



WATTS HAPPENING

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

MISSION - To provide a safe,
reliable, high quality electricity
supply, in an environmentally
responsible manner, utilizing
best practices, through
empowered employees
committed to excellence and
customer satisfaction.

Trinidad and Tobago Electricity Commission

63 Frederick Street, Port of Spain

www.ttec.co.tt

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Editorial



Winds of Change

We welcome readers of **WATS HAPPENING** to our first quarterly publication for 2008.

You would have noticed that this issue reflects some changes in design and editorial content. As *T&TEC* seeks to incorporate the continuous improvement concept into its developmental process, we at Corporate Communications have decided that we will lead by example. To this end, we have begun to explore new approaches to our articles; our writers have been out in the field seeking information spanning the entire three months of the first quarter and we have incorporated a quality control component into our newsletter production schedule through the establishment of an editorial team. **WATS HAPPENING** welcomes your feedback to these changes. Please let us know what you think.

In this January to March issue we have devoted a substantial number of pages to highlighting the activities that are taking place in the five Distribution Areas and in other Departments. From community relations to operational development, we are pleased to feature some of the work that have kept the Commission busy. The 132 kV Gateway project and the AMI project are two of the more significant activities that are affecting the public and which are engaging our resources at this time.

Also in this issue we share highlights of the General Manager's address made at the annual Media Luncheon. Mr. Singh spoke of our achievements, our goals and the challenges that are faced by the Commission as we are called to deliver on our new Vision and Mission.

Our pictorial center-spread features the lighter side of the Electric Family. In this quarter we celebrate several milestones, among these are the accomplishments of our own Sekon Alves and Brian London who competed for the National Monarch title.

Finally, **WATS HAPPENING** is pleased to feature several aspects of our human resource development. We anticipate, that as key stakeholders of the Commission, you would lend your fullest co-operation and support to promoting the activities of *T&TEC*.

Happy reading.

Credits

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We're Sorry

In the last issue of, **WATS HAPPENING** September - December 2007, we erroneously listed Zainool Mohammed in our "Moving On" section.

The name that should have been listed in this section is Zainool Kalloo, Control Operator, Systems Planning & Control.

WATS HAPPENING extends an apology to both gentlemen and regrets any inconvenience. We are truly sorry.

WATS HAPPENING welcomes your
feedback and contributions.
Please send them to:

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T&TEC.

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T&TEC's New Gateway to the City

The skyline of the City of Port of Spain is rapidly changing with the establishment of several looming building associated with the Waterfront Project and other infrastructure initiatives.

To ensure electricity supply is available for the numerous large building projects and to reinforce the supply into the City of Port of Spain, the Commission has embarked upon the Gateway Project.

The entire Gateway project entails extending a 132 kV supply from Bamboo substation to the Gateway Substation, which is under construction at Flament Street, Port of Spain.

This first phase of this project, currently under the way, will see the 132 kV Double Circuit Tower line extended from the Bamboo Substation to the Sea Lots area and the second phase from the Sea Lots area to the Gateway Substation. The third phase is the establishment of the Gateway 132/33 kV substation. All three phases are concurrently being implemented.

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

Numerous consultations with stakeholders such as the Ministry of Public Utilities, Ministry of Works and Transport, Environmental Management Authority (EMA), Town and Country Planning (TCP), Port of Spain City Corporation, National Gas Company (NGC), Telecommunications Services of Trinidad and Tobago (TSTT), Water and Sewage Authority (WASA) and private landowners took place before construction works began.

The Engineering, Procurement and Construction (EPC) contract for the 1st phase was publicly tendered in 2006. Sadaven West Indies Limited was the successful tenderer and construction commenced on this 132 kV line in March 2007 under the supervision of T&TEC's Transmission Development and Engineering Services Department. Construction



is expected to be completed by April 2008.

The 132 kV Double Circuit Bundled Conductor overhead tower line is being constructed along the southern side of the Caroni River over a distance of 9 km before crossing the river and terminating in the vicinity of WASA on the Beetham Highway. Thirty-one latticework towers were erected to cover this distance.

An access road had to be built and continuously maintained because of the heavy equipment (cement trucks, etc), which had to access the area when the tower foundations were being constructed. These massive raft foundations made of concrete and steel, measured some 14 meters square and weighed over 200 tonnes and had to be designed such that the settlement rates were acceptable and driving of piles unnecessary.

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Improving our



Following are excerpts from the General Manager's address at T&TEC's media function

"Communicating with our stakeholders is very important..." this quote, taken from the address by T&TEC's General Manager, Indarjit Singh, captured the essence of the T&TEC hosted luncheon held for the media at the Hyatt Regency in Port of Spain in January.

T&TEC's Chairman, Devanand Ramlal, also addressed the audience at the function which included a wide cross section of media houses across Trinidad and Tobago and T&TEC's executives and managers.

In his address to the audience, the Commission's General Manager said, "...the media's ability to disseminate accurate information quickly to customers, and the public at large, is extremely valuable to our operations and more importantly to the public safety and well-being." He cited the example of media assistance through public appeals encouraging customers to conserve electricity when the Commission was experiencing transmission problems or restrictions of generation from its suppliers.

Achievements

"The Commission is proud of its achievements over the last years, in particular its contribution to the social and economic development of this country. We recognize the critical role we have to play in Government achieving its Vision 2020.



In fact, we have to be ready long before the year 2020 if the overall national Vision 2020 objectives are to be attained. We all know that without electricity there will be no development."

The General Manager highlighted several of the Commission's achievements, significant among them were the:

- National Streetlighting Project that is expected to be further expanded.
- Advanced Metering Infrastructure (AMI), which commenced in November 2007 and when completed would have replaced some 380,000 meters.
- Advanced completion of the fibre optic cable deployment project that will provide fibre connectivity to 100 substations and 20 operating centres. It will facilitate system protection, supervisory control data acquisition, remote metering, video surveillance for security purposes and will also support all T&TEC's administrative applications.
- The start of construction of the Cove Power Station in Tobago is expected to be completed in the third quarter of 2009.

Media Relations...

Transmission

On the Transmission side, the General Manager said, "...we are to construct seven high voltage transmission lines and five large switching stations. The 132 kV network is to be extended into Port of Spain and into the East/West corridor at Mount Hope and Pinto Road. This network will also be extended to Wallerfield in the east.



Higher transmission voltage will be introduced by constructing a 220 kV line between Brechin Castle in Central and La Brea in the South". Mr. Singh indicated that this investment will serve the country for over 30 years.

Operations

In highlighting operational issues Mr. Singh said, "Distribution Areas continue to be challenged as T&TEC responds to Government's aggressive Housing and National Social Development Programmes and demands from the private sector in housing, commercial and industrial activities".

He also indicated that some of the larger industrial projects fell behind schedule in 2007, resulting in the demand for electricity peaking at

1132 MW rather than 1166 MW as forecasted.

Energy sales increased to over 7,000 GWh, up by 7.0% over the previous year."

