



Watts Happening

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

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



A composite photo of the Control Board and a Feeder segment, modelled using the Geographical Information System (GIS) and SCADA system.
Stories on pages 6 and 12.

- New Substation opened in Tobago
- T&TEC hosts Emancipation and Eid Functions
- New Engineering Department creates synergy

Editorial

Better teams, better company

Our headline story on the new engineering department is a sound example of the wisdom of retooling systems to improve organizational efficiency. As acknowledged in the article, the new team's dynamic is working well; this speaks to the benefits of building better teams to increase productivity and workflow.

Productivity relies on motivation to be consistent and the engineering team is guided by the common goal of maintaining an efficient, optimized System, and keeping customers on supply. Simply put, keeping your collective eyes on the

prize is one of the best ways to ensure optimum output. Group focus can be derailed by individual agendas, but tools exist to assist in keeping the train on the rails. The University of California, San Francisco offers these guidelines to keep the team united and generate greater productivity:

- Consider each person's ideas as valuable.
- Be aware of unspoken feelings.
- Be clear when communicating.
- Practice sharing information.
- Make sure that you have a clear idea of what you need to accomplish.

This list is not exhaustive, but provides a good framework that can be easily adopted in any department.

In addition to motivation and increased productivity, the practice of team play can provide higher levels of job satisfaction and commitment; a climate of cooperation and collaborative problem-solving; improve trust among colleagues and yield better policies and procedures.

The impact is win-win for the individual and the organization.

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T&TEC completes first of three projects to improve reliability in Tobago



Even as T&TEC is conducting two major upgrade projects in southwest Tobago, it took the time to commission a third on the eve of Independence Day.

Phase one of the Studley Park Substation, which is positioned to benefit thousands of residents from Studley Park to Charlotteville, and Scarborough to Parlatuvier, was commissioned on Friday 30 August and immediately brought relief to residents. The newly energised 33kV-12000 6MVA transformer and two 12kV feeders

are intended to improve voltage and power quality and represent the first in a series of interventions to permanently improve the reliability of the electricity supply in those areas.

Guests at the ceremony included Government Ministers, representatives from the Tobago House of Assembly and the Board of T&TEC.

Chairman, Mrs. Susilla Ramkissoon-Mark, explained some of the pre-existing challenges on the circuit; "The windward circuit is the

Above: T&TEC's General Manager, Kelvin Ramsook, presses the switch to energise the 12 kV feeder. Looking on are Acting Minister of Public Utilities, Sen. the Hon. Marlene Coudray; T&TEC's Chairman, Susilla Ramkissoon-Mark; Member of Parliament for Tobago East, the Hon. Vernella Alleyne-Toppin; and Advisor to the Minister of Tobago Development, Stanley Beard.

longest 12kV feeder in the T&TEC system. The challenge with the length occurs because longer distances reduce control on the circuit and, also, the voltage is significantly lower at the end of it. This is apparent in voltage fluctuations and intermittent outages. The problems posed by terrain and distance are further

exacerbated by corrosive conditions, as found in Tobago."

The location of the new substation introduces more control on the circuit and improves voltage stability. Mrs. Ramkissoo-Mark assured of T&TEC's commitment to delivering the highest level of service to all of its customers, including Tobago, adding, "We are working around the clock to ensure this happens." She also commented on the efficiency of the project team who got the job done in a record 30 days and thanked them for their hard work. Speaking after the event, Area Manager Ganesh Narine said the substation is "the culmination of a super human effort on the part of the substation Senior Foreman and two crews, as well as, our welders, lines crews and cable crews." Overall more than 95 employees worked on the

project to ensure that it was done in record time.

In the feature address, Acting Minister of Public Utilities, Senator the Honourable Marlene Coudray, outlined the other major projects being conducted by T&TEC that would "give the main transmission system and distribution grid in Tobago a level of reliability and sturdiness that up to this point was not possible." The works, which are expected to be completed within weeks, include an upgrade of the Milford Bay Substation and construction of a second 66kV line between the substation and the Cove Power Station, and the switch over from diesel to natural gas at Cove. The switch to natural gas is expected to save T&TEC \$5M per month in fuel costs.

Supplementary projects that are also underway include the completion of three additional

12kV circuits from the Cove Substation and the re-engineering and upgrading of the circuit in north and north eastern Tobago.

Special mention was made of the Tobago House of Assembly's role in providing the land for building the Studley Park Substation.

T&TEC General Manager, Kelvin Ramsook, was candid in his comments about the electrical supply challenges being faced in Tobago. He singled out several customers in Charlotteville, calling them by name, as he apologised for their previous inconveniences. He was quick to reassure them however, that Distribution Tobago, and the Commission as a whole, was determined to right the situation. He also reminded everyone of the need to always be safety conscious when working with and around electricity.



The Studley Park Substation

Commissioners visit Cove Power Station



Dion Ewing, Electrical Engineer, far right, has the attention of (l-r) Member of Parliament for Tobago East, the Hon. Vernella Alleyne-Toppin; and Commissioners Moriba Kwamina, Carlyle Dick and Shaheed Mohammed while conducting the tour of the Cove Power Station. In the background are Area Manager – Tobago, Ganesh Narine and Manager – Distribution Planning and Support, Curvis Francois.

Newly appointed T&TEC Commissioners, Shaheed Mohammed and Carlyle Dick, along with reappointed Commissioners, Moriba Kwamina and Princess Smart were part of a familiarisation tour of the Cove Power Station, Tobago.

The visit, which also included the Honorable Vernella Alleyne-Toppin, Member of Parliament for Tobago East and Minister in the Ministry of the People and Social Development took place following the commissioning of the Studley Park Substation on August 30, 2013.

The Cove Power Station is a dual fired power generating station. It was commissioned on October 23, 2009 and has been operating with diesel fuel since.

At the time of the visit, the engines at the plant were being repaired for a planned fuel switch from diesel to natural gas. This project should be fully completed in September 2013. This change to a more environmentally friendly fuel will save the Commission \$5 million per month, with an expected project payback of eight months.

Engineering restructured to improve efficiency



Sean Mendonca, Shift Control Engineer, in the Control Room.

In a nutshell, synergy is the combination of efforts that is greater than the parts; improving operational efficiency, exploitation of opportunities and best use of resources. The end result is maximum productivity.

With this goal in mind, T&TEC on June 1 effected a decision to merge several operations into the newly-formed System Control and Generation Interface (SC&GI) Department.

The rationale for the merger of the existing Generation Interface, System Control and Distribution Control operations was to provide a more holistic approach to generation operations

and thus improve efficiency and cost-effectiveness in the purchase and use of bulk power. A previous organisational review had revealed this to be good business sense since bulk power purchase amounts to over half of the Commission's annual budget.

