



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 31 #1/January - March 2014

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.

- BC transformer energised
- Customers give T&TEC top marks for service
- High standards at T&TEC Power Monarch



Editorial

Poised for delivery

From all indications, 2014 will be bigger than ever for T&TEC.

Already, two major projects- the Commissioning of the BC Substation and the upgrade of the Milford Bay 66kV Substation - have been completed and several more, including the much anticipated Ghandi Village Substation, are slated for completion this year. Additionally, with the demand for electricity growing- leading to a new system peak in the last quarter of 2013- there are exciting plans on stream for the generation of more power for customers.

Significant activities are also taking place on the non-technical side of our operations. Coming

out of the Commission's application for the Ministry of Public Administration's new Diamond Standard certification, customers will see improvements in how GES claims are identified and tracked. This programme is in addition to the ongoing ISO 9001:2008 (Quality Management System) application.

Based on these projects, and many more to come, customers have a lot to look forward to as T&TEC's service delivery continues to improve. When taken in the context of the good reviews coming out of the recently concluded national Customer Satisfaction Survey, staff too should be pleased that their hard work is appreciated by the public.

In order to document the many achievements of our staff, Watts Happening has been expanded to 44 pages and, in addition to the projects above, this quarter features stories ranging from the sterling performance of staff during and after the January fire at the Westmoorings Substation; a recap of 2013's WOW Award winners and coverage of the 2014 edition of the Power Monarch calypso competition. We are eager to share more stories of great performance across the Commission and wait, fingers above keyboard, poised to deliver.

Cover photo

Employees from the Transmission Maintenance and Protection and SCADA and Engineering Services Departments pose with T&TEC's Chairman and members of T&TEC's Executive outside the control room at the BC Substation.

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BC transformer energised in record time



T&TEC's Chairman, Susilla Ramkissoon-Mark and General Manager, Kelvin Ramsook praised employees of the Transmission Maintenance and the Protection and SCADA Departments for their efforts in successfully energising the 220/132kV, 180/265MVA Siemens transformer, in about half the procurement time, at its largest substation at Brechin Castle (BC).

A simple, but significant, commissioning was held

at the Couva site on Monday, February 24 and was attended by several managers and employees who worked on the project. Mr. Ramsook acknowledged their efforts with gratitude, "With this project completed we can all now breathe a sigh of relief, knowing that our customers will benefit from a more reliable and robust transmission system. And so, I must thank all persons involved for their individual efforts towards successfully completing this project in record time."



Mrs. Ramkissoon-Mark spoke of the Board's vision towards improving reliability. She also commended all members of staff who were instrumental

Just one year later the Siemens 220/132 kV, 180/265 MVA transformer was successfully commissioned; a process which usually takes up to three years.

in the installation of the transformer and said that this was a "significant step" in the further development of the Commission.

The BC transformer project required a series of carefully orchestrated action steps between the manufacturer and the Commission to ensure a fast delivery. Sean Giles, Senior Engineer, Transmission Maintenance Department and his team were responsible for the installation and commissioning of the transformer after delivery. Watts Happening was advised that the manufacturing process of this new transformer "followed the Commission's blueprint for purchasing a new transformer, but at a faster pace."

When the Iljin transformer experienced a fault on July 22, 2012, it drastically reduced the reliability of the transmission system, increasing operating costs stemming from the Commission's reduced ability to import power from Trinidad Generation Unlimited (TGU). To lessen the adverse impact to its Point Lisas customers, a replacement was sought while the Iljin transformer was returned to its manufacturer, in Korea, for repairs.

T&TEC's Engineers in the Transmission Development and Engineering Services had to work in close collaboration with Siemens Ltda of Brazil. This required several visits by Commission's personnel to negotiate, review and verify the various stages of the process.

The Siemens transformer arrived in Trinidad on November 28, 2013 and was successfully installed by staff and crews from Transmission Maintenance and Protection and SCADA Departments on January 29.

It was obvious that the teamwork between T&TEC

and Siemens paid off, because just one year later the transformer, with improved features such as boltless core clamping to prevent core-ground insulation problems; galvanised radiators to prevent premature rusting; and removable hand rails for safety while working on top of the transformer tank, was successfully commissioned, a process which usually takes up to three years.

The new 220/132kV, 180/265MVA Siemens transformer will provide a major boost to the transmission system and will facilitate the process of taking more capacity from the TGU Power Station, as the Commission moves to complete the first phase of the Gandhi Village Substation by August 2014 to acquire the full capacity from TGU on to the electricity grid.

Executive Appointments

Israieil Ali is the new Manager, Supplies Department. The appointment became effective on December 1, 2013 and follows several months of his acting in that position.

Mr. Ali holds a BSc in Management Studies and a MSc in Management Studies. He has attended programmes in Applied Quality Management, Strategic Thinking for the New Millennium, 5th International Project Management Conference and CARILEC Benchmark Tariff Survey, among others.

Mr. Ali was employed at T&TEC in 2005 as Corporate Planner. In 2007 he was promoted to Assistant to the General Manager. In 2009 Mr. Ali was named Head - Corporate Support and his responsibilities included the coordination of the Commission's ISO 9001:2008 quality management certification initiative. Mr. Ali was a member of the Watts Happening Editorial Committee for five years.



In 1999 Curtis Panchorie joined T&TEC as an Engineer-in-Training. Now, twelve years later, Mr. Panchorie is the Assistant Area Manager, Distribution Tobago. This executive appointment became effective from November 1, 2013.

Mr. Panchorie worked at Distribution Central from 2001 to 2008 in progressive positions that included promotions from Engineer II to Technical Assistant I. In 2010 he was transferred to Distribution East.

His experience as an Assistant Area Manager began in 2006 and spanned stints at Distribution Central, North and East.

Mr. Panchorie holds a BSc in Electrical and Computer Engineering and has attended courses in High Performance Leadership, Root Cause Analysis and Safety.



Members of the Northern Area Crew that responded to the Westmoorings fire.

Back row from left to right: Keith Burke, Trevor Felix, Kishan Jaggan, Christopher Johnson, Roger James, Keshan Maharaj, Lendel Gunness, Anil Sooknanan, Roger Imam, Kevin Yorke-Ventour, Vijai Ramnanansingh, Barry Martin, Reuel King, Ronald Cyrille, Junior Nelson, Selby Campbell and Sherwin Lopez

Front row from left to right: Dellon Samaroo, Kriss Gabriel, Lyndon Williams, Christopher Moore, Jared David, Kareem Telesford and Ronald Ferguson

Well done, T&TEC!

The headline of this article was the same one emblazoned on the editorial page of the Trinidad Guardian, two days after the January 22 fire at the Commission's Westmoorings Substation, which caused widespread electricity interruption in western Trinidad. The article echoed public accolades, via social media, talk shows, editorials and phone calls, praising the Commission for the speed and efficiency in the restoration of electricity to affected customers.

"I commend T&TEC for bringing back power so quickly," Cheridath Lawrie an appreciative caller to T&TEC's Corporate Communications Department said the next day. "Given the magnitude of the fire, which I witnessed, I thought that it would take hours to get back electricity." Customers were back on supply between 9:00 p.m. to 10:00 p.m. three hours

after the fire was discovered. Ms. Lawrie subsequently wrote a congratulatory letter to the Commission. (*See letter on page 43*)

In an internal communiqué dated January 23, Acting General Manager, Courtenay Mark thanked employees for contributing to the positive outcome, and the sterling opinions, received from the public about the incident. He said "All our employees showed a high level of commitment and many went beyond the call of duty under very tiring and demanding conditions. It is against this backdrop that we wish to extend to everyone our deepest appreciation for their efforts."

This praise was echoed by Independent Senator Helen Drayton in a commentary on February 16 in the Sunday Guardian. She wrote "based on the fire, many of us did not

expect to get electricity until the following day...T&TEC's management and employees were responsive, responsible and efficient... showing appreciation for their excellent efforts could act as a catalyst for better service... thanks to T&TEC for a commendable job."

The January incident was a large scale fire at the Substation which occurred at approximately 6:08 p.m. As the fire raged, employees from the Northern Distribution Area; the Estate Police, the Transmission Division and the Protection and SCADA Department sprang into immediate action to address the situation. Offsite, System Control at Mount Hope devised parallel strategies to bypass the damaged infrastructure and return normalcy to affected customers in the quickest time and safest way.



As the Commission's contingency plan was being put into motion, the Trinidad and Tobago Police Service and the Trinidad and Tobago Fire Service ensured that control measures were in place at the scene.

Mere hours after the loss of power, customers in Diego Martin, Petit Valley, Westmoorings, Cocorite, Glencoe, Shorelands, Carenage and the entire western peninsula were back on supply.

Throughout the emergency, affected customers and the public, were kept informed via T&TEC's Trouble Report Hotline, Telecom Operators and the media, with information provided by the Corporate Communications Department.

One month after the fire, crews from the Transmission Maintenance Department and Distribution North have installed a new 66/12kV transformer and operations at the Westmoorings Substation have reached a level of normalcy.



Members of the Transmission Maintenance crew that responded to the Westmoorings fire (left to right): Garnesh Ramnarine, Avinash Singh and Anant Balkaran. Missing are Kenneth Edmond and Sayid Hosein (both on Annual Leave).

Customers give T&TEC top marks for service

All classes of customers have rated T&TEC's employees highly for "professionalism, knowledge and friendliness." This was revealed in a national customer satisfaction study, conducted by Market Facts and Opinions on behalf of the Commission, during the period September 26 to November 8 last year.

The results also showed high ratings for field personnel's adherence to safety standards, service centers' delivery, illumination of recreation grounds, easy-to-understand bills, the restoration of power after planned outages and professionalism of staff. The assessment showed an above average performance in the overall quality of electricity supply for Trinidad with Tobago's domestic customers' ratings slightly lower. This was due in part to the restoration of power and voltage fluctuations issues.