Customer Service

"In 2007, T&TEC responded to 23,775 trouble reports with an average response time of 2.2 hours. 15,143

new service connections were made with 94% of these done on the same day. We also replaced 5,440 poles." The General Manager spoke of the need to replace the aging distribution infrastructure that "...must be replaced and modernized albeit in phases."

Systems Improvement

"Plans are in place to accelerate the Geographic Information System or GIS Project so that a proper record of assets can be maintained" said Mr. Singh. He also said, "a Distribution Automation System would be introduced to allow for a more efficient response to problems on the Distribution System."

"An ISO 9000 quality management system is being implemented and an enterprise-wide maintenance management system is being put into place."

Community Outreach Programmes

The General Manager told the audience "...these (community outreach) programmes were continued in 2007 with several of them expanded to support youth, empowering them through education, culture and sports."

Challenges

"Despite these positive activities however", Mr. Singh said, "T&TEC is faced with serious challenges. Several of these are due to our uneconomical tariffs as we continue to operate with a deficit. These include:

- material prices are rising constantly
- delivery times are getting longer
- sourcing skilled personnel and contractors is becoming increasingly difficult.

Employees

The General Manager concluded his address by publicly thanking the entire staff at the Commission for their dedication and commitment to duty. He said, "I look forward to their continuing support."

At the end of the formal part of the Luncheon the audience was shown a video presentations on T&TEC's achievements for 2007 and plans for 2008.

Guests were treated to the usual high standard of T&TEC's hospitality, this time a tasty buffet lunch, music for the occasion by Lord Relator and our own Calypsonians Sekon Alves and Godwin Jerome, both from Distribution Central, and tokens of appreciation were given to all guest on their departure.



Making a Difference

From Board Member, to Chief Executive Officer to Alderman, Daniel Dookie is a man of merit that gives credit to the cliché “one’s plate can never be full!”

WATS HAPPENING congratulates T&TEC’s Board Member, Daniel Dookie, on his recent appointment as an Alderman to the San Fernando City Council.

Mr. Dookie’s call to serve in this new position is indicative of his desire to make a difference in the quality of life for all citizens in Trinidad and Tobago.

Mr. Dookie’s professional background includes a Masters of Business Administration (MBA). He was educated at several top London (United Kingdom) institutions including Brunel University, Henley College and the Association of Business Executives.

Dubbed ‘a man of many talents’ and always willing to share his technical knowledge and his practical experience, Mr. Dookie was also a management lecturer for 13 years. His last stint was at ROYTEC.

Mr. Dookie’s accomplishments in the insurance industry include five-time induction into the Guardian Life Million-dollar roundtable, Unit Manager of Guardian Life Insurance Company and Member of the Guardian Life Chairman’s Club. He is also the Chief Executive Officer of the Daniel Dookie Consultancy Group.

T&TEC’s New Gateway to the City

Continued from page 3

There were many challenges with building the overhead tower line through the Caroni Swamp, including access for people, materials and equipment, with minimum negative impact on the natural environment. In order that there was minimum disruption to the environment, a bridge had to be constructed so that there was no impediment to the fishermen and other users of the waterways in the swamp. Limits were placed on the frequency and types of vehicles allowed on the project site. Provisions were made for the towers to be erected using jib poles and not cranes. Preserving the natural habitat was the first priority.

Presently, all the tower foundations have been laid, 31 towers have been erected, and the bundled conductors for the Double Circuit Line have been strung from Tower #1 just outside of Bamboo 132 kV Substation to Tower #18. Work is in progress to string the conductors from Tower #18 to Tower #31 adjacent to WASA facilities on the Beetham Highway.

On completion of this project, an electricity infrastructure base capable of supporting Trinidad and Tobago’s burgeoning residential, commercial and industrial developments in the Northwestern region, will have been well established. These improvements will pave the way for a better quality of life for citizens, consistent with the Commission’s Vision and Mission Statements.



Building Technical Capacity

Seventeen graduates in Electrical and Computer Engineering, from the University of the West Indies, are participating in T&TEC's two year Engineer-In-Training (EIT) Programme which began in January 2008.

This programme is part of the Commission's training initiative to ensure that it's engineering human resources are highly skilled and have the capacity to develop and maintain the Commission's transmission and distribution infrastructure.

The programme began with an orientation module. According to Garth Garraway, "the objective of the four months orientation is to provide the EITs with essential information about the Commission, and to discuss their roles to aid effective integration into the organization".

As part of this orientation, the new EITs will have the opportunity to meet key personnel from T&TEC's Safety, Human Resources, Information Systems, Commercial, Finance and Supplies Departments and to be informed about the procedures and functions of these key departments within the Commission.

As part of the orientation exercise, the EITs have visited PowerGen's Point Lisas Power Station, T&TEC's Port-of-Spain Training Facility and T&TEC's Bamboo Substation.

On completion of this intense orientation, the new EITs would have been exposed to the following areas:

- Strategic Direction
- Team Building
- Organization Structure

- Customer Service Training
- Role, Structure and Functions of Divisions and their Interdependence
- Key Procedures relating to:
 - Safety
 - Human Resources Management
 - Industrial Relations
 - Information Systems
 - Commercial Operations
 - Finance
 - Supplies
- Effective Customer Service
- Business Etiquette & Protocol
- Training
- Emergency First Response (EFR)
- Primary & Secondary Care
- OSHA 30 Hour Course

The EITs will then be rotated throughout the Commission's various Areas and Departments for specialty training.



**SUSAN
SOOKDEO**

Electrical and
Computer
Engineer,
UWI graduate
2006

"This training programme has been beyond my expectations. I am developing my personal skills and fine tuning my technical abilities. This programme has met my career objectives and, as one of three females on the training programme, I hope I can be a role model for other females that may follow."



**SEAN
SURAJ**

Electrical and
Computer
Engineer,
UWI graduate
2007

"It is exciting to work in an essential service. My most memorable occasion so far has been the trip to Powergen. I now have a greater appreciation for power generation. I look forward to coming to work every day to learn new things. I like interacting with people and hope to contribute towards improving the Commission's customer relations."



**KIRK
CHRISTO**

Electrical and
Computer
Engineer,
UWI graduate
2007

"This training has been more than I expected. I am fortunate to have had this experience. The structure and flow of the training programme has provided me with the tools to identify and address my weaknesses and to improve my areas of strength. At the end of it all I would be a better Engineer and a T&TEC employee."

