WATS HAPPENING

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

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

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Scarborough by Night



Editorial

Far Reaching Impact

The rains are here. Indeed, we are already into the second half of what has been an eventful 2009. The global economic storm is still bearing its assault, but we at TSTEC have done well to weather it so far. In this quarter, as is customary, the Commission commemorated the national holidays of Emancipation and Independence and acknowledged our valued customers on Customer Appreciation Day.

The TGTEC Family had other reasons to celebrate – 29 young men graduated from the Penal Technical Training Facility and approximately 100 children of employees were successful at the 2009 Secondary Entrance Assessment (SEA) examination.

During this quarter, the Commission embarked on a number of projects which furthered our Mission to provide a safe, reliable, high quality electricity supply. Our front cover – Scarborough (Tobago), by night - hints at the impact TSTEC has had on the illumination of that island.

Three Recreation Grounds at Felicity, Chaguanas; Plaisance Park, Pointe-a-Pierre and Salazar Trace, Point Fortin were illuminated under the National Streetlighting Programme. Substantial effort has been placed on customer information through the use of traditional media and innovative opportunities. Commercial motion boards located at Hi Lo and at TGTEC Service Centers and other public relations interventions were used to improve our service to customers.

These developments and much more, are being highlighted in this issue of W_{MNS} are not only noteworthy to TSTEC's employees but are also to show

our stakeholders and the public at large, that the Commission is achieving its strategic objectives.

The impact of these projects is far reaching in many respects – safety, aesthetics, human resource development, social responsibility, system upgrades and customer recognition. We salute the employees involved for their dedication and commitment in the successful completion of these projects and for keeping TSTEC's Vision and Mission true and achievable.

Indeed, it was an eventful quarter and as we look towards the last three months of the year, let us continue to strive towards attaining our Vision to be ...Leaders in Energy Delivery.

Editor-in-Chief Stephen Martel

Editorial Committee Israiell Ali Zainool Mohammed Hallima Ali John Colthrust

Writers Stephen Martel Judyann Babwah Ayesha Scott **Contributors** Purdy Mohammed Dalia Trotman Patricia Webb-Gomez Keron Matthews Nigel Charles Lisa Mc Nicholls-Sargeant

Layout and Design Reyad Khan Eliza Lee Poy **Circulation** Wendy Jarrott Ricky Sewnath

Photographers Stephen Martel Purdy Mohammed Dalia Trotman Joseph Francis Lau Reyad Khan Ayesha Scott WANS HAPPENING welcomes your feedback and contributions. Please send them to:

Corporate Communications Manager, T&TEC. 63 Frederick Street PORT OF SPAIN Tel: 623-2611 ext. 2170 Email : smartel@ttec.co.tt

Credits

Gasparee Island on full supply



The boat loaded with cable makes its way to begin installation.

Gasparee Island customers are back on a full supply of electricity. T&TEC, through its contractors, successfully installed a new submarine cable from the Cove, Chaguaramas to the Island in May this year.

The supply to these customers was curtailed after the submarine cable between the mainland and Gaspar Grande Island failed earlier this year. A temporary supply using an 800kW diesel generator was installed to provide these customers with a regular supply of electricity.

The team...

The project to replace the submarine cable was coordinated by Distribution Support and supervised by Area Manager, Richard Kissoon and Derick Davis, Technical Assistant III, Distribution North. Personnel from Distribution North - Engineers, Foremen and Crews; the Communications and Networking Department and the Health, Environment and Safety Department were onsite to assist with the successful laying, termination of the generator supply and the commissioning of the new submarine cable. T&TEC's Estate Police also did their part to ensure that there was no damage or theft to the cable.

The equipment...

The new cable was imported and is capable of supplying a maximum of 5.4MVA and has a fibre optic link that can be used for Communications and Networking purposes. The cable is expected to have a lifetime of 30 years.



The Project team from the Distribution Division stands in front of the submarine cable prior to its installation.



The Contractor, Offshore

Technologies Solutions Limited (OTSL) installed the 1.7km submarine cable. This company has previously worked for T&TEC on similar projects at Mt Gourde and Cronstadt Island and between Cronstadt Island and Carrera Island.

What was done ...

The cable was laid on the existing route of the old cable covering an approx. distance of 1.4km on the sea bed. A shallow draft tug with a cable lay reel system, a barge with a crane and a small landing skiff were used for this installation.

A successful project...

On May 9th 2009, the submarine cable to Gasparee Island was successfully commissioned. Through the efforts of T&TEC's employees and with support from specialist contractors, Gasparee Island now enjoys a safe, efficient, reliable and cost effective supply of electricity.



The skid steer excavates a trench from the shoreline at Gasparee Island to receive the cable.



Engineer-in-Training Michael Popplewell (in life vest) and T&TEC Police Officers who were to guard the cable overnight at Gasparee Island look on as the trench is being excavated.



T&TEC employees and contractors from Offshore Technologies Solutions Limited assist in unreeling the cable into the water.



29 graduate from Penal Technical Training Facility

Twenty nine young men from the Penal Technical Training Facility are now employed with T&TEC following their successful completion of the Commission's 3 and a ½ year technical training programme.

The men were presented with certificates at a special function held on Saturday July 11th, 2009. In attendance were the graduands, their families and officials of T&TEC.

Several distinguished persons spoke at the function. Among them T&TEC's Acting Genergal Manager, Courtenay Mark who told Graduates "this inaugural graduation ceremony of this Technical Training Facility will ensure that T&TEC has the skill base to deliver a safe, reliable, high quality electricity supply to its customers". Mr Mark praised the Training Team for their commitment to the training programme.

Chairman of T&TEC, Professor Clément Imbert urged the Penal Technical Training Facility Graduating Class of 2009, to explore further education options.

Feature speaker, the Honourable Mustapha Abdul-Hamid spoke about Government's efforts to provide free tertiary education for Trinidad and Tobago citizens. The Minister gave an insight into some of these options. He told the audience "these Graduates are an example of individuals who have taken advantage of this free education".

Valedictorian and Best Trainee Overall, Kenrick Ramsaroop spoke of the magnitude of the training programme. He said " from the start, discipline was high on the agenda".



The Honourable Mustapha Abdul-Hamid, Minister Public Utilities presents Kwane Radix, a Graduate of the Facility, with his Certificate.



The Honourable Mustapha Abdul-Hamid, Minister Public Utilities presents Jacon Salick with the award for Most Outstanding Footballer. Courtenay Mark, T&TEC's Acting General Manager and T&TEC's Chairman Professor Clément Imbert chat in the background.





Members of the audience react during one of the speeches.

Courtenay Mark, T&TEC's Acting General Manager addresses the audience.

He extended gratitude on behalf of the graduating class, to the Instructors for shaping them into skilled individuals.

