal with the administration aspects of the role of the Senior Foreman. During this period the participants will also be exposed to courses covering Frontline Supervision and an OSHA 30 Hour Certification course.

Other training modules planned are a 2-group rotation throughout the Engineering Division and at Distribution Areas.

The Senior-Foremen-in-training will be periodically assessed to evaluate their progress.

Managers Attend Leadership Seminar



The Commission's Senior Executives and Executive Managers attended a one-day seminar entitled "Global Leadership Challenges".

The seminar was held at the S.P. Ottley Building at Mount Hope on Thursday 29, January 2009. The presenter was Marlon Jameson of TSG Consulting Limited.

General Manager of T&TEC, Ernest F. Boxill, officially opened the seminar and encouraged T&TEC's Managers to embrace change as a challenge and a solution.

T&TEC's Executives examined the challenges of leadership being experienced worldwide. It was acknowledged that leadership is a response to the environment whether it is social, political or economic.

The participants discussed a historical review of our society and a global concept of economics, with its many challenges to leadership and the ability to manage during the present world economic, social and political upheavals.

The seminar was well received.



AREA NEWS

DISTRIBUTION CENTRAL

The power to make it work ... Freeport



Distribution Central continues to fulfill its mandate, as dictated under the ISO 14001 certification, by replacing existing oil filled equipment with the environmentally friendly, vacuum type equipment.

Presently, the 12kV board at the Central Substation is being replaced and the 3 feeder cables upgraded, from 12kV 185mm², 3 core cable to 12kV 400mm² single core cable. The protective relaying system at this Substation is also being upgraded by the replacement of all electromechanical type relays with solid-state numeric relays.

This upgrade would increase the load capacity of the Central Substation and will benefit over 10,000 customers in communities from Chase Village, Freeport, Waterloo and McBean Village.

Substations located at Centrin, Couva, Mayo, Savonetta, Claxton Bay and Chaguanas West Substations have already been similarly upgraded.

The teams of employees from Distribution Central and Protection and SCADA Department are commended for their diligence in completing this work within the targeted time frame and without a major interruption of electricity supply.

Central Area Lights up its Playground



The Central Area Sports and Cultural Club has every reason to boast. It does not involve cricket, all fours or football however, but a brightly lit sporting ground.

On the afternoon of Friday December 19th 2008, Distribution Central celebrated its Annual Employees End of Year function. The evening's festivities ended with the commissioning of the Area's playground. Six 6,000 watt metal halide lights were switched on at 6:00 p.m., creating history by being the first T&TEC-owned playground to be lit with such modern luminaries.

T&TEC's Chairman, Professor Clement Imbert, General Manager, Ernest F. Boxill, Area Manager, Zainool Mohammed and the President of the Central Area Sports & Cultural Club, Michelle Bellille-Corraspe were invited to formally switch on the lights.

The installation of these lights was a collaborative effort between Distribution Central and the Street Lighting Implementation Unit (SLIU).

The playground has now become a beacon in the area, since sporting activities can now be held after dark.



Diesel Engines Arrive from Italy for New Cove Power Station



Four 16 MW, (21,500 H.P.) diesel engines, for the new Cove Power Station in Tobago, underwent factory acceptance test in November and December 2008. Wärtsilä Italy Spa manufactured these engines at their factory in Trieste, Italy.

T&TEC's officials - Westly Orr, Senior Power Station Engineer; John Colthrust, Senior Planning Engineer and Allen Clarke, Senior Engineer, Generation Interface, witnessed the tests.

The 4 engines arrived in Tobago at the end of 2008 and were moved to the power station site in February 2009.

The 16 MW engines are among the worlds' largest in their class. They are capable of operating on both natural gas and diesel fuel. The engines are closely related to other Wärtsilä engine types that are installed on the Queen Mary II, on many recently launched liquefied natural gas tankers and in many power stations worldwide.

Wärtsilä Italy Spa is a fully owned subsidiary of Wärtsilä Finland Oy, the manufacturer and installer of Diesel Alternators Units 6 and 7, each rated 5.5 MW, commissioned in 1998 at T&TEC's Scarborough Power Station. Cove Power Station is due to go on-line in September 2009.

Sunday, 14th December 2008 – Work at the Milford Bay Substation in progress as employees at Distribution Tobago prepare to introduce the 66kV transmission system on the island.



Trailer with 40/50MVA, 66/33kV Transformer arrives at Milford Bay Substation



Left: 40/50MVA, 66/33kV Transformer being spotted on its plinth at the Milford Bay Substation extension.



