

WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 27 #3/July - September 2010

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.

**Southern Distribution Area
Achieves ISO 9001:2008
Certification**

**T&TEC receives
International
Award for GIS**



Editorial

In discussing the possible concepts for our Independence and Republic Day ads, the challenge facing me, and the graphic designers, was how to visually represent two occasions that are so similar yet had a subtle difference. In the end, for Independence Day, we chose to focus on the interconnectedness of the principles guiding T&TEC's operations, showing the Commission's correlation to the elements of national development.

For Republic Day, we took a more direct approach, using an image of our transmission towers surrounded by lush fauna to reflect our Core Values of social consciousness and environmental preservation and their relevance to nationalism.

The process of deciding how to best depict our two most profound national holidays, prompted further thought on individual responses to the concept of nationalism and nationhood. Not many people acknowledge or accept the cause and effect of their personal choices and decisions on the overall quality of the Nation of Trinidad and Tobago. Blowing off work for a day because "I don't feel like it" or consistently sneaking away minutes from the work day in personal endeavours, ignoring the tyrant in the community who makes life difficult for everybody, littering (from

straw wrappers to dumping white waste) ignoring delinquent children at the side of the road; all of these actions, or inactions, impact on the quality of our society and the kind of country we develop into.

This month, ~~WHAT'S HAPPENING~~ again recognises the invaluable hard work of members of the Commission, by so doing, acknowledging that their output helps make this company into one that we can all be proud of. Our cross-functional GIS development and implementation team, whose hard work has gained them international recognition, is featured on page 6. We also put the spotlight on the most recent graduating class of the Penal Training Facility; linesmen who underwent additional training; and the project team who recently completed the Banner upgrade.

In addition to giving public recognition to these, and other high-performing employees, we hope that by highlighting individual and team successes we inspire others to work harder to build themselves, this company and this country.



CREDITS

EDITOR-IN-CHIEF

Annabelle Brasnell

EDITORIAL COMMITTEE

Israeill Ali
Zainool Mohammed
Jennylyn Hamblyn-Raphael

WRITERS

Annabelle Brasnell
Judyann Babwah
Ayesha Scott-Hinkson

CONTRIBUTORS

Irwin Thompson
Tom Inkim
Nigel Charles
Patricia Webb-Gomez

EDITORIAL SUPPORT

Wendy Jarrott
Eliza Lee Poy

LAYOUT AND DESIGN

Judyann Babwah
Eliza Lee Poy
Reyad Khan

CIRCULATION

Wendy Jarrott
Ricky Sewnath

PHOTOGRAPHERS

Stacy Bharat
Hollis Mc Cardy
Suresh Cholai
Mark Lyndersay

*This edition of the
~~WHAT'S HAPPENING~~
is posted on
T&TEC's intranet
and website
www.ttec.co.tt*

*Feedback and
Contributions can be
sent to:*

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

Front Cover Photo:
T&TEC's Stanley P. Ottley
Building at Mt. Hope

In the last issue of ~~WHAT'S HAPPENING~~ we promised that more information would be provided on our new line Minister, Senator the Honourable Emmanuel George. We are pleased to provide the Honourable Minister's official biography for our readers:



Senator the Honourable Emmanuel George Minister of Public Utilities

Senator, the Honourable Emmanuel George was appointed Minister of Public Utilities of the Republic of Trinidad and Tobago on May 28, 2010.

A public servant for 30 years, Minister Emmanuel George spent his professional life in the service of the citizens of Trinidad and Tobago, retiring as a Permanent Secretary in 2008.

Among the many milestones achieved during his career, Minister George singles out the development of state-of-the-art facilities at the Piarco and Crown Point Airports; the introduction of seat belts in motor vehicles that has

improved safety and saved lives on our nation's roadways and the acquisition, for Trinidad and Tobago, of the chairmanship of the 15th Inter-American Conference of Ministers of Labour of the Organisation of American States (2007 to 2009).

Born in San Juan, Minister George attended Fatima College. He later attended the University of the West Indies, graduating with a BSc (Honours) in Economics. Minister George, who currently resides in Blue Range, Diego Martin, is active in his community and is considered a role model for the area's youth. An avid music lover (audiophile), footballer, cricket fan and sport enthusiast, Minister George is the father of four.



Quality Management

Southern Distribution Area is now ISO 9001:2008 Certified

After a stage two audit by the National Quality Assurance (NQA) USA, T&TEC's Southern Distribution Area has been granted ISO 9001:2008 Registration.

Southern Distribution Area was selected as the pilot Area within T&TEC for the establishment and implementation of an ISO 9001:2008 Quality Management System (QMS). The aim of which is to better satisfy customer and regulatory requirements.

Following the development of the Quality Policy and approval of documented procedures by T&TEC's Quality Council, employees of the Southern Distribution Area were sensitized to the approved procedures and were expected to follow them in carrying out their day to day activities.

Adherence to the approved procedures was initially evaluated by two rounds of internal audits and a pre-assessment audit. This was followed by a Stage 2 (initial assessment) Audit, or Certification Audit, by NQA-USA representatives Mr. Steve Marquedant (Lead Auditor) and Mr. James Dozier (Auditor) during the period September 14th to 17th 2010.

Continued on page 4



Continued from page 3

Southern Distribution Area is now ISO 9001:2008 Certified

NQA-USA is an accredited organisation under the ANSI-ASQ National Accreditation Board.

The NQA audit found that the Southern Distribution Area has a solid QMS framework in place which appeared to be effectively improving. Although the NQA team identified some minor non-conformances, none of these were major and the audit was considered satisfactory. Based on these findings therefore, the NQA team recommended the Southern Distribution Area for ISO 9001:2008 Registration.

ISO 9001:2008 certification of the Southern Distribution Area was subsequently received for 3 years, September 27, 2010 to September 27, 2013.

The most widely used Quality Management System (QMS) is ISO 9001:2008. T&TEC is moving to adopt the ISO 9001:2008 Standard into its daily operations across the Commission to improve the quality of service it delivers to its customers.

WATS HAPPENING congratulates the Southern Distribution Area on this accomplishment and recognizes the efforts and

role of all employees of the Southern Distribution Area, members of the ISO 9001 Implementation Team, the ISO 9001 Internal Auditors, the Corporate Communications Department, the Corporate Support Department, the Quality Council and ISO consultants QualEco Ltd.