Awards were also presented to Graduates in the following catagories:

- Best performing Substation Electrician Trainee
 Ravindra Laltoo
- Best performing Linesman Trainee Jacon Salick
- Best attendance and punctuality Avry Mitchell
- Most outstanding cricketer Indar Persad
- Most outstanding basketballer Daniel Lively
- Most outstanding footballer Jacon Salick

Entertaining the audience were four-time T&TEC Power Monarch, Goodwin Jerome whose repertoire included the calypso "Conserve Electricity". Also performing were Hilary Duncan and Marielle Thomas of Distribution South.

T&TEC SAFETY WEEK 2009

This year T&TEC's Safety Week will be held from October 5th to 9th under the theme

Promote Safe Behaviour – Prevent a Shocking Experience.

As usual the Health, Safety and Environment (HSE) Department have put together an exciting and educational week of activities that is sure to stimulate the minds of every employee to think and act safety.

Some of the activities planned include:

- Official Launch
- Quiz
- Field Employee Awareness
- Rhythmic Poetry Competition
- Photography Competition
- Best Public Outreach Programme Competition
- Banner Competition
- Poster Competition
- Environmental Project Competition

Check the intranet for the latest postings on these and many more activities.

T&TEC SAYS FAREWELL TO FORMER G.M.

Senior Executives and Members of the Board of Commissioners gathered at the poolside of the Hilton Trinidad and Conference Centre to bid farewell to former General Manager Ernest F. Boxill, who retired from the Commission in April 2009.

The intimate get-together took place on Friday July 24th, and was an informal but elegant affair. The

Minister of Public Utilities, Honourable Mustapha Abdul-Hamid and T&TEC's Deputy Chairman Hakeem Ahmad, extended warm wishes to Mr. Boxill on his retirement and thanked him for his many years of dedicated service to T&TEC.

The guest of honour told the gathering that he felt honoured to have served T&TEC and wished the Commission all success in the future.



Mr. Boxill, (5th from right) poses with the Minister of Public Utilities, Honourable Mustapha Abdul-Hamid; Permanent Secretary, Ministry of Public Utilities, Jacqueline Ganteaume-Farrell; the former General Manager, Indarjit Singh and members of the Executive.



Mr. Boxill (centre) with Acting General Manager Courtenay Mark and some members of the Executive.

We're here for you... Call 800-TTEC(8832)

It was a proud moment for the T&TEC Family, when the Commission officially launched its highly anticipated Trouble Report Call Centre, on September 2nd 2009 at the Hilton Trinidad and Conference Centre.

The Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid headed the list of specially invited guests; along with senior officials from the Ministry of Public Utilities and its other Agencies; and representatives from PowerGen, Trinity Power, and DirecOne Limited.

According to the Minister in his feature address, the Call Centre was a "significant milestone" which would enhance the customer service experience of T&TEC's more than 400,000 customers. Following his remarks, the Minister tested the system by placing a 'trouble call' to T&TEC's Call Centre located at Distribution Central.



Nesha Smith of Head Office performs "You Light up My Life" to entertain guests at the launch.



The Minister of Public Utilities, centre, makes a 'trouble call' to test the system. Looking on are, from left: T&TEC's Chairman Professor Clément Imbert, DirecOne's Managing Director Peter Peña and Acting General Manager Courtenay Mark.

T&TEC's Chairman, Professor Clément Imbert informed the audience that the new Call Centre will provide a more efficient record of trouble calls and give a better statistical analysis of the problems affecting customers.

Mr. Courtenay Mark, Acting General Manager of T&TEC in his remarks, gave an overview of T&TEC's decision to implement the Call Centre. He singled out T&TEC's Assistant General Manager – Administration, Mr. Glenford Cyrille and Assistant General Manager – Distribution, Mr. Kelvin Ramsook for the successful execution of the project.

The Call Centre was implemented by T&TEC in association with DirecOne Limited, a provider of call centre services in Trinidad and Tobago.

So tell your friends and family – dial 800-TTEC toll free, for 24 hours, seven days a week access to T&TEC. Our Operators will take your information and forward it to our Emergency Crews for immediate action.



Mr. Ainsley Stewart, Internal Audit Manager; Mr. Israiell Ali, Assistant to the General Manager and Ms. Colleen Licorish, Assistant General Manager – Finance in discussions after the launch.



Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid, shares a light moment with (from left) Mr. Zameer Mohammed, Commissioner; Mrs. Jaqueline Ganteaume-Farrell, Permanent Secretary, Ministry of Public Utilities and Mr. Stephen Martel, Corporate Communications Manager.

Lightning and T&TEC

Measures have been put in place to minimize the effects of lightning strikes to T&TEC's installations. This decision is in response to the Trinidad and Tobago Meteorological Office statistics which average 41 thunderstorms per year for this country.

Lightning is a very high electrical charge that travels from clouds to the ground or to other clouds. Lightning usually strikes the tallest good conductor within a 50-meter radius. Voltage in a single cloud-to-ground lightning stroke can range from 100 million to 1 billion Volts with average temperatures of 27,000°C.

T&TEC has put lightning protection on all new Substations and has upgraded protection on some existing ones. These installations are now shielded by lightning masts, overhead shield wires and lightning rods. Now, if a lightning strike were to occur in the vicinity of a Substation, the lightning energy would be safely discharged to the ground instead of hitting expensive equipment such as transformers and circuit breakers which usually result in equipment damage and power outages.

Some of the protection devices that have been set up by T&TEC are:

Surge or lightning arresters. These are installed on the transmission line terminal structures, transformers and 12kV feeder cable riser poles just outside the Substations.

Ground grids. Installed at Substations, these provide effective ground to ensure that the lightning surges are safely discharged to earth.

Basic Impulse Insulation Level (BIL) installed on Substation equipment – transformers, circuit breakers, insulators, voltage transformers, current transformers etc.

Transmission

Transmission lines are now shielded from lightning strikes by the shield wire or aerial conductor.

Insulators used on transmission lines are specified with the highest standard of Basic Impulse Insulation Level (BIL).

The bases of transmission structures are effectively grounded to prevent back flashover.



Piarco Surge Counter

Distribution

Transmission lines are taller and are more prone to lightning strikes than distribution feeders. They generally traverse open terrain creating more opportunities for lightning to strike them.

To reduce impact, lightning or surge arresters were installed on distribution feeders - at Substations, along the feeder, at pole mounted transformers and on pad mounted transformers and at critical interfaces such as overhead line to underground cable transition structures.

Additionally, distribution equipment is outfitted with appropriate BIL levels.



Surge Counter

DEPARTMENT NEWS

Over the last 6 months the Supplies' Maintenance and Services Section, Central Warehousing, Supplies Department spearheaded several improvement projects at its location in King Village, California.