Promotions /Appointments

1st Quarter - January to March, 2008

Appointments

Name	Position	Department/Area
Alana Bholai-Lee Ling	Clerk III	Distribution South
Debbie Mohammed	Clerk III	Distribution South
Melissa Ragunath	Clerk III	Distribution East
Noelyn Smith	Clerk III	Distribution South
Christine Thackurdeen	Clerk III	Distribution South
Nicole Alfred	Clerk Typist	Secretarial
Laurelle Ferrette	Typist	Distribution North
Deo Ramlal	Labourer	Distribution North
Kristin Ramroopsingh	Clerk III	Finance Division

Promotions

Name	Position	Department/Area
Dean Chance	Consumers Investigator	Distribution Tobago
Afzal Hosein	Field Controller	Central Distribution
Usha Ramcharan	Corp. Comm. Asst.	Head Office
Leisel Mohammed	Clerk/Typist	Head Office
Leisha Dhoray	Systems Analyst III	Head Office
Aaron Ramdhanie	Control Operator	System Planning & Control Department
Wayne Castillo	Asst. Control Operator	System Planning & Control Department
Reuben Millington	Surveying Assistant	Distribution South
Dave Singh	Meter and Relay Technician-in-Training	Protection & Scada
Dale Barzey	Stenotypist	Distribution South
Dale Ross	Meter and Relay Technician-in-Training	Protection & Scada
Nigel Marquez	Human Resource Officer-in-Training	Human Resources
Anson Brown	Consumers Investigator	Distribution South
Nejalva Rampersad	Consumers Investigator	Distribution South
Gaiatree Dilraj-Bobb	Network Technician II	Communications & Networking
Ian Amoroso	Software Developer I	Information Systems
Surendra Ramnath	Meter & Relay Technician II-In-Training	Metering Services

Moving On

Name	Position	Department/Area
Reniph Vitalis	Labourer	Distribution East
Anthony Riguard	Climber/Line Clearer	Distribution East
Hollis Marciano	Electrician B'	Distribution South
Raymond Patrick	Consumer Investigator	Distribution South
David Valdez	Systems Admin.III	Information Systems
Arjoon Roopnarine	Telecom Operator	Distribution South
Lyle James	Linesman 'B'	Distribution North
Noble Christian	Carpenter 'A'	Distribution North
Ian Monroe	Technical Assistant II	Distribution South
Courtney Charles	Driver – Lorry Loader / Lift Combination	Distribution Tobago
Shastri Gayadeen	Technical Assistant II	Distribution Tobago
Atiba Mitchell	Labourer	Supplies

The Electric Family welcomes...

WATS HAPPENING extends a warm welcome to Charlene Woo Ling, Inshan Ishraaz Hosein and Judyann Babwah.



Charlene Woo Ling joined T&TEC's Information Systems (IS) Department as a Systems Analyst II on December 10th 2007.

Ms. Woo Ling previously worked at the Commission's IS Department as a Senior Clerk and Systems Analyst III. In 2003 she left the Commission to pursue additional studies returning to T&TEC with her Masters in Digital Systems Engineering from the University of the West Indies.

Ms. Woo Ling is very excited about her current projects. Some of these include:

- 1) the design of a SharePoint Network/Web Portal, which will improve communications among PC users by creating space where documents could be stored, accessed and edited
- 2) and the development of Web Technologies, which will raise web standards and bolster information security.

In her spare time, Ms. Woo Ling works with 'Projects in Education', a non-profit organization that focuses on the development of women through education.

Inshan Ishraaz Hosein

joined the Commission's Legal Department as Legal Officer II on March 12th 2008.

A graduate of University of London, United Kingdom and the Hugh Wooding Law School, Mr. Hosein is currently pursuing his Masters of Business Administration (MBA) at the Arthur Lok Jack Graduate School of Business.

Mr. Hosein brings to the Commission considerable experience gained from working as an independent Attorney-at-Law, as Legal Counsel for Petrotrin and as State Counsel with the Ministry of the Attorney General. He has also performed the duties of Corporate Secretary for Plipdeco, Pt. Lisas.

Among his duties for the Commission, Mr. Hosein will provide legal advice to T&TEC's management, prepare legal documents including contracts and deeds, expedite industrial court matters.

When this South resident is not satisfying the legal requirements of his clients, he can be found on the cricket field or cultivating his kitchen garden.



Judyann Babwah joined T&TEC on January 21st 2008 as the Corporate Communications Officer, Corporate Communications Department.

Mrs. Babwah is responsible for all publications and desktop publishing under T&TEC's corporate communications portfolio. She will also assist with corporate imaging and public information.

Her background spans more than 20 years of corporate communications experience in the private and public sectors.

Mrs. Babwah holds qualifications in Mass Communications, Business Management, Creative Writing, Presentation Skills, Public Administration and Business Communication.

She has also received specialized training in high performance leadership and has participated in several enhancement courses in public relations, disaster management and crisis management.

A former Communications Officer at the Ministry of Public Utilities, Mrs. Babwah also held the position of Communications Specialist at the Ministry of National Security.

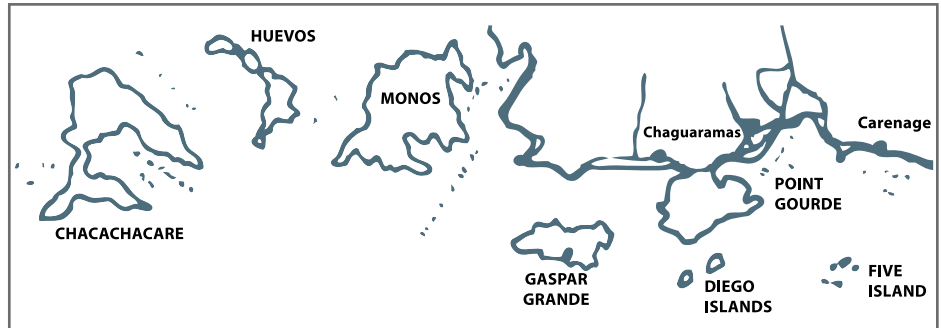
AREA NEWS

DISTRIBUTION NORTH

"Our Yellow Submarine"

Carerra and Cronstadt Islands, off Chaguaramas, are now operating at full power once again, thanks to the efforts of T&TEC's Planning and Development team at Distribution North.

Kendel Francis, T&TEC's Project Leader, told the **WHAT'S HAPPENING** team, "the submarine power cable linking Carerra and Cronstadt Islands was damaged in 2007 by strong currents." Mr. Francis explained that electricity to the islands is supplied by a series of four submarine cables which connects the islands to Chaguaramas Substation, in a loop from the substation, to



Cronstadt Island then to Carerra Island and, finally, back to Chaguaramas substation.

Work on the replacement Carerra-Cronstadt cable commenced soon after the problem was assessed, to facilitate the restoration of power to customers including Baroid, one of T&TEC's large customers on the Cronstadt Island.

Under the supervision of T&TEC's project team, Offshore Technology Solutions Ltd. (OTSL) was contracted to survey, lay and connect the submarine cable between Carerra and Cronstadt islands.

Although the actual laying of the cable took only one day, the other aspects of the project will be completed by April 2008.

DISTRIBUTION CENTRAL

Training continues for linesmen



Thirty-four employees from four Distribution Areas - Tobago, East, South and Central - are participating in the 2008 Linesman Course II Training Programme.

This six week training programme began on March 3rd and is being held at Distribution Central Area Training Room.

