



WATTS HAPPENING

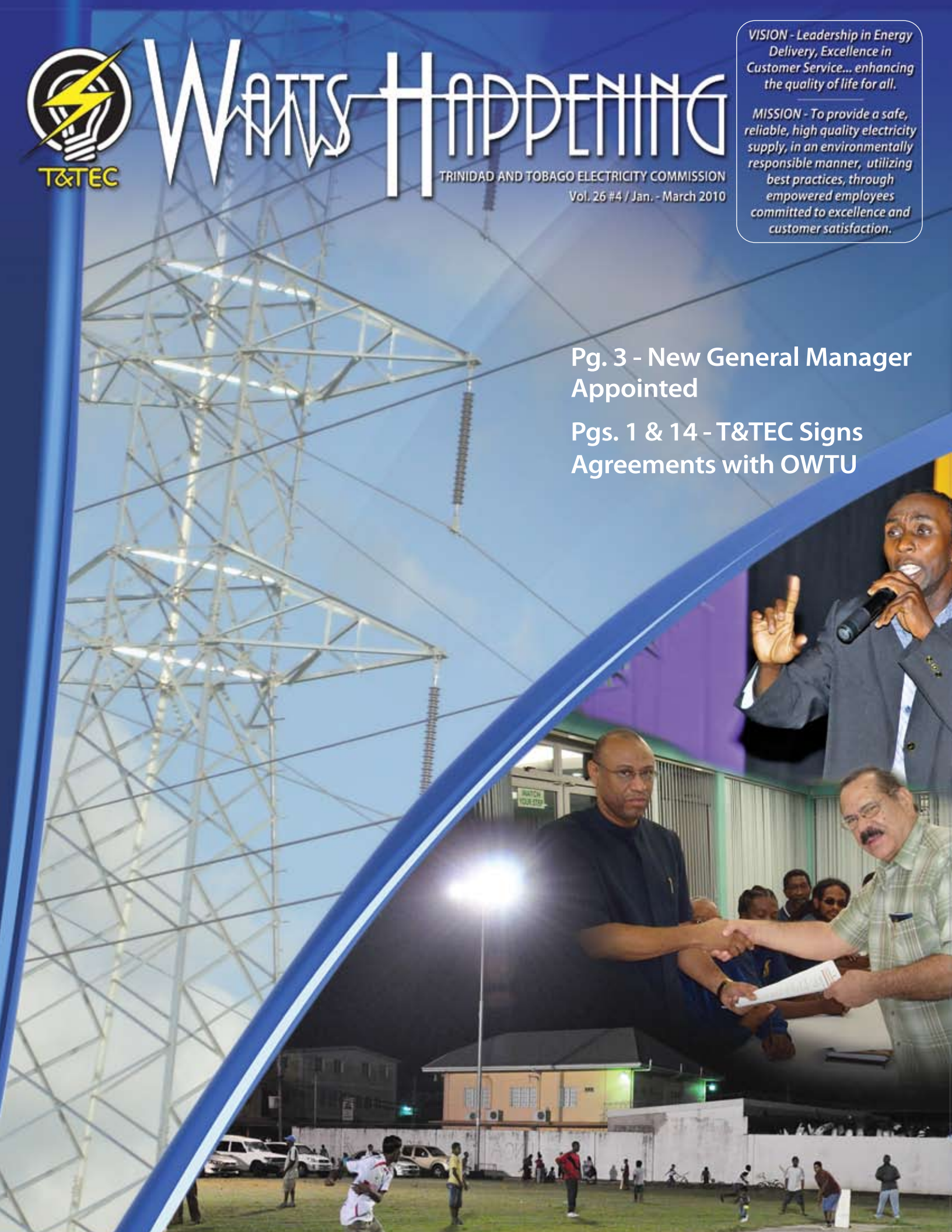
TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
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VISION - Leadership in Energy Delivery, Excellence in Customer Service... enhancing the quality of life for all.

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.

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■ Editorial

Our People are our Strength

This quarter's edition of ~~WHAT'S HAPPENING~~ was a timely reminder for me to reflect on the Mission and Vision of T&TEC. Going through the stories for the issue I noticed a common thread of building our Human Resource Capital. This took me to the "New Strategic Direction for T&TEC" booklet (that yellow and black brochure that was distributed to each member of staff in 2008) to verify that what may seem to be coincidental did in fact have strategic intent.

Our Mission Statement seeks to position T&TEC as a provider of a safe, reliable, high quality electricity supply, done in an environmentally responsible manner, utilizing best practices, through empowered employees committed to excellence and customer satisfaction.

The 2008-2012 Strategic Plan further places the interest in employees high on the agenda, as stated in the Key Success Factors/Strategic Priorities and Core Values. The third and sixth Strategic Priorities are, respectively, identified as:

- Satisfied internal and external customers

- A high performing, skilled, empowered, dedicated and motivated work force with patterns of behavior which reflect the organisation's core values.

After re-reading the booklet (something each employee is encouraged to do frequently) against the stories we have in this issue, it was obvious that, in the area of Human Resource Development, we are sticking to the Plan.

The Agreement on the enhanced pension plan benefits (see next page) gives weight to the statement that T&TEC is a family organization. The new enhancements reflect the respect and appreciation felt for each employee's contribution to the Commission.

The Memorandum of Agreement to formalise the new organisational structure at the Cove Power Plant creates a reassuring work environment in which employees know their function, terms and conditions of work at the Plant.

Three batches of qualified recruits have been hired to bolster our current cadre of staff in Engineering, Security and Distribution (Linesman and Substation

Electricians). It is our expectation that after completing their training they will be well on the way to being the high performing employees described in Key Success Factor six.

The evidence of employees empowered to innovate and create as a team is most apparent in the response of our staff to the challenge to complete several key projects as part of the supporting infrastructure for the Commonwealth Heads of Government Meeting (CHOGM) 2009 and the home-grown video surveillance system designed by the Communications Department. One part of the result of the CHOGM teams' hard work is seen in the picture of the illuminated foreground of the National Academy for the Performing Arts.

Undoubtedly these 28 pages are proud testimony to the fact that our employees are our strength.

Annabelle Brasnell
Corporate Communications Manager

CREDITS

EDITOR-IN-CHIEF

Annabelle Brasnell

EDITORIAL COMMITTEE

Israieil Ali

Zainool Mohammed

Diane Sylvester

WRITERS

Annabelle Brasnell

Judyann Babwah

Ayesha Scott

CONTRIBUTORS

Adwin Burrell

Jonathan Kacal

Evor Peters

EDITORIAL SUPPORT

Wendy Jarrott

Eliza Lee Poy

LAYOUT AND DESIGN

Judyann Babwah

Reyad Khan

Eliza Lee Poy

CIRCULATION

Wendy Jarrott

Ricky Sewnath

PHOTOGRAPHERS

Chris Ali

Keron Seebaran

Eliza Lee Poy

Ayesha Scott

Sahadeo Latchmepersad

Vincent Lopez

Joseph Francis-Lau

Dilip Singh

Angeline Khadoo

T&TEC AND OWTU SIGN AGREEMENT ON... ENHANCEMENT OF PENSION BENEFITS FOR EMPLOYEES

Pursuant to Rule 40 of the Trust Deed Plan and Rules, on March 1st, 2010, the Management of T&TEC and the Oilfield Workers' Trade Union (OWTU) signed a Memorandum of Agreement regarding the enhancements of Pension Plan benefits.