Trevor Babwah, Senior Engineer said "merging the different sections was easy, as it reflected a natural flow that already existed among these Departments." Under the new structure, Generation Interface will continue to manage the overall performance of our three power suppliers Trinity Power, PowerGen and Trinidad Generation

Unlimited, within the context of four Power Purchase Agreement contracts (PPAs), two of which are with Powergen. Management of fuel supplies at all power stations will also remain within the Department's portfolio.

More immediately, System Control, as part of their oversight of the national transmission system, is responsible for the hourly allocation of generation targets to each power station. Trevor Babwah describes generation allocation, as "a fine balancing act" between customers' needs and excess generation. "We do not want to engage machines to

provide power that will not be utilised, so our determination of daily generation is based on forecasted customer demands. Several variables affect this decision, among them T&TEC's maintenance plans and programmes."

As such, Control also remotely monitors and operates all transmission substations and transmission lines with the help of the Supervisory Control and Data Acquisition (SCADA) system, which provides real-time display of equipment status and enables prompt responses to changing system conditions, facilitating field operations and support for ongoing safety initiatives.

The section also serves as the central coordination point for all maintenance and construction-related switching, and works closely with Transmission Division personnel to ensure safe completion of transmission system upgrades and modifications.

Similarly, Distribution Control (see side bar) monitors the Commission's distribution installations (12kV and below) using SCADA to support safe maintenance work on distribution boards and overhead lines by the Distribution Division.

This interactive flow of information between the sections provides the basis for efficiently balancing the constraints of the system while minimising customers' disruptions.

The new System Control and Generation Interface Department is charged with coordinating these responsibilities.

Allen Clarke, SC&GI Manager, is confident that the merger of resources within the new Department will allow more stringent monitoring of generation operations under the PPAs. He predicted that "closer interaction with generation suppliers and appropriate preventative measures will result in improved technical efficiencies and a win-win outcome for everyone."

The end goal of the 24-hour-a-day efforts is to support Trinidad and Tobago's national development and standard of living by ensuring that the Commission's 440,000 customers are served continuously with a reliable, high-quality supply of electricity.

An update on Distribution Automation

The implementation of Distribution Control began in 2010 with a pilot project in the Borough of Arima. Since then this project has been expanded to encompass several hundred feeders across the country and is now 55% complete.

Distribution Control operates a separate SCADA system which relies on T&TEC's extensive fibre optic and microwave communications network to receive data from SCADA-ready substation and feeder equipment.

While Distribution Control is specific to distribution operations, it is also synchronized with System Control. The automation system provides advantages for field employees and ultimately, T&TEC's customers. Among these is improved fault location time; reduced outage extent for customers by sectioning off affected feeders; remote assisted switching; and centralized monitoring of distribution equipment which allows for more efficient optimal usage.

Senior Appointments

Appointment of Commissioner



Princess Theodora Smart was re-appointed to T&TEC's Board of Commissioners on July 1, 2013.

Ms. Smart is a well respected community leader in the Success Laventille area. Her involvement in community affairs includes working with Non-Governmental Organisations, self-help ventures and welfare services.

Ms. Smart is the eighth person to be appointed to the Board. The other eight Commissioners were appointed on May 1, 2013 and were highlighted in the last edition of Watts Happening.

Executive Appointments



Frank Chatee is the Manager of the Public Lighting Department. This appointment was effective from June 1, 2013.

An Electrical Engineer with T&TEC for more than 28 years, Mr. Chatee joined the Commission after completion of the Engineer-in-Training programme in 1983.

His first posting as Engineer II was at Distribution Tobago, subsequent promotions saw him move to the Protection and SCADA Department and Distribution East. In 2001, he was promoted to Technical

Assistant I in Distribution East. After several stints as Acting Assistant Area Manager, at Distribution East and South, Mr. Chatee was confirmed as Assistant Area Manager in 2006 and assigned to Distribution Central. He was transferred to act as the head of the Public Lighting Department until his recent confirmation in this position.

Mr. Chatee has participated in several training programmes including Global Leadership Challenge, Work Re-Design and Industrial Relations for Manager.



Allen Clarke is the new Manager of the Systems Control and Generation Interface Department. This appointment is effective June 1.

Prior to this appointment Mr. Clarke was the Senior Engineer - Planning in the System Planning and Control Department. A position he held since September 2012.

Mr. Clarke joined T&TEC in 1982 as an Engineer-in-Training. He was promoted to Engineer II in 1984, Technical

Assistant II in 1990 and Senior Engineer in 1995, before taking up his former position, he also worked in the Office of the Assistant General Manager - Engineering.

Mr. Clarke holds a BSc in Engineering and is a member of the Board of Engineering. During his 31 years at T&TEC, he has attended several courses and seminars including Top Down Requirement Analysis and Electric Utilities Rate making Seminar.



Ashmeed Ali, an Electrical and Computer Engineer with over 16 years experience, was promoted to Assistant Area Manager from June 1, 2013. He is assigned to Distribution East.

Mr. Ali joined T&TEC's Engineer-in-Training programme in 1995. Upon completion, he was appointed Engineer II at Distribution East. After ten years and

several promotions in this Area, Mr. Ali was assigned to the Transmission Maintenance Department as a Senior Engineer.

Over his tenure at T&TEC, Mr. Ali has completed training courses and programmes including Contracting and Negotiating Skills, Leadership, Work Re-Design and Project Management.



Kenrick Nigel Bobb was appointed to Assistant Area Manager from January 7, 2013. He is assigned to Distribution North and holds a BSc in Electrical and Computer Engineering, a MSc in Energy Systems and an EMBA, the latter two degrees with Distinctions.

Before his promotion, Mr. Bobb was the Senior Engineer in the Metering Department. He joined T&TEC in 1994 after completing the Engineers-

in-Training Programme. Mr. Bobb spent 12 years in various progressive positions in the Protection and SCADA Department before his re-assignment to the Metering Department in 2006.

Mr. Bobb has completed additional training in Project Management, Reliability Centered Maintenance and the Analysis and Protection of Power Systems, among others.

T&TEC reports to Parliament

Senior officials from T&TEC, including Chairman Susilla Ramkissoon-Mark and General Manager, Kelvin Ramsook appeared before two Parliamentary committees, the Joint Select Committee (JSC) and the Public Accounts Committee (PAC) on June 21 and July 2 respectively.

The T&TEC team addressed several areas of public interest raised by Committee Members. At the JSC appearance, one of these was the pros and cons of overhead and underground lines. Mr. Ramsook explained that T&TEC encourages housing developers to use the underground option, which is supported by a capital contribution, and is considered a safer and more aesthetically pleasing option than overhead lines.