At the start of the training programme, Zainool Mohammed, Area Manager, Distribution Central, stressed to participants that discipline and a right attitude were key factors for carrying out overhead live line work. He encouraged participants to work together as a team, and emphasized the importance of excellence in

customer service in keeping with the Commission's new Vision and Mission Statements.

Curvis Francois, Assistant Area Manager, reminded the Linesmen that they also needed to empower themselves with the right work ethics and attitudes if they are to succeed.

Safety was highlighted by all the speakers as being critical to the success of the Commission and as such should never be compromised.

As the training commenced Worrel Jacob, Training Instructor, sought the co-operation of all participants for the successful completion of the Linesman Course II Training Programme.

Distribution South continues to supply customers via underground system

In January, 178 residences, under the Housing Development Corporation (HDC) located at Tarodale Gardens, Tarouba, received an electricity supply via the underground system.

This addition brings a total of 318 homes now on supply from the underground system at the Tarouba Development.

In February, at Ridgewood Gardens, Golconda, 60 residences, also under the HDC, were also placed on supply via an underground system.

Distribution South continues to expand its underground system, creating communities in keeping with Government's Vision 2020.



Tobago ups Safety

Sixty employees comprising of Linesmen, Foremen, Drivers, Gangers and Line Clearers attended classroom and practical workshops on 'Hurtman Rescue' at Distribution Tobago.

The theory side of the safety programme was held in the classroom and utilised DVDs, lectures and Q&A sessions. Practical sessions introduced participants to 'Pole Top Rescue' and 'Bucket Truck Rescue' techniques developed to safely assist co-workers, should they become unable to climb down by their own efforts.

Area Manager, Charles Inniss, delivered opening remarks commencing the four day programme. Training was facilitated by Worrell Jacob, Linesman Training Supervisor, and assisted by Carlyle Clarke, Training Supervisor. On hand during practical sessions were Anthony McIntosh, Assistant Area Manager; Hollis McCarty, Technical Assistant II and Senior Foremen.



Lines go underground in Arima

The landscape of Arima will soon change when Distribution East completes the first phase in the changeout of all overhead lines into an underground system.

When completed, this landmark project will significantly improve the quality and reliability of the electricity supply to customers in the area. Additionally, the lines will no longer be vulnerable to environmental factors such as stormy weather.

The changeout project is being spearheaded by the Area's Utilization Department led by Technical Assistant, Murvie Charles, and is being carried out in collaboration with TSTT (a telecommunications provider) and FLOW (a cable TV provider).

The entire project will be done on a phased basis. The first phase began in March with the undergrounding of the 12 kV electricity lines along part of Queen Street onto Devenish Street and is expected to be completed by the end of May 2008.



WHAT'S HAPPENING Snap Shots



T&TEC Calypso Monarch

T&TEC held its 20th Annual Calypso Competition at the St. John's Ambulance Hall on January 18th. Sekon Alves, Distribution Central was adjudged 2008 T&TEC Calypso Power Monarch over 11 other competitors including 2007 Monarch, Godwin Jerome who placed third. Taking second place was Bryan Johnson from Distribution South.

The TATECO Credit Union (North) People's Choice prize went to Bryan Johnson and the TATECO Credit

Union (South) Road March prize was awarded to Rudolph John of Distribution East.

Rudolph John also won the Venture Capital Programme prize for Most Promising Calypsonian. Godwin Jerome won the Chairman's challenge trophy for "Best T&TEC Calypso" for his song on conservation and Allister Julien, Distribution South won the TATECO Credit Union (East) challenge trophy for Most Humorous Calypso.

An encore performance by the Mighty Sparrow was part of the evening's cultural offerings. The audience of mainly T&TEC's employees also included specially invited guests from stakeholder agencies such as the Ministry of Public Utilities and the Regulated Industries Commission (RIC).



T&TEC's Women Join in Women's Day Celebration

Members of T&TEC's Electrical Association for Women (EAW) played an active part in this year's celebration of International Women's Day on March 7th. Under the local theme "Investing in Women and Girls" which evolved out of the International theme "Financing for Gender Equality", the EAW marched in solidarity with other local women's groups and organizations through the city of Port of Spain to the Brian Lara Promenade, where they showcased their contributions to society at the grand Expo.



Targeting the Youth... in Career Fair

Over 3,000 secondary school students ventured into the University of Trinidad and Tobago (UTT) O'Meara Campus to learn about career opportunities.

T&TEC was among several organisations that participated in "Experience UTT" Open Day Fair in February this year.

Employees from the Corporate Communications Department and Human Resources Department were on hand to provide information to the steady stream of students that visited the T&TEC booth.

Also spending some time at the booth was Wayne Solomon, Assistant Area Manager - East.



GSCC Aerobic Burnout Competition

Kevin Briceno of the Penal Training Facility emerged winner of the 2008 General Sports and Cultural Club's (GSCC) Aerobic Burnout Competition, after over 90 minutes of grueling aerobic workout.

Clare Cooper-Vincent of Mount Hope placed second followed by Kevin Greene of the Penal Training Facility in third place.

The annual aerobic competition took place at the Northern Area Sports Club, early Saturday morning on February 16th.

~~What's Happening~~ congratulates all those who participated.



The Roxborough Christmas Concert

The Roxborough Christmas Concert, usually held in December, was held in early January 2008. Indarjit Singh, T&TEC's General Manager, welcomed the audience which comprised residents of Roxborough and environs, from Belle Gardens to Deleford

and persons from the St Vincent De Paul Home for the Aged, Mason Hall.

The concert featured artists from inside and outside of T&TEC and is a much-anticipated annual activity.

Comments from those who attended indicated that they all had a good time and looked forward to the next event.

EMPLOYEE PROFILE



Justin Lee Son

Justin Lee Son, a Linesman B, has been on special assignment over the last 5 years for Distribution North.

An employee with over 15 years technical experience at T&TEC, Justin's special assignment requires that he perform the tasks of Plant Inspector. This means that Justin must physically check the entire network that falls under Distribution North. His main tool, an infrared camera.

"My job is linked to predictive maintenance", Justin told **WHAT'S HAPPENING**, "the infra-camera provides data on lines and substations that may have hot spots. I also interrogate and retrieve information from auto reclosers. This data is valuable for determining priorities for the Maintenance Planning Department. The findings in my reports provide the basis for issuing work orders for repairs. As part of my duties I perform audits on inspections done by contractors and re-inspection after repairs are effected. In a nutshell, my work assists in facilitating a proactive approach to maintaining the integrity of T&TEC's lines. The result of these efforts is evident in the reduction of unplanned outages."

"I like what I do" said an enthusiastic Justin who joined T&TEC as a Port of Spain Trade School Apprentice. "I was always fascinated with electricity and as I grew older I became interested in pursuing a career in this field." Justin's experience, acquired at several departments, includes Overhead Lines Construction, Disconnection Operations (Cable Section) and now Maintenance Planning Department which has provided him with the foundation for his job.