The details are outlined as follows:

Terms of Settlement:

1. The commutation rate for each dollar per annum of pension surrendered shall be increased from sixteen dollars and fifty cents (\$16.50) to twenty dollars (\$20.00) with effect from January 1, 2006.
2. Basic pension shall be increased by five hundred dollars (\$500.00) per month from January 1st 2006. Effective January 1st 2007, 2008 and 2009 pensions shall be adjusted annually in accordance with changes in the Retail Price Index (RPI) capped at five percent (5%) per annum, subject to the maximum payment allowed under the Pension Plan. Adjustments thereafter shall be subject to Actuarial advice and evaluation of the Pension Plan.
3. Spouses pension shall increase from one third (1/3) to two thirds (2/3) of the member's basic pension with effect from January 1, 2006.
4. Effective from the date of this Agreement upon a member making pension contributions for the full accrued period of thirty-one, point one (31.1) years of service, fifty percent (50%) of the member's/employer's pension contributions shall be invested in a separate instrument or plan to be agreed upon by the member and the employer, the proceeds of which shall be paid to the member at the date of retirement. The remaining fifty percent (50%) of the member's/employer's contributions shall continue to be paid into the Pension Plan to maintain the member's pension benefits.
5. Effective from the date of this Agreement the Employees Home Ownership Plan loan limit shall be increased from four hundred thousand dollars (\$400,000.00) and five hundred thousand dollars (\$500,000.00) to seven hundred and fifty thousand dollars (\$750,000.00) for eligible members. The interest rate shall be reduced from five per cent (5%) to three per cent (3%) with effect from January 1, 2006.
6. Effective from the date of this Agreement the Management Committee of the Pension Plan shall comprise the following members:
 - a. Three (3) Members of the Commission.
 - b. Two (2) Management representatives of the Commission.
 - c. One (1) Management representative from PowerGen.
 - d. One (1) monthly-rated Employee representative and one (1) hourly-rated Employee representative from the Commission.
 - e. One (1) Employee representative to be nominated by the Oilfield Workers Trade Union and who shall be an employee of the Commission or PowerGen.
 - f. One (1) Employee representative from PowerGen.

With respect to item 2 the Commission and the OWTU agreed that the Commission shall request its actuaries, Bacon, Woodrow and de Souza, to advise whether the Pension Plan can sustain the same enhancements to Pension Plan Benefits for the period January 1st to December 31st 2010 and calculate and advise on the cost to the Pension Plan to provide such improvements.

"I am very pleased to see this signing take place...It is our hope that negotiations for the new collective agreement will start very soon."

Chairman Professor Clément Imbert.

Peter Burke, Executive Vice President of the OWTU (far right) has the attention of (from left) Mr. Courtenay Mark, Assistant General Manager – Engineering; Mr. Indarjit Singh, General Manager; Mr. Wayne Solomon, Acting Assistant General Manager – Human Resources; and Professor Clément Imbert, Chairman.



Management Appointments

Health, Safety and Environment (HSE) Manager, **Wayne Solomon** was appointed to act as Assistant General Manager (AGM) - Human Resources from December 2009.

This appointment came as a result of the former AGM – Human Resources, Mr. Ramdeo Sadhoo, taking early retirement.

Mr. Solomon holds a Bachelor of Science (BSc) degree in Electrical Engineering and a Master of Science (MSc) degree in Power Systems. He has also attended courses in Building Leadership Capabilities, Competency-based Management, Industrial Relations for Managers and Reliability Centered Maintenance.

Mr. Solomon, a former Vacation Employee, joined the Engineer-in-Training programme in 1978.

He worked at various Engineering positions in Distribution Central, the office of AGM-Distribution and Distribution East. He was appointed Assistant Area Manager, Distribution

East in 2001. Mr. Solomon also held this position at Distribution North (2002) and at the office of the AGM-Distribution (2006). Mr Solomon returned to Distribution East in 2006 before taking up the position of Manager, HSE in 2008.



Senior Human Resources Officer, Recruitment, **Jennilyn Hamblyn-Raphael** was appointed to act as Human Resources Manager from March 1st 2010.

An employee with 35 years of service, Ms. Hamblyn-Raphael holds a Bachelor of Science (BSc) degree in Management Studies, a Diploma in Labour Studies and a Diploma in Public Administration.

Ms. Hamblyn-Raphael joined the Commission as a Typist and worked in various Departments.

She has attended numerous enhancement courses including Competency Based Management, Succession Planning, Equal Opportunity Legislation, Performance Appraisal, Strategies for Enhanced Performance, Realities of Recruitment, Hay Guide Chart – Job Evaluation, Human Resources Information Systems and Introduction to Global Payroll.



Curvis Francois has been appointed Manager of the Street Lighting Department (SLD) with effect from November 1st 2009.

The holder of a Bachelor of Science Degree (BSc) in Electrical Engineering, Mr. Francois also holds an Executive Master of Business Administration (EMBA) and Certification in Reliability Engineering.



A 1984 T&TEC Vacation Employee, Mr. Francois joined T&TEC's Engineer-in-Training programme in 1986. He was made permanent in 1989 and was assigned to Distribution Tobago as Engineer II. His career at this Distribution Area, including his promotion to Assistant Area Manager in 2002, spanned the next 20 years.

Mr. Francois was reassigned to Distribution Central in 2006. He was moved to the Distribution Support Division at Head Office in 2008, where he also performed the duties of Project Manager for the Geographic Information System (GIS).

New GM Appointed

Indarjit Singh is the new General Manager of T&TEC. His appointment became effective from January 18th 2010. He previously held this position for 4 years before retiring from the Commission in July 2008.

Mr. Singh is the holder of a Bachelor of Applied Science (Hons) - Electrical Engineering degree and a Master of Engineering – Electrical Engineering degree both from the University of Toronto, Canada.

He is a Senior Member of the Institute of Electrical Engineers (S.M.I.E.E.E) of Trinidad and Tobago and has also participated in a multiplicity of international and local executive training courses.

Mr. Singh joined T&TEC in 1982 as a Senior Engineer, Systems Planning and Control Department. He was promoted to Assistant General Manager (AGM) - Engineering in 1998, before his appointment to General Manager in 2004.

Mr. Singh has extensive experience in Power System simulations and has developed a number of the

Commission's transmission plans. He has also been involved in negotiating large contracts for T&TEC. Among these are three Power Purchase Agreements, including the supply and installation contract for the new Cove Power Station in Tobago.

Mr. Singh has been credited with the development of the Commission's Strategic Objectives and ensuring that these Objectives were achieved.

Mr. Singh's appointment as General Manager comes at a time when T&TEC's role remains critical to realizing national development objectives.



Farewell ...

After 28 years of service, T&TEC bid farewell to Mr. Ramdeo Sadhoo, former Assistant General Manager (AGM) - Human Resources Division who retired at the end of December 2009.

As AGM – Human Resources Division, Mr. Sadhoo was responsible for the Human Resources Department, including the Industrial Relations Department, three Technical Training Facilities and the Health, Safety and Environment Department.

Mr. Sadhoo's career at the Commission spanned several appointments in the Human Resources Department.

Among them: Industrial Relations Officer, Personnel and Industrial Relations Manager and Human Resources Manager.

Mr. Sadhoo was appointed to T&TEC's Senior Executive as AGM – Human Resources Division in 2006.

WATS HAPPENING joins with the Board, Management and employees of T&TEC in wishing Mr. Sadhoo all the best on his retirement.



Mr. Sadhoo, centre, is flanked by his former members of staff.

Engineers-in-Training Undergo Orientation

Twenty-eight Engineers-in-Training (EITs) have completed an eight-week Orientation programme at T&TEC. This programme was conducted from January 11th to March 17th and was held at the Port of Spain Training Facility.

The Orientation programme was organised by the Human Resources Department to provide the EIT's with an understanding of their roles in the Commission; and to aid their effective integration into the Commission's workforce.