On the future electricity needs for the country, Assistant General Manager - Engineering, Courtenay Mark said that T&TEC is already working on 2018 projections for growth, which considers factors such as load forecasting, trend

analysis and policy for reserve generation, usually using a margin of 25% above present demand.

During the PAC appearance, while clarifying electricity rates, including those related to Non-Governmental Organisations, community centers, churches and schools, Mr. Ramsook informed that rates are approved by the Regulated Industries Commission, not T&TEC. These are generally based on consumption, and are categorised as residential, commercial or industrial customers.

In response to the topical issue of re-imbursement to customers for faults on equipment and appliances, caused by outages and low voltages, reference was made to the Electricity Supply Rules. Mr. Ramsook informed that T&TEC Act Chapter 54:70 Section 49 (3), clearly indicates the conditions under which the



Commission can be held liable for compensation for damage to appliances. He stated that the Commission will not accept liability for damage due, inter alia, avoidable incidents, overloading and unauthorised connections. He explained that the Commission's standard voltage on the low voltage side is 115/230 plus or minus 6%.

Variation in the voltage may occur for periods of transient faults for milliseconds, which appliances are designed to withstand. Transient are common factors on all electrical grids. To that end, the public was reminded to take appropriate measures to protect sensitive equipment

by using approved protective devices.

Mr. Ramsook also noted that the Risk and Insurance Development has the responsibility for processing customers' damaged appliance claims, including responses to customers.

Role and function of Parliamentary Committees

Special and Joint Select Committees, Legislative Committees

Trinidad and Tobago's Standing orders allow for the establishment of Special and Joint Select Committees to consider and report on important issues. Such issues may be legislative, financial or investigatory and once the Committee has reported to Parliament, the life of the Committee comes to an end.

By Standing Order 83 of the House of Representatives and 76 of the Senate, the

Houses have delegated their powers to 'send for persons, papers and records' to their Committees...."

The operational procedures of these Select Committees allow them wide powers to fully consider their mandates and facilitate an interaction between Members of Parliament and Government officials, interested parties, legal and other professional associations and the general public in deliberations on a wide variety of subjects.

Committees fall into three broad categories as follows:-

1. Those of a general nature concerned mainly with the organisation and powers of the House;
2. Those assisting the House in its legislative and policy-making functions; and
3. Those which act as "watch dogs" over the Executive.

Watchdog Committees

The Constitution of the Republic of Trinidad and Tobago establishes the Public Accounts Committee (PAC)

and the Public Accounts Enterprises Committee (PAEC). These Committees, in respective order, are charged with the responsibility to examine the appropriation accounts of moneys granted by Parliament to meet the public expenditure of Trinidad and Tobago and to examine the audited accounts of all State Enterprises that are owned or controlled by the State.

The PAC therefore examines the audited accounts of Government Ministries and Departments, paying close attention to the comments made by the Auditor General which relate to financial management.

Parliamentary Committee meetings are usually broadcasted live on the Parliamentary Channel.

Taken from the Parliament website:

www.ttparliament.org

T&TEC co-hosts CARILEC conference

Carilec had the assistance of T&TEC, PowerGen and Trinity Power to host its 2013 CARILEC Caribbean Utilities Engineering and Geographic Information System (GIS) Conference from 28 to 31 July in Port of Spain.

Themed "Building Synergies, Leveraging Technology", the event was attended by over 200 utility executives and engineers from 29 countries and was held at the Hyatt Regency Trinidad over four days.

CARILEC, the Caribbean Electric Utility Corporation, is an association of electricity utilities and industry partners operating in the Caribbean. Leading the T&TEC team was Acting General Manager, Courtenay Mark. Several engineers were also part of the official T&TEC delegation while GIS staff provided volunteer support.

T&TEC's Thomas Inkim, Manager, Protection and SCADA and Software Developer I, Farrell Christopher, were among the conference presenters.



Delegates at the CARILEC Caribbean Utilities Engineering and Geographic Information System (GIS) Conference

Mr. Inkim's presentation on 'Reliability in T&TEC' outlined how systems are designed and operated to monitor and ensure reliability at T&TEC. He described the transmission/generation interdependency process and spoke of contingencies and operational system adjustments undertaken to sustain limits on all system voltages.

Mr. Christopher's 20-minute presentation, 'Leveraging the power of GIS at T&TEC,' gave an overview of the Commission's implementation of the Geographic Information System (GIS).

Giving the historical context, he explained that significant headway has been made since the project started in 2008, towards integrating GIS with other enterprise applications, with benefits to the Commission from the use of geospatial services. Mr. Christopher went on to outline the three phases of T&TEC's spatial development plan, explaining the interconnectivity of each application including the Outage Management System, the Trouble Reporting Programme, the Customer Information System and the Vehicle Tracking System.

Mr. Christopher moderated four sessions on the programme. Curvis Francois, Manager, Distribution Support, moderated two sessions - Data Management for Monitoring and Assessing

the Performance of Transformers.

The conference ended in high praise from participants for the presenters and organisers.

What is GIS?

GIS is a method by which utilities, in this case, T&TEC, capture, store, manipulate, analyse and manage geospatially referenced information about their assets. It contains a model of the circuit topology where assets are located and how they are interconnected.

Senior Foremen and Field Supervisors undergo training

T&TEC's Senior Foremen and Field Supervisors are being equipped with the knowledge, skills and attitudes necessary to competently build and lead productive work teams. This is the expectation after they complete a six-week Senior Foreman-in-Training and one-year Field Supervisor-in-Training programmes.

Assistant General Manager – Distribution, Rene Austin, who was present on the first day of training at the Port-of-Spain Training Facility, spoke candidly to participants, pointing out the importance of safety and the need to take their instructions very seriously in light of the huge responsibilities they bear.

Sessions with the 15 Senior Foremen-in-Training and 8 Field Supervisors-in-Training will cover topics such as managing accident/near-miss scenes, job costing, OSH compliance, report writing and leadership and team building, all of which will help them efficiently and safely operate and maintain



Rene Austin, T&TEC's AGM – Distribution, as he spoke to participants on the first day of training.

T&TEC's distribution infrastructure.

The Commission expects to repeat these programmes next year as it moves forward with its succession planning policy.

Customer appreciation with a difference

A three-week promotion where customers were encouraged to sign up for T&TEC's latest customer service initiative, the Customer Web Access (CWA), came to an exciting end on July 26, Customer Appreciation Day.

The mix of the two events made for an appreciation day with a difference. On that day, customers who paid their bill in full at any of T&TEC's 17 service centres were presented with customary tokens of appreciation. It was also the last day for the CWA promotion and all customers were encouraged to sign up for a last ditch chance to win the last weekly prize or a grand prize.