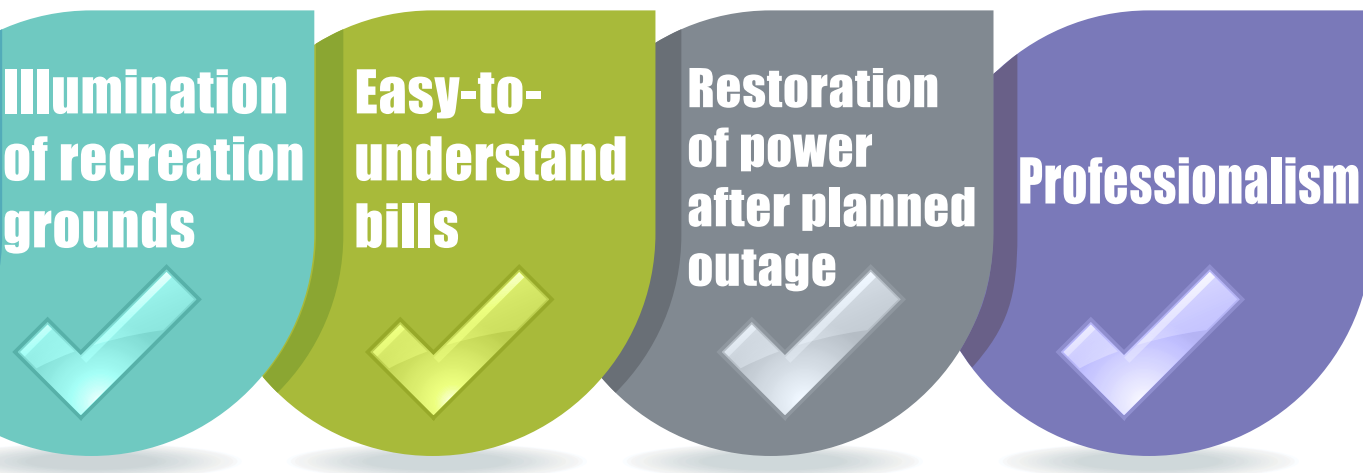
A representative sample of one thousand, eight hundred and fifty customers from

across the country took part in phone and face-to-face interviews under the research headings to gauge customer satisfaction, customer knowledge and customer perception. Respondents came from across the country including Maraval, Petit Valley, Belmont, Barataria, Mt. Lambert; Tunapuna, Bon Air Gardens, Kelly Village, Rampanalga Village, Toco; Las Lomas No. 2, Chase Village, Gran Couva, St. Margaret's Village Hardbargin, Williamsville, Upper Barrackpore and Rancho Quemado, Palo Seco and Mason Hall, Crown Point and Whim.

The survey provided valuable feedback that will direct the Commission's improvement process, pinpointing areas of concern that should be targeted for address. Of note, particularly from industrial and commercial customers, is that the wait period and the transaction time were not viewed as ideal and, while half of the sample had internet service, many were not using internet-based payment options available. Generally, while customers accepted that "unplanned interruptions are a fact of life," they felt that the waiting time on the Trouble Report line was weak.

**Adherence
to safety
standards**

**Service
centres'
delivery**



There were also some “reported variations in performance” which led to a recommendation for creating processes and benchmarks that would lead to a more uniformed customer experience. It is expected that the Commission’s ongoing ISO QMS certification would resolve several of these issues in the near future.

Based on other suggestions, the Commission is also considering ways of disseminating information on planned outages, safety and energy conservation.

All in all, the survey revealed that T&TEC continues to perform as the top utility in

All classes of customers have rated T&TEC’s employees high on “professionalism, knowledge and friendliness.”

the country, out-performing the Water and Sewerage Authority in areas such as reliability, continuous supply, convenient payment options and quick response to complaints.

New system peak has implications for generation planning



*John Colthrust,
Manager of Systems Planning and
Research Department*

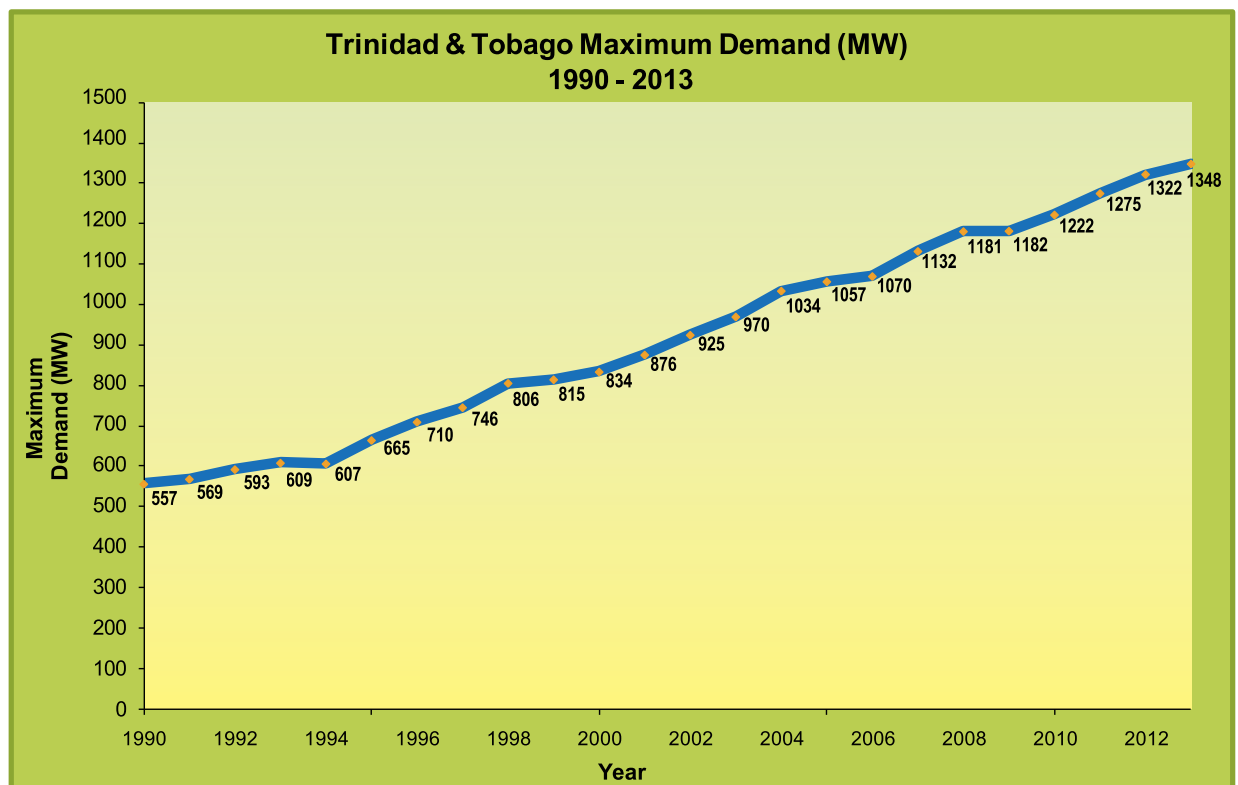
T&TEC recorded 1348 Megawatt (MW) as the new demand peak for electricity in late 2013. This is up from 1322MW at the end of 2012 and comes at the end of a

decade in which the average growth for electrical power on the T&TEC system has been 3.3 percent.

This growth is expected to continue in the short to medium term, and current calculations reveal that new generating capacity must be added by 2019. John Colthrust, Manager, Systems Planning and Research Department noted that "generation planning must also take into consideration the ageing Port of Spain Power Station,

which is expected to be de-commissioned at the end of 2015."

Mr. Colthrust said that "T&TEC determines its need for new generating capacity, for each projected year, by calculating Loss of Load Expectation (LOLE)* based on the forecasted electrical demand and the reliability exhibited by the existing generating units." He explained it is to be expected that, as the demand for electricity grows, and as plants age, becoming less reliable,



the LOLE would increase. T&TEC has adopted a LOLE of 12 hours per year as its generation planning reliability criterion. Therefore, the first year going forward, for which the LOLE is calculated to be in excess of 12 hours per year, is regarded as the year in which new generating capacity must be added.

Referring to T&TEC's most recent addition of generating capacity - 720MW, from Trinidad Generation Unlimited in 2011, Mr. Colthrust stated that at its commissioning the plant exceeded the Commission's immediate needs, but "its capacity will be fully spoken for in four to five years, leaving T&TEC in need of more new generating capacity." Since the lead-time for a new large power plant addition is also four to five years, "T&TEC must act now to meet that future need," he added.

Much uncertainty surrounds the prospects for making the Port of Spain Power Station site available for new generating units in time, and a number of technical considerations indicate that a location near El Socorro would be optimal for a new power station. The Commission is aggressively pursuing such

a solution. Like most of the more recent generating capacity additions, this plant is expected to be either a gas turbine plant, of a relatively high efficiency, or combined cycle plant, of total capacity 300MW to 400MW.

"None of this however, pre-empts the entry of alternative energy technologies into T&TEC's generation mix," Mr. Colthrust stressed, "In this arena, wind is almost certainly the most promising source but the feasible capacity has not yet been determined, or as yet factored, into the larger picture." The Commission however, clearly recognises the potential environmental and financial benefit potential of this technology, and has been collaborating with other entities in the energy community towards a thorough assessment of the wind energy resource. The data coming out of this exercise is essential for attracting capital for wind energy generation projects and the Commission expects to welcome some wind generation energy in the coming years.

Tobago is also reflecting a growing need for additional generation capacity. A mere four years after

commissioning the island's first base load power station - 64MW - at Cove in Lowlands, Tobago's maximum demand is now increasing to 50MW at an even faster rate than the rest of the system. Of significance, in 2011, the larger of the two submarine power cables linking the two islands, suffered its second permanent fault in two years and is not expected to be returned to service.

Given the obvious growing demand, and based on supporting data, T&TEC now faces several choices for additional generating capacity for the islands. These choices currently occupy the minds of system planners and managers at T&TEC with a final decision to be announced soon.

GLOSSARY

Loss of Load Expectation (LOLE)

Expected number of hours, or days, in a year when the hourly, respectively daily, peak load is not met because of a generation capacity deficiency.

Megawatt

One megawatt is equal to one million watts.

T&TEC aims for Diamond Standard Certification



T&TEC is one of the public agencies invited to participate in a one year Ministry of Public Administration pilot project - Trinidad and Tobago

Diamond Standard - to address 'low levels of citizen satisfaction with public services'.