Some of the key areas of focus during the programme were T&TEC's Strategic Plan, Team Building, Customer Service, OSHA, Emergency First Response and Business Etiquette and Protocol Training.

Several Divisional and Departmental Heads made presentations about the structure and functions of Divisions at T&TEC. One highlight of the Orientation was the field trips to the Bamboo Substation and to the Trinity Power and PowerGen Power Stations in Pt. Lisas.

For this latest batch of EITs, the Orientation programme was an excellent way to start their induction into T&TEC. As one EIT, Marcus Choo Ying said, "the programme far exceeded my expectations since some of the material was covered much more in depth than anticipated." Armed with his BSc. in Electrical and Computer Engineering, he added that he chose to work at T&TEC for "my own professional development and career goals. Plus, I always wanted to know first hand how the electrical system in our country worked."

Good luck to Marcus and the rest of the EITs! ~~What's Happening~~ joins with the Commission in welcoming our newest employees into the Electric Family.



Ms. Pearlie Chaitan, Human Resources Officer III, looks over her charges during one of the sessions.



Ms. Annabelle Brasnell, Corporate Communications Manager, as she makes her presentation to EITs.

Brand new EITs smile for the camera.



Now under one roof... A strategic move for Transmission

The Transmission Development and Engineering Services Department and the Transmission Maintenance Department, two Departments that fall under the Transmission Division, have moved to the HCU World Select Gem Centre, Solomon Hchoy Highway, Freeport. This move was effective from February 1st 2010.

Although the Gem Center is considered "a work in progress", the T&TEC stamp has already been placed on this new home of the Transmission Division.

WHAT'S HAPPENING paid a visit to this central location. From the highway it is easy to identify that the Gem Centre is now a T&TEC location. The distinctive T&TEC yellow trucks were eye catching, both on approach and as you entered the spacious paved yard that easily accommodated the vehicles of employees and visitors. In fact, **WHAT'S HAPPENING** was told this area is used for many after-hours ad hoc windball cricket matches.

On entering the building the large openness of the space captures your immediate attention. A tour however, revealed that the offices have been strategically grouped together to make interaction among employees easier. The Ground Floor layout of rows of functional cubicles reflects this concept.

The second floor has a unique appearance – office space meets eclectic décor. This floor houses meeting rooms, done in beautiful wood, and the offices of Manager, Transmission Development and Engineering Services Department, Ravi Shukla and Manager, Transmission Maintenance Department, Chrisalston Belle and their Administrative and other support staff.

The Transmission Division is responsible for constructing and maintaining the transmission lines and Substations.

But no matter where you are in the Gem Centre, the buzz of activity surrounds you as technical and non-technical employees go about their duties to ensure that the Transmission Division delivers on its mandate - to develop and maintain an electrical transmission system (which consists of a network of overhead lines, underground cables and substations) that will safely, reliably and efficiently transmit bulk power from generating sources to the distribution system.

WHAT'S HAPPENING was told that several expansion projects of the transmission infrastructure - to allow the movement of generated power from power stations to load centres - are currently engaging the attention of this Division.

These planned projects are large and critical to national development. Several of them - Brechin Castle Substation 220 kV, Union Estate Substation 220/66 kV Substation, Otaheite 33 kV Substation and Gateway Substation - are history-making projects.

The Assistant General Manager (AGM) – Transmission, Mr. Charles Inniss and his support staff are expected to join the Transmission Development and Engineering Services Department and Transmission Maintenance Department at the World Select Gem Centre in the near future.

You can contact the Transmission Development and Engineering Services Department and the Transmission Maintenance Department via these new telephone numbers: 665-9604, 671-6383, 671-5875, 671-7125 and 672-3937. The fax number is 671-7473.



Technology + efficiency = value

Video conferencing uses audio and video telecommunication services to bring people at different sites together for a meeting.

This can be as simple as a conversation between two people at different locations (point-to-point) or several persons at different sites (multi-point). Through the efforts of the Communications Department, this advancement in telecommunications is now available at seven (7) of T&TEC's installations. This means that persons at Mt. Hope, Head Office and the Distribution Area Offices can communicate using our own video conferencing system.

According to Team Leader, Adwin Burrell, Engineer II, Communications Department, "T&TEC's video conferencing system was not only built in-house, but at a fraction of the cost of a commercial system."



MOVING WITH THE TIMES ...

A new video surveillance system, built by the Communications Department, using internal resources, is operational at the Commission's network of offices and Customer Service centers.

In addition to being cost effective, some of the other benefits of this video surveillance system are its ability to:

- Aid in the remote monitoring of facilities.
- Review recorded footage.
- Act as a deterrent for unwanted activity.
- Decrease the response time of security personnel to incidents.

The surveillance system uses T&TEC's fibre optic and multiplexer networks to transport video streams from remote sites, such as Customer Service Centers and Substations, to the Distribution Areas where they are monitored.

Several of the Commission's installations across the country are already equipped with the new video surveillance system. Many have been upgraded and, in the case of Service Centres, security alarms have also been installed. Other T&TEC buildings have been identified for installation of the new video surveillance system.



Communications personnel utilizing a Pan-Tilt-Zoom (PTZ) controller to operate the Video Surveillance System



Mt. Hope Security operating the Video Surveillance System for the Mt. Hope Substation

MAXIMISING TECHNOLOGY TO IMPROVE RELIABILITY

Sixteen T&TEC employees recently participated in a week-long training programme which covered SCADA; automation and associated communication; and networking methods and related protocols.

The course was held at T&TEC's Mt. Hope offices from January 25th to 29th, 2010 and was tailor made to improve the Protection and SCADA Department's plans to improve technology used in T&TEC's Substations; implement more elaborate control schemes; provide Engineers in the system control room, access to more

information and better control of the Substation apparatus and allow Protection Engineers greater access to monitor and analyze the protective devices and the power system.

Workshop manuals and hands-on workshops, involving Substation communication protocols, were used by experienced Facilitator, Edwin Wright from IDC Technologies, an Australian company that specialises in this composition of training.

Facilitator Mr. Edwin Wright, centre, is surrounded by participants from the Protection and SCADA Department and the Information Systems Department.



In Support of *MUSIC*

T&TEC was a proud gold sponsor of the 29th Trinidad and Tobago Music Festival. This support is in keeping with the Commission's Corporate Social Responsibility and commitment to support the arts. This year, T&TEC's sponsorship comprised a financial contribution of \$10,000.00, banners and pennants which allowed the commission to publicly declare its support for the festival.

The Trinidad and Tobago Music Festival was dedicated to former Board Member Joslynn L. Sealey and was held over the period February 28th to March 20th. Regional Festivals were held in Port of Spain, San Fernando and Tobago. Over 2,100 amateur singers and musicians participated in several categories in this year's Festival.



Participants in the Junior Pan Ensemble category perform at the Queen's Hall during the 29th edition of the T&T Music Festival.

NO MORE "RED BRIDGE"

The Old Railway Bridge at Pointe-a-Pierre is named in T&TEC's Industrial Agreement (Letter of Understanding No 1) as a boundary point between the Central and Southern Distribution Areas.

Popularly referred to as the "Red Bridge", this historical landmark was built in 1881 and has been a landmark for travellers using the Southern Main Road.

The bridge was built by Westwood Baillie and Company Engineers and Contractors of London, England, using the local labour force referred to as "The Kings Negroes".

Sadly the "Red Bridge" was demolished over the weekend of 6th and 7th March.

The air break switch (as seen on pole left of photo) still maintains the Central Area /Southern Area boundary.