Justin told, **WHAT'S HAPPENING** "it is my hope that I am given the opportunity, very soon, to become certified for this job as an infrared inspector. Justin is one of two employees within T&TEC that is trained to use the infrared camera.

Lenna Francis-Wilson

Lenna Francis-Wilson is a T&TEC success story, about the rewards that hard work and perseverance can bring in an environment that is conducive to the development of highly empowered and motivated staff.



Her career history at T&TEC speaks of this determination. As a Clerk III, she began to pursue personal and professional development skills that would enable her to provide a better quality of life for her two children.

Lenna's first year at T&TEC was spent at Distribution East. This was followed by a six year progressive attachment, including Clerk II, Senior Clerk and Internal Audit Assistant in the Internal Audit Department.

In 2001 Lenna was selected to be part of the Commission's Accountant-in-Training programme. This was the platform for her move into the Finance Division.

According to Lenna there were many challenges along the way, in her words "nothing comes easy, if it's difficult then the results would be rewarding... I focus on the solution not the problem".

She credits T&TEC for contributing to her success, "T&TEC offered the right environment for my academic development. I had the flexibility to work and study at T&TEC, even with a family". Lenna was also able to take advantage of the Commission's Leave for studying and the Awards Incentive Scheme.

Lenna believes that she can easily recognize communications problems because she came through the ranks to managerial level, as a consequence she goes out of the way to communicate more and ensure that her staff feel a sense of appreciation.

The vibrancy of this Accountant is not limited to her duties of accurately paying and accounting for salaries and wages of the Commission's entire workforce, but is extended to her abilities as a successful runner, Lenna participated in T&TEC's 10k Marathon, winning this competition three times.



Securing our Cables

Cable stealing has become rampant throughout the country and the Trinidad and Tobago

Electricity Commission is by no means immune to this criminal activity.

Five men were apprehended in late December 2007, after they forcibly entered T&TEC's Brighton Substation in an attempt to steal copper cable located on the compound.

A quick alert from Pegasus Security Officer, Dale Neptune, prompted a watchman from a nearby facility to call the police. Responding quickly, Officers from the La Brea Police Station found the Pegasus guard tied up and the thieves occupied with loading rolls of copper wire onto a make shift Hiab truck.

Four men from Arima have been arrested and charged with larceny

and robbery with aggravation. The Police, assisted by T&TEC's Estate Constable Otis Mills, arrested a fifth person involved in this incident. One man escaped. The arrested men were scheduled to appear before a Point Fortin Magistrate.

Among the senior T&TEC personnel on the scene were Kelvin Ramsook, Area Manager; Wendell Bhagirath, Technical Assistant II; ACSO Clyde Gopaul; Inspector Kenrick Fiddler, Sergeant Mohan Boochoon and Senior Foreman, Dave Patterson. Additional enquires are being conducted by Inspector Kenrick Fiddler and Sergeant Boochoon of the Trinidad and Tobago Electricity Commission Estate Police and PC Ramkhelawan of the La Brea Police Station.

The Commission encourages everyone to continue to remain vigilant and to report any tampering of its property to T&TEC's security or the national police

Help us protect our Cables

When persons tamper with T&TEC's infrastructure, they place themselves at enormous risk, even lost of life and disrupt electricity supply to hundreds of customers.

Stealing cable is against the law and is punishable by a fine or imprisonment.

If you see persons tampering with T&TEC's infrastructure call the nearest Police Station or any of T&TEC's Offices.



Recently, the **WATS** **HAPPENING** camera caught members of this Distribution East Emergency Crew hard at work on Golden Grove Road, Arouca. The crew had responded, in less than one hour, to a call that a residential line was pulled down by a passing trailer. Not only had the customer been left without a supply, but the dangerously low line was located just opposite Arouca Government Primary School.

C' Class Linesman, Dave Ramroop is seen carefully and skillfully re-connecting the line. Looking on are Senior Crew Foreman, Franklyn Diaz (in white) and A Class Linesman, Anthony Baptiste (in blue).

MEN AT WORK - Distribution East

SAFETY AND ENVIRONMENT

Doing our part towards ...

NATIONAL SAFETY DEVELOPMENT

T&TEC will join with other organisations from around the country, and indeed the world, to commemorate the 2008 National Safety Week.

The week runs from Sunday April 27th to Saturday May 3rd and was especially chosen to coincide with "World Day for Health and Safety at Work" on April 28th.

T&TEC's Health, Safety and Environment Department will commemorate this national observation on April 29th with a Breakfast Meeting for Industrial Contractors, Licensed Electricians, Carnival Band Leaders, Landscape Developers and the Media.

Participants attending this Breakfast Meeting will be exposed to a full programme on safety issues with specific reference to duties relating to the Commission's electricity infrastructure.

For further information on this event contact Yvonne Langdon at Corporate Communications extension 2172.

The Drill

The following is a first person impression of Corporate Communications Assistant Annette Alexander-Andrews... as she participated in an interview at Distribution North on March 5, 2008.

A voice penetrated my mind with an announcement of a fire and the need to evacuate. It was only then that the repetitive ringing sound made sense. I abruptly ended an interview with Kendel Francis and joined the throng of employees as they poured out the building.

Is there really a fire was my concerned question as I hustled to get through a door. Murmurs of "fire drill" came back to me.

Distribution North was undergoing the first of quarterly fire drills planned for 2008. Though most employees were aware that the building was not actually engulfed in flames, I was impressed at how seriously everyone was taking "the drill".

My attempt to go straight to Head Office after leaving the building was thwarted by an instruction to

proceed to the Stone Street muster point.

"You must be accounted for before you can leave," a manager pointed out.

At the emergency gathering point Fire Wardens helped individuals to line up according to pre-arranged sections. There was even a line for 'visitors'. Everyone was checked against a master list.

On completion employees were thanked for their co-operation. One manager pointed out the need to reduce the time from the first bell to the gathering from the 17 minutes it took on that day to the target of 2.5 minutes.

The drill is part of a larger Disaster Preparedness and Hurricane Plan. Employees are invited to volunteer to be a Fire Warden or First Aid Co-ordinator. T&TEC is taking all the necessary steps to ensure that all employees are prepared in the event of natural or man-made disasters.



After the Drill COMMENTS

What do you think of the fire drill today?



"I thought that both doors of the double door exits could have been open, instead of one, so that more people could go through"

Julien Issac



"I guess it was alright. It has been worst, so today is a big improvement"

Nadia Harewood



"From a security point it was good. Planning needs to be done to ensure that there are tools like blowhorns"

Saied Mohammed

36,000 Customers on AMI

Countdown to 400,000

"Adequate and reliable utility services are essential for development. Electricity is a critical determinant of the quality of life of the population and is a major component of the infrastructure base that supports industrial development for economic growth and expansion. The goal is to develop a modern utility sector that effectively uses technology to provide all citizens with efficient, cost effective and quality service".