Right: Substation and Lines Crew personnel preparing to "drop off" conductors at Milford Bay Substation to facilitate the safe operation of the crane in spotting the new 12.5/16MVA, 33/12kV transformer.



Crane with new 12.5/16MVA, 33/12kV Transformer, towers over existing Milford Bay Substation.



Proper alignment of 12.5/16MVA, 33/12kV Transformer on plinth being verified.

AND THE WINNERS ARE ...

Sherwin McLean from Distribution East is the new T&TEC Calypso Power Monarch 2009. Mr. Mc Lean beat twelve other competitors.

Mr. McLean, performing under the sobriquet 'Fari', also won the titles Best T&TEC Calypso, TATECO Credit Union People's Choice and TATECO Credit Union (Arima) Most Humorous Calypso. During his performance Mr. McLean roused his large group of supporters with his cleverly written calypso entitled "No Song."

Representing Distribution Central was the defending Monarch, Sekon Alves. Mr. Alves placed second with his rendition "Conscious Lyrics." His effort also earned him Venture Capital's Most Promising Calypso 2009 Title.

First-time competitor Khadja Antoine of T&TEC's Head Office placed third with "T&TEC Deserves More Praise." The TATECO Credit Union (San Fernando) Road

March title 2009 was awarded to Wesley Brereton of Distribution South with his calypso "Soca Sintyms."

The band Kelly Green and Harmony provided musical accompaniment and Tommy Joseph was the Master of Ceremonies at this Competition. The evening ended on a high note with performances by guest artistes Sparrow, Horn Bird, Marcia Miranda, SKHI and Hunter.

The full list of results is as follows:

- | | | |
|------------------------|---|--|
| 1st place | - | Sherwin McLean, Distribution East |
| 2nd Place | - | Sekon Alves, Distribution Central |
| 3rd Place | - | Khadja Antoine, Head Office |
| 4th Place | - | Deirdre Jack, Distribution Tobago |
| 5th Place (tie) | - | Rudolph John, T&TEC Sangre Grande
Bryan Johnson, Distribution South |

Best T&TEC Calypso: "No Song" - Sherwin McLean

TATECO Credit Union- People's Choice: Sherwin McLean

TATECO Credit Union (Arima)- Most Humorous Calypso: "No Song", Sherwin McLean

Venture Capital- Most Promising Calypso 2009: "Conscious Lyrics", Sekon Alves

TATECO Credit Union (San Fernando)- Road March 2009: Wesley Brereton

Congratulations to all winners.



2nd Place winner,
Sekon Alves from
Distribution Central



3rd Place winner
Khadja Antoine from
Head Office



Employees from Distribution East enjoying the performances.



Prof. Clement Imbert (right) T&TEC's Chairman and Ernest F. Boxill (left), T&TEC's General Manager present the T&TEC 2009 Calypso Power Monarch challenge trophy and replica to Sherwin Mc Lean of Distribution East.



Photo shows from left: T&TEC's Feroze Sultan-Khan and Davaline Atwell with Competition judges Alfred Sandy; Hetty De Gannes; Norma Clarke and Adrian Benjamin.

T&TEC's BRIAN LONDON is... A Nation's Son

A song in which he promises to stay away from the "sure-win" calypso topics has ironically given T&TEC's Brian London one of his most successful carnival seasons to date. "A Nation's Son", London's own composition, has placed him in winner's row at major national calypso competitions for the year 2009.

The year started off on a high note for London. In January he was named one of National Action Cultural Committee's (NACC) 20 Stars of Gold. That prestigious award set the pace for what was to come in the ensuing months.

Following that success, he entered his first major competition for the season - the 'Calypso Fiesta' semifinals of the National Calypso Monarch - on Valentines' Day. His outstanding performance at Skinner's Park, San Fernando earned him a spot in the finals at the Dimanche Gras on Carnival Sunday.

On February 18th, London successfully defended his South Calypso Monarch title. Singing the very popular "The People's Governor", London walked away with the South Calypso Monarch title for the fifth time! And at that show, aptly called "Night of the Sando Monarchs - Grand Bagai", or big happenings, London was crowned the first South Ex-tempo king!

The highlight of London's 2009 season however, was his 4th place finish, at the mecca of calypso, the Calypso Monarch finals at the Queen's Park Savannah. Brian London took the big stage in position number twelve capturing the audience from the first note. Singing from the heart, yet displaying a commanding presence, combined with youthful energy, London was a refreshing addition to the lineup of fifteen other seasoned calypsonians.