T&TEC sponsors prize for CHOGM Essay Winner

"The acquisition of knowledge, especially when applied as a catalyst of amelioration, is the main pathway through which the international community can foster genuine development." Christineil Thompson.

It may shock you that the above statement was made by a fifteen-year old. The author, Christineil Thompson, is no ordinary teenager however. She was a winner in the Trinidad and Tobago Commonwealth Heads of Government Meeting (CHOGM) 2009 Essay Competition. To coincide with the CHOGM 2009, the Royal Commonwealth Society (RCS), which organises a 100-year-old global essay competition, partnered with the local CHOGM Secretariat to hold the competition for young writers in Trinidad and Tobago.

Participants were required to write a letter to one of the visiting Heads of Government about "What can Trinidad and Tobago teach the world?" Christineil, a student of the Naparima Girls' High School, chose to write to the Australian Prime Minister, the Honourable Kevin Rudd. In her essay, she spoke of the versatility of Trinidad and Tobago's culture and what makes our country unique. This entry won Christineil first place in the 14-18 years category and a prize trip, sponsored by T&TEC, to Westminster Abbey, United Kingdom where she carried the Trinidad and Tobago flag during Commonwealth Day observances. By the time you read this article, Christineil would have already returned from this exciting trip.

Christineil loves to read. This is no surprise considering she is an essay contest winner. What is surprising though is that she holds no aspirations to becoming a writer. "I want to be a gynecologist" was her straightforward declaration. And she is well on her way to achieving that goal, pursuing an incredible ten (10) CXC O'Level subjects in the sciences, including History and Spanish.

How does she find the time to read, prepare for her upcoming exams and write an award-winning essay? It must help that she comes from a close-knit family with devoted parents. "Even though they didn't know I entered the competition, my Mom and Dad have always supported me. They were both very proud and happy with this achievement." She also credits her English teacher, Mrs. Jattansingh, for the confidence placed in her. "She literally forced us to participate, saying she wasn't going to leave the classroom until she got fifteen students to enter!"

But what motivates this ambitious youth the most is her incredible faith. "God is the creator of all things. Having faith in God gives me a sense of purpose to do whatever task I have at hand."

Also driving Christineil is her faith in the people of her beloved country to reach their fullest potential. As she wrote in her essay, we "focus on what unites us, our similarities, instead of those aspects that divide us because we accomplish more together." With strong spiritual values and a positive attitude, the country's future is definitely in good hands.

For the full text of Christineil's winning essay, please go to:
<http://www.chogm2009.org/home/node/207>



Employees heed the call to “AIDE HAITI”

The title of calypsonian Kizzie Ruiz’s 2010 calypso – ‘Aide Haiti’ – was the general sentiment of citizens following Haiti’s devastating 7.0 magnitude earthquake in January.

T&TEC employees were no different from the masses that responded to the call for aid to Haiti. And they came forward with the generosity that T&TEC is well known for. Within a week of making the appeal, employees began donating boxes of non perishable food items, baby supplies, toiletries, water and clothing to collection points through the T&TEC network.

Coordinated by T&TEC’s Corporate Communications Department, a truckload of items valued at \$20,000 was packed for delivery to Haiti via the Office of Disaster Preparedness and Management (ODPM). Cash donations were deposited in the Red Cross Haiti Relief Fund Bank Account. Thank You T&TEC!

Haiti, however, remains in constant need of assistance. You can still help. Contact the ODPM at 640-1285 or any other reputable agency to lend a hand.



A T&TEC employee loads up the truck with some of the donated items.

T&TEC employees participate in Job evaluation exercise

At the conclusion of negotiations between the OWTU and T&TEC for the Industrial Agreement 2006 - 2008, it was agreed that a job evaluation exercise will be conducted for all jobs that fall within the bargaining unit. This evaluation process began in November 2009 and is expected to be completed in July 2010.

To date, over 100 employees, representing different categories of workers, have participated in this exercise.

HRC Associates was contracted by T&TEC to assist in the implementation of the evaluation exercise. This firm has been using the Hay Job Evaluation methodology – one of the most widely used systems in the world, to determine an equitable grading and pay system.

Job Evaluation - What is it?

Job evaluation is a practical technique, designed to enable trained and experienced employees to judge the size of one job relative to others. It does not directly determine pay levels, but will establish the basis for an internal ranking of jobs.

The two most common methods of job evaluation that have been used are:

1. Whole job ranking - where jobs are taken as a whole and ranked against each other.
2. Awarding points for various aspects of the job. In the points system various aspects or parts of the job such as education and experience required to perform the job are assessed and a points value awarded - the higher the educational requirements of the job the higher the points scored.

The most well known point scheme was introduced by Hay Management Consultants in 1951. This scheme evaluates job responsibilities in the light of three major factors - know how, problem solving and accountability.



Jubilant TAHSO members after their performance.

PARTNERS IN T&T CULTURE ...T&TEC AND TROPICAL ANGEL HARPS

The Tropical Angel Harps Steel Orchestra is now the T&TEC Tropical Angel Harps Steel Orchestra (TAHSO). This, after T&TEC signed a sponsorship agreement with the Band to the tune of \$300,000.00.

TAHSO now joins a list of Bands and Organisations sponsored by the Commission as part of its support of local culture and community outreach programmes. These sponsorships include: T&TEC New Eastside Dimensions Steel Orchestra (Tobago), the T&TEC Gayatones, the T&TEC Nada Sangama Steel Orchestra, the T&TEC Luces Brillantes, the T&TEC Malick Tassa Group and the Electrical Association for Women.

At the sponsorship signing in November last year, Clarry Benn, Manager of Tropical Angel Harps said his band was "happy to be flying the flag of T&TEC."

The Commission is proud to enter into a partnership with a band that has made its mark on the cultural landscape of Trinidad and Tobago. Among its successes were, performances at the big yard in Panaroma competitions. T&TEC welcomes the Tropical Angel Harps Steel Orchestra into the Electric Family and looks forward to a mutually-beneficial and fruitful alliance.



Chairman Professor Clément Imbert; TAHSO Manager, Clarry Benn; Acting General Manager, Glenford Cyrille and Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid unveil the new TAHSO logo and sign.

About TAHSO:

The home base of the Tropical Angel Harps Steel Orchestra is Enterprise, Chaguanas.

The band has been in existence, under that name, since 1977.

TAHSO is an eight-time champion in the Panorama South-Central Zone competition.

The Tropical Angel Harps Steel Orchestra was a finalist in the National Panorama competition from 1992 to 2003, and again in 2006 to 2008.

Although they did not place in the finals this year (TAHSO missed the last available spot by one point), the Band continues to serve its community by mentoring the youth and providing social and recreational activities for its residents.



'Lady K'

Power Monarch Winner

In only her second year of competition, Khadja Antoine, singing under the sobriquet 'Lady K', is the new T&TEC Calypso Power Monarch 2010.

Her rendition, "How essential are we," tackled the topical issue of the recent attacks against T&TEC employees while on duty.

Khadja convincingly beat the other sixteen contestants with an emotionally charged performance, exceptional stage presence and energetic presentation.

Her outstanding performance also earned her the coveted "People's Choice" prize sponsored by TATECO - Port of Spain.

*Khadja Antoine,
Lady K, in action.*



Accompaniment for the competition was provided by Kelly Green and Harmony. Master of Ceremonies was Rachel Price and guest performances by Shadow, Shurwayne Winchester and JW and Blaze.

The event was held at the St. John's Ambulance Complex, Port of Spain on January 29th and was attended by hundreds of employees, friends and family who came out to enjoy an evening of calypso - T&TEC style!

Congratulations to all!