According to Commercial Manager, Irwin Thompson,

"...the activities coincided to keep the focus on our customers and increase their awareness of the new service."

Over 800 customers signed up for the service during the promotion and 25 lucky customers in all received prizes. Nerina Garcia-Ramsammy of the Information Services Department was named the winner of a separate employee competition. The grand prize public winners were announced as:

1st place – Janice Baksh

2nd place – James Chang Kit

3rd place – Brian Benjamin

Also receiving accolades and prizes was the Distribution Northern Area for signing up the most customers, 288 in

About the CWA

The Customer Web Access service was launched on February 1, 2013. It is a service which allows customers to manage their T&TEC accounts online. Once registered for the service, customers can access information on their account such as bill balances, due dates, electricity consumption and bill payment histories; and request services and update their personal information.

all, for the CWA promotion. This team was the recipient of an office pizza lime for their hard work.

Below: Annabelle Brasnell, T&TEC's Corporate Communication Manager; Irwin Thompson, Commercial Manager and Charlene John, Senior Commercial Officer, with the winners of the CWA promotion.



Making a difference, more recreation grounds lit



Residents of Morne Diablo, surround the Prime Minister, the Honourable Kamla Persad-Bissessar, as she prepares to switch on the lights to their Ground.



The Prime Minister greets players before the first game under lights at the Dil Mohammed Recreation Ground.

The illumination of recreation grounds at Dil Mohammed and Morne Diablo signaled a new and positive beginning for these two Penal communities and the Prime Minister, the Honourable Kamla Persad-Bissessar was present to mark the occasion with residents. The double-header ceremonies took place on August 27 at the grounds.

The Prime Minister was the key speaker at both functions which was attended by Parliamentarians, Councillors and villagers.

Speaking at the first ceremony at Morne Diablo, T&TEC's Chairman, Susilla Ramkissoon-Mark told residents that the new lights are "another example of providing benefits across the country, that allow T&TEC

to meet its developmental objective, while at the same time, expanding sporting and recreational options."

The second recreation ground at Dil Mohammed was illuminated in a similar manner about an hour and a half later. Referring to the Ryan report on "Young Males and Crime," the Prime Minister, who is also Member of Parliament for the area, said that recreation facilities were being lit across the country to provide youths with an alternative to crime. She told the crowd, which included members of the Morne Diablo Village Council and the Guava Whip Football Club, that sports offer positive opportunities that contribute to the development of communities

and the society at large.

The Prime Minister, surrounded by children and other dignitaries, had the honour of officially switching on the lights to illuminate the two grounds. She also took the time to speak with players of the teams that played exhibition matches after.

The grounds were the fifth and sixth of seven which were illuminated for this quarter, July to September. The other grounds are Guaracara Recreation Ground, Tabaquite; Talparo Recreation Ground; Mulchan Seuchan Recreation Ground, Waterloo; Ato Boldon Recreation Ground, Santa Cruz and Henry Street Recreation Ground, Trincity.

Kids, parents, reminded about the value of education

It has been spoken about, even sung about and, as the speakers at this year's Secondary Entrance Assessment (S.E.A.) Awards reminded guests, "to earn tomorrow you have to learn today."

The value of a strong education was repeatedly articulated at the sixth installment of T&TEC's S.E.A. Awards, which took place on Friday, 23 August at the Northern Area Sports Club. Themed, Passport to your Future, the event honoured

the success of almost 100 children of T&TEC employees.

Feature speaker, Minister of Public Utilities, the Honourable Nizam Baksh, quoted Nelson Mandela saying, "Education is the most powerful weapon which you can use to change the world." He told the children that "it can be as simple as working with an organisation in aid of a worthy cause... [or] starting a business that meets a certain need in your community. However we do it, changing the world is

something that we must all aspire to."

The spotlight on education began with T&TEC's General Manager, Kelvin Ramsook in his welcome remarks. While encouraging the students to "go over, go under, go through, but never give up," he told them that education was a way to get out of challenges like poverty and to build a strong foundation for life.

T&TEC's Chairman, Susilla Ramkissoo-Mark, in

Below: Proud parents take in the proceedings.



extending her congratulations to all students "on a job well done," expressed that the Commission was happy to "publicly applaud your efforts and show you that regardless of the school you are placed in, your composite score or percentile rank, we are proud of you."

Also included in the programme was motivational speaker, Don La Foucade, who delivered an engaging presentation that covered topics ranging from how to dress to impress, to the use of music as a means of improving their lives. As he gave a personal account of his experience growing up, "it matters not where you come from, it matters where you are going."

In between the speeches were performances by Derron Sandy, a spoken word artiste of The 2 Cents Movement, who did two thought-provoking items; and singer Avinash Maharaj, of the T&TEC Gayatones, who delivered two popular renditions. At the end of the programme, each child received units valued at \$1200 from the Unit Trust Corporation.



The Minister of Public Utilities, the Hon. Nizam Baksh; T&TEC's Chairman, Susilla Ramkissoo-Mark; and T&TEC's General Manager, Kelvin Ramsook, with T&TEC's top performing SEA girl, Sarah-Lee Kassie, daughter of Ramesh Kassie, Security Officer attached to Mt. Hope. Missing is top performing SEA boy, Malik Stafford, son of Orie Taylor, Corporate Communications Assistant of Distribution North.

Happy Birthday to a T&TEC centenarian

Mr. Alfred Olton, ex-employee and T&TEC pensioner, celebrated his centennial birthday on September 11 with family and friends, and a spectacular birthday cake from the T&TEC Family!

Mr. Olton worked at the Commission's Northern Area for thirty-two years. Judging from the copies of Watts Happening near his coffee table, Mr. Olton's interest in the organisation has not waned!

At 100 years old, Mr. Olton remains a live wire, telling jokes, making up rhymes

and delivering a mean extempo.

Congratulations Mr. Olton on this very special birthday!



Emancipation competition showcased "D African in we"



Left: Employees of Distribution East perform their routine for the dance segment of the competition.

Infectious African music filled the auditorium at Trinity College East, as the T&TEC African Emancipation Committee brought the curtains down on their 2013 Emancipation celebrations with a highly entertaining gala talent competition on August 17.

Spectators, including the General Manager, Kelvin Ramsook and Chief Alagba Agbayegun Ifa Tayese who performed the libation, were treated to the best of African talent within the Commission from performances by employees representing T&TEC's Areas/locations.

Drummers summoned the spirit of the ancestors at the start of the competition, with the rhythms of the bele and

calypso drawing all to the action on stage. Talented employees competed in five categories – calypso, song, dance, drums and pan – that showcased the theme, "D African in We."

Once the contest began, it was a steady flow of music and dance to satisfy the audience's appetite for African entertainment. Crowd favourites included Distribution Tobago's Michael Jackson-inspired performance in the African song category, and a polished presentation by Mt. Hope in the dance category that belied the fact that they were employees, not professional dancers.