Some of these projects included the installation of a GAI–Tronics Communications system, the re-painting of the Central Warehouse, the installation of a new 2000 Gallon Diesel Tank and Hygolet Hygienic Toilet Seats and the extension of the Central Warehouse.

These projects were undertaken with the assistance of specialist contractors.



Supplies' Maintenance and Services Section

Back row from L to R: Edison Hypolite – Labourer, Dalia Trotman – Clerk III, Troy Renn – Driver < 25,000 lbs, Vishan Ramrattan – Labourer

Front row from L to R: Nigel Paul – Clerk III; Markus Alleyne – Labourer; Deolal Gangabissoon – Labourer and Best Performing Employee 2008; Patrick Bharath – Driver - Trucks over 25,000 lbs; Steve Ramdath – Maintenance and Services Assistant and Best Performing Employee 2008.

Missing: Garth Gomez – Carpenter 'B' and Ann- Marie Sargeant – Stewardess

• GAI-Tronics Communication system

This new GAI-Tronics includes the following features:

- A general paging system, which allows employees to contact one another anywhere on the compound through the use of strategically placed handsets.
- Interconnection with the PBX system that enhances the paging capabilities of the receptionist as well as office workers with the use of a specialized code.
- Interconnection with the fire/emergency alarm system - this feature allows special pre-recorded messages to be played intermittently during the sounding of the fire/emergency alarm.



Photos shows GAI-Tronics equipment and handsets

• Re-painting of the Central Warehouse

The Central Warehouse was recently re-painted in new vibrant colours - Penta's 'Morning Sun' and 'Savannah Dust' were the colours of choice.



Photos shows Western view of the Central Warehouse. This building is considered as one of the more attractive modern-day buildings in the Couva/California Area.

• New 2000 Gallon Diesel tank

Commissioned on April 30th 2009 this new Diesel Tank provides fuel for the fleet of vehicles and diesel - powered forklifts from Central Warehouse and Arima Warehouse.



Photo Shows the New Diesel Tank located at the Central Warehouse

• Extension of the Central Warehouse Compound

The Central Warehouse will soon be expanding to meet the need for additional

storage space. The property, which now spans about 8.8 acres, will cover approximately 27 acres in the not too distant future.



Employees of Distribution East were presented with opportunities for expanding their knowledge and ability via a series of specialist training courses during the second quarter.

Emergency First Response [®] Training

In its drive to keep employees well prepared to respond in the event of an emergency, employees have been engaged in Emergency First Response training. One of these sessions was held on May 29, 2009 where employees were trained in administering cardiopulmonary resuscitation (CPR) and First Aid. The training was facilitated by Solomon Baksh of Efficient First Aid Responders Limited and is occupational safety and health compliant.



Employees practice CPR under the watchful eyes of Solomon Baksh

Chemical Safety Training

On 10th June employees of the Eastern Area were exposed to training in chemical safety. This training would assist employees in the identification of hazards both in the workplace and in their homes. Topics covered included: the purpose of the Material Safety Data Sheets (MSDS), health hazards, precautions for safe handling, storage and labeling. The training was conducted by T&TEC's Health, Safety and Environment (HSE) Department.

• Recognizing the Risks - Swine Flu

Felix Alleyne, Area Manager, Distribution East reminded employees of their responsibility regarding personal safety and health at the workplace. In an address to all employees on June 23, Mr Alleyne reiterated the preventive measures that have been taken by the Area and the Commission regarding the Influenza A H1N1 Virus (Swine Flu).

Mr. Alleyne also acknowledged T&TEC's duty to protect against the risk to the safety and health of both its employees and non-employees. In this regard, hand sanitizers were purchased and issued for employees' use.



Heard about the new Employee Management Information System (EMIS)?

The Commission is in the process of implementing a new Human Resources, Leave and Payroll system.

The system was purchased from Oracle – PeopleSoft and will replace the Human Resources Information System (HRIS), the Leave Module and the PAYTEC and PAYX systems in the first quarter of 2010.

What's in it for you?

- Access your biographical data from your PC or a kiosk in your department, using internet technology.
- A new-look payslip with year-to-date information.
- View your current payslip online.
- Make online requests to update your biographical data eg. name changes, addresses, BIR number, NIS number, qualifications.

How can you help make this system work for you?

- Send in your "Employee Information Update Form" as soon as possible to confirm that your records in the new system are properly updated.
- Ensure that leave information is submitted and entered in the existing Leave module on-time.
- Send in your updated "T&TEC Bank Assignment" form to update your bank details.

Requests for additional information can be made:-

- Via Email to "PeopleSoft HCM/GP Implementation".
- Extention 2384 at Head Office for information on PeopleSoft HR.
- Extension 2768 at Head Office for information on PeopleSoft Global Payroll.

12 EMPLOYEES BID FAREWELL TO T&TEC

Twelve employees retired from the Commission between the months of May to August 2009. Among them were Linesmen, Foremen and Drivers who had served T&TEC for 27 to 40 years. The departure of these employees has left a void of expertise and knowledge in the skill bank of T&TEC.

"We hope to bridge this gap to ensure stability in the Commission's human resource structure," Courtenay Mark, Acting General Manager told the gathering at a specially arranged function held in honour of these employees.

Diane Sylvester, Senior Human Resources Officer, represented the Human Resources Department at the function, which included a luncheon and exit interview at the Stanley P. Ottley Building, Mt. Hope on Wednesday June 17th 2009.

The function also provided an opportunity for these retired gentlemen to reminisce about their long years of service at T&TEC while socialising with their counterparts. Above all, it was a chance to offer suggestions on how T&TEC could improve its day-to-day operations.

Mr. Mark described this feedback as 'instructive'. "The information", he said, "will be used to enhance working conditions and further develop T&TEC, especially from a Training and Development standpoint". The Acting General Manager invited the group to continue to contribute to the Commission even after retirement.

As the meeting concluded the air of excitement and pride of retirees were evident. For them, life was just beginning. As Praimchand Deonarine, a Meter Reader with nearly 30 years service remarked, "I'm 60, but I'm still enjoying the



Retirees pose for a photograph after their exit interview. From left: Lenell Grant, Franklyn Urbain, Daniel Pallai, Hassan Ali, Feroze Sultan-Khan, Michael Johnitty, Elton Saunders and Praimchand Deonarine.



Diane Sylvester chats with Michael Johnitty, who retired as a Consumers Investigator in July 2009.

Management Appoinment

Haran Ramkaransingh was appointed as Legal Officer II, Legal Department effective May 25th 2009.

Mr. Ramkaransingh is a graduate of the Arthur Lok Jack Gaduate School of Business (formerly UWI

Institute of Business), Sir Hugh Wooding Law School and the University of the West Indies. He is the holder of an International Masters in Business Administration (MBA), a Legal Education Certificate (LEC) and a Bachelor of Laws Degree (Hons.).