In the end, London won-over the judges, placing in the top 5 above other veterans, including the defending Monarch, Sugar Aloes.

A nation's son, a member of the T&TEC family, we join with your co-workers at Distribution South and the rest of the Commission in congratulating you on your performances.

You have made us proud!





AMI Nears Completion

"T&TEC's Advanced Metering Infrastructure (AMI) upgrade is approximately 75% completed. Currently, about 300,000 of the 400,000 meters have been changed out. This project will be completed by June 2009.

This infrastructure allows T&TEC to read meters remotely, thereby significantly reducing estimated bills and the need for meter readers to enter customers premises. The meters can also detect meter tampering."

*Ernest F. Boxill, General Manager, T&TEC
at the 2009 Media Luncheon*

In an update, AMI Project Team Leader, Kenneth George told **WATS HAPPENING** "about 250,000 of these new meters are now being read remotely via five hundred and fifty two Cell Connector Units (CCU). These Units collect and transmit readings to servers located at Head Office. More CCUs will be deployed in areas that have large quantities of changeout meters.

Mr. George said, "Itron, T&TEC and all subcontractors are working together to accelerate completion and T&TEC's acceptance of completed installation cycles. Mr. George explained, "A lack of access to a few meters is causing several of the cycles to remain open. Almost all of the East -West corridor, Eastern districts including Sangre Grande, Matelot, Toco, Central Trinidad and parts of San Fernando are completed."

The next major area targeted for installation is the southern part of Trinidad. Areas to be targeted are Moruga, Mayaro, Barrackpore, Penal and La Brea as well as parts of San Fernando. Preparations are also in place for the commencement of the installation of CCUs in Tobago. This will be followed by meter changouts on that island.

"A critical phase of the project is the deployment of applications to support the AMI system", Mr. George said. "Outage Management, Revenue Protection, Customer Care and xiService mode applications will be rolled out in the next quarter of 2009. In the interim, the Fixed Network Application System (FNAS) and Itron Enterprise Edition (IEE) will be upgraded. These 2 applications are at the heart of the entire AMI solution as they provide most of the information required by the other applications".

Currently, a number of audits on the work already done are being undertaken. This is part of the system acceptance. These audits include meter inventory (old and new meters) and meter installations (accuracy and quality of workmanship).



GIS ROLLS OUT

Continued from page 6

The GIS interfaces with computers in the office and handheld devices in the field. Some office applications are complex and require specialized training. However, field workers who are able to send text messages on their cellular phone can be trained to use the application known as Field Express for required data inputs and field queries.

Q6. Who will be trained to use the GIS?

All workers who will interact with the GIS system will be trained. This includes field personnel such as Linesmen, Technicians and their Supervisors, Plant Inspectors, Consumer Investigators, Draughtsmen, Telecom Operators, Customer Service Representatives, Field Engineers and their Managers.

Q8. Are there measures in place to deal with system crashes, security, viruses and data loss?

The highest cost item in the GIS development is data collection. As a consequence, the security and management of this data is paramount. The system is therefore designed with stringent quality control and quality assurance processes to ensure that the integrity of the data is never compromised. Daily backup procedures, varying levels of user-access and the decentralized design of the database allows for maximum data integrity.

As he concluded his interview with **WATS HAPPENING**, Project Manager, Curvis Francois said, "The attentiveness, level of enthusiasm and employees candid discussions and engaging questions have been invaluable in fine-tuning the roll out process. On behalf of the GIS project team we wish to acknowledge the hospitality and courtesy afforded to us by all the Distribution Areas".

MANAGEMENT APPOINTMENTS

Hallima Ali



Hallima Ali was promoted to the position of Human Resources Manager, Human Resources Division with effect from January 1st 2009 having acted in this position since November, 2007. Mrs. Ali has also acted in the positions of Senior Industrial Relations Officer and Industrial Relations Manager at the Commission.

Prior to joining the Commission, Mrs. Ali spent twenty-five years working in various Departments within the Public Service. She last held the position of Personnel and Industrial Relations Officer 111 (2001-2005) at the Port of Spain Corporation. Mrs. Ali was responsible for directing and administering the Human Resource functions of Human Resource Planning, Recruitment and Selection, Training and Development, Employee Benefits and Industrial Relations. She was also part of the Leadership Team of the Corporation, coordinated the Corporation's Strategic Planning exercise and was the Alternate Designated Officer under the Freedom of Information Act.