In the calypso segment, in house calypso bards revealed their stage dynamism in

the artform. Calypsos also featured in the pan segment as many employees selected to play calypso medleys to show off their musical aptitude on the national instrument.

In the end, Distribution Tobago proved the most outstanding area, winning three out of the five categories – drums, featuring a five-piece ensemble; pan, with pannist Michael Toby and calypso done by Dionne Nicola Philip. Tobago also took second place in the song and dance categories, won by Joy Wilson-Peterson of Distribution South and Mt. Hope, respectively.

Other activities of the committee after the launch on July 18, were the customary panel discussion on July 25 and a novel event in Tobago on August 8 – an Emancipation Seaside Village showcasing African arts and crafts and talent.

Doing our part to improve the lives of others

"The act of giving charity lies at the heart of Islam ...in order to alleviate poverty and suffering," T&TEC Commissioner, Shaheed Mohammed told guests at T&TEC's annual Eid celebrations. He noted that this philosophy had inspired the Commission's Islamic Committee in selecting the theme for this year, "Embracing and Enhancing Communities."

The celebrations were held on Saturday 7, September at the ASJA Markaz compound, which was transformed for the occasion with a petting zoo, bouncy castles, face painting, health clinic, mehindi art and other activities.

The atmosphere was festive but subdued in keeping with the religious tone of the event. Nevertheless, residents of some of the eight institutions, which were adopted by teams of T&TEC employees as part of their charitable projects, were present to enjoy the festivities, as they ran from one activity to another, fueled by abundant snacks. At their homes, the living conditions have been vastly improved due to the funding of T&TEC and the work of volunteer employees.

Remarks by the Honourable Nizam Baksh, Minister of Public Utilities and



Guests participating in some of the activities

Commissioner Mohammed, both members of the Islamic faith, expounded on teachings from the Quran. They urged everyone, especially the volunteers, to continue to give to the poor and help those in need, to continue to give of time and goodwill to their fellowman. In the same vein, Brother Amir Khan, employee and feature speaker, told the guests that by doing so "we will help to brighten the lives of others and the world".

T&TEC's General Manager, Kelvin Ramsook congratulated the Islamic Committee, led by Chairman Haseeb Ali, and thanked them for assisting in the Commission's efforts to give back to the communities it operates in.

The evening ended with dinner for all guests and more games for the children.

The full list of institutions are:

- Sunny Vale in Aranguez - a home for persons with cerebral palsy and senior citizens;
- Charis Christian Academy for Autistic children in Trincity;
- Datta Home for the Aged in Arima;
- Chaguanas Old Age Home;
- Two underprivileged families in Penal;
- Islamic Home for the Aged in Hindustan which cares for mentally challenged persons;
- Ezekiel Home for Abandoned Children in Couva
- Marie's Home for the Aged in Spring Garden, Tobago.

Extra hands are always welcomed, so anyone wishing to help, please contact Haseeb Ali at the Registry Section, Head Office.

Employee Profiles

Darriel Mungal



Darriel Mungal, Senior Instructor at the Penal Technical Training Facility was the recipient of one of the Human Resources Division's Best Performing Employee Awards for 2012.

Considered the 'newcomer' among Instructors, Mr. Mungal joined T&TEC eight years ago when the technical training programme was going through a renaissance. He remembers "This was a hectic time; I had to set up and acquaint myself with new equipment in preparation for an intake of trainees."

In 2005, the Penal Training Facility (formerly called the Penal Trade School) was the first of the three T&TEC facilities to utilise the restructured and

upgraded competence-based training programme. Of his experience at that time, Mr. Mungal said "I was proud to be a part of this historic event and to teach under a new curriculum... specially designed to meet the objectives of the Commission. It is the reason I joined the Commission. "

Mr. Mungal holds a Bachelors Degree in Engineering and a Diploma in Mechanical Engineering Technology. He is also a former instructor at the Metal Industries Company Limited. This combination of training and experience has aided Mr. Mungal in providing a good training base for substation electricians. He views his job as dynamic, since "substations are functionally the same but operationally different."

Mr. Mungal has always been interested in teaching and is not daunted by the challenges that each class brings, "Dealing with different personalities can test you, but it is never boring. At the Training Facilities, I am responsible for providing the knowledge

to shape the Trainees into accomplishing the mission."

As a Senior Instructor, Mr. Mungal contributes to the development of the T&TEC trainee, from the day they enter to completion of the training programme. Trainees enter four months of core training and then specialise in one of two areas, either substation electrician or linesman. After seven months, trainees 'go into the field', at which time Mr. Mungal's involvement might lessen, but not diminish. "It's a proud moment to see the young people graduate and get into the work stream of T&TEC," Mr. Mungal said.

In response to being named a Best Performing Employee, Mr. Mungal said, "It is good to be recognised, but I do what comes naturally to me, I like working with young people. I like to teach, this is my motivation."

Dexter Delancy



Humble and hardworking are words that are instrumental in shaping the life and career of Dexter Delancy, Stores Assistant at T&TEC.

Watts Happening met with Mr. Delancy, a Tobagonian with over 28 years service, at Distribution Tobago's area office in Scarborough. The visit gave him a welcomed break from the noisy Cove Power Station where he is assigned to the Stores Department.

At Cove, one of his main duties is to receive the diesel supply from National Petroleum and new lube oil for the power station machinery. Although the power station is transitioning

from diesel to natural gas, these tasks still occupy a substantive amount of his attention as diesel will continue as the backup fuel supply. Mr. Delancy also receives materials like engine parts and personal protective equipment supplies and monitors levels of waste oil collected in the 'oily-water' tank to avoid environmental leaks.

To some, the workload may seem substantial, but for Mr. Delancy, it is all about how you apply yourself. "I try to draw on my strengths and let my work speak for itself," he said, "so although I may have weaknesses in one area, I won't let it stop me from being the best employee I can be."

This pragmatic approach to work has certainly positioned him for a long, fruitful career in the Commission, which started in 1984 as a Labourer in the Mechanical Department. Two years later, he was assigned to the Stores Department before being promoted to

Dispatcher, then again to his current position of Stores Assistant. He has also acted as Storekeeper I.

A product of the Tobago Training Facility, Mr. Delancy acknowledges the support of past and present employees in his T&TEC journey, "These people have taught me financial responsibility, to be humble, appreciate people, tell the truth and to be God-fearing. They helped shape me into the man I am today."

Dexter Delancy, one of Distribution Tobago's Best Performing Employees for 2012, has been able to successfully merge his commitment to his job with his priorities at home. Always upbeat and singing, he said with a smile, "The sacrifice has paid off."