Special mention must be made of Mr. Vishnu Seetaram, Assistant Area Manager, Administration, who, with the assistance of Mr. Israiell Ali, Head - Corporate Support drove and coordinated the ISO 9001 initiative.

extends special thanks to all, for their

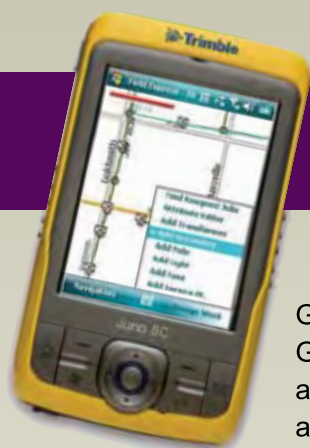
WATS HAPPENING contribution in the achievement of ISO 9001:2008 Certification of the Southern Distribution Area.



Auditors Mr Steve Marquedant (right) and Mr James Dozier (left) putting together their end of day report before discussion with the Management Team.

T&TEC executives pose with members of the NQA team and QualEco Consultants at the Certification Audit closing meeting. Front row (L-R) Zora Sahai, Commercial Officer, Distribution South; Margaret Weston of QualEco Limited; Richard Sitahal and Vishnu Seetaram, Assistant Area Managers, Distribution South. Top row (l-r) Orett Campbell, QualEco Limited; Indarjit Singh, General Manager; James Dozier, Auditor; Israiell Ali, Head Corporate Support; Rene Austin, Area Manager, Distribution South; Steve Marquedant, Lead Auditor; and Kelvin Ramsook, Assistant General Manager, Distribution.





Juno, a handheld device used in GIS

A GIS Update

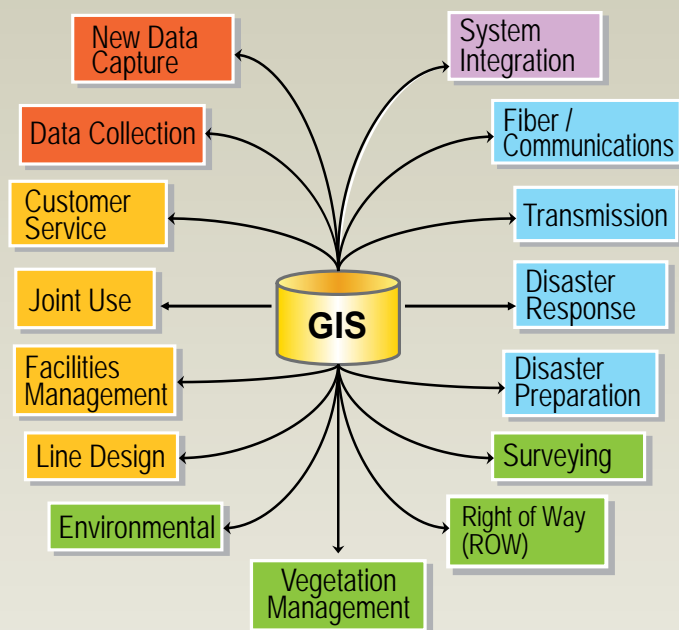
GIS is an acronym for Geographic Information Systems and, for T&TEC, represents the ability to use a hand held device to display and query information about the Commission's field assets.

The capture of data via GIS is ongoing and, when completed, will be of tremendous benefit to T&TEC and its customers on several levels. Significant among these, is information that the GIS will provide that will allow T&TEC to make better decisions regarding assets and facilities management, outage management, disaster management and maintenance.

The success of the GIS is dependent on the input of data from office and field employees. To this end, the T&TEC GIS Team, which was formed in 2008, was given an initial mandate to develop and execute a pilot project within the Central Distribution Area and, upon its completion, roll out an Enterprise GIS for the entire Commission.

The GIS team is well on the way to realizing its goals through an aggressive implementation plan and with the assistance of a world class leader in GIS.

So far, the results show full completion of the GIS pilot at Distribution Central and the initiation of the Enterprise GIS (E-GIS) roll out through the set up of the necessary hardware, software and networking infrastructure; and training of relevant personnel. Elements of this phase would also include the collection and input of field data on the Transmission, Distribution and Communications infrastructure and developing and utilizing customer service applications.



System Integration - E-GIS

Benefits of the GIS for T&TEC:

- **Better customer care:**
 - Locating customers' installations.
 - Faster processing of supply requests.
 - Improved responsiveness to customer problems.
- **Improve plant maintenance:**
 - Standardise inspection process.
 - Consolidation of inspection findings.
 - Identification and prioritization of problem areas.
- **Disaster Management:**
 - (a) Preparation
 - Critical infrastructure identification/at risk assets.
 - Response deployment planning.
 - (b) Response
 - Damage assessment.
 - Work prioritization.
 - Resource deployment.
- **Asset Management**
 - Inventory.
 - Condition monitoring.
 - Failure and maintenance tracking.
 - Decision-making to optimize cost and reliability.
- **Electrical network analysis**
 - Transformer load summary.
 - Feeder tracing and reporting.
 - Outage management support.

T&TEC receives international award for GIS

T&TEC has received a Special Achievement in GIS (SAG) Award 2010 for its vision, leadership, and innovative use of ESRI's (a software development company) Geographic Information System (GIS) technology.

T&TEC was selected from among 100,000 companies from around the world, placing Trinidad and Tobago as the only Caribbean country on this years' SAG winners list.

The Commission was selected for the award because it delivered on the GIS development project goal to effectively establish an Enterprise GIS (E-GIS) that would achieve improved response time to customer outages, improved preventive maintenance of field assets and integration with other enterprise systems.

The Special Achievement in GIS Award was presented at the 30th Annual ESRI International User Conference (ESRI UC) in July this year.

3-GIS (a company which uses the technology of ESRI) assisted T&TEC with the design and implementation of T&TEC's E-GIS. Server GIS products allowing GIS functionality and data to be deployed from a central environment.

GIS combines computer hardware, software, and data to collect, manage, and analyze geographic information. Virtually any information can be linked to a geographic location, helping people see that information as part of a complete picture.

GIS ties together all the pieces of the electric distribution system for improved customer service, better management of assets and outages and increased accuracy of data.

The cross-functional team which undertook this project for T&TEC was led by Mr. Curvis Francois, Project Manager and comprised the following persons as members:

- Mr. Farrell Christopher,
- Mr. Ricardo Fraser;
- Mr. Kern Ranjitsingh and
- Mr. Damion Harrylal



The E-GIS Solution will benefit T&TEC and its customers by:

- Improved responsiveness to customer complaints by providing more effective location data.
- Accurately quantifying the volume of assets in any district or prioritize assets for preventive maintenance, based on condition inspections.
- Allow users to efficiently collect data and query information to determine the nature, quantity and condition of the transmission and distribution assets and integration with the Commission's Outage Management System to provide improved responsiveness to planned and unplanned outages.