Here is how they placed at the T&TEC Calypso Power Monarch 2010:

1st Place Khadja Antoine, Distribution North
"How essential are we"

2nd Place Sekon Alves, Distribution Central
"More than a Panside"

3rd Place Godwin Jerome, Distribution Central
"We got the Power"

4th Place Rudolph John, Sangre Grande Branch
"Bail Out"

5th Place Bryan Johnson, Distribution South
"Ah Blue"

"Best T&TEC Calypso" "We got the Power",
Godwin Jerome - Distribution Central

TATECO Arima's "Most Humorous Calypso"
- "Post", Latoya Raddix - Distribution South.

**TATECO San Fernando's "Road March" -
"The Letter"**, Fellie Noel - Distribution North.

TATECO Port of Spain's "People Choice"
- Khadja Antoine - Distribution North.

**Venture Capital's "Most Promising
Calypso"** - "More than ah Panside",
Sekon Alves - Distribution Central.

IN HIS OWN WORDS

Calypsonian Brian London's on stage presence is aggressive, strong and commanding. In fact these characteristics, coupled with powerful lyrics, earned him several places of honour in this year's calypso competitions.

So when **WHAT'S HAPPENING** interviewed Brian it came as a surprise that his on stage persona is quite different from the soft-spoken, humble and friendly T&TEC employee - who willingly answered our questions.

As a Calypsonian, Brian London's list of accomplishments is extensive and includes a wide range of talents – Young King 2004; multiple South Calypso Monarch (2004-2007, 2009, 2010); 6-time National Calypso Monarch finalist; and reigning South Ex-tempo Monarch.

But who is Brian London?

Brian London is ambitious, but believes that to achieve his goals requires dedication, commitment and a quest for excellence. So Brian wears many hats. In addition to holding a full time job at T&TEC's Southern Distribution Area, he has a calypso career, and is currently pursuing two degrees - all at the same time!

The Fyzabad native is currently pursuing a Bachelor of Science degree in Sports Management at the University of Trinidad and Tobago (UTT), and his Master of Arts Degree in Purchasing and Supplies at the School of Business and Computer Science (SBCS).

Brian London is also an avid sportsman, a former National Under-17 footballer and a multiple T&TEC 10K champion. The last of 10 children, he is fiercely devoted to his mother, Uline, who has been confined to a wheelchair since he was two years of age.

"My mother is my number one supporter", he told **WHAT'S HAPPENING**. In fact, she was the one to expose him to the artform. He first took to the stage as a child in 2nd Year Infants. "My mother forced me to compete in a calypso competition at school, but I was so terrified that I didn't even sing a note!" He eventually got over his stage fright to compete again at his Secondary School, Fyzabad Anglican Secondary, and continued to compete in his junior years. But it was at age 16, when Brian started writing his own calypsos that he began to feel at home on the stage.

These days the name Brian London is on everyone's lips, but he credits three calypsonians for shaping him in the artform: Watchman, whom many persons have said he bears a likeness; De Fosto, who provided him with encouragement to stay in calypso when he felt like quitting; and Black Stalin, his personal friend, advisor and mentor. "These three individuals have influenced me in different ways; without them I wouldn't be where I am in calypso today."

Having come from humble beginnings, Brian sees it as his responsibility to give back. So he continues to reach out



to his fans wherever they are. His performances have even taken him within the prison walls of the Carrera Island Prison and the Women's Prison in Arouca. But Brian has received the most gratification from working with the young men at the Youth Training Centre (YTC). During his sessions, Brian advises the young men to draw from his own experiences: "Calypso changed my life...writing was an avenue for me to channel my energies into something positive." He told them "not let poverty or a difficult life determine [their] outcome in life."

Carnival 2010 was one of his best seasons to date. He received nightly encores at the Kaiso House calypso tent and placed 2nd behind Kurt Allen at the Dimanche Gras. The season was not without controversy however. He has received some backlash for the content of his composition "A Calypsonian," written in tribute to the late calypsonian Felix 'Breed' Joseph.

As one newspaper wrote, "A Calypsonian" was a "hard hitting and brutally honest look into the calypso industry." But Brian, while apologetic for offending some, said he "cannot allow anyone to mum me, or stop me from doing what I have to do." He added, "there are so many other issues to deal with in life, I don't think a half-line in my song needed this much attention."

But attention he got, and will continue to receive. For now, he is still trying to get used to the popularity caused by his successes over the years. "People are recognising me, stopping to ask if I am 'Brian London' and some even asking for an autograph!" he said incredulously.

By nature, Brian cannot help but be popular though. His 15 Godchildren are testament to that! Although he is still single and with no kids of his own ...as yet, Brian, a devout Christian, is quick to add that "God writes the chapters in my book, when He is ready, He will send me someone."



T&TEC and OWTU sign MOA



Ms. Diane Sylvester, then Acting Human Resources Manager, puts pen to paper while Mr. Glenford Cyrille, then Acting General Manager looks on. Mr. Stephen Ifill, Senior Industrial Relations Officer, is at right.

A Memorandum of Agreement (MOA) between the Trinidad and Tobago Electricity Commission (T&TEC) and the Oilfield Workers Trade Union (OWTU) was signed in January 2010 to formalise a new organisation structure for T&TEC's Cove Power Station in Tobago.

This MOA covers the terms and conditions of employment for various categories of workers, including operators and maintenance personnel, assigned to man this new T&TEC installation.

The 64 Megawatt Cove Power Station was commissioned on October 23rd, 2009.

LIGHTING THE WAY TO A BRIGHTER FUTURE IN CALIFORNIA, AROUCA AND EL SOCORRO



It was a hectic January month for the employees of the Street Lighting Department, as three Recreation Grounds across Trinidad were illuminated within a two-week period. The communities of Macaulay, California; Five Rivers, Arouca; and South El Socorro were all given a new lease on life when the illumination bandwagon rolled into their neighbourhoods at the start of the New Year.



The Honourable Neil Parsanlal, Minister of Information and the Honourable Mustapha Abdul-Hamid together switch on the lights to the Prime Minister's Recreation Park, Five Rivers, Arouca. Looking on from left are General Manager Indarjit Singh and Chairman Professor Clément Imbert.

WHAT'S HAPPENING gives you some pictorial highlights of these events.



EMPLOYEE..... UPDATE

APPOINTMENTS

NAME

Kavita Ramsaran
Deon Mc Dowall
Ainsworth Mills
Rene Labban
Candice Mc Eachrane
Aneisha Mohammed
Jhwel Thompson
Jaime Rampersad
Kemmy Jackson
Rufus Armour
Dave Singh
Asa Ramdhanie
Brendon Kennedy
Trevor Chandass
Lorraine Ignacio

POSITION

Clerk III
Linesman 'C'
Labourer
Senior Software Developer II
Draughtsman III
Draughtsman III
Clerk III
Telecom Operator
Clerk III
Crew Foreman
Meter & Relay Technician II
Meter & Relay Technician II-In-Training
Meter & Relay Technician II-In-Training
Technical Assistant III
Technical Assistant III

AREA/DEPARTMENT

Distribution South
Distribution Tobago
Communications Department
Information Systems
Distribution East
Distribution East
Communication & Networking
Distribution Central
Human Resources Division
Distribution South
Protection & Scada
Protection & Scada
Protection & Scada
Distribution East
Distribution Tobago

PROMOTIONS

NAME

Valisha Sylvester
Sonya Drakes
Margaret Best-Greene
Ronnie Moonilal
Alpheus Ovid
Aveilia Thomas
Helen Charles
William Dass
Michael Khadoo
Dayanand Seebaran
Shane Mendoza
Sheldon La Touche
Lisa Coltest
Ingrid Mundy
Selwyn Scott
Timothy Joseph
Navin Ramcharitar
Satnarine Sewdass
Peggy Joseph