Mrs. Ali holds a BSc degree in Management Studies and an MSc degree in Management Studies from the University of the West Indies. She also holds a Certificate in Public Administration and a Diploma in Labour Studies. Mrs. Ali has attended many training courses some of which are Policy Formulation, Talent Management, Job Evaluation, Coaching for Job Improvement, Alternative Dispute Resolution, Process of Labour Dispute and Effective Discipline.

Chrisalston Belle

Chrisalston Belle was appointed as Manager, Transmission Maintenance Department with effect from August 1st 2008.

Mr. Belle acted in this position at various intervals over the last 2 years.

Chrisalston Belle joined T&TEC in 1992 as Engineer-in-Training. In 1994 he was appointed to Distribution East as Engineer II. With the exception of a short stint at Distribution South and several acting appointments, Mr. Belle remained at Distribution East until his recent promotion.

Mr. Belle has a BSc in Electrical and Computer Engineering from the University of the West Indies. He has attended several enhancement programmes including Safety Training, Maintenance Seminar, Project Management and Reliability Centered Maintenance.

Standby Generator Commissioned at Head Office

In keeping with T&TEC's philosophy to prepare for contingencies, a new 400 kV Standby Generator was commissioned in January 2009 at T&TEC's Head Office, Frederick Street.

This Generator will allow electrical load to be taken up during an emergency outage. Additionally, it will enhance electricity reliability to equipment that support the Commission's critical business processes such as PeopleSoft, Banner, GIS and intranet services.

The Generator was supplied by Process Component Limited (PROCOM) and installed in conjunction with T&TEC's Services and Maintenance Department.

Employees of the Services and Maintenance Department in front of the new 400kV Standby Generator - from left: back row – Lennox Petioni, Kareem Quashie, Anthony Lewis, Gary Lewis, Marvin Campbell and Damien Noel. Front row – Jeremiah Goddard, Kernell Mootoo and Andrew Alfred



EMPLOYEE PROFILE



PETER REDON

Some of us know what it feels like to work in an office with a malfunctioning air conditioning unit. Unfortunately, it may be only at times like these that we think about the persons, working behind the scene, who are needed to rectify the problem.

Peter Redon, Air Conditioning Attendant at T&TEC's Maintenance Department, Head Office is one of those persons.

On completion of his secondary education, Mr. Redon attended the John Donaldson Technical Institute and later, the Carrier Training Institute, Syracuse, New York. His schooling at these institutions gained him qualifications in Air Conditioning and Refrigeration.

Then, in 1993, Mr. Redon joined T&TEC as an Air Conditioning Mechanic. Two years later he was promoted to his current position of Air Conditioning Attendant. Although he is based at T&TEC's Head Office, Mr. Redon also maintains the air conditioning units at other T&TEC locations. "I especially like this part of my job," he said, "as I can contribute to all areas of T&TEC."

Going beyond his sphere of responsibilities is one indication of Mr. Redon's dedication to duty. And keeping us cool by adhering to service schedules is just one aspect of his career persona. Readers will be surprised to know that in his younger days the quiet and unassuming Mr. Redon used to ride a motorcycle! A near-fatal accident however ended this adventurous lifestyle. Four years ago, he suffered a heart attack.

These incidents gave the Maintenance Department's Best Performing Employee 2008, a new lease on life and prompted him to make serious lifestyle changes. He has stopped smoking and is exercising regularly. Family time is also important for Mr. Redon. His spare time is now spent at home gardening and fixing things around the house. "Life" he said with a serious expression, "is not to be taken for granted."

MONICA JAIKARAN



In the 5 years she has been with the Commercial Department, Monica Jaikaran has been selected the Best Performing employee twice. And if that did not prove her worth, Ms. Jaikaran also held that title while at Distribution North.

Monica Jaikaran joined T&TEC in 1989. Her quick understanding of her job and desire to deliver, made her progress at the Commission a speedy one. Ms. Jaikaran is the Sub-Section Leader at the Broadway Service Center. She has been in this position since November 2003.

Ms. Jaikaran's efficiency at her job is largely credited to her experience at Distribution East and Distribution North. "Working in the Areas gave me an indepth understanding of how to make the system work effectively. My most memorable experience was when I worked directly with the Connection/Disconnection crews. Being part of the process that delivers electricity to customers in remote areas was the most enjoyable aspect of the job."

A result oriented person who does not think twice about putting in extra hours to ensure that T&TEC's customers are satisfied, Ms. Jaikaran has acted as Customer Services Officer, Credit Control Officer and as Senior Cashier.

Currently, she is the senior at the Broadway Service Center. Ms. Jaikaran is extremely proud of her team. She told WATS HAPPENING "Although we are a small unit, we lean on each other to get the job done. We are the only Service Center whose cashiers work from 7:00 a.m. to 6:00 p.m."