T&TEC Nada Sangama trains a new generation



Young players go through their paces

Twelve young players are benefiting from pan classes courtesy T&TEC's Nada Sangama Steel Orchestra as part of the band's strategy to cater for the future generation of pan players.

According to Band Manager, Antony Ramnarine, the free Saturday classes started in March this year with eight young people, ranging from ages six to twelve, solicited from the neighbourhoods in the orchestra's home base

in Tunapuna. Since then, "there has been a continuous increase in numbers and class hours," Mr. Ramnarine said.

The young players are tutored by Ralph Winters, a University of Trinidad and Tobago graduate in pan music and utilise the instruments provided by sponsor T&TEC.

The programme is open to all young people interested in

learning to play the national instrument and becoming a part of an orchestra that is known for its musical diversity.

And your word is....

T&TEC TAHSO hosts spelling bee

It's a word used by the military, meaning "temporary living quarters specially built by the army for soldiers". But how do you spell it? For young Shanifa, a finalist in the eleven to thirteen age category at T&TEC Tropical Angel Harps Steel Orchestra's annual spelling bee on July 21, it was a difficult task and, after several failed attempts at trying the phonetic spelling based on the announcer's repeated pronunciation, she asked, smiling, politely "can you spell the word please?" The laughter from the audience and judges broke the tension as Shanifa was knocked out of the competition, but the respite was welcomed.

This seventh installation of the competition, held at the pan theatre in Enterprise, Chaguanas was a two-day affair where over 100 children vied to be one of 10 finalists in the four age categories. Each year, former teachers from the community give of their time to develop the spellings lists and judge the competition, assisted by senior band members. It's



A participant in the six to seven category gives her best shot during the competition.

clearly a labour of love as they patiently guide the children through the rounds. As band manager, Clarry Benn explained, the event is eagerly anticipated by the children and their parents, especially since it provides a positive outlet for the children in this maligned community. All participants received a certificate and school supplies and each winner received a trophy and cash prize.

At the finals, competitors solemnly took their seats in front the judges in response to their name being called, then each stood at the microphone to spell their

given word. The six to seven age category, went 19 rounds as they sped through words ranging in difficulty from 'because' to 'Longdenville'. They eventually ended the rounds with words from the more difficult supplemental list. With one round less, the eight to ten-year category, tested their ability to spell words like spores, semitone, larynx and Dimanche Gras.

Occasionally, a quick glance of triumph would pass between spectating parent and child after they correctly spelled a word. The low moments came when nerves

continued on page 24

And your word is....

T&TEC TAHSO hosts spelling bee (cont'd)

overcame some and they froze or broke down in tears after misspelling a word. But, with two minutes to try to get the correct spelling, each competitor had a good chance at the prize.

As the competitors got older their confidence was more apparent, and in the eleven to thirteen age category none of the 10 finalists sought validation from the audience as they went through

derelict, epidemiologist, chrysanthemum and other "harder" words. By the time the fourteen to seventeen year-olds met the judges the words tested some of their efforts to "sound it out" and resulted in some stumbling on ones like coccyx, dactyl, and coiffure. In the end it came down to Antonio and Nyoka and the words leucocytes and mellifluous. The tussle with the words went for almost the fully

allotted time but as Nyoka timed out, Antonio topped the round, spelling mellifluous correctly.

Now, how do you spell that military word? B-i-v-o-u-a-c! (pronounced bi-voo,ak or biv,wak)



T&TEC mourns the passing of Ralph Quashie

School Instructor, earning him the nickname "Teach."

Mr. Quashie left to mourn his wife, Joanne, daughter Karimah and son Kereem.

Those who loved him filled the Montrose Wesleyan Holiness Church to capacity at his funeral service on July 2.

Friend, Ruthvin 'Charlo' Charles, paid tribute to the chief organiser for most of their 'limes' and a man who was 'master of his trade' at T&TEC.

T&TEC's General Manager, Kelvin Ramsook, who worked with both the senior and junior Quashies, was unable to attend the service, but in a message from him, read by Corporate Communications Manager, Annabelle Brasnell, he said that "Ralph Quashie will always be remembered for his hard work in the training facility for many years to come."

May Ralph Quashie, a man of many hats; rest in Peace.

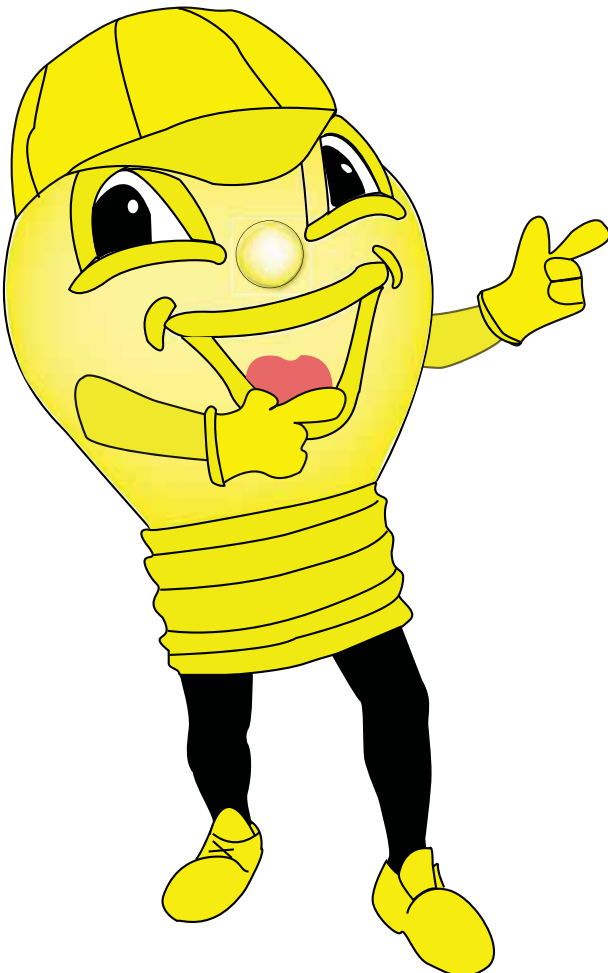
T&TEC mourns the passing of Consumer Investigator, Ralph Andrew Quashie, who departed this life under tragic circumstances on June 25, 2013.

Mr. Quashie was a T&TEC stalwart, having spent over 36 years at the Commission. He was a former Trade

WATTY says

Here are some energy-saving tips that will reduce your electricity usage, save you money and contribute to the protection of mother earth and the environment.