Congratulations guys. You have done us proud!



Our GIS masterminds from left – Mr. Damion Harrylal, Mr. Curvis Francois, Mr. Ricardo Fraser, Mr. Farrell Christopher and Mr. Kern Ranjitsingh.

Twenty-one graduate from Penal Technical Training Facility

Graduations are times of emotional ups and downs - happy with the success of completion, but sad to part with friends and instructors. It signals the end of a familiar era and the beginning of a new, unknown period in one's life.

So when the twenty-one young men of T&TEC's Penal Technical Training Facility held their graduation exercise in July, the joy, pride and even a tinge of sadness were evident. The men, together with their families, Instructors, T&TEC's Managers and members of the Executive recalled the experiences of the past three and a half years which culminated as a gala evening at the S.P. Ottley Building in Mount Hope.

Feature speaker Mrs. Jacqueline Ganteaume-Farrell, Permanent Secretary in the Ministry of Public Utilities brought greetings on behalf of the Minister, Senator the Honourable Emmanuel George. She commended T&TEC for its "foresight to set in motion forward-thinking initiatives" such as the Technical Training Programme, which contributes to national development. She acknowledged that through the Technical Training Programme, the Commission has created a "skills bank of trained technicians [who] would ensure the continuous delivery of quality electricity service" to our over 400,000 customers.

General Manager, Mr. Indarjit Singh reminded the new batch of skilled T&TEC employees of their responsibilities in the electricity supply industry. Mr. Singh described how important the electricity industry is to the economic and social development of a country, using T&TEC's history to illustrate our progressive nature, especially in the use of technology. He cited the development of the nation's youth as key factors which facilitated this lead.

But perhaps the most earnest speaker on the programme was Valedictorian Amos Lynch. In a personal tribute, he thanked his supervisor, instructors, T&TEC employees, family members and fellow graduates for teaching him the value that "teamwork, brotherhood and friendship have towards achieving success." He spoke of his experiences as a trainee in the programme, where they, together, engaged in physical training, learnt to cook and were taught the value of a day's pay.

The graduation exercise was a fitting conclusion to an extensive and sometimes rigorous training programme which covered instructions in Electrical Installation at the domestic and industrial levels, and advanced training as Substation Electricians and Linesmen.



Graduate Anant Balkaran receives his certificate from General Manager of T&TEC, Indarjit Singh



Graduate Charles Bain receives his special award from Ag. Human Resources Officer I - Technical Training, Goutam Heeraman

The following special awards were presented to Graduates:

- **Best Performing Trainee Overall**
– Amos Lynch
- **Best Performing Substation Electrician Trainee**
– Michael Ramesar
- **Best Performing Linesman Trainee** – Amos Lynch
- **Best Attendance and Punctuality**
– Leon Abdullah
- **Most Outstanding Cricketer**
– Shawn Mackhan
- **Most Outstanding Footballer**
– Shawn Mackhan
- **Most Outstanding in Scrabble**
– Charles Bain



Distribution Automation at T&TEC

Distribution Automation (DA) includes any automation which is used in the planning, engineering, construction, operation, and maintenance of the distribution power system, including interactions with the transmission system, interconnected distributed energy resources (DER), and automated interfaces with end-users.

The fundamental building block of the DA system is a "Supervisory Control and Data Acquisition" (SCADA) system which enables monitoring and control of distribution equipment within the substation and on the 12 kV feeders.

T&TEC has embarked on the first phase of DA with the implementation of a dedicated Distribution SCADA system.

The major benefits of the Distribution SCADA system are:

1. Reduction in outage times for customers on partly affected sections of feeders.
2. Remote assisted switching.
3. Improved fault location time.
4. Improved power quality and reduction of technical losses in the system via feeder load balancing, power factor and voltage correction.
5. Direct monitoring of distribution equipment which allows for more efficient optimal usage.
6. Real time and historical information for accurate timely reports, planning, engineering and resolution of customer complaints.
7. Overall improvement in the reliability of supply to customers and customer satisfaction.

T&TEC's transmission system is presently supervised and controlled by an existing SCADA system.

This system is necessary and essential to ensure the transmission lines are not overloaded, guide operators in

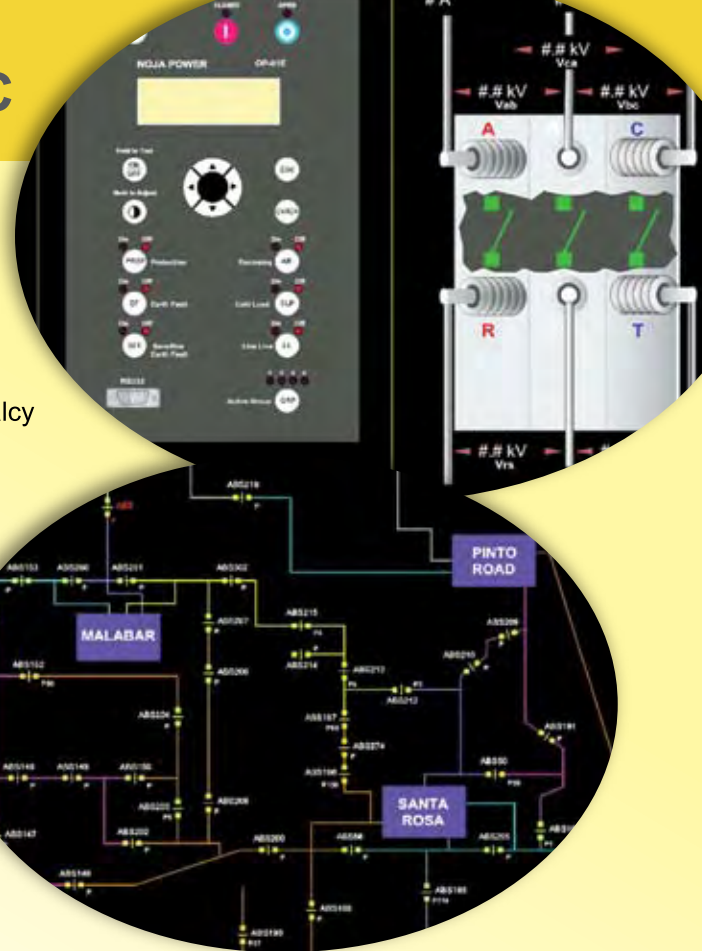
scheduling generation at the various power plants, keep the system frequency and voltage within acceptable limits and quickly restore the network to normalcy after major outages.