Ms. Jaikaran's commitment and positive attitude to her job has earned her high praise from several customers. "I look forward to coming to work everyday. I enjoy doing my part to complete the circle. I believe in leading by example."

Ms. Jaikaran's recent completion of a BSc degree in Management Studies from UWI and her Certificate in Health and Safety coupled with her work standards pave a career future for her at T&TEC.



A Series of Firsts for T&TEC

First 220kV Tower line for T&TEC

Work on the Commission's first 220 kV tower line is in progress. When completed, this line will provide the highest voltage to energize a T&TEC transmission line. The previous highest line voltage was 132kV.

According to Ravi Shukla, Manager, Transmission Development and Engineering Services (TD&ES), "12.2 kilometers comprising the Reform-Debe segment of the 220kV double-circuit bundled-conductor tower line is completed."

"This is one of the 50.7 kilometers of tower line to be constructed that will connect Brechin Castle Substation to the new power station at Union Estate, La Brea and then to the transmission grid."

SDV West Indies Limited, in response to public tender, was awarded the engineering, procurement and construction (EPC) contract for the tower line. The project is expected to be completed at the end of 2009.

First 132kV Substation to be completed

The Reform Substation is the first 132kV Substation to be completed under the package of 4 Engineering Procurement and Construction projects, which was awarded in 2007.

The Reform Substation project was completed in November 2007 and was managed by the TD&ES Department.

This new Substation has the capacity to strengthen the capability of the T&TEC transmission system and increase the reliability of supply to customers in the Gasparillo areas, providing additional supply to the Petrotrin Refinery at Pointe-a-Pierre and several areas in South Trinidad.



*Sahadeo Latchmepersad, Senior Projects Engineer;
Karla Mohan, Project Engineer and Valmiki
Seepaul, Civil Engineer from the TD&ES Dept;
Michael St. John from Protection and SCADA Dept
and Tom Hickey from the Contracting Company
K-line International (Canada).*

Switching to... Mitel



Staff at T&TEC's Head Office and "CEB" Buildings would have noticed over the last few months the spanking new telephones that have been installed on some desks. This was part of the Commission's replacement exercise to upgrade its existing Private Automatic Branch Exchange or (PABX) system.

WHAT'S HAPPENING interviewed Richard Beckles, Technical Assistant I, Communications and Networking Department who is one of the key persons in the upgrade exercise for an overview of this project.

Mr. Beckles gave some background on the rationale for the upgrade. "For fifteen years T&TEC's Head Office telephone network operated using a Nortel PABX system. This system had become obsolete in meeting the demands of users and service has become unreliable. Sourcing parts has also become difficult."

Since there is a direct link between good customer service and a reliable high performance telephone service, the Commission had to move expeditiously towards upgrading to a more dependable PABX system.

Enter the Mitel 3300 PABX.

This system is not entirely new to T&TEC. In fact a Mitel SX-2000 system was installed and functioning in all the other Areas of the Commission. The Head Office upgrade to the Mitel 3300 has prompted an upgrade of the existing Mitel system within T&TEC.

The benefits to T&TEC, its customers and the public at large will be tremendous. Mr. Beckles told **WHAT'S HAPPENING** "on completion of this

upgrade all of T&TEC's PABXs will be fully compatible with each other, allowing them to 'network' in a seamless manner. This upgrade will mean an increase in the number of tie-lines, reducing cost and improving the reliability of the service. Also, the upgraded system will be able to accommodate more telephone traffic".

Another aspect of the project is the expansion of the **Automatic Call Distribution** or ACD. This is already in place in the Northern Area and it is now possible to extend it to other Areas with the introduction of the Mitel system. The ACD boasts of a number of features, including the queuing of calls to the system and the playback of announcements and pertinent information. The provision of call statistics to facilitate improved management is an added feature.

The change from the **Nortel PABX to the Mitel PABX** will allow for users of individual phones to access the system via personal codes. The system also has the capacity to be upgraded with advanced features including a speech-enabled directory. One of the most significant features of the Mitel 3300 system however, is the remote management of the PABX system. This feature will ultimately improve T&TEC's level of customer service to both internal and external customers through the use of the Help Desk.

Mr. Beckles explained to **WHAT'S HAPPENING**, "the Mitel 3300 system will introduce new technology, in the form of **Voice Over Internet Protocol** (VOiP) technology to users". The Communications and



Left to right: Harry Rampersad, John Hunte (TSTT), Kareem Turton, Daryl Cameron, Dhannyram Bissoondath and Eustace Bedeau. Missing from the team picture are: Clement Castillo, Trevor Kipps and Frank Morrison.