Prior to his appointment at T&TEC, Mr. Ramkaransingh was employed at the Chief Solicitor's Department, Ministry of the Attorney General, where his



primary duties were in litigation and attending trials and hearings. He also worked at a number of private law firms as a Junior Attorney and Associate.

Mr. Ramkaransingh is an elected member of the Council of the Law Association of Trinidad and Tobago.

Employee Profiles



Vyjanti Yank Vyjanti Deborah Yank's first

Vyjanti Deborah Yank's first name means 'victory' in Hindi. It is no accident then, that this Typist in the Risk and Insurance Department is able to triumph over her demanding job. Apart from her regular administrative functions, Deborah, as she is more commonly known, interacts on a daily basis with customers' claims regarding damaged appliances.

How does this well-mannered, soft-spoken Typist fit into this environment? "Patience, patience, patience" she says,

"you may come in with your ideals, but you simply have to adapt. You must be proactive."

Handling customers' claims is just one area managed by T&TEC's Risk and Insurance Department. This Department also evaluates and makes recommendations on the Commission's risk management portfolio to ensure adequate insurance coverage for all its assets. The staff of the Risk and Insurance Department also co-ordinates and determines the settlement of insurance claims on behalf of T&TEC.

This Couva native first joined T&TEC in 1999, when she entered the Information Systems Department for a twoweek temporary position. She subequently left to take up employment in the private sector, but returned to T&TEC in 2005 to work on Special Projects. This followed a stint in the Legal Department before assuming her current position in the Risk and Insurance Department.

After just over 4 years on the job Ms. Yank has made such an impression on her colleagues that she was named as her Department's Employee of the Year in 2008.

Deborah 'gives back', to others in her spare time. She is an Adult Literacy Tutors Association (ALTA) Tutor. Deborah sees herself moving up the corporate ladder "in about five years". She hopes to achieve this by furthering herself academically. For the moment however she is enjoying her current job. "It is a pleasure to come to work and even when challenges arise, I consider it a learning experience."

With such a positive attitude, there is no limit to Deborah's future.

Kyle Moona

Soft spoken, systematic, shy, competent, these are the words that come to mind when you first meet Kyle Moona, Senior Clerk, Internal Audit Department.

The holder of an Associate Degree in Management and a Bachelor of Arts Degree in Business Administration, Mr Moona's credentials and persona are assets that aid him in the performance of his job.

It was no surprise to anyone except Mr Moona when, after 3 years on the job, he was selected as the Internal Audit Department's Best Performing Employee for 2008. "I was shocked and humbled", he told Wass the about this recognition.

Kyle's employment journey at T&TEC began in 2000 when he joined the Commercial Department as a Trainee. He was made permanent in 2002 as Clerk III in that Department. After 5 years in the Commercial Department, Kyle requested a transfer to the Audit Department to "...apply some of the knowledge gained in the Commercial Department to this new position".

Some might have questioned this lateral move but Kyle was convinced that this new position would give him the

opportunity to explore different areas of the Commission. He admitted "so far he has not been disappointed".

Mr. Moona's job responsibilities allow him to go out 'in the field' on a variety of audits. He explained "my responsibilities include stock checks and operational audits (departmental procedures and internal controls are checked to ensure they are in compliance with the General Instructions).



T&TEC's Internal Audit Department is also engaged in a number of other functions that are aimed at encouraging accountability and transparency in all areas of the Commission's operations. These include financial, technical and information technology audits.



Enhancing the quality of life for all...

in Felicity, Chaguanas; Plaisance Park, Pointe-a-Pierre and Salazar Trace, Point Fortin



"The Plaisance Park community has benefited tremendously from the National Street Lighting Programme."

- Honourable Christine Kangaloo, Minister of Science, Technology and Tertiary Education and Parliamentary Representative for Pointe-a-Pierre.

"T&TEC's service in Central is par excellence!" - Chaguanas Borough Deputy Mayor Orlando Nagassar

"This is de best ting to happen to Felicity!" - Resident of Felicity

"These lights will encourage the young people of Salazar Trace to divert their energies into positive activities".

- Dane Samuel, Assistant Secretary, Salazar Trace Village Council

These were just some of the sentiments expressed during the recent illumination of three Recreation Grounds under the Prime Minister's National Street Lighting Programme.

Ceremonies to mark the occasions were held on June 8th at Felicity, on June 22nd at Plaisance Park and on August 25th at Salazar Trace.

The Green Park Recreation Ground, Felicity and the Plaisance Park Recreation Ground, Pointe-a-Pierre were each fitted with thirty 1500-watt General Electric spotlights on specially designed structures. Thirty-six of these spotlights were installed at the Salazar Trace Recreation Ground.

T&TEC's Street Lighting Implementation Unit (SLIU) carried out the planning, design and installations of lights for these Recreation Grounds. The SLIU were commended for their contribution to national development.

Minister of Public Utilities, Honourable Mustapha Abdul-Hamid delivered the feature address at the events and together the Acting General Manager, T&TEC and other officials symbolically switched on the lights at these Grounds.



The Minister of Public Utilities (2nd from left) switches on the lights to illuminate the Green Park Recreation Ground. The Honourable Jack Warner, Member of Parliament for Chaguanas West; Glenford Cyrille, Acting General Manager; and Stephen Martel, Corporate Communications Manager look on.





The Minister of Public Utilities (center) shares a light moment with the Honourable Christine Kangaloo, Minister of Science, Technology and Tertiary Education and Parliamentary Representative for Pointe-a-Pierre; and Professor Clément Imbert, T&TEC's Chairman at the Plaisance Park illumination.

The lighting of the Green Park, Plaisance Park and Salazar Trace Recreation Grounds was touted as a conduit for positive change in these communities as it provided users with the option of participating in extended hours of activities.



Young men of Plaisance Park play a game of football under the new lights of the Plaisance Park Recreation Ground.

The three events drew large crowds of residents who came out to celebrate the events. T&TEC's Gayatones Orchestra, Malick Tassa Group, Nada Sangama Steel Orchestra and the La Brea Nightingale Steel Orchestra provided the social backdrop for these celebrations.



A cross section of Plaisance Park residents at the illumination ceremony.



The Honourable Paula Gopee-Scoon, Minister of Foreign Affairs and Parliamentary Representative for Point Fortin addresses the audience at the illumination ceremony for the Salazar Trace Recreation Ground.



The Honourable Mustapha Abdul-Hamid Minister of Public Utilities (center) and the Honourable Jack Warner, Member of Parliament for Chaguanas West mingle with residents of Felicity.



The Honourable Fitzgerald Jeffery (2nd from right), Minister in the Ministry of Science, Technology and Tertiary Education and Parliamentary Representative for La Brea switches on the lights for the Salazar Trace Recreation Ground accompanied by Glenford Cyrille, Acting General Manager; the Honourable Paula Gopee-Scoon, Minister of Foreign Affairs and Parliamentary Representative for Point Fortin and Professor Clément Imbert, Chairman.