The Distribution SCADA system has also become a necessity given the present distribution operations environment. It has been increasingly difficult for distribution personnel to quickly access locations due to traffic congestion, inclement weather and security challenges. Remote control and monitoring of Distribution equipment will reduce the need for switching personnel to be physically onsite and improve the timeliness of switching operations. Overall, the system will enhance the efficiency and cost effectiveness of operations. The implementation of the system, as one of the TTEC's measures, is also aimed at improving and satisfying/exceeding both local and international performance indices.

The Commission has far advanced its readiness for a Distribution SCADA system with an extensive fiber optic and microwave communications network and SCADA-ready substation and feeder equipment. The project seeks to leverage on this installed investment and in turn reap the potential benefits that have not been realized thus far.

The system will also integrate with the Geographical Information System (GIS) and Outage Management System (OMS) to provide even greater value to the Commission.

The Distribution SCADA project was initiated in the Distribution Division and



a team comprising members from the AGM - Distribution Office, Distribution East, Protection and SCADA, Information Systems, Communications and Systems, Planning and Control Departments was formed to oversee the development and implementation of this project. The executive sponsor of the project is Mr. Courtenay Mark, AGM - Engineering.

Several internationally reputable suppliers tendered for the project with Open Systems International (OSI) being the successful bidder. OSI has over 200 systems installed worldwide including Caribbean nations such as Jamaica, Puerto Rico and The Virgin Islands.

The project which started this year is on target and will be commissioned in November 2010. It shall focus initially on the pilot area of the Borough of Arima and its environs. Three substations and five feeders supply this area. The project will roll-out to the entire distribution system on a phased priority basis.

Management Appointment



Ms. Denise Badree has been appointed Legal Officer in the Secretarial Department effective August 3rd 2010. Ms. Badree is the holder of a Bachelors of Arts in English and a Bachelor of Laws Degree from the University of the West Indies. She graduated from the Hugh Wooding Law School in 2001 and in that same year was called to the Bar of Trinidad and Tobago.

Prior to her appointment at T&TEC, Ms. Badree was employed as a Legal Officer at the National Petroleum Company Limited, and also served at the Office of the Director of Public Prosecutions.

Ms. Badree is an avid musician and plays the cello, piano and pan. When not playing music, this animal lover enjoys gardening and riding her bike in scenic Chaguaramas.

T&TEC represented at CARILEC conference

The Caribbean Electric Utility Services Corporation (CARILEC) hosted its annual Engineering Conference from July 25th-28th 2010 in St. Maarten. As a member of CARILEC, T&TEC was invited to participate and deliver two presentations.

Senior Engineer, Mr. Allen Clarke delivered a presentation titled "Probabilistic Generation Planning for Trinidad and Tobago", while Head of Corporate Support, Mr. Israieil Ali presented on "Implementing an ISO 9001 Quality Management System at T&TEC: Process Adopted & Lessons Learnt." Also attending the Conference were Engineers Mr. Kevin Atwaroo and Mr. Jason Chin Sang.

The two presentations were well received by participants, many of whom expressed a desire to further collaborate with T&TEC, since they also plan to embark upon similar initiatives in their respective countries.

The Engineering Conference sought to facilitate ways to mitigate the impact of dynamic changes in the industry and ensure its survival and constant improvement. The four-day Conference included an industry trade show featuring companies from the Caribbean, United States and United Kingdom.



(2nd from left) Abayomi Carmichael of the Bermuda Electric Light Company Limited and Paula Palmer of Barbados Light & Power joins T&TEC participants Jason Chin Sang, Allen Clarke, Israieil Ali and Kevin Atwaroo for a photo op.

From Banner to...VENTYX

Customer	Premises	Contact	Account	Services	SC	Mtr
795198 - DOE, JOHN . Spouse -	789476 - 236 Union Rd Marabella, TRI 3MBL02 Spouse SSN -	CON:868-723-5469	01-OCT-2009	1 RELC - RATE A	- A	✓

Customer	Premises	Name	Address	City/ST/Zip	Status	Rate Juris
795198	789476	DOE, JOHN	236 UNION RD	MARABELLA TRI 3MBL0	A	ALL

A screen shot of the Ventyx program

VENTYX Customer Suite 4.1.3 is T&TEC's new Customer Information System (CIS) allows for a more user-friendly interface; access to more information at a glance; faster retrieval of information; and improved accuracy of reports generated.

Banner is an upgraded version of the programme which had become obsolete. The more modern, cutting edge Ventyx was commissioned in July this year after a period of staff training and system testing.

The Commission's CIS stores all information relating to a customer - from the moment an account is opened to its termination, as well as the customer's payment history, meter readings and personal data.

The sensitive nature and importance of the CIS dictated that T&TEC undertake this system upgrade to keep abreast

of technological advancements while ensuring the integrity of our customer's information.

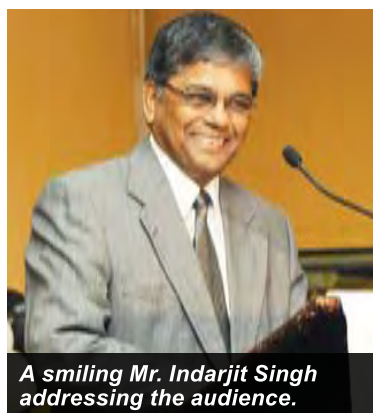
This upgrade of the CIS is good news for the Commission's valued customers. Already there is an improvement in the quality of service received by many of them. Approximately 300 designated employees use Ventyx, most of them Customer Service Representatives who serve our customers daily. Ventyx is fast living up to its name as a leading industry software application for customer information.

We applaud the collaborative efforts of our Information Services and Commercial Departments for the smooth execution of this exercise, as we continue to aim for the highest level of customer satisfaction through excellence in customer service.

T&TEC honours successes at S.E.A.



Mr. Jonathan Cumberbatch, Assistant General Manager – Human Resources; Senator the Honourable Emmanuel George, Minister of Public Utilities; and Mr. Indarjit Singh, General Manager; Mrs. Jacqueline Ganteaume-Farrell, Permanent Secretary, Ministry of Public Utilities, are almost dwarfed by the crowd of happy SEA Awardees.



A smiling Mr. Indarjit Singh addressing the audience.