Networking Department and the Information Systems Department will collaborate in a project that will facilitate the use of the T&TEC network to carry both voice and data capabilities for users.

According to Richard Beckles, the VOiP involves the replacement of the digital phones with IP (internet protocol) phones. Features such as desktop videoconferences, web-enabled phones, voicemail to email and other improved voicemail features and 'soft' phones (using the personal computers to make phone calls) will be added.

Mr. Beckles concluded his interview this way, "As with any major project, there were challenges meeting the infrastructure and financial requirements and getting stakeholders fully involved. In the end however, the Mitel 3300 team and indeed everyone in the Communications and Networking Department maintained its commitment to high levels of service to our internal customers. "Our customers" he said, "always remain the number one priority."



Lisa Jaggernauth, Information Systems Department reacts after receiving her package of seeds.

SEEDS

In keeping with T&TEC's core value of being environmentally conscious, employees were given packages of seeds to start a kitchen garden.

This "Go Green" appeal to plant will assist in saving the environment and in reducing market bills.

Employees received a wide selection of seeds including sweet pepper, ochro, patchoi, lettuce, tomato and corn.



LOOKING GOOD

A professional image and safety considerations for the job they perform were the primary determinant for the new uniforms that have been issued to several categories of field workers at the Commission's 5 Distribution Areas.

Their new uniforms of navy blue pants and Polo shirts in 3 colours - yellow, khaki and ash gray now easily identify T&TEC's Labourers, Meter Readers, Messengers, Transport Labourers and Drivers.

The other categories of field workers - Linesmen, Electricians and Consumer Investigators will be outfitted with their new uniforms by August 2009.

ESSAY COMPETITION

T&TEC recently held a prize-giving function for winners of the Schools' Essay Writing Competition at the Stanley P. Ottley Building, Mt. Hope.

The competition was part of the Commission's nationwide conservation campaign to generate awareness about electricity and conservation. Participants were asked to write on one of two topics:

"Conservation of Electricity" or "Electricity...a cost you can control".

In all, 992 essays were received from students all over Trinidad and Tobago. The quantity and high quality of these essays came in for high praise by one of the Competition Judges, Roy Mitchell, Management Consultant and former Public Relations Officer at T&TEC.

T&TEC's General Manager, Ernest F. Boxill presented winners with their prizes and certificates of participation.



Ernest F. Boxill, T&TEC's General Manager presents Clayanne Knott of Tunapuna Girls' R.C., 4th place winner in the 10-12 years category with her prizes.



1st Place winners pose with their School's representatives. Back row from left: Fairy Lalla, Vice Principal, Naparima Girls' High; Jameel Hosein, Principal, TML Primary St. Joseph; Mr. Ramphal, Teacher, Couva Government Secondary. Front row from left: Rhea Rambarran, Naseera Soobrattee and Shanta Ria Pirmal.

IEEE Celebrates 125 Years

The Institute of Electrical and Electronics Engineers or IEEE is an association dedicated to the fostering of technological innovation and excellence for the benefit of humanity.

IEEE was formed by the Americans in 1884 when electricity was just beginning to become a major force in society. Over the decades professional groups and technical institutions evolved into IEEE Societies. Today, through its worldwide network of geographical units, publications, web services, and conferences, IEEE remains the world's leading professional association for the advancement of technology.

The Trinidad and Tobago arm of IEEE was started in 2003 as a sub-section under the Puerto Rico and Caribbean Section – Region 9. In November 2005, this status was upgraded to a full section of the IEEE.

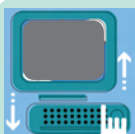
Six years later the IEEE has earned a respectable reputation as an organisation that is skilled at hosting interesting and interactive seminars, workshops and courses aimed at keeping the local Engineers up to date with industry developments.

T&TEC is proud to be part of the IEEE T&T Chapter legacy. The Commission's involvement in the IEEE is an obvious one since its core business is related to the electricity

industry. To this end T&TEC remains one of the most "prominent supporter and sponsor of the local IEEE Section".

Led by our own Board Commissioner, Professor Chandrabhan Sharma, several of T&TEC's Engineers have volunteered time and resources towards the development of the local profession, promotion of best practices and the mentoring of young Electrical and Electronics engineers and generally creating a better understanding about the electrical industry in Trinidad and Tobago.