The citizen service certification programme focuses on correcting this issue and is guided by

three goals - focus on improving the quality of services delivered; assist public services to set defined standards of performance; and validate the achievement of public services in delivering high-quality services to citizens and other customers.

Participating agencies were required to set up frameworks and select the target services for quality improvement and certification, to attain the Trinidad and Tobago Diamond Standard by June 2014.

The Regulated Industries Commission's (RIC) Guaranteed Electricity Standard (GES) was the target for T&TEC's improvement as "there



Members of the Diamond Service Implementation Team during one of their meetings.

are instances where customers are not being compensated for breaches or compensated within the required timeframe," said Gerard Emmanuel-Rodriguez, Senior Manager, Regulatory and Compliance who has oversight for the GES.

T&TEC's action plan to improve customer service in this regard, included setting up an internal committee dedicated to developing a system for "the identification and timely compensation of breaches under the GES." The Diamond Standard Committee, led by Manager, Distribution Support and Planning, Curvis Francois, Senior Manager, Regulatory and Compliance Department,

Gerard Emmanuel-Rodriguez; Head Corporate Support (Ag), Devecar Basdeo, Corporate Communications Manager, Annabelle Brasnell; and Commercial Co-ordinator (Ag) Rodney Latchman. This group began work in July 2013 and on March 14 submitted the detailed application for certification.

In addition, the Committee examined some of the softer customer service issues relating to matters ranging from our manner of greeting and treating with customers over-the-counter, to providing identification and contact information when dealing with customers. A Service Charter outlining both the hard and soft aspects of this customer service initiative was developed. As part of the application process, a Service Improvement Plan was also developed to address those areas that were highlighted as requiring further attention.

Curvis Francois comments that "The goal of improved customer service requires continuous effort by all of us and will result in improved levels of customer satisfaction and enhanced relations between the Commission and our valued customers."

GES1 - Restoration of electricity supply after unplanned outage on the distribution system.

GES2 - Billing punctuality - time for first bill to be mailed after service connection.

GES3 - Reconnection of service after settling of overdue amounts or agreement on payment schedule.

GES4 - Making and keeping appointments.

GES5 - Investigation of voltage complaints.

GES6 - Responding to (written) billing and payment queries.

GES7 - New connection of supply.

GES8 - Payments owed under the Guaranteed Standards.



Over 40 presented with WOW awards

Eighteen months ago T&TEC sought to further motivate employees by providing awards for exemplary performance. The resulting WOW Awards, the spontaneous awards under the Reward and Recognition Programme, have since been presented to approximately 44 employees. Awards were made for contributions ranging from going beyond the call of duty to adding value.

In the Supplies Department, **Cheryl Knights-Sam** was recognised for going beyond the call of duty. She was nominated by Evelyn Blackman for coming out to work while on vacation, to assist the Supplies Department on a project. Said Ms. Blackman, "although Mrs. Knights-Sam no longer works at Supplies, having been transferred to her current position of Subsection Leader in the Security Department, she came out to lend support on a desk where she has experience."



Ricky Sewnath, an Attendant of the Corporate Communications Department, was nominated for a WOW award by a colleague, Wendy Jarrott, also for going beyond the call of duty. He would normally assist her in dispatching the Watts Happening newsletter, however, since she was engaged in another project, he had to take on the distribution of the July-September edition entirely on his own. This involved labelling, stuffing, sealing and delivering approximately 1,500 envelopes to the Registry Department. Ms. Jarrott explained, "Ricky was able to perform his regular duties and complete this task without complaining, in record time."

Others were nominated by customers, as was the case with Distribution East employees, **Callan Narinesingh** and **Kerwin Gardiner**. In a sterling letter of commendation, a satisfied customer, Russell Balgaroo, singled out Mr. Narinesingh and Mr. Gardiner for their "listening skills,...the level of understanding demonstrated" and their "patience and kindness" while dealing with him throughout his application process for an electricity supply in Brasso Seco.





In yet another category, Rudra Sankarsingh was nominated for “adding value” to the Information Systems Department. According to I.S. Manager, Kenneth George, Mr. Sankarsingh upgraded the Ventyx Customer Information System, “leading to tremendous US dollar cost savings, since this was done for the first time without assistance from the supplier, Ventyx.”

Space would not permit the publication of each WOW-worthy story, however these employees provide a snapshot of the range of recipients, who fall into six categories - team work, going beyond the call of duty, customer commendation, voluntarily investing personal time, adding value and championing core values. They were each presented with a voucher of their choice, redeemable at popular outlets including KFC/ Pizza Hut, IMAX, Haagen Dazs, Pizza Boys/ Rituals, Coldstone Creamery, Movietowne and Nigel Khan Bookstores.

Chairman of the Reward and Recognition

Committee, Assistant General Manager, Human Resources, Jacqueline Cheesman, said she hopes to see the number of awardees increase in 2014. She issued a reminder that nominations should be specific to a particular incident and detailed as in the featured stories.

Anyone can be a WOW award recipient; employees are encouraged to ensure that your colleagues’ shining moments do not go unnoticed.

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

Congratulations to the 2013 WOW awardees:

Strisand Murray
Junior Peters
Praim Sookdeo
Lennox Petioni
Lisa Manzano
Wendell Mayers
Rudra Sankarsingh
Umar Paul
Andrew Spencer
Kwesi Younge
Cheryl Knights-Sam
Kerwin Gardiner
Richard Abraham
Stacy Castillo
Nadine Small
Judyann Babwah
Nalini Rampath
Sharon Johnson
Rhea Martin-Scott
Jasinda Lee Hing
Dial Rambarran
Devon Hyacinth

David St. Clair
Ian Ramrattan
Zainool Mohammed
Stanley Jones
Nigel Holder
Charmine Shoy
Paula Cooper
Diana Patrick
Amanda Zama
Gennieve Romany
Callan Narinesingh
Ricky Sewnath
Keive Campbell
Alison Paul
Jeunesse Andrews-Marcelle
Lisa Sargeant
Vimla Loutan
Rochelle Franklin
Patricia Harris
Rawlins Cuffie
Christopher Bain
Peter Heywood

Communications infrastructure upgraded

T&TEC is keeping pace with advances in communication technology by realising the potential of its PABX networking system, the Mitel 3300 Integrated Communications Platform (ICP).

This project is spear-headed by the Communications Department and involves the installation of conventional telephone lines, Voice Over Internet Protocol (VOIP) and networked voice platform features at all of the Commission's offices in Trinidad and Tobago.

Prakash Mahabir, Technical Assistant I in the Communications Department, explains... "the Mitel 3300 system was already in use at some of the Commission's locations. However, given the need for faster communication flow between our geographic locations, it made good operational sense to fully utilise the capability of this flexible, programmable, modern voice network system."

Trained by TSTT, suppliers of the Mitel 3300, a core team of Technicians and Engineers will provide the in-house capability to keep the communication system alive in all situations, including disasters and other emergencies.

The successful implementation of the networking system was as a result of a planned approach by the Communications Department and the full cooperation of Distribution Areas and other business units. Mr. Mahabir explained that Distribution East was the first to be upgraded in August last year, "because we had clear communication lines – point to point – making the fibre optic



connection easier. He added, "that since extensive programming and testing were done behind the scene during the upgrade, there was negligible disturbance when transitioning to the new networked environment. This experience provided the model for the upgrade for the other Areas."

One of the obvious changes for internal users of the upgraded PABX system is direct dialing between locations without having to use a "tie line number". External greetings have also been changed to be more interactive. "Our aim is to improve efficiency and cost effectiveness", said Mr. Mahabir. The upgraded system will be completed by the second quarter of 2014." Service Centres, Sports Clubs and satellite offices will be among the last buildings to be upgraded.

The next phase of the Communications upgrade, using the Mitel 3300 system, is the implementation of an internal Call Center.

Reform Substation fully powered

The Areva 132/12kV, 30/40MVA transformer, one of two transformers, which powers the Reform 132kV Substation, was re-energised on January 7, 2014 following approximately one month of repair work by manufacturer, PT. UNINDO of Jarkata, Indonesia.

The repairs became necessary after an internal fault developed on one of the windings shortly after it was installed. Still under warranty, the transformer was shipped back to Indonesia for a post fault analysis to determine the root cause, and subsequent repairs.

Work began on assembling, installing and re-commissioning the repaired transformer on December 9. Despite inclement weather, the Substation and Cable crews and Manufacturer Engineer, Anugrah Hermanto,

persevered to successfully complete the installation.

The Reform 132kV switching station was commissioned in December 2009 to strengthen the capability of T&TEC's transmission system

and increase the reliability of the electricity supply to customers in Gasparillo, Petrotrin and several areas of South Trinidad.



Substation Foreman, Soogrim Samaroo, presents Anugrah Hermanto with a token of appreciation.

Quick payment option for Tobago customers

Paying T&TEC bills in Tobago has become easier with the addition of a Quick Payment Service drop box. This convenient facility became available at the Scarborough Service Centre in February this year.

It is expected that customers at the Tobago service centre will make use of the convenient drop box service, especially during peak times of the month.

Shelia Williams Commercial Officer, Distribution Tobago said "...it started off slow at first, but it is picking up. Customers are now being informed about the service, so when they return to pay their next bill, we expect more of them to use the box."

Other convenient bill payment options available to customers include the online Customer Web Access or credit card payments over-the-phone

through the Interactive Voice Response; third-party electronic payment systems – SurePay and Bill Express; and at all commercial banks.

The Quick Payment Service drop box is available during business hours and using it is as simple as five-step process.

- 1 Fill out the payment form**
- 2 Tear off customer copy**
- 3 Place cheque/cash in customer payment envelope**
- 4 Seal and deposit envelope into quick payment box**
- 5 Place receipt into validator slot (face down)**



A customer utilises the newly-installed quick payment service drop box at the Scarborough Service Centre.

Milford Bay Substation 66kV upgrade completed

The November 18, 2013 energising of Phase two of the Milford Bay Substation, saw the conclusion of several years of construction to establish the transmission interface with the Cove Power Plant. It also marked the start of the first phase to build a robust 66kV transmission system to improve Tobago's electricity supply.