POSITION

Clerk II
Cashier
Cashier
Senior Clerk
Cashier
Senior Clerk
Senior Clerk
Clerk II
Linesman 'B'
Linesman 'B'
Linesman 'B'
Linesman 'B'
Senior Clerk
Area Administrative Officer
Linesman 'B' (Hotline)
Linesman 'B' (Hotline)
Linesman 'B' (Hotline)
Telecom Operator
Human Resources Officer-in-Training

AREA/DEPARTMENT

Accounts
Commercial
Commercial
Commercial
Commercial
Commercial
Commercial
Distribution Central
Distribution Central
Distribution Central
Distribution Central
Distribution Central
Distribution Central
Distribution East
Distribution East
Distribution East
Distribution East
Distribution Central
Human Resources

MOVING ON

NAME

Trevor Hastick
Ian Subero
Horielal Beharry

Alphonso Charles
Jerry Geeban
Petronella Thomas
St. Clair Pompey
Kenneth Jackson
Beverly Ouditt
Neil Harold
Marilyn Superville
Ramdeo Sookroo
Theodore Pierre
Millington Cuffy
Victor Mc Neil
Leo Perry

POSITION

Driver – Vehicles less than 25,000 lbs.
Driver – Aerial Lift Truck
Transport Labourer / Lorry Loader /
Borer / Lift Combination
Linesman 'B'
Estate Constable
Clerk III
Foreman – Line Clearer
Control Operator
Customer Services Officer
Line Foreman (Hotline)
Customer Services Officer
Driver –Aerial Lift Truck
Climber / Line Clearer
Linesman 'B'
Line Foreman (Hotline)
Ganger

AREA/DEPARTMENT

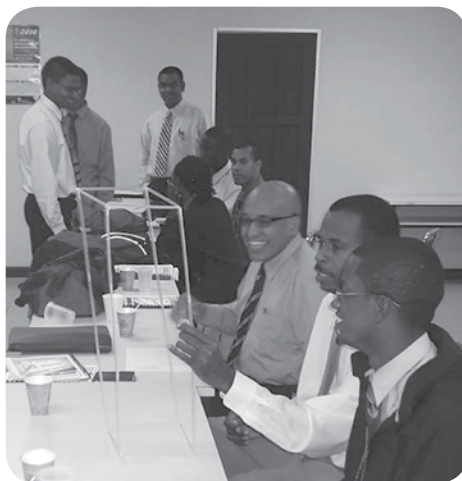
Distribution North
Distribution South
Distribution Tobago

Distribution Tobago
Secretarial
Corporate Communications
Distribution North
System Planning & Control
Commercial
Distribution East
Distribution North
Distribution North
Distribution North
Distribution South
Distribution South
Supplies

SECURITY RECRUITS PUT THROUGH THEIR PACES

Thirty one recruits, 4 women and 27 men, enlisted in T&TEC's Security Department on November 17th 2009. This batch of recruits are currently undergoing a comprehensive training programme aimed at ensuring that they can deliver on the Mission of the Security Department "To protect the Commission's assets and to ensure a safe and secure environment for the staff and customers in a cost effective manner." The Security recruits have already received training in police duties and procedures, criminal law, commission's procedures and guidelines, fingerprinting, court procedures, laws of evidence, customer service, safety procedures, preparation of case files, drill and physical training.

According to one training instructor "the recruits have generally demonstrated a genuine level of interest and enthusiasm."



Above, the photos show the recruits in action during their training sessions.

UWI ENGINEERING STUDENTS VISIT.....

T&TEC continues to do its part in providing opportunities for the development of Trinidad and Tobago's future engineers.

One such activity was a recent visit by several students of the Department of Electrical and Computer Engineering at the University of the West Indies (UWI) to T&TEC's Mt. Hope Offices. This visit was specially arranged to provide students with a broader understanding of their field of study as it relates to the world of work. T&TEC Engineer, Keron Seebaran coordinated the exercise and presented an overview of T&TEC's operations. Students were given a tour of T&TEC's Mt. Hope Offices, including the Control Room, Communications System (where they viewed video surveillance and the microwave support system),

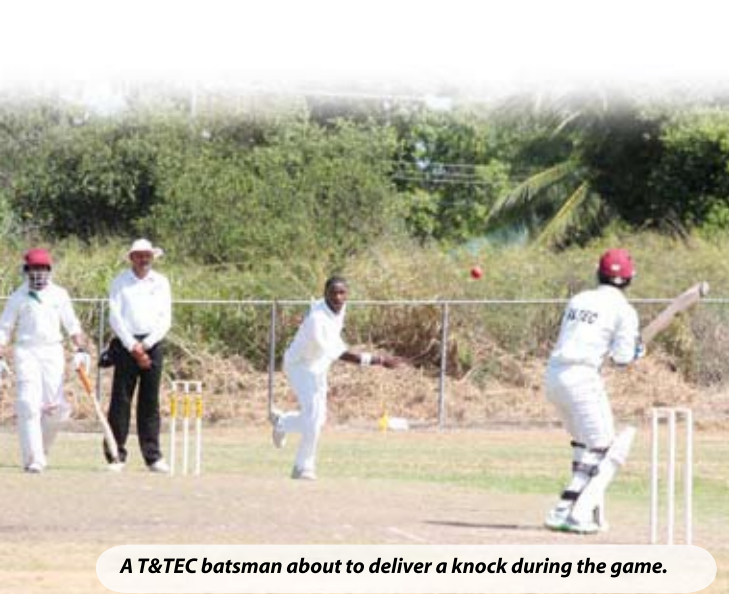


Keron Seebaran lectures to UWI Engineering students on T&TEC's operations.

Planning Department (for Power System Analysis) and the Mt. Hope Substation.

Mr. Seebaran has also been working closely with the Engineering students supplementing their course work with lectures and presentations. He urged the students to join local

professional groups such as the Institute of Electrical and Electronics Engineers (IEEE), and the Association of Professional Engineers of Trinidad and Tobago (APETT) to aid them in their development process.



A T&TEC batsman about to deliver a knock during the game.



Team T&TEC rearing to go.

T&TEC'S CRICKET TEAM BEGINS 2010 CAMPAIGN

After a successful 2009 season, the T&TEC Cricket Team began its 2010 Competition with a formal launch at its newly-refurbished home Ground at the Central Area Sports Club Grounds in Couva in February.

At the launch ceremony, T&TEC's Chairman, Professor Clément Imbert remarked that the Commission's support of the team is more than just a sponsorship, but also about nation building. He assured the members of the team of the Commission's continued support, recognising that national duties would be part of their involvement in cricket.

Mr. Kelvin Ramsook, Assistant General Manager (AGM), Distribution and a former Area Manager for Distribution Central, expressed how pleased he was that, despite

challenges, the upgrade of the Central Area Sports Ground had finally come to fruition. Mr. Ramsook called upon employees to make full use of the facility; "sports and physical activity was beneficial to the Commission's overall productivity," he said.

Following the launch, Team T&TEC played their first official Trinidad and Tobago Cricket Board's (TTCB) National Championship match against the Woodland Sports Club. Although the two day match ended in a draw, T&TEC's support remains steady and strong for Team T&TEC in their 2010 cricket season.

Chairman Professor Clément Imbert and Assistant General Manager - Administration Mr. Glenford Cyrille, centre, join the members of the T&TEC Cricket Team before their match.





Natasha Kanhai

She is all business; efficient, knowledgeable and helpful and she is one of two employees from her Department to receive the prestigious Best Performing Employee Award 2009.