“Choose your friends well...manage your time well.”

These sound like part of a home lecture from your mother or father, but were the words from our General Manager Mr. Indarjit Singh

as he spoke at T&TEC’s SEA Awards function in August.

Mr. Singh wore his fatherly hat to offer words of advice to the children of T&TEC employees at the function held at the Centre Pointe Mall, Chaguanas. And to the parents he said “You have a lot of work to continue to do to provide your children with every opportunity to excel and be all they are capable of being.”

As is usually done on these occasions, every opportunity was used to give the children some life advice. Assistant General Manager – Human Resources, Mr. Jonathan Cumberbatch, in his welcome remarks, told the children, “Now is the time to hone your talents and develop your minds into progressive, solution-oriented adults.”

Senator, the Honourable Emmanuel George, Minister of Public Utilities delivered the feature address and told awardees that they were the country’s future leaders. “Aim to become well-rounded citizens who will be capable of making valuable contributions to the country” he said. Referring to the Commission’s technical training facilities and overall training policy, the Minister expressed satisfaction that T&TEC’s human development policy was aligned with the plans of the Government of Trinidad and Tobago.

Sixty-six children of employees were each presented with a cheque, a reference book an inspirational bookmark and other T&TEC tokens.



Genielle Richards receives her tokens from the Minister of Public Utilities, Senator the Honourable Emmanuel George.



Permanent Secretary of the Ministry of Public Utilities, Mrs. Jacqueline Ganteaume-Farrell presents Jediael Walters with his tokens.



Romario Solomon accepts his tokens from General Manager Mr. Indarjit Singh.



Shivana Jadoonanan is congratulated by the Assistant General Manager – Human Resources, Mr. Jonathan Cumberbatch.



Making AMI count

The AMI data has been a visual aid in resolving customers' billing queries.

T&TEC's Advanced Metering Infrastructure (AMI) has provided mutual benefits for T&TEC and its 400,000 residential and commercial customers.

The AMI project began in 2007 and was successfully completed in May 2010. It focused on the changeover of customers' electromechanical meters to electronic meters.

This changeover exercise was conducted over a two year period using main contractor Itron.

Since its inception, T&TEC's AMI project has made it easier for customers to see the relationship between their electricity consumption and their bills. And since customers can better manage their electricity consumption, the Commission has seen a significant reduction in the number of bill queries from customers.

Data collected from the AMI also assists in resolving customers' queries; early detection of defective meters; outage detection - which prompts quick and appropriate action to minimize periods of outages; and has eliminated visits by meter readers to customers.

In an update of the AMI project Mr. Irwin Thompson, Commercial Manager, told ~~WHAT'S HAPPENING~~ "remote meter reads are now available for approximately 98% of the residential and commercial meters installed. The AMI data has been most useful as a visual aid in resolving customers' billing queries."

Two main software components are being used by the new electronic meter. These are the Fixed Network System (FNAS) which handles the instant processing of meter readings and the Itron Enterprise Edition (IEE) which is the repository for the meter readings, providing historical meter reading data.

The Commission's 36 meter readers have already been retrained in installation and maintenance of the new meters. Once a meter is not functioning properly, it will stop providing readings to the FNAS. Meters which have shown zero consumption, or not reported for 10 days or over, or those with a drastic increase in consumption, are investigated. It is expected that our meter readers will be used to facilitate the process of visiting homes to check on these meters.



Mr. Ken George, Information Systems Manager and Project Manager for T&TEC's Advanced Metering Infrastructure (AMI) presented a project overview at the Autovation Conference in Austin, Texas in September.

Mr. George told the audience "initial customer reaction to the new meter was mixed. A rate increase, as the new meters came online, made it seem that the new meters were causing higher bills. It confused everything and we spent a lot of time trying to convince customers everything was alright with the meters." He added, once the storm was calmed, benefits began to accrue for T&TEC and its customers." Employee safety is enhanced and revenue is better protected. Consumer satisfaction has improved because we now have the hard evidence to prove very easily their consumption any day of the week.

T&TEC's Streetlighting Department

Has moved to:

172-184 Gasparillo
Bye Pass Road
Reform Village
Gasparillo

Temporary phone numbers are:
718-9774 and 718-9785



Department News



Upgraded to better serve you

Customers visiting the Curepe Customer Service Centre now enjoy a new spacious environment to conduct their electricity-related business.

This Service Centre upgrade was necessary to meet the growing needs of staff and customers and included the refurbishment and expansion of the space.

The upgraded Customer Service Centre is located at 4 Eastern Main Road, Curepe (near the St. Joseph Bridge) and was fully reopened for business on 12th July 2010.

Linesmen undergo training

Forty Linesmen from across T&TEC's Distribution Areas recently completed the Linesman Course II, Part I programme. The 6-week course was held at the Central Area Sports Club. It was a significant occasion for T&TEC, since this was the largest group of Linesmen to be trained in any one session. The course is designed to enhance the overall career of participants, especially in the context of hotline work and safety.

At the start of the course on August 9th, Mr. Kelvin Ramsook, Assistant General Manager - Distribution, addressed the Linesmen-turned-students. He emphasised the importance of following documented work procedures, a necessity for acquiring ISO 9001 Quality Management System certification for T&TEC and preparation of response to OSHA for related accidents. The Linesmen were reminded of the Commission's commitment to providing quality service to customers and the need to develop qualities which support this value.

Also on hand to encourage the Linesmen were Mr. Zainool Mohammed, Area Manager - Distribution Central; Mr. Felix Allyene, Area Manager - Distribution East; and Mr. Ashmeed Ali, Acting Assistant Area Manager - Distribution Central.

The Linesman course was conducted in keeping with the Commission's Human Resource Training Policy to build a workforce of qualified, competent individuals, who are capable of operating, maintaining and supporting the Commission's corporate plans and associated activities. The course was facilitated by Mr. Worrell Jacob, Training Instructor and Mr. Carlyle Clarke, Linesman Training Supervisor.



Lending support - Mr. Zainool Mohammed, Mr. Felix Alleyne, Mr. Ashmeed Ali and Mr. Worrell Jacob.



Linesmen give their full attention during the exercise.

Customer Appreciation

T&TEC's Vision is... "Leadership in energy delivery, excellence in customer service ...enhancing the quality of life for all", so quality in service delivery is utmost in the minds of all T&TEC's employees as they go about their tasks. The Regulated Industry Commission requires it and our 400,000 plus customers expect it.