The Milford Bay Substation is a critical component of the island's transmission system, receiving power from Trinidad, via the 33kV submarine cable, and Tobago, via the 66kV transmission lines from Cove.

Phase one of the project involved the construction of the 66/33/12kV substation and was commissioned in September 2009. Phase two saw the installation of the 66/33kV, 40/50MVA transformer #2. A day after energising the transformer, the second link from the Cove Power Plant to the Milford Bay 66/33/12kV substation – the Cove/Milford



Work being done on the second 66kV Transmission line at Milford Bay.

No. 2 circuit – was also energised.

With this upgrade, the Commission is well on its way to establish a 66kV transmission system on the island, to provide more stability in the case of unplanned interruptions.

The Commission's proposed plan to expand the network in Tobago includes the construction of the Studley Park 66kV Substation, the Scarborough 66kV Substation and the Cove/Studley Park 66kV and Cove/Scarborough 66kV Transmission circuits.

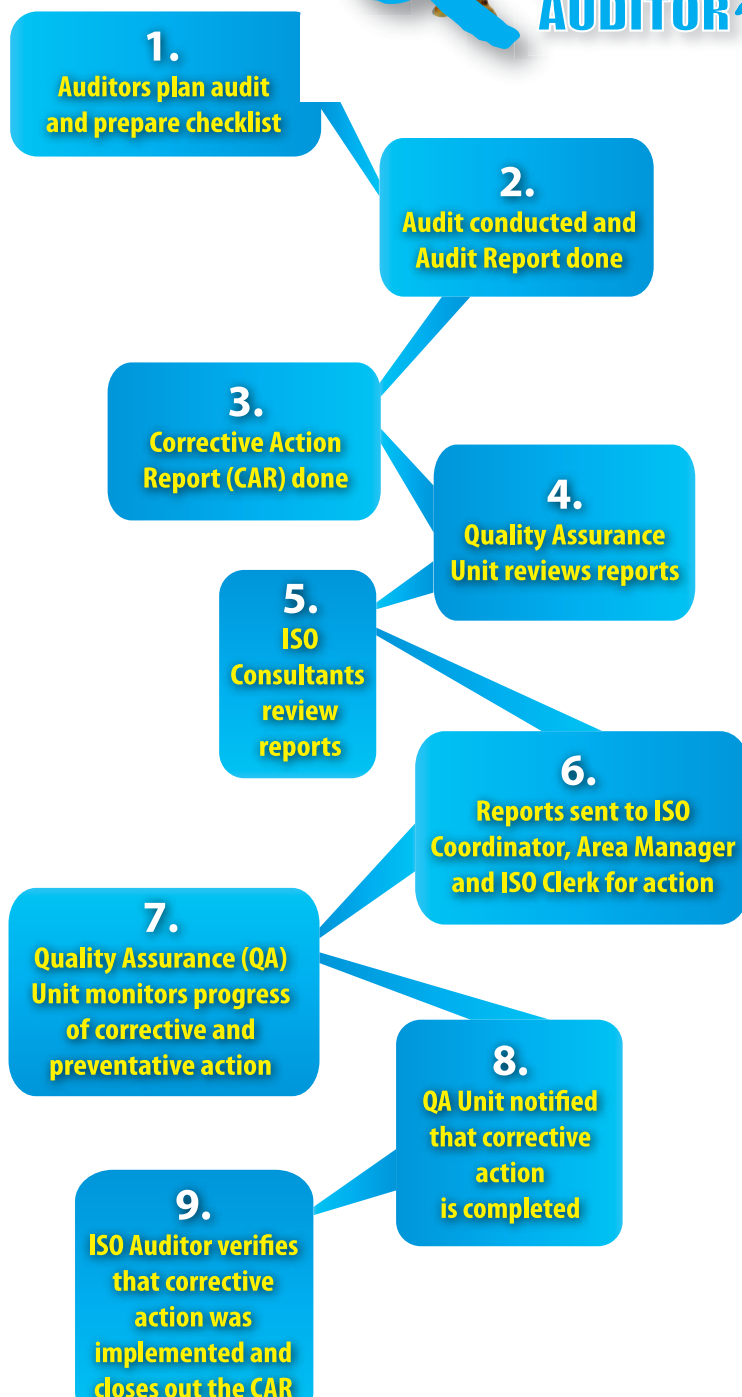
The Milford Bay Substation 66kV project, which started in 2008, was developed, managed and designed by employees of the Transmission Development and Engineering Services Department (TD&ES), led by Sahadeo Latchmepersad, and included Senior Engineers and employees from the Transmission Maintenance, Protection and SCADA and Communications Departments. Construction was carried out by external contractors.

A detailed look at ISO Audits

Most persons may be familiar with the concept of auditing, but it is not the most easily understood topic. So, as T&TEC conducts its ISO Audits in the lead up to ISO 9001 Quality Management certification, we aim to uncloak the 'mystery' that often surrounds auditing.

In December 2013, staff from across the Commission were selected and trained as ISO Auditors to "plan, execute, close out and report on audits" in all Areas. Audits have already started at Distributions East and North and will continue at the Central and Tobago Distribution Areas.

The ISO 9001 Audit is done to provide assurance that T&TEC is complying with the ISO 9001 standard. Before an audit is conducted, the Auditor prepares a checklist that guides the methodology on what is to be done during the audit. On completion of the audit, an Audit Report, which records the findings, observations and recommendations, is compiled. If any non-conformances are detected, a Corrective Action Report (CAR) Form is prepared. The Audit Report is then reviewed by the Quality Assurance Unit for completeness and any obvious shortcomings. As part of the



Quality Auditors continual training, the ISO consultants (Delphi Consultants) accompany the Auditors on all of the audits, to guide the process and to provide feedback on the completed reports.

The Consultants' feedback on the Audit Report and the CARs will note anything that should be amended/corrected on these reports and after

these are addressed, the reports are sent to the ISO Coordinator, Area Manager and ISO Clerk in the Area or Department for action. An important aspect of the corrective and preventative action is the Root Cause Analysis which is used to determine the most effective solution to the issue. At this point in the process, the Quality Assurance (QA) Unit

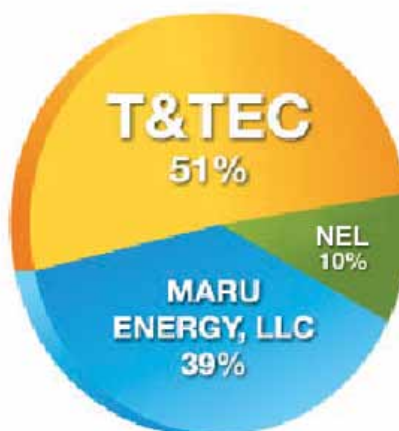
steps in to follow up on the progress of the corrective actions. When the QA Unit is notified that the corrective action is completed, an ISO Auditor will visit the Area to verify compliance and close out the CAR. It is expected that each activity or process of the Quality Management System will be audited at least once annually.

BP sells Powergen shares

Ten percent of the Power Generation Trinidad and Tobago Limited (PowerGen) shares were sold to National Enterprises Limited (NEL) in December 2013.

The shares were previously owned by a BP subsidiary, Amoco Trinidad Power Resources Corporation (ATPRC). According to a public notice by NEL, "the assets of ATPRC are being transferred to a subsidiary of NEL called NEL Power Holdings Limited (NPHL). (The full notice can be found on www.nel.co.tt.)

Shareholders



NEL is an investment holding company, incorporated on August 27, 1999 by the Government, to consolidate its shareholding in select State enterprises and facilitate a public offering

on the Trinidad and Tobago Stock Exchange.

The other PowerGen shareholders are T&TEC, with 51 per cent, and Maru Energy Trinidad, LLC, a wholly owned subsidiary of Marubeni Corporation of Japan with 39 per cent.

PowerGen was formed in 1994 when T&TEC divested 49 per cent of its generation assets. The company owns and operates three generation plants in Trinidad and Tobago – Pt Lisas, Port of Spain and Penal.

High standards at T&TEC Power Monarch

Distribution South's Wesley Brereton delivered all the necessary ingredients – picong, humour and even a bit of bacchanal – to easily satisfy the calypso lovers that flocked to the St. John's Ambulance Hall on Friday February 21.

The 26th edition of the annual event started off with an element of tradition, through a performance by veteran folklorist Fédon Honoré who portrayed a menacing midnight robber. Once he left the stage, however, it was straight quality calypso and soca from the 13 contestants.

Singing under the sobriquet, "Black Berry," Brereton won the hearts of both the judges and the St. John's crowd to eventually emerge the 2014 Power Monarch with his hard-hitting offering, "What you say, I say." His self-composed song also won him the prizes for Best T&TEC Calypso and the coveted TATECO People's Choice.

Black Berry beat the polished Jermeeka Mundy, representing TATECO Credit Union Co-op Society Limited, into second spot. Her spectacular performance of "The promise" made a passionate plea on behalf of the people of



Power Monarch 2014, Wesley "Black Berry" Brereton, after being congratulated by then Acting Permanent Secretary, Victor Jones; T&TEC Commissioner, Princess Smart; and General Manager, Kelvin Ramsook.

Laventille. In third place was the always consistent Marielle Thomas of Distribution South, with a soulful social commentary, "A nation's cry."

Lloyd Harris, of Distribution East placed fourth, his highest placing yet in the competition, while Fellie Noel of Head Office (Northern Area Sports Club) and Bryan Johnson of Distribution South tied for fifth place. Special prizes were awarded to Ryan Affonso and Rydell Prescod, "Heckle & Ryde" of Distribution East, who created history by being the first winners of the newest category, Best Soca. They also won the trophy for the Road March, with the

energetic "Wine and Jam." Tobago's Darren Sandy won the Most Humorous trophy for the third straight year with "The Matador." Rounding off the prizes was Northern Area Sports Club for having the "Largest Early Bird Crew" of 111 persons.

Many in attendance, including Kelvin Ramsook, General Manager and Honorary President of the GSCC, commented on the high quality of the performances. Long after the results were read, employees remained at the venue to party to the live performances provided by soca artistes Patrice Roberts, Skinny Fabulous, Farmer Nappy and the DJ, Private Ryan.