Interested in joining or in volunteering ..then contact the IEEE executive at ieeett@sta.uwi.edu



Electronic Magazines

T&TEC employees can now go on line via the Internet to read 2 magazines that have been subscribed electronically.

Currently on line **The Harvard Business magazine**. This on line magazine offers business management articles, books, case studies and other business resources for a variety of business management issues. The magazine may be accessed using the following link:

www.harvardbusiness.org

Another global business magazine is the **CNNmoney.com Fortune magazine**. It can be viewed at: <http://money.cnn.com/magazines/fortune/>

Persons with Internet access can also access these websites via links provided on T&TEC's Intranet Home Page.

Appointments/Promotions

Appointments

Name	Position	Department / Area
Coleen Paul	Typist	Secretarial
Anthony Joshua	Labourer	Transmission Maintenance
Ayesha Scott	Corporate Communications Assistant	Corporate Communications
Taton Alexander	Clerk III	Distribution North
Kirt Thomas	Clerk III	Distribution North
Duane Bala	Technical Assistant III	Metering Services
Hilary Glodon	Labourer	Transmission Maintenance

Promotions

Name	Position	Department / Area
Satcha Maharaj	Clerk II	Accounts
Ronald Adharsingh	Substation Foreman	Transmission Maintenance
Vimla Sookdeo	Subsection Leader	Distribution South
Ingrid Franklin-Alleyne	Subsection Leader	Distribution South
James Solomon	Subsection Leader	Distribution South

Moving On

Name	Position	Department / Area
Hollis Bando	Driver – Aerial Truck Driver	Distribution East
Rudolph Boodoo	Driver – Pole Hole Borer Comb.	Distribution East
Krishendath Ramdeo	Dispatcher	Distribution Central
Frank James	Line Foreman	Distribution North
Nichelle Jagdeo	Software Developer I	Information Systems
Kelvin Manwah	Subsection Leader	Supplies



NEW EXECUTIVE FOR GSCC

The T&TEC General Sports and Cultural Club held its 14th Annual General Meeting on Friday, 23rd January 2009.

The Commission's General Manager, Ernest F. Boxill presided over the Meeting, which was attended by Club members from across T&TEC.

Among the business covered at the AGM was the election of a new Executive of the General Sports and Cultural Club.

Persons elected are:

President

Gilbert Taylor,
Meter & Relay Tech. 1,
Protection and SCADA
Department, Mt. Hope

Treasurer

Alicia Evelyn, Subsection Leader,
Accounts,
Head Office (re-elected)

Vice President

Peter Mohan, Field Controller,
Distribution South

Assistant Secretary

Bernadette Guy, Stenotypist,
Distribution North



Gilbert Taylor, President of T&TEC's General Sports and Cultural Club in the company of past President Michelle Bellille-Corrapse, and President of T&TEC's Central Area Sports Club at T&TEC's Calypso Power Monarch Competition 2009.

These employees will serve for a period of one year.

The T&TEC GSCC calendar of activities for 2009 includes the Annual Calypso Competition and the Sports and Cultural Family Day now carded for Sunday, 3rd May at the Mannie Ramjohn Stadium in Marabella.



Aerobics Competition

Supporters from several Distribution Areas came out to support T&TEC's General Sports and Cultural Club Aerobic Burnout competition, which was held on Saturday, February 7th 2009 at the Northern Area Sports Club.

The event attracted forty-nine participants and lasted approximately 1 hour and 15 minutes.

In the end, Darren St. Clair of Tobago Sports Club outlasted all other competitors to emerge the winner. Anderson Abdullah, Penal Training Facility placed 2nd and Yohance Brown, also of the Penal Training Facility, placed 3rd.



T&TEC employees go through their paces on the floor.



Teacher Watty

It is never too early to teach children about the value of electricity and its conservation.

T&TEC's mascot Watty made some new friends and influenced the thinking of approximately seventy-five children when he recently visited the Reader Rabbit Kindergarten in Princes Town.

Watty, aided by Corporate Communications staffer, Gennieve Romany, was kept busy answering questions and entertaining the young captivated audience about electricity.

Mrs. Sally Singh, Kindergarten Principal, summed up the morning's visit this way, "you have made these children very happy.



I am sure that today will remain in their hearts and minds for a long time, thank you T&TEC."

Watty concluded his visit by presenting each child with a T&TEC token.



Farewell Tony

T&TEC's Engineering Division and Metering Services Department hosted a farewell reception for Anthony Aleong, former Assistant General Manager - Engineering in January this year.

Mr. Aleong retired from the Commission in August 2008 after 31 years of service.