Customer Appreciation Day therefore, has been placed on the T&TEC annual calendar of events to remind us that our customers are valuable to the success of our business.

To this end, all employees of T&TEC must participate in customer service training, our crews must respond to trouble and other reports within a stipulated time and we continue to seek and incorporate new systems, such as Banner upgrade and Distribution Automation, aimed at improving our delivery standards.

Friday 30th July was the day earmarked by T&TEC to officially thank its customers for their valuable business. The day was made special for the hundreds of customers that came into the Commission's operating centers, including its 14 Service Centres across Trinidad and Tobago, to pay their electricity bill.

On arrival, customers were greeted warmly and, upon bill payment, received a chance to win one of 48 hampers. As they left, customers were presented with tokens of appreciation and refreshments. With smiles all round, customers were pleased at the show of appreciation by T&TEC's staff.

The event was made even more special for the Commission's employees as they too were given a chance to vie for an "employee hamper" upon payment of their bill on that day.



Rio Claro



Sangre Grande



Marabella



San Fernando



Arima



Curepe



Pt. Fortin



Tobago



Head Office

Thanks for Customer Appreciation Day

Dear Mr. Singh,

It is not often that I write thank you letters to organizations. However, I felt it imperative to do so in light of your latest concept on July 30, 2010, the day you chose to show appreciation to your valued external customers. Not only did your initiative impress me, but I am also unable to recall another organisation displaying this type of positive reception to their external customers.

How it started? I walked into the T&TEC outlet on **Broadway, Port-of-Spain**, just after 10am on that day to pay my electricity bill. About twenty people were in front of me. I patiently waited my turn, and upon reaching the cashier, paid my bill, and thought that was the end of T&TEC and myself for that day.

To my surprise, the cashier told me not to leave, instead go to the young woman on the right. I obeyed the instruction. The cheerful young woman whom I was referred to then handed me a blue bag with a fruit juice, pastries and a booklet entitled, Home Electrical Safety Checklist.

Surprised, I asked her what was the occasion, to which she replied, Today is our Customer Appreciation Day, and we would simply like to let our customers know how much we appreciate them. Indeed, I was very stunned to know that customers of T&TEC were so highly valued, and as I said before, I had never experienced this show of support.

I dare say, the goodies were timely, as I noticed several customers eating and drinking the snacks outside your outlet. Notwithstanding, I waited until I got home to digest the refreshments, which were quite good. So too was the eight-page handbook, which was simply written, easy to understand and informative.

With so much negativity surrounding T&TEC, your Customer Appreciation Day was a timely move to express gratitude to your external publics. All customers appreciate a freebie or a great discount now and then. They also like to know that you are grateful for their patronage.

It has been my pleasure to be a part of your Customer Appreciation Day. Your service is truly valued. I look forward to many more years of working with you, and wish T&TEC the success that it deserves. Good work! Your thoughtful initiative can only assist your company to grow and succeed.

Wendy Campbell
August 3rd, 2010



Chaguanas

"Reawakening the Spirit of Liberty"

T&TEC's 2010 Emancipation celebrations culminated on Saturday August 14th with a gala cultural concert at the Waterfront in Port of Spain. It was a fitting end to a 3-week long celebration held under the theme "Reawakening the Spirit of Liberty."

Spectators got a treat at the Waterfront with a star-filled cast that featured big names in calypso like Brian London and Mistah Shak; T&TEC's 2010 Power Monarch Lady K; poet Muhammad Muwakil; Wassafoli performers; and songstress Kay Alleyne. For the pan lovers, the T&TEC Tropical Angel Harps Steel Orchestra and the Tokyo Youth Steel Orchestra filled the evening air with the sweet sounds of the national instrument.

At the formal launch of the celebrations on July 27th at the S.P. Ottley Building in Mount Hope, General Manager Mr. Indarjit Singh remarked that the theme should encourage us to "celebrate the will to survive, the power to persevere and the pride of resilience." He also used the opportunity to reaffirm T&TEC's commitment to placing Emancipation celebrations high on its agenda.

Feature speaker at the function Dr. the Honourable Lincoln Douglas, Minister of State in the Ministry of the People showed his versatility by incorporating poetry and drumming into his talk. He repeated the phrase "hope – that is the way we choose; hope – that is the way we live" while reflecting on the strength of the people of Haiti after that country's devastating earthquake. He reminded the audience that although African people know how to survive and how to live, we needed to be at "peace with ourselves so we can get to the business of living."

T&TEC's Emancipation celebrations 2010 lived up to its name as being a grand and entertaining affair. The spirit of liberty was truly reawakened, African style.



Feature Speaker Dr. the Honourable Lincoln Douglas imparts his message using the drum.



African sister Iya Ifakemi does the libation.



The S.P. Ottley Building was awakened by the powerful Wasafoli performers.



The stars of the Waterfront, the "shocking" duo, Mistah Shak and Brian London.



Looking regal – Chairman of the African Emancipation committee, Mr. Ruthvin Charles (left) with some of the evening's dignitaries.



The section of the crowd that turned up at the Waterfront.