It is good to say thanks ...



General Manager (Ag.) Courtenay Mark is spotted paying his electricity bill at Head Office's Customer Service Centre.

T&TEC's Customer Appreciation Day 2009 was held on Friday July 24th and it was a bumper one for both customers and employees alike. As was customary, the event was commemorated at all fourteen Service Centres, including Head Office, as a way of saying thank you to our valued customers.

The highlight of the activities was the chance for customers to win a hamper of energy-saving mini appliances. Customers, who paid their bills in full on that day, were entitled to a chance in the "Big Draw"! For the first time this year, T&TEC's employees who paid their bills through salary deductions were included in this activity albeit through separate draws. T&TEC's Acting General Manager, Courtenay Mark, took advantage of the occasion to pay his electricity bill and deposit his entry form at the Port of Spain Service Centre. He spent some time mingling with employees and customers.

Hundreds of entry forms were received. In the following weeks, the winning entries were drawn and some 45 winners were presented with their hampers. Employee winners were as follows:

Distribution Central Ellison Titus Ernest Marcus

Mt. Hope Gillian Smith-Clement

Distribution North Andrew Mac Intyre

Distribution Tobago Oswald George

Distribution South Balraj Ramkeesoon Imran Ali



Area Manager, Distribution East, Felix Alleyne (left) presents winner Peter Lewis with his hamper while Leslyn Alexis looks on.



Area Manager, Distribution Central, Zainool Mohammed, presents employee Ernest Marcus with his hamper.



Communications and Networking Manager, Ganesh Narine (right) presents Gillian Smith-Clement (centre) winner of the Mt. Hope draw with the hamper.

Ernest Marcus
Distribution East

Peter Lewis Christie Sorillo

Head Office

lan Inniss Alicia Kangaloo-Sookdeo

"I am to go WHERE?"

As Distribution South implements the ISO 9001:2000 Quality Management System, staff from the Corporate Communications Department conducted a second survey designed to assess the level of customers' satisfaction. The survey was conducted at T&TEC's Service Centers in the Area during the latter part of May.

Ayesha Scott, Corporate Communications Assistant recounts her visit to the Penal Customer Service Centre to conduct this customer survey:

"My initial reaction was a bit halfhearted when I was assigned to make the trek from Port of Spain to Penal to conduct another T&TEC's Customer Survey. From the onset however, my negative attitude began to change. It was a day out of the office and the scenic drive was actually relaxing.

When I arrived in Penal one hour later, I was met by the very pleasant and accommodating Supervisor, Ingrid Franklyn-Alleyne. In short order I was down to business. The customers at Penal were true to the saying that 'south people' are generally warm and friendly by nature. They willingly came forward to express their satisfaction, and in a few odd cases dissatisfaction, with T&TEC's Service.

Take, for example, the 73-year-old pensioner who was grateful for the new streetlights installed near his remote trace off Clarke Road. Or the customer, who was seeking help to have the vines growing on the electricity poles by his home removed. Then there was a female customer, who spoke very highly of the pleasant staff at the Penal Customer Service Centre, but suggested that more cashiers be placed during peak times. All in all, these customers were clearly happy to have someone with whom they could vent or simply chat.

In the end, the exercise proved fruitful. I was happy to be part of an exercise that showed the human side of T&TEC's business.

The feedback received from this and from other similar sessions, conducted by my colleagues at other Service Centres during the weeks will be processed to determine T&TEC's level of customer satisfaction. The collation of these findings will be vital in improving our customer service delivery".



Ayesha Scott, Corporate Communications Assistant gets feedback from Penal customer, Kaloutie Jaggernauth.

Vacation Employees at T&TEC

The eager faces, crisp shirts and well-polished shoes said it all...these young people from several tertiary level institutions were ready to venture into the world of work – T&TEC style.

Approximately 35 young men and women assembled at the Port of Spain Technical Training Facility on Monday June 8, 2009 for an orientation session prior to taking up vacation employment with the Commission. These students were the first of two batches to be employed under the Commission's six-week vacation programme.

Gary Singh, Human Resources Officer I; Garth Garraway, Human Resources Officer (Training and Development) and Hazel Mohan-George, Safety Inspector, facilitated this one-day session which covered a wide range of topics including the Structure and Organization of the Commission, Quality Customer Service, Business Etiquette and Office and General Safety Awareness.

The Vacation Employees were placed in the Commission's five Distribution Areas and in Departments within the Administration, Transmission, Engineering, Human Resources and Finance Divisions.

The students left T&TEC with the advantage of having had an opportunity of applying theory to practical at a public utility organisation.

Three participants gave $W_{\text{MRS}} + H^{\text{ADPLINING}}$ a glimpse into their expectations for their employment at T&TEC:



Name: Kervelle Redhead

School: American International College, Mass., U.S.A.

Programme of Study: B.A. International Business "T&TEC is one of the best Organizations in the country. I jumped at the chance of gaining experience in a large, well-organized Organization such as this."



Name: Amy Boodram

School: Omardeen's School of Accountancy Limited

Programme of Study: ACCA "I wanted experience in work ethics to prepare me for what's out there. Plus, you can say I'm following in my father's footsteps." Amy's father is Heera Boodram, a Meter and Relay Technician in the Protection and Scada Department.



Name: Renoir Auguste

School: University of the West Indies Programme of Study: Environmental and Natural Resource Management, "I needed the job experience, but I also wanted to learn how T&TEC's operations impact on the environment and how T&TEC deals with environmental issues."

Pensions Corner

Watts Happening is pleased to introduce the Pensions Corner. Information for this special section is provided by the Pensions Department for former employees of T&TEC.

Election of Employees' Representatives to the Pension Plan The term of office for the existing Employees' Representatives expired on Monday 10th August 2009.

Notices were circulated to all Members of the Pension Plan inviting Nominations for the new two-year term of office from 2009 August 11th to 2011 August 10th.

All nominations received for these positions were unopposed.

Employee's Representatives to the T&TEC Pension Plan are:

Committee Man – Hourly Rated Arthur Bellerand - Distribution East

Committee Man, Alternate – Hourly Rated Curtis Thomas - Distribution North

Committee Man – Monthly Rated Glen Riley - Distribution Division, Head Office

Committee Man, Alternate – Monthly Rated Peter Burke - Protection & Scada

DO YOU KNOW ABOUT?

Nomination of Beneficiary Form

- A Member may nominate a person to whom any benefits payable upon his/her death are to be made.
- Minor beneficiaries can be nominated.
- The sharing of the benefits can be specified among the beneficiaries e.g. 50%; 25%; 25%.
- Details of the relationship(s) of the beneficiary(s) are requested so that our contact with them, in due course, is more easily facilitated.