He joined T&TEC as an Engineer in Training in 1977. Mr. Aleong's career advancement occurred in the Protection and Meter Department, later renamed the Protection and SCADA Department. His last promotion was in 2006.

Senior executives, management, employees and former employees, who worked with Mr. Aleong, attended the function. Mr. Aleong was praised for his high integrity, loyalty and dedication to the Commission.

In his reply, Mr. Aleong reminisced about the good times – Departmental fete matches and projects such as Brechin Castle that were special to him. He thanked everyone for their support, especially his wife for her love and support.

WATTS HAPPENING joins with the rest of the Commission in wishing Mr. Aleong all the very best in this new life journey.





Letters

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

December 22, 2008
Mr. Ernest Boxill
General Manager

Dear Sir

Thank you for correcting the reported error in my billings from April to November 2008 as detailed in my letter dated November 23, 2008.

Yours respectfully

Ivan Look Yan
Woodbrook

November 14, 2008
The H.S.E. Manager

Dear Sir

The California Government Primary School expresses deep appreciation to you and your team headed by Ms. Avionn Perry.

Your invaluable contribution to our school during the H.S.E. week was educational, entertaining and helpful in the maintenance of existing projects at our school.

We look forward to similar projects and your support in future.

Sincerely
Ms. Lynette Ali
Principal – Primary Ag.

December 17, 2008
Mr. Stephen Martel
Corporate Communications Manager

Dear Mr. Martel

The Laventille Rhythm Section says 'thank you' for the generous support towards our Childrens' Christmas Gala.

Best wishes for the future.

Susan A. Maynard
L.R.S. Representative
Event Co-ordinator

October 29, 2008
Mr. Stephen Martel
Corporate Communications Manager

Dear Mr. Martel

On behalf of Professor Brian Copeland and the Faculty of Engineering, we thank you for your support towards our Awards and Prizes Ceremony held on October 16, 2008.

Your generous contribution made over the years is appreciated and we look forward to your continued interest in our Faculty.

Sincerely
Chandrabhan Sharma (Prof.)
Deputy Dean
Undergraduate Students Affairs

January 29, 2009
Mr. Ernest Boxill
The General Manager

Dear Mr. Boxill

The University of the West Indies thanks T&TEC, our Emerald Partner, for their generosity in celebrating our 60th Anniversary.

Your contribution will aid in supporting infrastructure projects and Capital and Student Development.

Best regards.

Gurmohan S. Kochhar (Professor)
Chair – Black Tie Gala Dinner
Committee

Mr. Stephen Martel
Corporate Communications Manager

Dear Mr. Martel

The principal, staff and pupils of the Gaines Normal AME School, Newtown thanks you for your support and contribution.

Principal
Gaines Normal AME School

14 January 2009 (By email)

Mr. Zainool Mohammed,
Area Manager – Distribution Central

Mr. Mohammed:

Please convey my appreciation to the staff of T&TEC's Distribution Central for their efficiency when they assisted the National Gas Company (NGC) in 2 projects to relocate electricity lines recently.

The relocation of these high voltage electrical lines required that surveying, designing and reconstruction works be undertaken by T&TEC within a timeframe that would ensure that the job was completed with minimum interruption.

The commitment displayed by the entire team - Mr. Bissessar, Mr. Andrews, Mr. J. Rackal, Mr. K. Martin, Mr. T. Mohammed and Mr. C. Panchorie - was indeed significant. It must be noted that the low voltage works in the first exercise was completed ahead of schedule.

In addition, when the work on the High Voltage poles commenced on the second occasion, it was completed 2 weeks ahead of the proposed completion date. This was indeed commendable.

NGC's Project Team looks forward to the continuing support from T&TEC towards the completion of this project.

David Williams
Project Engineer



Advice to Kite flyers



Kite season has begun! But did you know that there are several safety issues involved in kite flying?

- Kites can strike and tangle on electrical power lines causing power blackouts and the risk of electrocuting the kite flyer.
- Wet kite strings can act as a conductor for static electricity and lightning when the weather is stormy.

So while you enjoy this age-old fun time activity, remember :

- 1 Fly your kites in an open field away from electric power lines or other electrical installations and equipment.
- 2 Use perfectly dry string – never wire or metallic string.
- 3 Do not try to remove a kite if it catches on an electric power line or on a power pole.
- 4 Do not use any metal in making a kite.
- 5 Do not fly your kite on or near a public highway or on the street.
- 6 Do not fly your kite in wet or stormy weather.
- 7 Have fun flying your kite, but remember, your safety comes first.