Clockwise from left, 1st Place, Wesley Brereton (Distribution South); 2nd Place, Jermeeka Mundy (TATECO Credit Union); 3rd Place, Marielle Thomas (Distribution South) and 4th Place, Lloyd Harris (Distribution East)



Heckle and Ryde working their magic in the crowd.



Employees busy tallying votes for the People's Choice



The distinguished judges on duty (l-r) Mary de Here, Melvin Charles, Norma Clarke and Mervin Sandy.



Winning Flag person from Northern Area Sports Club



Farmer Nappy entertaining the crowd

A new look for T&TEC employees



T&TEC employees model the new uniforms. From left to right Gemma Charles-Lawrence, Makeda Villafana, Ayesha Scott-Hinkson, Zaneza Kahrim-Joseph and Heather Augustine-Cornwall.

Female employees of the Trinidad and Tobago Electricity Commission officially debuted their new uniforms in January 2014.

The updated, contemporary designed uniform is functional and durable and enhances the professional image of over 600 female employees across the Commission.

Each employee is entitled to five suits in a variety of trendy corporate colour

combinations, consisting of three and two-piece options of pants, dress or skirt combinations. The look is completed with a jacket bearing the T&TEC logo.

The new uniforms were specially designed and made by Janouras Custom Design Limited for T&TEC.

T&TEC awards for top UWI engineering students

T&TEC continued its support of tertiary education, when it presented monetary prizes amounting to \$8,000 to Jameel Naim Mohammed and Carey Forrester, top graduates of the University of the West Indies' Faculty of Engineering.

The awards were presented at the Faculty's Prizes and Awards Ceremony on October 23, 2013.

Mr. Forrester, a Jamaican national, was awarded \$1,000 for obtaining the highest mark in Industrial and Commercial Electrical

Systems. He has a passion for power systems engineering, and wants to add value to the field by "furthering my studies in improving the efficiency and sustainability of power systems."

Mr. Mohammed received two prizes, \$6,000 for being the best student in the Energy Systems option, including Industrial and Commercial Electrical Systems; and \$1,000 for producing the best Level three Special Project in Energy Systems.

Mr. Mohammed is now employed as a Wireline Field

Engineer at Schlumberger and credits his "balanced lifestyle" of studies and sports for his success. He also plans to pursue further studies and hopes to acquire his MSc. in Electrical Power Systems Engineering in the near future.

In addition to the T&TEC prizes, Mr. Mohammed received other awards for being the most outstanding Level three student in the Faculty, and the graduating student with the best weighted average in the Faculty.



T&TEC's Corporate Communications Manager, Annabelle Brasnell, presents the prizes to top UWI Engineering students, Jameel Mohammed (left) and Carey Forrester (right).

Employee facility for Supplies

It is hard to imagine that the 4,000 square foot structure adjacent to the Supplies building in King Village, California once housed gigantic spools of electric cables, and was referred to as “the cable shed”. But after months of extensive renovation, this former storage area has been transformed into an Employee Facility building for use by the Supplies Department.

The 1.5 million dollar project was managed by the Transmission Development and Engineering Services. Their responsibilities during the eight-months included design, evaluation and site management of the contractor.

Lennette Buffong, Technical Assistant II and Nasilee Smart, Inventory Co-ordinator, were part of the Supplies team that ensured the Department’s needs were met. Mrs. Buffong explained, “While we were able to use the original elongated structure, space configuration and new construction were major considerations in the redesign and upgrade of the facility. For instance, we had to close off the top, because the ceiling was high, and construct an entire new wall, as the space in the front of the building was open.” New wash rooms - for males and females - a kitchen, locker room and recreation area were also added. The latter was designed to function, as a shelter in keeping with the

Area’s HSE Zone Disaster Preparedness Plan.

Work, including a concrete apron around the building, was done by external contractor Central General Engineering & Maintenance Ltd. However, a few finishing touches, like shower enclosures, were installed by the in-house Maintenance Services section.

The modern, fully air-conditioned, multipurpose Employee Facilities building was officially opened on December 20, just in time for the Department’s annual Christmas party. It was also used to host the ‘Near Miss Reporting’ launch in January.

Continued on next page



The open recreation area of the Employee Facility building will eventually house a table tennis board and be used for aerobics. The intention is to ensure that the equipment is collapsible so the space can be quickly converted to the disaster shelter.

Feedback on the new Employee Facility from employees has been positive, especially about the recreation area. "This has been long in coming," one employee remarked.

The Employee Facility is also available to employees of the two other Departments that occupy the King Village office complex - the Health, Safety and Environment Department and the Metering Department.

Distribution SCADA nearing completion

Ashmeed Ali, Assistant Area Manager, describes his experience using the Distribution Supervisory Control and Data Acquisition (SCADA) System in Distribution East, saying "I am informed on a real time basis when feeders trip and auto reclosures close or are locked out. This allows us to verify, identify and correct any transient faults."

His experiences are evidence of changes in the Distribution SCADA system. According to Thomas Inkim, Manager Protection and SCADA, the system is designed to improve operational efficiency, reduce outage times to customers and improve power quality and the safety of operational staff, especially in hot spot areas." Mr. Inkim was giving Watts Happening an update on the system which is specific to distribution operations. He explained that the system

automatically generates emails and immediately notifies operating personnel of critical alarms, such as circuit breaker trips, in their Distribution Area. This knowledge gives them the ability to control these devices and other 12kV switchgear remotely, allowing for faster restoration to customers' outages, thereby improving our service.

The automated system is approximately 65 percent complete, with respect to the commissioning of existing substations and autoreclosers. Already, key engineering personnel in the Distribution and Engineering Divisions have view-only real-time access to invaluable information available on this system which will improve



An Assistant Control Operator monitors the Distribution Control SCADA system.

operations, maintenance and planning.

The Distribution SCADA system relies on the Commission's extensive fibre optic and microwave communications network to receive data from SCADA-ready substation and equipment. Presently the system is operated by a Distribution Control Room daylight shift, providing support for switching assistance, alarm and load monitoring services.

Employee Profiles

Aidan Lum



You know a career at T&TEC is your destiny when you decline an opportunity for an academic scholarship to work at the Commission and end up staying for over 30 years. This was the story of Aidan Lum, Subsection Leader in the Accounts Department. He shared with the Watts Happening that five months after entering the Commission, he was awarded a government scholarship to study Agriculture, which he accepted. However, shortly after starting the programme, he had a change of heart and returned to his job at T&TEC in the Accounts Department. That was 1982 and he has never looked back.

After that intriguing start, Mr. Lum established himself in the Accounts Department, first as a Clerk III, before

being promoted to Senior Clerk, then to his current position as Subsection Leader. He was also assigned temporarily from 2008 to 2011 as Accounting Assistant and Revenue Accounts Officer. "Looking back, I have no regrets," said Mr. Lum, "The Commission is a great place to work and it helps to have great colleagues."

As Subsection Leader, Mr. Lum is responsible for collating and compiling all of T&TEC's revenue – electricity bills, major contracts, pole rentals, etc. – into reports. These monthly reports comprise both statistical and financial information and are used by other sections or Departments, such as the Cash Management and Costing, to support minor operations like scheduling disconnection drives, or major ones like planning generation requirements and making policy decisions.

"Needless to say, it is a job that requires precision and patience, since any error in reporting could have detrimental consequences," said Mr. Lum. "But I try to deal with things how they are in reality, not the way I

want them to be. That way, I am better able to manage all that may come my way."

Also essential to his peace of mind is maintaining a healthy work-life balance. The almost-agriculturalist is quite active away from work and spends his spare time participating in Church activities, gardening and is an active member of his residential association. "Although my colleagues may think otherwise, I am not anti-social," he jokes.

Mr. Lum has participated in several training courses in the areas of customer service, Peoplesoft and accounting to further enhance his job performance at T&TEC. He was also named the Best Performing Employee in the Accounts Department for 2013, no doubt a testament of his dedication and reliability. Despite the recognition, Mr. Lum remains humble and adopts a pragmatic approach to his responsibilities. "I believe we should do an honest day's work for our pay," he said. "At the very least, we should aim to fulfill our end of the bargain as employees."

Roger Roberts



Roger Roberts, Electrician 'A' is one of the 2013's Best Performing employees in the Services and Maintenance Section. He is assigned to the Communications Department at Mount Hope.

Mr. Roberts who followed in his father's footsteps to become an Electrician, is grateful for the opportunities that the Commission has afforded him and uses his experience of over 33 years at the Commission, to lead a four-person crew. "We are responsible for powering, all the Commission's communications devices and equipment - fibre optic, surveillance and radio and telephone - that are lodged in substations, repeater sites and some of the service

centers across Trinidad and Tobago," he told Watts Happening.

His exposure to discussions, involving all levels of staff from the Communication Department, has provided Mr. Roberts with valuable information that has enhanced his job performance.

The former Port of Spain Training Facility graduate has come full circle, teaching trainees, placed under his charge, from time to time, the virtues of hard work and continuous learning. "Even though they are academically more qualified than I, they respect my experience and direction."

The versatile Mr. Roberts has a passion for cooking, playing drums, sports and church. At Mt. Hope, he is part of the cooking crew and well known for his "geera" specialties. Mr. Robert's involvement in the Commission's sports and social events spans several areas including player, coach and manager of the Northern Area Football team;

volunteering at Corporate Communications functions and as a founding member of T&TEC's first rhythm section, "the Backyard Fusion". Even now Mr. Roberts is planning to set up a rhythmic section at Mt. Hope.

"I feel privileged to work at T&TEC ... I understand the impact that electricity has on everyday life and I do my part to fulfill this mission," the friendly Mr. Roberts told Watts Happening. Stating candidly "if I died and came back, I would want to work at T&TEC."

Roger Roberts, a committed individual who continues to make a positive difference at whatever he endeavours.