Employee Update



APPOINTMENTS

NAME

POSITION

AREA/DEPARTMENT

Roberto Mendoza	Linesman 'C'	Distribution South
Randy Choon	Clerk III	Distribution South
Nerrisa Mohammed	Clerk III	Distribution South
Kelvin Beharry	Linesman 'C'	Distribution South
Antonio Glodon	Linesman 'C'	Distribution South
Ilan Telesford	Linesman 'C'	Distribution South
Keafe Sennon	Linesman 'C'	Distribution South
Gerard Checkley	Labourer	Distribution Tobago
Devon Edwards	Labourer	Distribution Tobago
Dennis Grant	Labourer	Distribution Tobago
Davidson Johnson	Labourer	Distribution Tobago
Denzel Mc Conney	Labourer	Distribution Tobago
Roger Ramsey	Labourer	Distribution Tobago
Johnny Sampson	Labourer	Distribution Tobago
Richard Taylor	Labourer	Distribution Tobago
Troy Thomas	Labourer	Distribution Tobago
Allister Ali	Land Management Officer	Trans. Dev. & Eng. Serv.
Randy Harryram	Land Management Officer	Trans. Dev. & Eng. Serv.
Charmion Archie	Clerk III	Distribution East
Raevon Atherton	Clerk III	Distribution East
Tarune Gangaram	Clerk III	Distribution East
Vashti Gooding	Clerk III	Distribution East
Terrence John	Clerk III	Distribution East
Jennifer Sammy	Clerk III	Distribution East
Ray Campbell	Labourer	Distribution Tobago
Jason Williams	Labourer	Distribution Tobago
Racquel Pallai	Clerk III	Finance
Dale Griffith	Clerk III	Finance
Shaliza Ali	Estate Constable	Secretarial
Shawn Balliram	Estate Constable	Secretarial
Rabindra Bhola	Estate Constable	Secretarial
Amikki Bibby	Estate Constable	Secretarial
Lyndon Bicano	Estate Constable	Secretarial
Durleen Cunningham	Estate Constable	Secretarial
Josanne Dufael-Mohan	Estate Constable	Secretarial
Ronnie Edwards	Estate Constable	Secretarial
Lawrence Gookool	Estate Constable	Secretarial
Nadia Isaac	Estate Constable	Secretarial
Koshal Jagmohan	Estate Constable	Secretarial
Marvin James	Estate Constable	Secretarial
Colman Jeanville	Estate Constable	Secretarial
Ainka Joseph	Estate Constable	Secretarial
Javeed Khan	Estate Constable	Secretarial
Siyra King	Estate Constable	Secretarial
Simone Mc Kenzie	Estate Constable	Secretarial
Kyle Perelion	Estate Constable	Secretarial
Tamietta Samaroo	Estate Constable	Secretarial
Roddy Samuel	Estate Constable	Secretarial
Meera Sanatan	Estate Constable	Secretarial
Akanath Seepaul	Estate Constable	Secretarial
Marcus Singh	Estate Constable	Secretarial
Shervon Bushell	Clerk III	Distribution Tobago
Oma Samlal-Boodram	Stewardess	Human Resources Division
Vishnu Ramroop	Estate Constable	Secretarial
Ishwar Balgobin	Electrician 'B'	Transmission Maintenance
Amos Lynch	Electrician 'B'	Transmission Maintenance
Shawn Mackhan	Electrician 'B'	Transmission Maintenance
Suresh Rampersad	Electrician 'B'	Transmission Maintenance

NAME

Alicia Le Blanc
Dale Ramkissoon
Gairy Nelson
Zion Cordner
Junior Bitan
Dave Cowan
Asif Mohammed
Jennifer Leslie
Donny Loutan
Kern Nibbs
Oswald George
Stephen Gregory
Curt Pope
Carlton Gill
Zyde Salim
Mikhail Greene
Guness Boodoosingh
Dexter Nichols
Sukeran Ramdass
Alloy Bryce
Shirwin Baptiste
Rajendra Sirju
Walcott Charles
Varun Hosein
Edwin Davis
Cleve Chadee
Kevan Warrick
Ronald Ross
Julian Christian
Calvin Holland
David Gellineau
Dion Ramsundarsingh
Karen Steele-Baird
Deirdre Jack
Jared Hollas
Hollis Mc Cardy
Mavreen Jacob
Indra Budu Dass
Alvin Deosaran
Marcel Charles
Vishal Seusankar
Denelle Nelson
Curtis Chung
Carleen Chance
Leisel Brathwaite
Debra Brown
Kelsey Balkissoon
Keyon Jack
Alwin Edwards
Brian James
Seeram Kelly
Andrea Des Vignes-Phillip
Cossyle James-Abraham
Amit Ramoutar

Clerk II
Technical Assistant III
Senior Foreman
Senior Foreman
Driver – Lorry Loader / Lift Combination
Cleaner
Engineer II
Customer Services Officer
Linesman 'C'
Linesman 'C'
Maintenance & Services Assistant
Linesman 'A'
Linesman 'A'
Linesman 'A'
Electrician 'B'
Electrician 'B'
Crew Foreman
Crew Foreman
Crew Foreman
Crew Foreman
Crew Foreman
Clerk I
Crew Foreman
Electrician 'B'
Subsection Leader
Electrician 'A'
Senior Foreman
Electrician 'A'
Meter Inspector
Meter Inspector
Subsection Leader
Linesman 'C'
Assistant Storekeeper
Senior Clerk
Technical Assistant III
Technical Assistant I
Stores Assistant
Accountant-In-Training
Senior Clerk
Meter & Relay Mechanic I
Meter & Relay Mechanic I
Stores Assistant
Senior Engineer
Senior Clerk
Clerk I
Administrative Assistant II
Electrician 'B'
Telecom Operator
Jointer 'B'
Jointer 'A'
Jointer 'A'
Clerk I
Senior Clerk
Clerk II

Distribution East
 Transmission Maintenance
 Transmission Maintenance
 Transmission Maintenance
 Distribution East
 Distribution Tobago
 Distribution East
 Distribution North
 Distribution South
 Distribution South
 Distribution Tobago
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution Central
 Distribution East
 Distribution East
 Distribution East
 Distribution East
 Distribution North
 Distribution North
 Distribution North
 Distribution South
 Distribution Tobago
 Distribution Tobago
 Distribution Tobago
 Distribution Tobago
 Distribution Tobago
 Finance
 Internal Audit
 Metering Services
 Metering Services
 Supplies
 Supplies
 Supplies
 Supplies
 A.G.M. – Distribution
 Distribution East
 Distribution South
 Distribution North
 Distribution North
 Distribution North
 Distribution North
 Distribution Tobago
 Distribution Tobago
 Human Resources Division

T&TEC discovers Islam

The Commission's Eid observances culminated with a grand celebration on September 18th at the car park of the S.P. Ottley Building in Mount Hope. The event was a fitting end to a month-long programme held under the theme "Discover Islam."

For the weeks leading up to the function, employees were engaged in essay writing and display competitions geared towards learning more about Islam. Some of the topics considered were: "What does Islam say about women?", "Islam – a way to war or peace?", "The Pillars of Islam," "Islam says GO GREEN," and "Family Matters to Islam."

At the gala function organised by the T&TEC Islamic Committee, guests were taken on a spiritual and inspirational journey on the Islamic way of life. The Minister of Public Utilities, Senator the Honourable Emmanuel George delivered the feature address, saying that he was "proud to note that over the years T&TEC has established itself as a corporate citizen, integrally involving itself in the lives of its staff as well as in the numerous communities it serves."

Senator the Honourable Emmanuel George, Minister of Public Utilities chats with Mr. Haseeb Ali, Chairman of T&TEC's Eid Committee, in one of the display booths. Looking on is General Manager Mr. Indarjit Singh and a booth spokesperson from Distribution South.

General Manager Mr. Indarjit Singh also spoke at the function. He challenged those who practice the Islamic faith to continue educating non-Muslims about the peace and brotherhood of Islam and dispel the notion that Islam was all about violence and fanaticism.