Her name is Natasha Kanhai and she's a Clerk/Typist in the Human Resources Department, working

directly with the Senior Human Resources Officer, Recruitment.

Natasha includes among her duties, providing secretarial assistance for Grade 9 and managerial employees by preparing acting, appointment and promotion letters; job

application responses and arranging interviews. She also adds and updates job descriptions, advertisements for Vacancies and prepares resignation letters for all levels of staff.

Natasha holds a Bachelor of Science (BSc) in Computing and a Master of Business Administration (MBA) in Human Resources Management.

She joined T&TEC in 2002 as a temporary Typist in the Human Resources Division and was made permanent in 2004. During the next 6 years, Natasha was promoted to Clerk/Typist and acquired additional experience through acting appointments in the Human Resources Division as Stenotypist and Human Resources Assistant.



Stephen Bryan – HEAD OFFICE CARPENTER

You may be surprised to learn that T&TEC's Maintenance Department is a skills bank in itself. Much more than replenishing tissue and cleaning, this Department houses plumbers, masons, carpenters and air condition technicians.

Meet Stephen Bryan, a Carpenter in the Maintenance Department, currently working in Head Office. "People do not know the levels of skill we have right here in the Maintenance Department," he said. "We can add further value if more use is made of our services."

Stephen joined T&TEC in 2004 as a Labourer, and was promoted last year to his current position as Carpenter 'B'. Some

of his work includes making cabinets, tables, desks and convenient desk items, which can be seen throughout the Head Office and CEB Buildings.

The items are expertly made, belying the fact that Stephen was never formally trained in carpentry. When he entered the Commission Stephen was already a capable carpenter. He however credits his Supervisor, Leo John, for his growth in this profession.

Stephen's cricket ability led to the captaincy of the Maintenance Department's windball cricket team in last year's inter-department competition.



Pensioners' Corner

Here is what's new for T&TEC Pensioners.

New Payslips

Pensioners' payslips will soon take on a new look. This new payslip is in keeping with the PeopleSoft upgrade and will be implemented during the second quarter of 2010.

Evidence of Life

The Trust Deed Plan and Rules provide for 'Evidence of Life'.

Pensioners are reminded to submit their life certificates by March 31st, 2010.

Computation of Pension Plan Benefits

Do you know how to calculate your benefits on retirement?

Pension Plan benefits are mandatory and payable at age 60. The normal retirement age, with the option for early retirement is available for employees from age 50.

Pension benefits are based on the following key criteria:-

1. Contributory Years of Service - the period between date joined plan and date of exit.
2. Pensionable Salary/Wage - Last year's salary or wage.
3. Accrual Rate - 2.15%.

The maximum statutory pension allowable is 2/3 of your final salary – i.e. the last month's pay

Here is a sample calculation: -

- a. Date Retired : 2009/12/ 31
- b. Date Of Birth : 1949/12/19
- c. Date Joined Plan : 1977/02/17
- d. Salary : 10,000.00



Sample of Pensions Calculation

	YRS	MTHS	DYS
Contributory Years of Service = date retired - date joined (a – c) =	32	10	15
To Complete Years of Service (rounding off to next year) =		1	15
Years of Completed Service =	33		

PENSIONABLE SALARY/WAGE

2009 01 01 to 2009 12 31 = salary x 12 (\$10,000.00 x 12) = **\$120,000.00**

A - Pensionable Salary = \$120,000.00

B - Accrued Pension 33 yrs x A x .0215 = \$ 85,140.00

C - Final Salary \$10,000.00 x 12 = \$ 120,000.00

D - Maximum Pension Allowable 2/3 of C = \$ 80,000.00

E - Gross Annual Pension Lower figure between B and D = \$ 80,000.00

LUMP SUM **E x 0.25 x 16.50** = **\$330,000.00**

MONTHLY PENSION **E x 0.75/12** = **\$ 5,000.00**

Pensioners also receive a fixed monthly pension of \$505.60 in addition to their basic pension.

Additional information can be sought on these issues from the Pensions Department via e-mail or by telephone.

- **Christine Morrison-Joseph**, Pension Plan Administrator – Telephone Extensions 5000/5001, e-mail address cjoseph@ttec.co.tt.
- **Charmine Shoy**, Supervisor – Telephone Extension 5002, e-mail address cshoy@ttec.co.tt.
- **Colleen Lodge**, Sub-Section Leader – Telephone Extension 5003.





Group photo of Penal Technical Training Facility Trainees '09

T&TEC welcomes the latest intake of trainees.

On November 23rd 2009 a new intake of twenty seven (27) trainees commenced a 3½ year training programme at the Penal Technical Training Facility.

This intake represents the fourth cohort of trainees to be recruited at Penal since the inception of the Linesman and Sub-station Electrician Programmes in 2005.

SNAP SHOTS

As part of its outreach programme for 2009, the Commercial Section at Distribution South presented hampers to needy individuals and to some organisations.

In this photo, some of the staff members from Distribution South Commercial Section, including Commercial Officer, Zora Sahai and Assistant Area Manager, Vishu Seetaram share happy smiles with one of the hamper recipients.



Watty says...

Electricity safety begins with you.

- Do not insert or remove plugs with wet hands.
- Stay at least 5 meters (15 feet) away from overhead lines when doing construction work, trimming trees, installing or removing an antenna or satellite dish, using or carrying a metal ladder, moving a boat with a mast or picking fruits.
- Do not tie animals to electricity poles or guy wires.
- Stay clear of fallen power lines. Never attempt to move them as the line could still be energised and dangerous.
- Standing on wet floors to operate electrical appliances or equipment increases your risk of receiving an electrical shock.

New Honorary Secretary of GSCC Appointed

His name is Garth Garraway, Human Resources Officer I, Benefits and Services, and he is the new Honorary Secretary of T&TEC's General Sports and Cultural Club (GSCC).

Mr. Garraway was appointed by T&TEC's General Manager who is also the Honorary President of the General Sports Club. His appointment took effect following the GSCC's Annual General Meeting on February 26th 2010.

As Honorary Secretary, Mr. Garraway is now a member of the GSCC's Executive Committee, which manages the administration and finances of the GSCC.

Mr. Garraway is a member of the Northern Area Sports Club and has been actively involved in sports, particularly in football and cricket for most of his 26 plus years at T&TEC.

When he met with ~~WANTS~~ ^{HAPPENING} recently, his first order of business was to thank his predecessor for his years of dedicated service: "I must thank Mr. (Stephen) Martel for his work in bringing all the Area Clubs together, and the GSCC's activities to where they are now." Mr. Martel held the position for 18 years.

This changing of the guards may seem daunting, but Mr. Garraway has a positive outlook about his role as Honorary Secretary. "My approach to operations will be that of service and of building the team. I intend to listen to the views of all members and try to get a feel of how they'll like the GSCC to function. I am here to facilitate their wishes and achieve the objectives of the GSCC," he assures.



EAW Sports Day 2010

The Electrical Association for Women held its biennial Sports and Family Day on February 27th under clear skies at the Eddie Hart Grounds in Tacarigua.

The big winners were as follows:

March Past	-	Sangre Grande Branch
Reigning Queen	-	Tobago Branch
Overall Champion Team	-	Siparia Branch

In the picture Peter Mohan, Vice President of T&TEC's General Sports and Cultural Club and Annabelle Brasnell, T&TEC's Corporate Communications Manager pose with the winning March Past team, the ladies of the Sangre Grande Branch.

A Toast To Our Partners In The **MEDIA**

It was the beginning of the Carnival season, so the sweet sounds of parang music definitely raised some eyebrows, but it was a good conversation starter for the scores of guests arriving at the Commission's annual Media Appreciation.