Former T&TEC Apprentices Mark 50 Years



Front, from left: Howard Quamina, Kenneth Meade, George Archer, Ralph Lalsingh, Garth Warner, Harry Mangaroo, Joseph Hosein, Stephen Cameron, Joseph George and Rex Chookolingo. **Back, from left:** Cuthbert Parkes (not an apprentice, but attended evening classes with them), Windell Greaves, Claude Stevenson, Kenwyn Holder, Michael Alcala, John Foon, Vernon Allick, Roy Rampersad, Steve Ramcharitar and Lemoy Hajarysingh. **Others in photo are, from left:** Steve Ramcharitar, Ralph Lalsingh, George Archer and Windell Greaves. **Not in picture:** Philip Bhudri and Jason Abraham.

Twenty-one men from the Port of Spain Trade School (now called the Port of Spain Training Facility), batch of 1964, recently reunited to mark 50 years as former apprentices.

"The group first met on February 1, 1964," Vernon Allick reminisced, "we were 16-year-old apprentices, eager to begin the five-year technical training programme in the field of electrical, mechanical and technical drawing. We were excited to embark on this first significant step towards a career."

Five apprentices dropped out of the programme, with the remaining thirty graduating in 1969. While some remained with T&TEC and Powergen, others went into other fields. So it was a memorable occasion for the group, when they came together, on their "apprentice anniversary" on February 1.

Larry Hajarysingh, who hosted the event at his Penal home, said "we have not seen each other since we left the facility about 45 years ago; we had alot of catching up to do, especially for the four alumni that flew in for the occasion."

Erica Francis-Lezama, the daughter of Martin Francis, the Trade School Supervisor at the time, was a specially invited guest. She was presented with a token of appreciation, in recognition of the role her father played in the training of the apprentices.

As the special day came to an end, the former T&TEC apprentices all pledged to stay in touch, bounded by experiences that they shared.

Members of T&TEC's Tropical Angel Harps Steel Orchestra give their all during their performance at Panorama finals.



T&TEC Steelbands deliver

T&TEC's biggest sponsored Steelbands, the Tropical Angel Harps Steel Orchestra (TAHSO) and the New East Side Dimension Steel Orchestra (East Side) had a hectic but rewarding Carnival 2014. The longer-than-usual season gave a much needed boost to improve on last year's performance in the Panorama competition. And improve they did!

The young players of East Side placed 5th in the Tobago panorama competition and made it to the national semifinals with their upbeat rendition of Arrow's "Long Time", arranged by Marlon White. Band Secretary, Jocelyn Blackman-Muir revealed there were some challenges with having mostly children as players, with their competing school commitments. However, "we plan to hold more training to encourage and retain more players

so that, come competition time, we'll have as many players as possible," she said.

T&TEC Tropical Angel Harps' senior band scored a place in the panorama finals in the large band category with their tune of choice, De Fosto's "In De Band," arranged by Clarence Morris. With a captivating introduction and sweet melody line, TAHSO delivered an exceptional performance to emerge among the top 11 bands in the semifinal round. On Panorama finals night, the audience of pan lovers who packed the Queen's Park Savannah stands responded with cheers of approval during and after their performance. When the results were delivered, the Enterprise village based band placed 10th, tying with NGC La Brea Nightingales, with 262 points.

On Carnival Monday, TAHSO ended the season

T&TEC Steelbands deliver cont'd



on a high note, when they endured and won the Pan On The Move competition in Chaguanas for the fourth consecutive time.

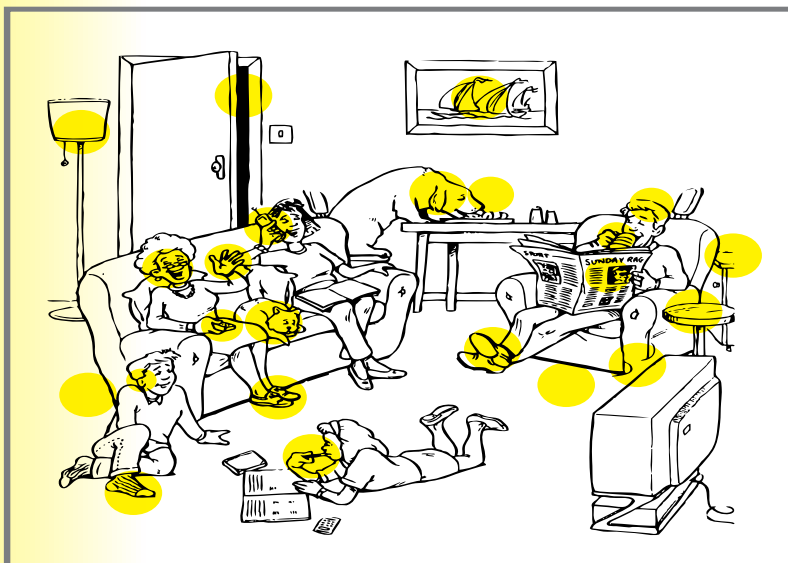
The junior band also experienced success with their rendition of Machel Montano's "Happiest Man Alive," placing 4th in the Open category in the Junior Panorama competition.

Following his band's success, Clarry Benn, TAHSO's Manager, was in high praise for his players. "We are very satisfied with the level of dedication and commitment displayed by all

the players towards the rehearsals, preparation and the drilling required for this achievement," he said, adding, "notwithstanding the disappointing result in the large band category, the audience seemed to like it."

Both bands will be engaged in evaluation exercises before moving forward with their activities for the rest of the year. In the meantime, supporters can look forward to TAHSO's next major engagement at the Point Fortin Borough Day celebrations in May, where they are carded to perform.

SPOT THE DIFFERENCE



WATTY says

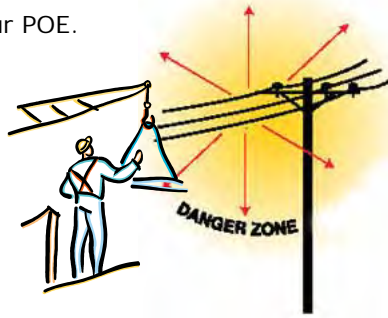
Dry Season Safety

In Trinidad and Tobago, the dry season is synonymous with construction, cookouts and kite flying. But as we engage in these activities we should be mindful that the season's hot windy weather, drying vegetation and attempts to 'clean up' by burning, can combine to cause damage to life and property if the appropriate cautionary measures are not taken.

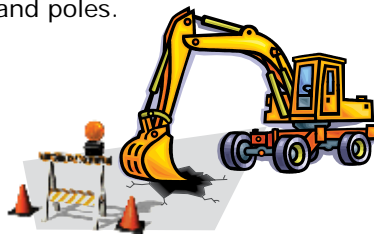
Here are some tips to guide you:

Construction safety

- Exercise extreme caution when carrying out repairs to your home or building that may require a person to come close to the Point of Entrance (POE). Contact T&TEC for a temporary disconnection before working close to your POE.



- When doing repairs and renovations keep ladders, scaffolding and all materials at least 15 feet away from electricity lines and poles.



- When carrying out underground works, contact T&TEC to ensure there are no underground conductors and cables, BEFORE digging.

Fire Safety

- Avoid lighting fires on windy days.
- Notify T&TEC when dead trees or overhanging limbs endanger electric wires.
- When cooking outdoors never leave open fires and barbecue grills unattended. If using charcoal or wood, make sure that the fire has been extinguished by soaking it with water before disposing of the coals.
- Cut back or remove any dry and dead plants or bushes around your home.
- Practice fire safety with your family. If you see suspicious fire or smoke, call the Fire Service at 999.

Flying kites

- Fly your kites in an open field away from electric power lines, installations and equipment.
- Do not try to remove a kite if it catches on an electric power line or power pole.
- Use dry string, never wire or metallic string.





Representatives from the various sports clubs go through their paces with eyes trained on the instructor (not seen).

Employees in aerobathon fun

Male competitors made a clean sweep of the top places for a second year in a row at the General Sports and Cultural Club's (GSCC) annual aerobic competition.

In true Trinbago time, the competition got off to a late start on February 8, but this did little to dissuade close to 100 participants, including family members, who were welcomed as first time participants. As they took

the Northern Area Sports Club floor, this inclusivity made a marked difference in the vibe of the competition. The energy of the little ones in front propelled the other family members into action, although some of them did not fare as well in mimicking the instructor's moves. As one participant admitted, "it was harder than I thought; keeping up with the footwork and coordination, but it was great fun."

After one hour and twenty minutes, Kevin Briceno, Eric Daniel and Keron James emerged first, second and third place winners respectively.

At the prize giving segment after the competition, a very pregnant Melissa Byer, Accountant-in-Training; received a special prize for the "Most Determined" entrant. And, in special recognition of the children's efforts, they too were presented with prizes.

The official GSCC results are as follows:

1st - Kevin Briceno (Eastern Area Sports Club)

2nd - Eric Daniel (Mt. Hope Sports Club)

3rd - Keron James (Tobago Sports Club)



The gentlemen in winners row (l-r): Eric Daniel, Kevin Briceno and Keron James

Age Categories:

Mr. Julien Brenton	-	17-25 (M) Winner (Penal T/F)
Ms. Aliyah Mohammed	-	17-25 (F) Winner (Mt. Hope Sports Club)
Mr. Kevin Briceno	-	26-35 (M) (Eastern Area Sports Club)
Ms. Ayesha Scott-Hinkson	-	26-35 (F) Winner (Northern Area Sports Club)
Ms. Eric Daniel	-	36-49 (M) Winner (Mt. Hope Sports Club)
Ms. Usha Ramcharan	-	36-49 (F) Winner (Northern Area Sports Club)
Mr. Cliff Ramsubag	-	50+ (M) Winner (Mt. Hope Sports Club)
Ms. Denise Thomas	-	50+ (F) Winner (Mt. Hope Sports Club)

Special Prizes

Ms. Salida Patrick

- Spouse

Mr. Nathaniel Kalicharan

- Child (12 yrs)

Ms. Aliyah Mohammed (Mt. Hope Sports Club)

- Most Energetic

Ms. Marisa Byer (Northern Area Sports Club)

- Most Determined



Even the kiddies had a great time.

Big night for T&TEC's sporting elite



T&TEC's sporting elite got together for their annual Presentation of Prizes and Awards ceremony on January 18. The 17th installation of the gala event recognised the best of the best in aerobics, table tennis, draughts, scrabble, cricket, football, pool, all-fours and even video gaming.