The completion of a new Beneficiary Form negates the validity of the previous one.

Retirement Options

- A Member must compulsorily retire on the attainment of age 60 years.
- However, a Member can elect to retire at anytime after he/she has attained the age of 50 years.
- Benefits payable will apply on the basis of the Member's pensionable service.



Additional information on these issues is available from the Pensions Department via e-mail or by the following extensions :-

-	Christine Morrison-Joseph
	-Pension Plan Administrator
-	Colleen Lodge – Sub-Section Leader
-	Charmine Shoy – Supervisor
	-

Look out for more in the next issue of W_{RTS} $H^{\text{Inpermiss}}$.



Carilec Gets Boost Towards Renewable Energy Initiative

To assist in its efforts at undertaking programmes related to Energy Efficiency and Renewable Energy, the Caribbean Electric Utility Service Corporation – CARILEC – was recently awarded a grant of approximately US\$500,000 from the Inter-American Development Bank.

This is of great significance to T&TEC as a member of CARILEC and the national community at large. T&TEC's involvement in this renewable energy and energy efficiency initiative will ultimately reduce the dependence on oil for electricity generation and boost our efforts at providing a reliable and affordable electricity supply for our customers.

CARILEC has been mandated to use this grant, provided over a three-year period, to enhance its efforts at promoting energy efficiency and renewable energy initiatives.

CARILEC is a non-profit association whose membership include 33 electric utilities in the Caribbean and approximately 60 Associate Members (suppliers, equipment manufacturers, consultants and other industry stakeholders).

Marts Hudden

EMANCIPATION CELEBRATIONS 2009

T&TEC's African Emancipation Committee hosted a launch of its 2009 celebrations on Wednesday July 22nd at the Stanley P. Ottley Building, Mt. Hope.

The launch was an evening of pomp and splendour with drummers Devon John and Shay Samuel; rapso artiste Sister Ivory Hayes and the Picton Folk Performers. T&TEC's Chairman Professor Clément Imbert and General Manager (Ag.) Courtenay Mark as well as representatives from T&TEC's Divali and Eid Committees extended Emancipation greetings.

The powerful feature address was given by a true proponent of the Emancipation spirit, Dr. Althea Jones, Head of Department of the University of the West Indies' Para-Clinical Sciences.

T&TEC's week-long Emancipation celebrations included activities in the different Distribution Areas and culminated with a gala cultural show entitled "Grouping" on August 15th at the St. James Amphitheatre.

At "Grouping", the rich slate of entertainment included Big Youth Drummers, poet Muhammad, Birdsong Steel Orchestra and the North West Laventille Folk Performers.



Picton Folk Performers at the Mt. Hope Function.

The 'local' T&TEC talent comprising Calypso Monarch finalist 2009 Brian London, Power Monarch 2009 Sherwin Mc Lean, and vacation employee Jael Paul all received encores from the receptive crowd.

Black Stalin, the featured artiste, was the consummate entertainer, providing a fitting end to the show. He had the crowd on its feet late into the night with his collection of popular calypsoes including "Caribbean Man" and "Black Man Feeling to Party".



The 'Caribbean Man', Black Stalin, entertains the audience.





Birdsong Steel Orchestra serenades onlookers.



(From left) Dr. Althea Jones, feature speaker at the Launch, with Courtenay Mark, Acting General Manager and Professor Clément Imbert, Chairman



Members of the African Emancipation Committee present their Chairman, Ruthvin Charles, with a token of appreciation.

Appointments/Promotions/Moving On

APPOINTMENTS

NAME

Tarun Ramlal **Starrel Hosein** Marcel Gerald Sat Hardeo **Indar Persad Christopher Philip** Aaron Ramlogan Adesh Seemungal **Abigail Joachim** Dana Baird **Derek** Gooding Trevor Ali **Rajiv Bissessar** Kwane Radix Shastri Kissoon Sheva Bridgelal Fergus Cudjoe Verindra Kalpoo Clyde Khan Daniel Lively **Ravel Ramlakhan** Shakar Ramlal Vithal Rampersad Jacon Salick **Bisham Sam Dellon Samaroo Anwar Sultan Candace Peters** Sanjeev Rasul **Keston Daniel**

PROMOTIONS

NAME

Dwain Lopez Jaime Bhual Wade Glasgow Annesha Ramberan Lennox Toby Cliff Ramsubag Walter Kattick

MOVING ON

NAME

Praimchand Deonarine Adolphus Thomas Keith Ragoonanan Hassan Ali Michael Hendrickson Joseph Vaal Feroze Sultan-Khan Morrison Job Krishna Ramkumar Chris Chariandy Michael Pierre Hugh Smith

POSITION

Electrician 'B' Electrician 'B' Labourer Linesman 'B' Linesman 'B' Linesman 'B' Linesman 'B' Linesman 'B' Clerk III Clerk III Clerk III Clerk III Electrician 'B' Electrician 'B' Labourer Linesman 'B' Linesman 'B' Electrician 'B' Electrician 'B' Linesman'B' Linesman 'B' Electrician 'B' Linesman 'B' Linesman 'B' Linesman 'B' Electrician 'B' Linesman 'B' Clerk III Meter & Relay Mechanic II Helper

POSITION

Clerk II Clerk I Linesman 'A' (Hotline) Section Leader Mechanic'B' Communications Supervisor Technical Assistant I

POSITION Meter Reader

Ganger Estate Constable Linesman 'B' Labourer Linesman 'B' Line Foreman (Hotline) Telecom Operator Corp. Comm. Co-ordinator – External Relations Senior Software Developer II Internal Audit Assistant Technical Assistant I

AREA/DEPARTMENT

Distribution East Distribution East Accounts Department Accounts Department Accounts Department Accounts Department **Distribution Central Distribution** Central **Distribution** Central **Distribution North Distribution** North **Distribution** North **Distribution North Distribution North Distribution North Distribution North** Protection & Scada Protection & Scada

AREA/DEPARTMENT

St. James Service Centre Distribution East Distribution North Distribution South Distribution Tobago Mt. Hope Supplies

AREA/DEPARTMENT

Distribution Central Distribution North Secretarial Distribution East Distribution North Distribution North Distribution South Distribution Tobago Corporate Communications Information Systems Internal Audit Protection & Scada

'SWINE FLU'... cause changes in sporting schedules

The furore over the recent outbreak of Influenza A H1N1 or swine flu has since slowed down, but warnings to limit the possible impact of this new virus strain remain fresh in our minds.

T&TEC's employees stepped up on their personal hygiene and respiratory etiquette. Precaution measures taken by the Commission to reduce the risk of contamination on the job, included posters placed at all Service Centres, advisories via the intranet and Notice Boards and employee meetings. Hand sanitiser dispensers were also installed in all T&TEC's buildings.