- **Lights out** – make sure you always turn the light off when you are the last one to leave a room at home or school.
- **Pack an 'Eco' Lunch** - Pack your lunch using reusable containers instead of plastic wrappers or bags.
- **Turn, turn, turn** – Turn off and unplug stereos, radios, TVs, DVDs, and audio systems when you leave for long periods of time. These appliances have a standby function that uses energy even when they are turned off.
- **Game Over** – make sure your video games and computers are off before you leave the house. These electronic devices use a lot of energy.



- **Smart Supplies** – at school, use both sides of the paper. Also use supplies that are made from recyclable material.
- **Trash, Trash** – Remember the three "R's" – Reduce, Reuse, Recycle. Put bottles, newspapers and soft drink cans in your recycling bins.
- **Be a smart shopper** – when you are out shopping with an adult, look for items that have a recycle logo or have an energy star.
- **Decide before you open** – Decide what you want from the refrigerator or freezer before you open them so you won't waste electricity with the doors open while you decide.
- **Light up smarter** - Use one large light bulb instead of a few small ones - 100 watt bulbs uses less energy than two 60 watt bulbs.

Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME	POSITION	AREA/ DEPARTMENT
Ainsley Jackman	Field Controller	Distribution Central
Alvin Ramsingh	Maintenance Technician II	Distribution South
Anderson Rojas	Customer Services Officer	Distribution North
Andy Khan	Crew Foreman	Distribution South
Ashram Sankar	Senior Foreman-In-Training	Human Resources
Augustus Thompson	Crew Foreman	Distribution South
Azaad Mohammed	Senior Foreman-In-Training	Human Resources
Balram Jaikaran	Ganger	Supplies
Barry Nunes	Maintenance Technician II	Distribution North
Bernard Lewis	Crew Foreman	Distribution South
Brent Tobias	Linesman 'B' (Hotline)	Distribution East
Chris Seemungal	Senior Foreman-In-Training	Human Resources
Christopher Goodridge	Maintenance Technician II	Distribution North
Clive Scantleberry	Senior Foreman-In-Training	Human Resources
Curtis Ellis	Crew Foreman	Distribution South
Darin Boochoon	Technical Assistant III	Communications
Denroy Peters	Senior Foreman-In-Training	Distribution North
Desmond Marshall	Crew Foreman	Distribution South
Edward Clarke	System Control & Generation Interface Manager	System Control & Generation Interface
Felix Coryat	Substation Foreman	Distribution East
Francis Villafana	Maintenance Technician II	Distribution North
Ghansham Deepoo	Senior Foreman-In-Training	Human Resources
Hemant Dharamdass	Internal Audit Assistant	Internal Audit
Jason Chin Sang	Technical Assistant II	Protection & SCADA
John Deyalsingh	Cable Supervisor	Distribution North
Junior Baptiste	Electrician 'A'	Distribution East
Justin Lee Son	Maintenance Technician II	Distribution North
Karryl Jeffrey	Clerk Typist	System Planning & Research
Keesha Brown-Andrews	Clerk Typist	AGM - Finance
Kerry Subero	Maintenance Technician II	Distribution South
Kerwin Gardiner	Clerk II	Distribution East
Kevin Seebachan	Welder/Fitter (Dist.)	Distribution North
Khemraj Harrinarine	Maintenance Technician II	Distribution South
Larry Goodridge	Substation Foreman	Distribution East
Lester Seepersad	Crew Foreman	Distribution South
Marcus Johnson	Mechanic 'B'	Distribution North
Marlon Duncan	Crew Foreman	Distribution South
Marsha John	Senior Engineer	Transmission Development & Engineering Services
Marvin Boochoon	Technical Assistant I	Protection & SCADA
Michael Jennings	Linesman 'B'	Distribution Central
Michael Ramesar	Meter & Relay Mechanic I	Metering Services
Mitra Ramkissoon	Clerk II	Industrial Relations
Mustaque Ghany	Consumers Investigator	Distribution South
Nadia Moore	Clerk I	Distribution North
Nichelle Jagdeo	Systems Analyst III	Information Systems

PROMOTIONS (cont'd)

Nirmal Rajkumar	Transport Labourer/Lorry Loader/ Lift Combination	Distribution Central
Norman Bobb	Senior Foreman-In-Training	Human Resources
Rajesh Jairam	Maintenance Technician II	Distribution East
Ramdath Bissessar	Senior Foreman-In-Training	Human Resources
Reginald Agard	Maintenance Technician II	Distribution North
Rene Labban	Systems Analyst II	Information Systems
Reuben George	Climber / Line Clearer	Distribution North
Richard John	Linesman 'A'	Distribution South
Richard Harripersad	Mechanic 'A'	Distribution North
Rodney Sahai	Maintenance Technician II	Distribution North
Roland Bernard	Senior Foreman-In-Training	Human Resources
Roland Ramberan	Senior Foreman-In-Training	Human Resources
Ronald Joseph	Senior Foreman-In-Training	Human Resource
Russel Graham	Systems Analyst III	Information Systems
Ryan Maharaj	Senior Foreman-In-Training	Human Resources
Sabrina Balraj	Senior Clerk	Internal Audit
Sean Teleford	Senior Foreman-In-Training	Human Resource
Sham Surujbally	Crew Foreman	Distribution South
Sheldon Webster	Communications Technician I	Communications
Starrel Hosein	Electrician 'A'	Distribution East
Stefan Shairsingh	Senior Clerk	Internal Audit
Stephen Persad	Clerk II	Distribution North
Suresh Rambocas	Maintenance Technician II	Distribution North
Tarran Ramsook	Crew Foreman	Distribution South
Terri Osborne	Senior Clerk	Internal Audit
Tyrel Kallidas	Senior Foreman-In-Training	Human Resources

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Albert Best	Consumers Investigator	Distribution East
Carlyle Clarke	Senior Instructor	AGM – Distribution
Clyde Nelson	Crew Foreman	Distribution South
Gregory Thomas	Estate Constable	Security
Jaganauth Boochoon	Driver – Lorry Loader/Lift Combination	Distribution South
Janice Carter	Administrative Assistant II	AGM – Administration
Jennifer Leslie	Customer Services Officer	Distribution North
Mitra Charles	Line Foreman	Distribution South
Roger Joseph	Internal Audit Assistant	Internal Audit
Sita Alibocus	Subsection Leader	Distribution Central
Stephen Abraham	Communications Technician I	Communications
Trevor Noray	Line Foreman	Distribution Tobago

Fun Page - Spot the difference

Can you spot the 10 differences in this photo?



1. _____
2. _____
3. _____
4. _____
5. _____

6. _____
7. _____
8. _____
9. _____
10. _____

A few good things

Sparking discussions

Now that school has reopened, and we have all adjusted to 'normal' life, and could be easily distracted by the things that must get done and affect our connection with our children.

To stay in touch with your child, these are some prompter questions that could be helpful after a day at school.