Government of Trinidad and Tobago
Vision 2020: Operational Plan 2007-2010.

The Advanced Metering Infrastructure (AMI) Project when completed will affect 400,000 meters of the Commission's customers. To date, some 36,000

meters have been replaced with smart meters in various parts of the country including Barataria, Cascade, St. Anns, Cocorite, St. James, Maraval, Woodbrook and Port-of-Spain in the North; and San-Fernando, Gasparillo and Marabella in the South and El Socorro and San Juan in the East.

The installations so far have been relatively smooth with all teething problems addressed. AMI Project Team Leader Kenneth George said, "Paramount importance is being placed on addressing safety and customer service issues".

Customers with AMI meters can address their post-installation issues to the AMI Project Team at hotline numbers: 672 -3937 or 671 6383.



BENEFITS OF THE AMI SYSTEM

- Elimination of Estimate Bills
- Elimination of visits by Meter Readers to your premises
- Early Detection of defective meters
- Outage detection capability that would allow for faster restoration times.
- On demand reads to facilitate faster resolution of enquires and Transfer accounts



Feeders

A feeder is an overhead or underground electricity line that distributes electric power from a substation to consumers or to smaller substations. Feeders energized at various voltage levels exist. At T&TEC, however, feeders are energized at 6.6 kV or 12 kV.

A feeder 'trip' is the interruption of supply to a feeder by protective devices operating automatically in response to a fault on the feeder. A feeder fault may either be transient or permanent. Where the fault is transient, and the feeder is equipped with auto reclosers, the area suffering the service interruption is reduced and the recloser will automatically restore normal supply to the affected area. Permanent faults on the other hand usually require trained personnel to remove the cause of the fault and manually reclose the circuit.

WATTY Explains

Moving with the Times

Employees would have noticed the installation of the Unitime Time and Attendance System biometric clocks located at strategic positions at all the Commission facilities in Trinidad and Tobago.

The UNITIME system uses biometric technology to record employees' time and attendance. The attendance of T&TEC's employees, coming in and going, is now recorded electronically by simply placing one hand on a specified part of the UNITIME clock.

The information taken is used to generate electronic time cards that can be integrated into a payroll system to pay salaries and wages.

Four training sessions comprising over 80 persons were conducted by the Unitime Team for Timekeepers, Backup Timekeepers and Supervisors for Timekeepers in December last year.

Currently, parallel testing of this system is being done at Distribution areas Central and Tobago.

Feedback from this testing will be used to guide similar testing that will be done in each Distribution Area and at each of the Commission's facilities. Testing is estimated to be completed by year-end.

A comprehensive exercise was also done throughout the Commission to register all employees on the system. The new Unitime Time and Attendance System is expected to be "rolled out" by the 1st quarter of 2008.

If you are not registered please contact Claudia Forde, Accounts Department at ext 2793 who heads a special UNITIME system team.



What are the benefits of using the biometric technology?

There are many benefits in using the biometric technology and in particular the Time and Attendance module. Some of these benefits are as follows: -

- Verification that the right person has punched "in" and "out" for the day.

- Biometric readers recognize people not credentials such as PINs.

- Improved payroll processing time, accuracy and simplicity.

- In the event that employees forget their badges at home, their time can still be recorded and payments made.

- The system allows for quick data retrieval and reporting

- Historical pay information is archived and can be easily retrieved for accurate calculations of arrears of salaries/wages

- Employees can save valuable time instead of raising queries with Time Keepers as Self Service terminals will be available for employees' private inquiries on Pay, Leave Accrual, and Allowances.

- The safety and security of employees are enhanced particularly during emergency evacuation situations as the list of employees in attendance is updated continuously.

- In time to come the system will be used to better regulate and improve security arrangements.

T&TEC Remembers...

Tyrone de la Bastide, age 68, passed away in Canada on Sunday 23rd March 2007 after a long battle with cancer.

Mr. de la Bastide was employed with T&TEC for 36 years. He retired as a Senior Programmer with the Information Systems Department, formerly known as Electronic Data Processing or EDP Department. He was also a sports enthusiast and was a member and Captain of the first-ever national football team.



Michael Ancil Weekes, former employee of the Trinidad and Tobago Electricity Commission passed away on February 28th.

Mr. Weekes joined the Commission in 1978. During his T&TEC tenure he held the positions of Senior Clerk, Internal Audit Assistant, Internal Audit Supervisor, Administrative Officer and Commercial Officer. His last appointment was Accountant - Financial Services. He left T&TEC for a position at TSTT in 2004

Mr. Weekes was well respected by those with whom he worked. His affable personality, just and transparent management style and unquestionable record of efficiency were aspects of his legacy for which he will be well remembered and forever loved.

The Commission extends condolences to the family, friends and former co-workers of Mr. de la Bastide and Mr. Weekes.

As the Wheels Turn

Courtenay Mark, T&TEC's AGM Distribution was the recipient of the Trinidad and Tobago Cycling Federation (TTCF) National Cycling Award for 2007.

The award was presented to Mr. Mark at the prize-giving function on February 22nd 2008.



Photo shows: Courtenay Mark, 2007 Champion, right. Centre 2005 Champion Richard Ramchand and on the left, 2006 Champion Gregory Dandrade who works in the T&TEC Eastern Area. This photo was taken at Chaguaramas.

"Cycling is my hobby, when I can – I do; when I can't – I don't. I recommend it to anyone that seeks a wellness programme," says Mr. Mark of his seven years as a cycling enthusiast. "It allows me to keep fit and stress free".

Mr. Mark was given his first bike by his younger brother and encouraged to pursue cycling as a recreational activity. He has never looked back. "Cycling is something that has benefited me both physically and mentally. I am currently a member of Corkies Casuals, a cycling club, approximately 80 members, I have made new friends and explored parts of Trinidad that I would not have seen otherwise."

Mr. Mark has competed in several major cycling tournaments locally. His most recent achievement was earned at the Annual National Cycling Championship 2007 Award, where he rode away victorious as the National Champion of the 40 - 49 category.

Congratulations on your achievement Mr. Mark.

In the Bank

Trevon Jugmohan, a Trainee attached to the Corporate Communications Department, and a first time donor, participated in T&TEC's Head Office Blood Bank Drive in March.

He recalls his experience this way, "it was the longest walk... from my station on the 2nd floor through T&TEC's glass doors on Frederick Street, to the National Blood Transfusion Service (NBTS), via the friends of the Blood Bank Association (BBA). The big mobile unit on Park Street stood out amidst the busy mid day traffic."

"Apprehensively I approached the helpful Assistant who took a very detailed record of my medical history. I passed! Iron level – great, weight – good, questionnaire – completed. Now I was directed to my cot."

"Who is my next victim?" The nurse pronounced with a caring grin, "I outstretched my right arm, rolled back my sleeve and relaxed, as my new friend, Nurse Helsing, prepped my arm, I gave a silent prayer that Corporate Communications Assistant, Usha Ramcharan would distract me. The entire procedure was conducted in a professional and comfortable atmosphere.