The Commission's annual fete for persons in the print and electronic media took place at the Hyatt Regency Hotel on January 15th 2010. Arriving guests were first serenaded by the T&TEC Luces Brillantes Parang Band, and then made their way into the Port of Spain Ballroom for the festivities.

The Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid and Chairman Professor Clément Imbert were present to mingle with T&TEC's Executives and the invited media.

In his remarks, the Honourable Minister acknowledged the cordial relationship that existed between T&TEC and the local media during the Commission's 64-year history. It was his hope that those in the profession continue to "partner with the Commission to inform and

educate readers, listeners and viewers about T&TEC."

Also commenting on the fruitful partnership between the media and T&TEC was the Acting General Manager, Mr. Glenford Cyrille. In his speech he said that unlike the countries Eritrea, North Korea, Turkmenistan and Iran, "we in Trinidad and Tobago for the most part, respect and value the contributions of those in the media profession." He also had one reminder for the journalists and reporters present – that they "honour their commitments with integrity."

After the formalities, it was down to the business of socialising. Guests were entertained by our own Brian London, Power Monarch 2009 Sherwin Mc Lean and dance group 'Kromatiq'.



Some of the members of the media in attendance pose for the camera.



T&TEC rises to the CHOGM challenge

Another successful showing by T&TEC employees as they rose to the challenge of maintaining illumination for the Commonwealth Heads of Government Meeting (CHOGM) held from 27th to 29th November 2009 in Port of Spain.

In preparation for the CHOGM, the Commission simultaneously executed several projects aimed at optimising the performance and output of T&TEC's systems. These projects included:

- The Keate Street Sub-station which was critical in providing the electrical load needed to power the National Academy of Performing Arts (NAPA) during the CHOGM opening ceremony and subsequent events.
Through the efforts of employees from the Northern Area, in conjunction with Protection and SCADA, the Keate Street Sub-station was commissioned in October, just one month after the project began.
- New underground 12kV cables replaced overhead lines located along Queen's Park West, Keate

Street, Chancery Lane, International Financial Centre and the Waterfront, Hyatt Regency Hotel, Wrighton Road.

- Lighting along Wrightson Road, beginning at the Port Authority's Tobago Terminal and ending at Flament Street, was upgraded with 600 watts high mast lighting. The Street Lighting Department (SLD), lead by Curvis Francois undertook this project.
- A new 100 MVA transformer 132/66kV interbus transformer was installed at the Bamboo Sub Station by the Transmission Division. This project strengthened the overall infrastructure, which provided the highest level of reliability during the very important period.

Now that CHOGM is over, customers have benefited from new infrastructures, which enhance the quality and reliability of the electricity supply in Port of Spain and environs.



Fun Page

ALARM	GOGGLES
ASSESSMENT	HAZARDOUS
CHEMICAL	HELMET
DANGER	PROTECTION
EMERGENCY	RISKS
EXIT	SECURITY
GLOVES	SPILLS

WORD SEARCH - Safety at Work

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

HOT CROSS BUNS

Makes 24

Ingredients

1 cup milk
2 Tbsp yeast
1/2 cup sugar
2 tsp. salt
1/3 cup butter, melted and cooled
1 1/2 tsp. cinnamon
1/2 tsp. nutmeg
4 eggs
5 cups flour
1 1/3 cup, currants or raisins
1 egg white

Glaze (you can use this one or your favorite)

1 1/3 cup, confectioner's sugar
1 1/2 tsp. finely chopped lemon zest
1/2 tsp. lemon extract
1-2 Tbsp milk

Method:

In a small saucepan, heat milk to very warm, but not hot (110°F if using a candy thermometer). Pour warm milk in a bowl and sprinkle yeast over. Mix to dissolve and let sit for 5 minutes. Stirring constantly, add sugar, salt, butter, cinnamon, nutmeg and eggs.

Gradually mix in flour, dough will be wet and sticky. Continue kneading until smooth, about 5 minutes. Cover bowl with plastic wrap and let the dough "rest" for 30-45 minutes.

Knead again until smooth and elastic, for about 3 more minutes. Add currants or raisins and knead until well mixed. At this point, dough will still be fairly wet and sticky.

Shape dough in a ball, place in a buttered dish, cover with plastic wrap and let rise overnight in the refrigerator. Excess moisture will be absorbed by the morning.

Let dough sit at room temperature for about a half-hour. Line a large baking pan (or pans) with parchment paper (you could also lightly grease a baking pan, but parchment works better). Divide dough into 24 equal pieces (in half, half again, etc., etc.). Shape each portion into a ball and place on baking sheet, about 1/2 inch apart. Cover with a clean kitchen towel and let rise in a warm, draft-free place until doubled in size, about 1 1/2 hours. In the meantime, pre-heat oven to 400° F.

When buns have risen, take a sharp or serrated knife and carefully slash buns with a cross. Brush them with egg white and place in oven. Bake for 10 minutes, then reduce heat to 350° F, then bake until golden brown, about 15 minutes more. Transfer to a wire rack. Whisk together glaze ingredients, and spoon over buns in a cross pattern. Serve warm, if possible.

Recipe courtesy: <http://www.dltk-holidays.com/easter/hotcrossbuns.htm>



Letters

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

Commendation for Northern Area Crew

January 25, 2009

General Manager
T&TEC

On the morning of Sunday 24 January 2010, I called the T&TEC Trouble Report Office (800 8832) to report that I was experiencing power problems at my home. The call was answered promptly, when I dialled the extension to route me to the Northern Division. The Operator on duty took my information very professionally and competently. That initial report was made at approximately 11 a.m. I indicated to him that I was leaving home at 2:15 p.m. but that if he needed someone to shut off power in the house to effect the repairs when I was not there, I would have someone standby to enter the house and do this on my behalf. He responded that the crew would handle the matter before 2:15 p.m.

After 1 p.m. the crew turned up. They were very courteous, extremely professional and businesslike and by 1:21 p.m. the problem was resolved.

Please extend my sincere appreciation to the entire Commission, but especially to the crew who handled this matter. The vehicle number was TBK 9404 and there was a four man crew. Hats off to this crew; they have done

themselves and the Commission proud. Also, kudos to the person taking the call; he was also professional in his approach.

Sincerely
Lennox Phillip
27 Coral Gardens
Diamond Vale

Email from customer ...

To Whom It May Concern

I would like to express my satisfaction on a positive experience at your Broadway Branch, Port of Spain this morning.

At about 8:15 am I entered to make a payment. I joined the queue at 13th position from the top of the line. There was a young man in attendance joined 5 minutes later by a young woman at the next cashier's window.

While waiting, I timed how long they each took to attend to customers.

The average time was 20 seconds per customer. The maximum, while I was there, was 45 seconds for a man who made an inquiry at the window. The line moved steadily and quickly. The cashier's were both adequately courteous.

Whatever has been done to achieve this, please continue it.

Lance B.
A satisfied customer.

Calendar of Events

April

2nd

7-A-Side Windball Cricket

17th

Windball Cricket Final

May

9th

Marathon 5 & 10K

23rd

45th Annual Sports, Culture & Family Day

June

11th - July 23rd

Inter-Area All Fours League Competition

26th

Hubert Maingot 8th Annual 5-A-Side Beach Football and Cookout Competitions

July

24th

7-A-Side Football

31st

All Fours One Day Competition

August

5th - Sept. 23rd

Inter-Area Football League Competition





The LIGHT of the World,
with the POWER to save...

*May the light of the risen Christ
illuminate our lives and grant us
peace.*

*Easter
Greetings*

*from the
Chairman, Board, Management
and Staff of T&TEC.*



T&TEC...The power to make it work!