Hosted by the General Sports and Cultural Club, led by its new President, Cliff Ramsubag, it was a night of pride and splendor for

the 60 awardees and their guests at the Trinity College East, Trincity. It was also a night to acknowledge the past and present members of the GSCC Executive for their contribution to sports at T&TEC through the years.

T&TEC's Acting General Manager, Courtenay Mark, summed it up best when he applauded the GSCC for their tireless work over their 22-year history. "These employees have been the stimulus behind the evolution

of the diverse programme we enjoy," he said, "...so we thank them for giving freely of their time and talent to ensuring that sports and recreation activities remain at a high standard and hold the interest of participants and spectators alike."

In acknowledging the benefits of sports to work, he also assured everyone of the Commission's continued financial support to the GSCC's programme of events, which he "viewed as

Members of the Mount Hope Sports Club with their 2013 awards.





Strisand Murray, representing the Tobago Sports Club, receives the winning trophy for the 5-a-side Beach Football competition from the AGM Distribution, Rene Austin.



Northern Area Sports Club members in a celebratory mood with their trophies.

a necessary investment in employees' health, wellness and wellbeing."

Darren Ganga, former West Indies cricketer, national award winner and Sports Ambassador delivered the key note address. He focused on the importance of discipline in the realm of sport.

The speeches were followed by an evening of dancing with live entertainment provided by Samsara D Band.

T&TEC employee appointed to World Governing Body for Volleyball



Central Distribution Area's, Consumer Investigator Daymian Stewart was, in January, appointed a beach volleyball Technical Supervisor by the International Volleyball Federation, the world governing body for volleyball.

Following his appointment, Mr. Stewart told the Watts Happening that he was pleased to be given this "golden opportunity" to represent his country, adding that he was encouraged that "[his] work in sport has been recognised internationally."

Mr. Stewart is also the President of the Trinidad and Tobago Volleyball Federation, Executive Director of the Caribbean Zonal Volleyball Association and Beach Commission Member of north-central America and the Caribbean.

The act of giving continues into Christmas

2013 was punctuated by employees' participation in charitable activities geared towards improving the lives of others. In January, staff from Mount Hope contributed towards the refurbishment of Rainbow Rescue, a donation of \$50,000 to the HIV/ Aids education programmes and the hosting of eight homes as part of the Eid celebrations. In keeping with the season, this spirit of giving continued during the Christmas season as T&TEC employees reached out to the less fortunate. This time, the beneficiaries were a children's home, disadvantaged families and individuals.

Here are some examples of generosity by employees over the Yuletide Season. A few days before Christmas Day, on December 20, the Trainees from Penal Training Facility, and staff were joined by employees from the Communications and Protection and SCADA Departments to bring cheer to 15 children and staff of the Haven of Hope Home in Woodland, South Trinidad. Through their donations of \$3,712, the group purchased a double bunk bed with mattresses, a baby's high chair and tokens for the staff. The trainees also assisted with assembling the new items.

Thirty-two underprivileged families in communities all over the country, benefitted from hampers and toys when Mount Hope employees took on the role of Santa. The

project was sanctioned by General Manager, Kelvin Ramsook, who approved the donation of \$10,000 to purchase the items.

Some employees from Head Office (Port of Spain) spent a December afternoon on the streets of the city distributing foodstuff and toiletries to nineteen persons, including children. The items were collected from employees, via a Christmas charity box, over several weeks.



Penal Training Facility trainees work together to install the new double bunk bed at the Haven of Hope Home.

Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Amos Lynch	Maintenance Technician II	Transmission Maintenance
Andail Hackett	Administrative Assistant II	Corporate Secretary
Anderson Julien	Clerk II	Distribution East
Arlene Seales	Stenotypist	Chief Accountant
Brian Bachoo	Commercial Officer	Distribution South
Christa John	Stenotypist	Chief Accountant
Clifford Gray	Draughtsman II	Distribution North
Clyde Bridgemohan	Senior Instructor	Human Resources
Dakota Swanson	IS Technician I	Information Systems
Davita Lalchan	Clerk II	Distribution East
Donna Patrick	Stenotypist	Reg. Compliance & Consumer Stats.
Evrol Alexander	Linesman 'B'	Distribution Tobago
Fahim Mohammed	IS Technician I	Information Systems
Geeta Emrith	Clerk II	Distribution North
Ishwar Balgobin	Maintenance Technician II	Transmission Maintenance
Karianne Cassar	Senior Clerk	AGM- Administration
Keesha Brown-Andrews	Stenotypist	AGM – Finance
Marcel Gerald	Jointer 'C'	Distribution East
Naigum Joseph	Corporate Communication Asst. (Trv)	Distribution South
Nicole Ballantyne	Stenotypist	AGM – Finance
Nigel Campbell	Clerk II	Distribution East
Nigel Charles	Consumer Liaison Officer	Reg. Compliance & Consumer Stats.
Paula Cooper	Stenotypist	Corporate Secretary
Randolph Shipley	Driver – Lorry Loader/Lift Combination	Distribution South
Richard Taylor	Air Conditioning Attendant	Distribution Tobago
Shawn Mackhan	Maintenance Technician II	Transmission Maintenance
Suresh Rampersad	Maintenance Technician II	Transmission Maintenance
Utam Seepersad	Computer Operator I	Information Systems

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Aaron Boodram	Line Clearer	Distribution South
Alloy Bryce	Crew Foreman	Distribution Central
Annette James	Consumer Liaison Officer	Reg. Compliance & Consumer Stats.
Ashmeed Pooran	Driver – Aerial Lift Truck	Distribution South
Dennis Ramdial	Driver – Aerial Lift Truck	Distribution North
Elton Richardson	Maintenance Technician II	Distribution East
Fitz Gerald	Meter Reader	Distribution East
Gerald Perelion	Estate Constable	Security- Distribution South
Gerard Holder	Crew Foreman	Distribution Tobago
Hainsley Rahim	Linesman 'B' (Hotline)	Distribution Central
Jennilyn Hamblyn-Raphael	Human Resources Manager	Human Resources
Kathleen Boodhoo	Senior Cashier	Commercial
Lawrence Phillip	Estate Constable	Security – Distribution East
Michelle Mora	Subsection Leader	Distribution North
Peter Wilson	Driver - Dist. Line Truck	Distribution South
Raymond Lezama	Labourer	Distribution South
Stephen Gonzales	Driver – Aerial Lift Truck	Distribution Central
Steve Joseph	Substation Foreman	Distribution South
Valerie Carter	Draughtsman I	Distribution North
Zora Sahai	Commercial Officer	Distribution South

A few good things

Easter discoveries

The countdown to the Easter holidays is on. And while children look forward to carefree days free from school work, parents are usually more keen that the kids maintain some brain activity while having fun. So instead of the usual beach, camping or kite flying trip, exploring our islands are a fun, learning alternatives for families. Here are some suggestions...

In the North

Everyone is familiar with the Queen's Park Savannah, but other than during Carnival, how many of us actually visit this landmark to enjoy what it has to offer. Apart from the Emperor Valley Zoo and Botanical Gardens, the "Magnificent Seven" Queen's Royal College, Hayes Court, Milles Fleurs, Roomor, Archbishop's House, Whitehall and Stollmeyer's Castle on the western side, provide historical and architectural lessons that date back to colonial times.

If you walk a short distance just off the southern side of the Savannah, you will find the National Museum, Memorial Park and Cenotaph.



Queen's Park Savannah, Port of Spain



Grande Riviere

In the East

East Trinidad is home to many of the island's nature treasures. From the popular Lopinot Estate, with its river bathing and cave exploration; to Cleaver Woods, with its Amerindian museum and nature trails; it is also home to Grande Riviere, popular for turtle watching, hikes and snorkeling. For the scientist-at-heart look out for the annual NIHERST/NGC National Science Centre which offers hands-on-exhibits for both children and adults.

In Central

Central Trinidad is arguably the pulse of the country's Indian heritage. The Hanuman Temple and Dattatreya Yoga Centre is home to the mammoth statue of the Hindu God Hanuman and the Temple in the Sea, in Waterloo provides magnificent views of the Gulf of Paria.

For nature lovers, journey through the mangroves to see the national bird - the scarlet ibis - as they roost at the Caroni Bird Sanctuary; or take a scenic respite to Gran Couva to the wide array of flora, vast picnic and fishing areas of the La Vega Garden Centre.



Hanuman Temple, Waterloo



Wild Fowl Trust, Pointe-a-Pierre

In South

The southland is known as Trinidad's oil belt, but is also home to two of the island's natural wonders – the Pitch Lake in La Brea and the Devil's Woodyard and Mud Volcano in Hindustan. It is also home to the Wild Fowl Trust in Pointe-a-Pierre, a sanctuary for endangered waterfowl and eco lodge and the San Fernando Hill, now a national park.

In Tobago

Our sister isle is indeed a tropical paradise, but apart from having some of the Caribbean's best beaches, Tobago is visited for its historical landmarks, celebration of traditional festivals and eco trails.

Nature lovers, would enjoy hiking and bird watching at the Cuffie River Nature Retreat and Arnos Vale Sugar Estate or snorkeling, diving and game fishing at Speyside and Charlotteville or to learn about the island's history, at Forts King George and Milford, and end with a visit to the Kimme Museum.