"All done... though a little dizzy – nothing a little rest, a Lucozade and a laugh or two wouldn't cure – I was back on my feet.

"Back at the office I was praised for my effort of goodwill and congratulated for treading waters that others could not, or were not willing to.

The merits of donating blood are tremendous. As a blood donor I am comforted that blood is available for me and my family, and I have the option to donate to someone specially in need."

The Blood Bank will be at T&TEC again in August. Think about taking that step towards donating.



Kudos from International Magazine

The Trinidad and Electricity Commission was highlighted in the 2007 issue of the Reinhausen-Group international magazine 'ON. LOAD' a publication that provides support for operators of power transformers around the world with products and technical services.

T&TEC was featured in a full-page article entitled 'Customer Training in Paradise'. The article focused on a one-week maintenance-training programme conducted in October last year by Josef Pflugl from the Brazilian subsidiary of Maschinenfabrik Reinhausen (MRB),

publishers of ON.LOAD, for selected staff from Distribution Tobago.

The Tobago's Substation crew, headed by Derrick Johnson, Foreman, was instructed on-site on maintaining the oil insulated tap changers at the Milford and Courland Substations.

Other members of the Substation crew that participated in their special training were Electricians Simone Leith, Garfield Lima, Lennox Thomas and Colin Sylvan.

The ON.LOAD article quoted T&TEC as currently investing more in maintenance-free VACUTAP on load

tap changers, as a part of an initiative to change out oil-insulated technology for vacuum insulated.

Transformers, with the new maintenance-free technology, are being installed throughout the islands and will soon be installed at Tobago's Substations. The investment in this vacuum technology will result in significant savings and reduction in down times.



Energy Conservation Tips

In an effort to reduce electricity bill and protect the planet, here are some tips that can be applied by changing habits that waste energy, to those that use less energy for your homes and offices:

Lighting

- Replace incandescent bulbs with compact fluorescent bulbs that use less energy, and emit little heat.
- Turn off lights when not in use.
- Use timers or motion detectors on outside lights - used as security lighting.



Air Conditioning

- Check and clean the air conditioner's filter once a month; make sure the air conditioning unit is the proper size for the room it is cooling.



Water Heater, Washing and Drying

- Set your water heater thermostat no higher than 49°C (degrees Celsius).
- Wash full loads.
- Keep the lint screen in your dryer clean.
- Repair leaky pipes and faucets.



Refrigerators and Freezers

- Refrigerator temperatures should be kept between 2°C and 5°C and freezer temperatures between -15°C and -18°C.
- Defrost freezers regularly.
- Make sure that the refrigerator and freezer doors seal properly.

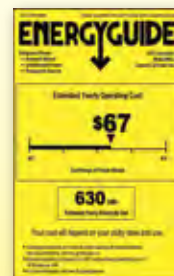


Cooking

- Use the microwave oven or a toaster oven in place of your electric range whenever possible.
- Preheat oven only 5 to 8 minutes when baking; do not pre-heat when broiling or roasting.
- Use flat-bottom pans for best contact with the heat and tight fitting lids to retain heat.

Other Appliances

- When buying appliances, look for the yellow Energy Guide Label and buy the most energy efficient appliances.
- Flat panel computer monitors and LCD TVs also use a lot less power.
- Turn computer power off when not in use.





New General Manager for TATECO (POS)

Veronica Wallace is the newly appointed General Manager of TATECO

(Port of Spain) Credit Union as at November 26th 2007.

She is a graduate of the University of Wisconsin with a degree in Economics and Business Administration and holds a Masters Degree in Business Administration from the Arthur Lok Jack Graduate School of Business.

Prior to taking up her new appointment, Ms. Wallace held the position of General Manager of the Public Service Credit Union. She also worked throughout the Caribbean region as an Integration Specialist with the Secretariat of the Inter American Institute of Corporation

and Agriculture (IICA); and at a managerial level at the National Commercial Bank (NCB) during its transition to First Citizen Bank (FCB).

Top priority for the new General Manager is ensuring that TATECO Credit Union operates in a cost efficient and customer friendly manner where lucrative investments are made that yield attractive dividends and other welcome benefits for members.

Ms. Wallace plans to focus on building the professional expertise of staff and fostering a greater sense of team spirit. She will also place emphasis on recruiting new and retaining current members, as well as, developing packages to meet the needs of all classes of the credit union's membership, particularly retirees.

WATS HAPPENING congratulates Veronica Simone Wallace in her new post.

New Management Team

The TATECO (POS) Credit Union Annual General Meeting was held at the end of March at the Centre of Excellence. Among the items on the meetings' agenda were the nomination and appointment of a management team for the 2008-2009 period.

BOARD OF DIRECTORS

Herman Noel	Foster Giles
Peter Leacock	Kenneth Fox
Carlyle Clare	Norman Bobb
Phillius Lawrence	Cliff Thomas
Ann Marie Forbes	Felix le Blanc

SUPERVISORY COMMITTEE

Kevin David
Roxanne George
Ashmore Quashie

CREDIT COMMITTEE

Donna Griffith
Fellie Noel
Monica Jaikaran
Rhoma James
Calvin Moses

A Musical Investment



Over 2,000 young people from across the country benefited from a \$60,000.00 contribution made by T&TEC to ensure the hosting of the Trinidad and Tobago Music Festival 2008 which concluded in March.

The Trinidad Music Association founded the Music Festival in 1947. Since its inception this anticipated national event has enjoyed the participation of musical groups, individuals and schools at the primary and secondary levels nationwide.

T&TEC has been a supporter of the Festival for some years in keeping with its commitment to support youth and the arts and culture. This year, T&TEC was one of three gold sponsors of the festival, which was held under the patronage of President George Maxwell Richard, President of the Republic of Trinidad and Tobago.

Stephen Martel, Corporate Communications Manager, in presenting the check to the Trinidad and Tobago Music Association Festival representative Marie Diane Dupre said, "it is hoped that this contribution will provide some assistance to offset costs associated with the festival.

Professors Mary Legge and Melvin Hurst two experienced and qualified adjudicators from Canada judged this highly contested competition, which began in February.

The Trinidad and Tobago 28th Music Festival competition concluded on March 8th with the presentation of Adjudicator's Awards to top individuals and the most outstanding choir.

COMMUNITY

Rendering assistance to fire victim



As part of its ongoing aim to assist those less fortunate, Stephen Martel, T&TEC's Corporate Communications Manager, presented a new stove to Greer Caruth at her home in January this year.

Ms. Caruth was the victim of a fire, which destroyed her home in Santa Cruz and tragically took the lives of two of her four children.

During his visit Mr. Martel formally extended sympathies on behalf of the Commission.

The Gift of Hope



Thanks to the concerted efforts of the staff from Distribution South-Commercial Department, \$3,000.00 was raised to purchase toys for the Hope Center Children's Home in San Fernando during the Christmas Season.