Cautionary measures about the spread of the Influenza A H1N1 virus in Trinidad and Tobago also caused several activities to be cancelled in the country. Heeding to this call was T&TEC's General Sports and Cultural Club that postponed its highly anticipated 7-a-side football tournament, which was to be held in July in Tobago.

This tournament will now take place on Saturday 24th October, 2009 in Tobago at a venue to be announced.

Look out for the annual 5a-side beach football and cookout competition, which will be held on Saturday 26th September, 2009 from 9:00 a.m. at Maracas beach.



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HIV/AIDS Peer Educators To Begin Education Sessions

The T&TEC HIV/AIDS Workplace Committee continued working towards increasing HIV/AIDS awareness to employees with the recent appointment of Peer Educators. Approximately 25 Peer Educators comprising staff from various T&TEC operating centres were trained.

At two meetings held on Monday 22nd June in Distribution Central and Friday 26th June in Distribution Tobago, these volunteers received their guidelines for operations from Chairman of the Committee, Diane Sylvester.

Peer Educators are now empowered to effectively conduct Peer Education Sessions, at which they provide HIV/AIDS information to members of staff, or refer them to where they can get further assistance on HIV/AIDS. Peer Educators are therefore not counsellors, but invaluable sources of information.

At the meetings, Peer Educators were instructed on the importance of effective communication and confidentiality. They were also provided with Peer Educator Kits from the International Labour Organisation and all other relevant information necessary to conduct proper sessions.

Employees are invited to make good use of your Peer Educators. Look out for these Education Sessions coming to an office near you!

DID YOU KNOW

- A ball of glass will bounce higher than a ball of rubber
- Strawberries contain more vitamin C than oranges
- Clearwater, Florida has the highest rate of lightning strikes
 per capita in the United States.
- Double Dutch jump rope is considered a cross-training sport



40TH ANNUAL CONFERENCE FOR EAW

Stephen Martel, Corporate Communications Manager, was specially honoured by the Electrical Association for Women (EAW) for the pivotal role he played in

the growth and development of the organisation. The accolades came during the EAW's 40th annual Conference, held on Saturday June 27th 2009 at the Vistabella Community Centre.

Mr. Martel was credited with instituting public relations strategies and providing tools to the EAW to enable them to continue doing their part in educating the public about the safe and economical use of electricity.

Approximately 125 women, including a few men, met at the Conference to review the past year, reconnect with friends and rededicate themselves to achieving their goals.

Susan Romano-Davis, a Financial Planner, gave the feature address based on the theme "Making a Difference in the Lives of Women." She encouraged those in the audience to each do their part to make that difference, for "small decisions and small actions, consistently made, [could] have far reaching consequences."

Also addressing the audience was Anthony Ramsumair, the Assistant Area Manager, Distribution South. He brought greetings on behalf of T&TEC and publicly commended the Association for its valuable contribution in educating the public.

As was customary, several EAW Branches were awarded for outstanding work:

Collin Matthews Award for Community Service: 1st – San Fernando Branch 2nd – Sangre Grande Branch 3rd – Siparia Branch

The Stanley P. Ottley Award for Excellence: 1st – San Fernando Branch 2nd – Tobago Branch 3rd – Arima and Cumuto/Toco Branches



Maria Roberts, Chairman, EAW's Arima Branch presents Stephen Martel, Corporate Communications Manager with a token.



Members of the EAW's newly-elected Central Executive pose for a group photograph.

What are overhead lines?

An overhead line is a conductor suspended by towers or poles that carries power from the generating plant via Substations to customers.

Approximately 90% of all T&TEC's lines are overhead. T&TEC's transmission/ sub-transmission system consists of 33kV, 66kV and 132kV overhead lines while its distribution system consists of 12kV overhead lines.

These kV quantities refer to voltage levels of the lines. The voltage is the force that pushes the electrical current along the wires.

CHILDREN AWARDED FOR S.E.A. EXCELLENCE

The pride was obvious on the faces of approximately 100 children and their parents at T&TEC's 2009 SEA Awards ceremony. The special ceremony for children of employees was held in August at the Stanley P. Ottley Building, Mt. Hope to celebrate their successes in this year's Secondary Entrance Assessment (SEA) Examination.

Before handing out the Certificates of Achievement, T&TEC's Chairman, Professor Clément Imbert and Acting General Manager, Courtenay Mark warmly addressed the children about the importance of education under the theme "Education is not received, it is achieved."

The children were also each presented with a cheque in their name to assist with their educational needs, a history book from the "Knowledge Master" series and other tokens.

In her own words



Vacation employee, Sarita Kassie, Human Resources Division, submitted these 'Words of Inspiration' to WARS HAPPERING for sharing with employees.

"As some of us woke up this morning, we were bombarded by thoughts of 'Oh gosh, I have work today!', 'So much assignments I have due!', 'Geesh, I have to cook, clean and do the laundry!', and the list goes on. A lot of us focus on the negative stuff in our lives. We tend

to neglect the beautiful blessing of just being alive. Not everyone of us is privileged of living to see another day. Instead of being pessimistic, we should all be optimistic and look at the good things in life because life is too short, precious and unpredictable to not be happy. Let's embrace life and appreciate it. Look at the beautiful sunrise, sunset, rainbow and stars, listen to the birds chirp, feel the cool wind on your face, and keep the hope and glee glowing.

Whatever we are going through in life is not as bad as it seems. There is always someone who's in a worse situation than us. There are people who don't have a roof over their heads, food on their tables, good health, friends and family, or even a job. There are people who don't have legs, hands, eyesight, hearing, and other simple but yet important things which we have but take for granted. We should be grateful for whatever little we are blessed with because what we may consider as diminutive, someone else won't even have that in their lifetime.

Today is the day to make a positive impact in our lives and in the lives of others. We should not let anyone or anything rain on our parade because now it's our time to shine as brilliant as the sun and be the best we can be."



Recipients of T&TEC's S.E.A. Awards receive their tokens from Chairman Professor Clément Imbert and General Manager (Ag.) Courtenay Mark. In photo at left, Jean-Luc Francois and right, Katelyn Dwarpaul.



A cross-section of the S.E.A. awardees.

a SMART Move...

T&TEC is benefitting from an Executive Masters in Business Administration (EMBA) practicum entitled "The Strategic Operations of Supplies" by Nasilee Smart, Inventory Coordinator, Supplies Department.



This practicum was one of 5 selected to be presented to leaders in the business community and academia and won Ms Smart an award for the most innovation and entrepreneurial project.

"World-class energy organisations have seen their bottom line significantly improved by applying a more strategic approach to supply chain management and creating a more empowered chain structure," Ms Smart explained. "Adopting such an approach will not only improve T&TEC's ability to manage cost, but it will also require a significant culture change and top management support".

Ms Smart completed her EMBA at the Arthur Lok Jack Graduate School of Business this year with 10 "As" and 4"Bs". Congratulations!