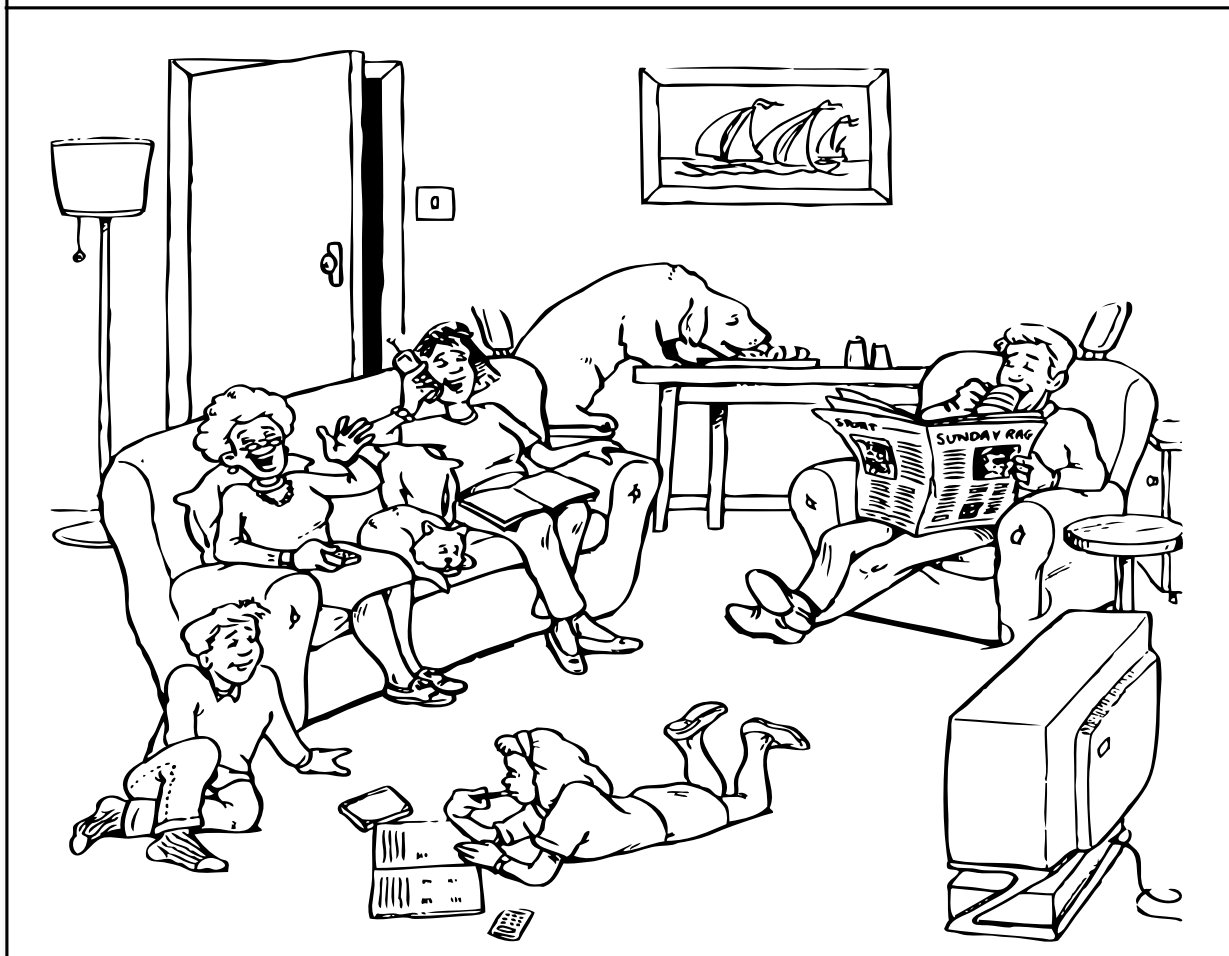
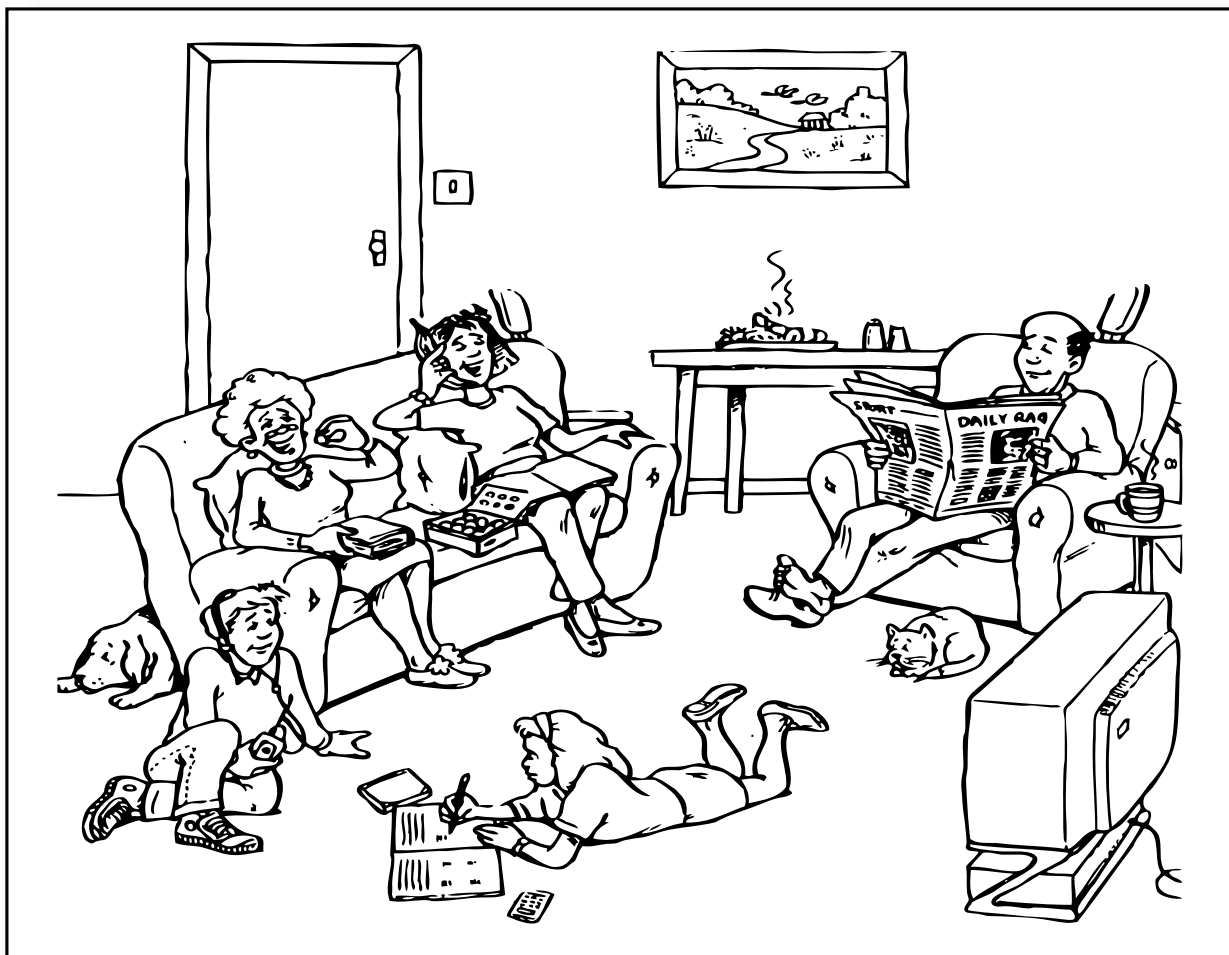
Pirate's Bay, Charlotteville, Tobago

There is so much to do and see. So go out and explore!

Spot 23

DAILY RAG

then
colour



make an



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What you'll need

Eggs
Newsprint
Egg dye
Paper towels
Birthday candles or crayons
Glue
Cotton balls
Brown paper
Black marker
Pipe cleaners

How to make it

Color hard-boiled eggs: Before you begin decorating, cover your worktable with newsprint. Set out plastic cups with assorted colours of prepared egg dye, either homemade (For each color, stir one cup of hot water and one teaspoon of white vinegar in a plastic cup. Then stir in 10 to 20 drops of concentrated food coloring) or store-bought. Have a roll of paper towels on hand and plenty of hard-boiled white eggs. Let the kids take turns submerging eggs into the dye until the eggs reach a desired shade. Gently blot excess dye with a paper towel. Set the eggs atop plastic bottle caps to dry. For eyes and spots, draw circles on the eggs with a birthday candle or crayon before submerging them in the dye.

Sheep: To make this brown egg in sheep's clothing, glue on cotton balls and brown paper ears. Draw on eyes with permanent black marker.

Craft Pipe Cleaner Legs:

Set the decorated animal on a pipe cleaner stand. To make one, bend a pipe cleaner into an oval and twist it closed, using the excess as a tail. Cut a second pipe cleaner in half. Wrap one half around the back of the oval to form the back legs; wrap the other half around the front to create the front legs. Bend the ends into feet.

Letters



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

January 29, 2014

Congratulations to your Staff for the incredible job they did on January 23, in restoring the electricity after the fire at the Westmoorings Substation. Thank you all for a job well done.

Sincerely
Cheridath Lawrie
Horizon Travel Services Ltd.

Kindly extend our appreciation to the crew from the San Fernando branch that assisted us last night.

Yours truly
Laureen Patihk

February 27, 2014

In an age where Customer Service has become a rarity, one must take the time to recognise excellence in Customer Service when it is demonstrated.

I take the opportunity to compliment the excellent service rendered by your staff and particularly Ms. Giselle Sealey on February 17, 2014.

Ms. Sealey deserves high praise for bringing to an end a long standing situation with T&TEC.

I was personally impressed with the way she kept staff motivated and focused on finding a solution. Such great customer service builds a greater merchant-client working relationship.

Thank you for the excellent service. I look forward to our continued good relations.

Sincerely

Michael Hamilton
Managing Director
Electronet Co. Ltd.

February 21st, 2014

Last night we experienced low voltage in the La Romaine area which resulted in only half of our house with electricity. We called T&TEC for assistance and the operator assured us that a crew will be dispatched immediately. Within half an hour we received a phone call from a member of the crew requesting directions, and soon after they were outside our house. My husband explained the problem and he was told to switch off the main breaker. In a matter of minutes electricity was restored to the entire house.

My husband was in full praise of the professionalism and courtesy that was extended by this crew. He commented on how thorough they were and made sure that everything was in full operation before they left.

I would like to take this opportunity to commend you and your team on your high level of customer service.

*Prayfully they give
thanks, imbued with
the light of the
holy spirit.*

*Celebrating another year
of freedom to worship...
Spiritual/Shouter
Baptist Liberation Day*



Mt. Zion #2 Spiritual
Baptist Church, Tunapuna

The power to make it work T&TEC