The funds donated was also used to purchase a hamper for a needy family and a wheelchair for five year-old Shanaya Maharaj, who has been a paraplegic since birth.

Ronald Ramnarine, Clerk III, presented the new wheelchair to little Shanaya.

UPCOMING EVENTS

Here are some of the planned sporting activities for T&TEC's employees and their families.

Inter-Area Hardball Cricket 8/8

Date: Saturday 5th and Sunday 6th April
Area: Central Area Sports club
Time: 9:00 a.m.

7-A-Side Windball Cricket

Date: Saturday 19th April
Area: Central Area Sports Club
Time: 9:00 a.m.

Marathon 5K and 10K

Date: Sunday 18th May
Area: Queen's Park Savannah
Time: 6:30 a.m.

43rd Annual Sports Culture & Family Day

Date: Sunday 25th May
Area: Larry Gomes Stadium
Time: 10:00 a.m.

Windball Cricket Final

Date: Saturday 3rd May
Area: Central Area Sports Club
Time: 9:00 a.m.

All Fours League

Date: Friday 6th June to Friday 18th July
Area: All Areas
Time: 5:00 p.m.

Pool-Inter-Area

Date: Saturday 14th June
Area: Stokers Club, Chaguanas
Time: To be announced

Table Tennis

Date: Saturday 21st June
Area: Northern Area Sports Club
Time: 9:00 a.m.



Letters...

December 21st, 2007

Dear Mr. Martel

Carnegie Free Library wishes to express a sincere thank you for your generous donation towards our Annual Children's Christmas Programme which was held on Tuesday 11th December, 2007.

Your timely contribution aided greatly to the success of our programme.

Thank you again for your support.

Yours Respectfully,

*Mona Boodoo (Mrs.)
Librarian I (Ag.)
Children's Department*

January 4th, 2008

Dear Sir

On behalf of Street Boyz Sport, Culture & Enhancement Club. I would like to thank you for your generous contribution, which was donated to us for our annual children Christmas Party.

Each year our club continues to advance its mission to enhance the lives of the people in our community through different types of activities and events. The Christmas party is one of our major events that bring the entire community together.

Your commitment to helping the children in our community is sincerely appreciated.

Thanks again for your support in making this event a total success.

Best Wishes,

*Ian Romain
President*

January 2008

Dear Mr. Martel

On behalf of the Orchid Gardens Social Organisation Committee, Pleasantville, I wish to extend my gratitude for the contribution you and your company made towards our Christmas Extravaganza 2007.

The event without a doubt was a great success, enjoyed by all. The success of this event could not have been achieved without your participation. We do look forward to your support in the future.

Thank you and may God richly bless you.

Yours Respectfully,

*Sherry Ann Turton (Ms.)
Secretary*

January 21st, 2008

Dear Mr. Martel

On behalf of the Parent Support Group, as well as the Schools' World of Work (WOW) Committee.

I wish to thank you for all your support and assistance given to us for the recently held Workshop.

Sincerely,

*Carolyn Forde-Charles (Ms.)
Chairperson
Student Affairs Committee*

January 29th, 2008

Dear Mr. Martel

The executive of Persons Associated with Visual Impairment (PAVI) wishes to extend its sincerest thanks to you for supporting our major fund raiser this year. Your support is extremely encouraging, as we continue to assist in the development and promotion of persons with visual impairment and the education of those who are at risk, in the prevention of blindness.

We are very appreciative of your commitment to this partnership and look forward to its continuity.

Sincerely,

*Raphael Maule
Executive Director (Ag.)*

March 11th, 2008

Dear Sir/Madam

The principal, staff and students of the Russell Latapy Secondary School send a heart felt thank you your willing and vital contributions towards our school's Sports Day.

This helped make it a great success. We wish God's great blessings to be bestowed on you and look forward to your future generous contributions in building our school's character and identity.

Yours Sincerely,

*Barbara Quash (Ms.)
Sports Coordinator*



The ISO 9001 WAY

The most widely used Quality Management System (QMS) is the ISO 9001:2000 Standard as it provides a vehicle for external assessment and certification of products and services by an independent third party. Compliance with ISO 9001:2000 is rapidly becoming a pre-requisite for conducting business in many markets.

There are eight primary principles that govern an ISO 9001:2000 Quality Management System. These are customer focus, leadership, involvement of people, process approach, systems approach to management, continual improvement, factual approach to decision-making and mutual beneficial supplier relationships.

T&TEC is moving to adopt the ISO 9001:2000 Standard into our daily operations so as to improve the quality of service that is delivered. To this end work on several procedures and work instructions are being developed.

The highest priority is being given to the development of procedures and work instruction for an internal control system. This first phase of the ISO project is aimed at:

- Achieving compliance with the ISO 9001:2000 quality standards.
- Ensuring processes fundamental to T&TEC's success are properly guided by management and are performed in a consistent manner.
- Ensuring that measurers are built into processes to guard against potential risks and systems are in place to manage and recover from those risks, should they occur.

- Continual improvement in the quality of service.

The ISO 9001:2000 Implementation Team is currently engaged in the development of work procedures.

The status is as follows:

Draft procedures have been completed for:

- Determining customer requirements for electricity supply for domestic, commercial and industrial customers
- Maintenance of overhead lines, substations and underground installations
- Handling customer complaints
- Billing
- Determining and ensuring competence awareness and training of employees
- Storage
- Control of non-conforming product
- Procurement
- Control of records
- Internal Audit
- Corrective and Preventative Action

Draft Procedures are currently being prepared for:

- Design of underground and overhead electrical infrastructure, protection equipment and civil works
- Ensuring that the Commission's planning meets future load expectations
- Control of monitoring and measuring devices
- Management review
- Procurement
- Evaluation and re-evaluation of suppliers
- Obtaining customer feedback

To support the implementation of the ISO 9001:2000 Quality Management System an ISO 9001:2000 Quality Council has been established at the Commission.

The Quality Council comprises Indrajit Singh, General Manager as Chairman, Courtney Mark, Assistant General Manager Distribution, Ernest Boxill, Assistant General Manager Transmission, Glenford Cyrille, Assistant General Manager Administration, Colleen Licorish, Assistant General Manager Finance, Anthony Aleong, Assistant General Manager Engineering, Ramdeo Sadhoo, Assistant General Manager Human Resources and Israiell Ali, Assistant to the General Manager as Secretary.

The purpose of the Quality Council is to:

- To approve the organisations's Quality Policy and Quality Objectives.
- To approve work procedures
- To make decisions necessary to ensure that the Quality Management System (QMS) remains relevant to the organisation.
- Monitor the progress of the QMS of the Area, in the first instance, and to ensure that its progress is in line with the strategic plan of T&TEC.
- To receive and deliberate on the reports coming out of the Area's Management Review Meetings.

In our next issue of
WHAT'S HAPPENING, we will give you a status on this project as we talk to some employees from Distribution South who are involved in this process.