- What does your teacher have planned this week?
- What are you looking forward to at school tomorrow?
- What was your favorite part of the day?
- Did you get frustrated with anything at school today?
- Were you able to finish all of your work today?
- Do you have any questions that maybe your teacher couldn't answer?
- What did you have for lunch (or snack)?
- Who did you sit by during lunch? What did you all talk about?
- Who did you play with today?
- What are your friends doing this weekend?



And for the young ones:

- Which story did your teacher read to the class today?
- What was your favorite part of the story?
- What was [insert another child's name] favorite part of the story?

Craft for kids

Try this homemade card....

- Step 1 : Cut three sizes of circles using different colour paper.
- Step 2 : Crumple the circles to give the flowers a little bit of a 3D effect and to look like flower petals.
- Step 3 : Stack them - one large, one medium and then a small - and glue them together.
- Step 4 : Glue on a button on the middle of the flower.
- Step 5 : Draw stems, leaves and grass onto folded paper
- Step 6 : Glue the flower to the stems to finish off the cards!



Beach football and Cookout



The Tobago Sports Club and TATECO Credit Union took the top honours at the General Sports and Cultural Club's 11th annual Hubert Maingot 5-a-side Beach Football and Cookout competition.

Held on July 13 at Maracas Beach, the cookout competition featured a surprise menu of sancoche (Caribbean soup) and curry crab with dumplings and provisions, while the football competition was, as usual, a keen contest among the nine teams. The final results are below:

Beach Football:

- | | | |
|-----------|---|---|
| 1st Place | - | Tobago Sports Club |
| 2nd Place | - | TATECO Credit Union Co-Op Society Ltd. (Police) |

Cookout:

- | | | |
|-----------|---|--|
| 1st Place | - | TATECO Credit Union Co-Op Society Ltd. |
| 2nd Place | - | Northern Area Sports Club |
| 3rd Place | - | Southern Area Sports and Cultural Club |

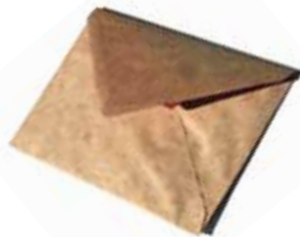
- | | | |
|--|---|--|
| Best Sancoche | - | TATECO Credit Union Co-Op Society Ltd. |
| Best Curry Crab/
Dumpling/Provision | - | Tobago Sports Club |
| Best Team Spirit | - | Northern Area Sports Club |
| Best Decorated Tent | - | TATECO Credit Union Co-Op Society Ltd. |

MPU Cookout

T&TEC participated in the Ministry of Public Utilities' 2nd Biennial Cook-Out and Family Day on June 23 at the Valencia Eco Resort. Team T&TEC comprised members of the Central, Mt. Hope and Northern Area Sports Clubs and won the prize for best decorated tent and overall presentation.



Letters



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

March 19, 2013

I wish to express my gratitude to the Commission for having employees who are perfect examples of T&TEC's new Vision and Mission, in the area of excellence in Customer Service and the empowerment of employees committed to excellence and customer satisfaction.

This was exemplified in my interaction with two of your employees, Mr. Mustaque Ghany of Utilization Department, San Fernando and Ms. Rochelle O'Garro of Rio Claro.

They truly depict T&TEC's new Vision and Mission by their ability to express a very cordial, business like and most comfortable atmosphere in the conducting of T&TEC's business.

I would like to congratulate both persons and yourself for leading an excellent team of employees.

Vernon Paul
Mayaro

July 27, 2013

I wish to sincerely commend the Commission for your response to my letter.

Your prompt response suggested to me genuine concern, which was evident by the follow-up work done by the crew.

I would like to thank the crew that visited my residence on Labour Day. They were very amenable and the work they did went beyond the call of duty.

Thanks guys.
Yours respectfully
Hayzel Brathwaithe
St. Joseph

September 10, 2013

Mr. Kelvin Ramsook, General Manager, T&TEC

I would like to formally express my thanks and appreciation to the T&TEC team for their prompt attention and good service in resolving a recent issue. On April 17, I submitted a claim to the Commission for

damages to my refrigerator. On September 5, I received a reimbursement cheque. The service display by your team was exceptional, from the crew that visited my home to the person who completed my transaction, each represented T&TEC well and must be commended for their sterling effort. I would like to thank the following individuals with whom I liaised throughout the process:

- Mahenda Hital
- Harold Julien
- Nicole Alexander
- John Mackay
- Kersha Williams
- Placidus Vance and the 752 Crew

These employees, from different Departments [Distribution East and Risk and Insurance] really showed excellent team work and communication. I felt valued as a customer and the genuine interest from your staff truly supported your Vision.

With best wishes
Anouska Sammy



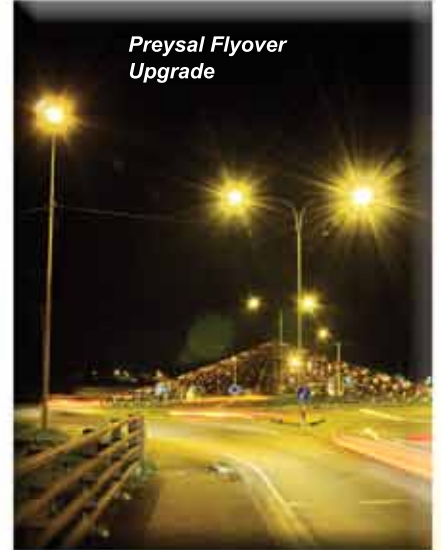
Snap shots of Illuminations over the last quarter...



Morne Diablo Recreation Ground



*Henry Street
Recreation Ground*



*Preysal Flyover
Upgrade*



Talparo Recreation Ground



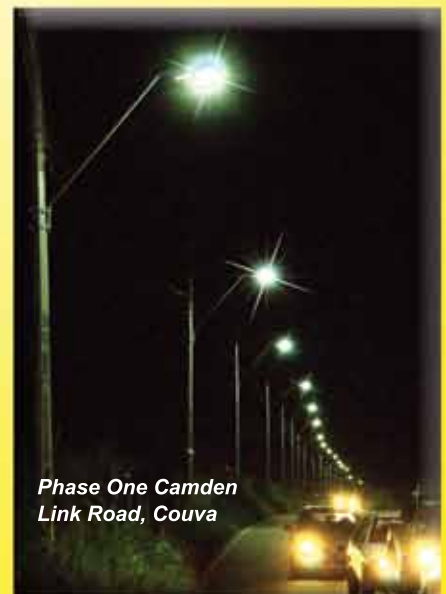
Henry Street Recreation Ground



*Guaracara
Recreation
Ground*



*Guaracara
Recreation
Ground*



*Phase One Camden
Link Road, Couva*