G.S.C.C. SAYS GOODBYE TO 'TOP SCORER'



Thirty-eight years ago, Feroze Sultan-Khan began a career journey that would take him through many opportunities on and off the job.

Now, as he retires as a Line Foreman (Hotline), Distribution South and after his involvement in T&TEC's General Sports and Cultural Club (GSCC), he has much to be proud.

Since joining the GSCC in the mid 1980's, Mr Sultan-Khan has revamped T&TEC's archaic scoring system and instituted a more efficient method of tallying results. He however credits the GSCC for his vast knowledge of the details of most sporting disciplines.

As the GSCC's resident scorer, Mr. Sultan-Khan has been present at every all-fours, cricket, football, pool, scrabble and draughts tournament; every Power Monarch competition and every Sports, Culture and Family Day for more than 20 years.

The GSCC and the wider T&TEC Family thanks Mr. Sultan-Khan for his selfless contribution to T&TEC and wishes him good health and continued success in his retirement.

UPCOMING EVENTS

SATURDAY 26th SEPTEMBER Event: 5-A-Side Beach Football and Cook Out Competition (Maracas)

SATURDAY 03rd OCTOBER Event: One Day Basketball Competition

SATURDAY 10th OCTOBER Event: Divali Celebrations – Mid Centre Mall

MONDAY 05th – FRIDAY 09TH OCTOBER Event: T&TEC's Safety Week

SATURDAY 07th NOVEMBER Event: 55th Annual Employee Awards and Recognition Ceremony

SATURDAY 28th NOVEMBER Event: GSCC 13th Annual Presentation of Awards and Prize Giving Ceremony

SUNDAY 29th NOVEMBER Event: Children's Christmas Party, Tobago

FRIDAY 11th DECEMBER Event: GSCC End of Year Meeting and Luncheon

SUNDAY 13th DECEMBER Event: Children's Christmas Party, Trinidad



The Editor,

This photo (above) shows T&TEC workers out recently in windy bad weather to restore our power at Lamppost #6 Morne Coco Rd, Westmoorings.

That is service! Thank you T&TEC workers! Anonymous



The Following are excerpts of **Letters**

May 18, 2009 Utilization Engineer

T&TEC, San Fernando Attn: Mr. Farzad Nobbee

Sir,

I wish to express my gratitude to you for the role you played in ensuring that our school's electrical supply was restored to normalcy in quick time on Friday May 15, 2009.

With your kind assistance, T&TEC was very accommodating in accepting payment and in sending a team out on site. The team worked diligently to ensure that a supply was restored promptly.

Please convey my regards to the other officers that assisted in the process and the crew that stood to the task in ensuring completion of the job.

Respectfully

Lakshmana Sharma Principal, South Oropouche Government Primary School

May 11, 2009

Mr. Stephen Martel Corporate Communications Manager, T&TEC

Dear Sir,

On behalf of the Biche Community Workers we would like to thank you for your tremendous cooperation and donation which was given to us for our Grand Fair and Family Day which was hosted on Saturday May 09, 2009.

Yours respectfully Selwyn Yee Shong President Biche Community Workers

May 20, 2009

The Public Relations Officer Trinidad & Tobago Electricity Commission, Head Office

Dear Sir/Madam The Roxborough Police Youth Club is indeed gratified for your sponsorship towards our Sports and Family Day on the 18th and 19th June 2009.

Your generosity towards this event especially at short notice must be applauded.

Your contribution has left an indelible mark on the event. The organisation, participants and the community has benefited tremendously from your contribution.

Again, we thank you for your services and look forward to your continued support in the future.

Respectfully Chevaughn Gray Youth Coordinator Roxborough Police Youth Club

May 12, 2009 Corporate Communications Manager, T&TEC

Dear Mr. Martel On behalf of the Morris Marshall Development Foundation, we take this opportunity to express our gratitude for your financial contribution towards our Career Fair, held at the St. Barb's Basketball Court, St. Barb's Junction, Upper Laventille.

The success of the Career Fair was not possible without your valuable input and we do hope you will continue to support this much deserving community by your continued participation in our future endeavours.

Sincerely Linda Hollingsworth Secretary Ag. Morris Marshall Development Foundation May 14, 2009 Mr. Maharaj Customer Services Rep T&TEC, SAN FERNANDO

Dear Mr. Maharaj On behalf of my staff and I, we wish to express thanks and appreciation to you and your organization. The problem was finally solved on April 30, 2009. There have been no more outages since then.

Please convey my gratitude to your team of men for their performance and expertise in dealing with the situation.

Thank you.

Yours Sincerely Enid Trotman Ag. P.1. Mon Repos Roman Catholic School

July 23, 2009

Mr. Stephen Martel Corporate Communications Manager T&TEC PORT OF SPAIN

Dear Mr. Martel Thank you very much for the kind services of one of your representatives, your Mascot "Watty" along with giveaways at our National Scout Sports & Family Day held on Sunday May 31, 2009 at the Mayaro Resource Centre, Beaumont Road, Mayaro.

Further, you contributed to making the event a success as your gesture certainly brought much happiness to all present.

We look forward to your continued support as we partner to produce good citizens for our country.

Sincerely in Scouting Courtney Bruce Executive Commissioner Scout Association of Trinidad and Tobago The Manager T&TEC PORT OF SPAIN Dear Sir/Madam

On behalf of the Organising Committee of the 2009 edition for Southern Games which was held at Guaracara Park, Pointe-a-Pierre on 2009 March 28th and 29th, I wish to extend our heartiest and sincerest thanks to you and your company for your unstinting assistance rendered during the staging of the Games.

Sincerely faithfully Jacqueline Smith Games Secretary

July 10, 2009 Via e-mail

Good Day My name is Vikarno Hunte and I live at Cangrejal Road in Lower Santa Cruz. Liust wanted to commend the repair crew that arrived at 12:10 a.m. on Friday 10 July to repair lines damaged from inclement weather earlier that night. The high winds left only our house in darkness on our street and we were worried that we may not have been considered "high priority" after hearing from the representative from the emergency hotline that there were numerous areas with similar problems.

Thanks for the prompt and efficient service.

T&TEC you made us smile

Dear Mr. Martel

"Kind hearts are the gardens, kind thoughts are the roots, kind words are the flowers, kind deeds are the fruits." A warm note of thanks to say people like you help make the world brighter by the nice things you do!

From: SEPAO the right Organisation



Trouble Report? Call us toll free ... we're here for you

If you have a report on an interruption of your electricity supply or any other emergency relating to T&TEC and its installations including our overhead lines, call

800-TTEC (8832)

Our Trouble Report Telecom Operators are available

> 24 hours, 7 days a week.

> > They will take your information and immediately forward it to T&TEC's emergency crews for action.

Electricity... a cost you can control

ERSA

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