After a powerful guest presentation from Sheik Munaf Mohammed and superb entertainment, the following winners were announced:

Essay Competition (Non-Managers' Category)

1st Place	-	Marissa Deonarine
2nd Place	-	Nikesha Davis
3rd Place	-	Shivelle Primus

Display Competition:

1st Place	-	East
2nd Place	-	Mt. Hope
3rd Place	-	Central

Essay Competition (Managers' Category)

1st Place	-	Assistant General Manager,
H.R.	-	Mr. Jonathan Cumberbatch



Some of the judges receive an explanation of one of the items in the Distribution East's display.



Mount Hope's display theme is clearly stated.



The interior of the third placed display put on by Distribution Central.



Guest performers doing a rhythmic poetry item.



The adorable kids were decked in their finest traditional wear.



A fraction of the Electric Family who were in attendance.

Spotlight On...



Chris Seemungal

He was one of Distribution Tobago's Best Performing Employee for three years, capturing the title in 2006, 2008 and 2009. He is known for offering analytical solutions without compromising safety or procedures. He is ambitious but understands the value of

teamwork. He is Chris Seemungal, a Linesman "B" Hotline from Distribution Tobago.

"I feel privileged to work at T&TEC so it's easy to give my best. My motto is 'success is gained through fully applying oneself', it is what has kept me focused," Mr. Seemungal told **WAYS HAPPENING**. His father, Seepersad Seemungal, is also an employee of Distribution Tobago.

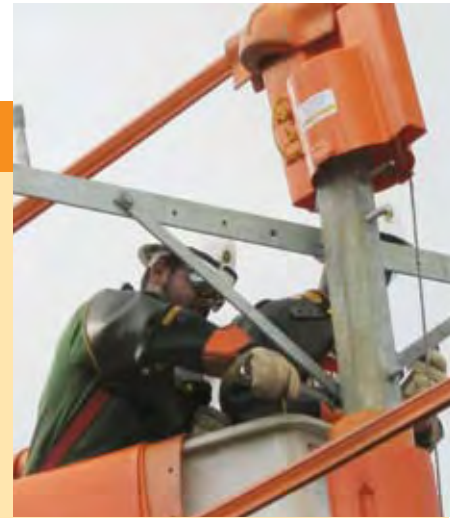
The junior Seemungal joined T&TEC in 2003 as a temporary Labourer. Always ambitious, he entered with his City and Guilds Electrical Electronics Engineering Technician (EET) Diploma, A' Levels, and qualifications in Maintenance in Electrical and Power Control from National Social Development Programme – Metal Industries Company and quickly rose up the ranks. He was rewarded for his drive with a permanent position in 2005 as a Linesman 'C'.

Five years later, with subsequent promotions and special

training in Hotline work, Chris Seemungal was assigned to one of two Hotline crews at Distribution Tobago. He explained that "Hotline work is the execution of overhead line maintenance on primary distribution lines without any interference to the actual supply to customers.

Each job is different because of varying circumstances, so teamwork and detailed planning at all stages is important for the safe execution of the job. Nothing is taken for granted but we are well trained and have been provided with the right tools and equipment." Mr. Seemungal was in high praise for the dedication and skill of his crew. "We are in synch with each other, which makes it easy to deliver a high standard on behalf of T&TEC to our customers."

Chris Seemungal continues to seek opportunities to make a difference at T&TEC. "From inception I wanted to be an Electrical Engineer. I have no regrets however, that I took the grass root path towards achieving that goal. My experience as a field worker will only make me a better Engineer."



Carleen Chance

When **WAYS HAPPENING** visited the Supplies Department to interview Carleen Chance we were pointed to an individual called Nicole. "Don't be confused", Carleen admitted with a grin, "I am commonly known as Nicole".

Carleen Nicole Chance is a Senior Clerk in the Projects Section, Supplies Department at T&TEC's King Village Office. She is also one of the Supplies Department's Best Performing Employee for 2009, an honour bestowed on her while she was still a Clerk I.



Ms. Chance is now a member of the Project Team for the implementation of the inventory and purchasing modules of PeopleSoft at Supplies Department. Her responsibilities are in Research and Development. "Simply put", Ms. Chance said, "I have to match T&TEC's needs with the capability of the system. The aim is to manage and monitor

the Commission's supplies at its seven warehouses located across the country to ensure accountability.

Ms. Chance's job covers three key areas: implementation, monitoring and training, all directed at ensuring the maximization of the new PeopleSoft system capabilities. "I find my job interesting, challenging and rewarding," Ms. Chance told **WAYS HAPPENING**. "My heart is in Supplies."

This attitude, together with her innate ability to be organized, has augured well for Ms. Chance in executing her responsibilities. "I conduct training sessions for users, respond to queries and monitor the system to ensure that there is a match between users input and the data on the system" she explained. "I am really excited about this project, we are breaking new ground and we have a good team".

One of the interesting capabilities of the new PeopleSoft inventory and purchasing modules is cycle counting. This feature can trigger an automatic random checking of a selected stock item. For instance, a high priority, high value Classification A item, can be checked to verify stock and allocation.



Pensions Corner

Employee Home Ownership Plan (EHOP) loan facility

Improvements

Republic Bank Limited (RBL) is working on adjusting all EHOP accounts to reflect the reduced interest rate from 5% to 3% per annum.



Where accounts have been repaid in full, RBL is settling such accounts with cheque refunds. The pensions office has been contacting such persons by telephone, to facilitate the distribution of these refunds.

All other accounts are anticipated to be regularized by September 30, 2010.

Refinancing of Loans

Given the increased loan limit to \$750,000.00, the department has seen a rise in the applications for refinancing of EHOP loans.

All mortgagors are reminded that such requests must be formally directed to the office of the Pension Plan Administrator.

An updated valuation report completed by an approved valuator must be submitted with your request.

The reasons for the refinancing must be clearly spelt out and Builders' Estimates, which are mathematically accurate and summarized, must also be provided.

Evidence of Life

We, again, thank the pensioners who make the extra effort to comply with our requirements to submit their Life Certificates at the end of each quarter, without any additional prompting.

Please be reminded that our third quarter submissions are due on 30th September, 2010 and can be facilitated at all operating centres.

Passed on

Over the period July 1 to August 20, 2010 we welcomed the following to our Pensions' family:-

Name	Place Last Worked	Date of Exit
Kumal Nowrang	Distribution South	2010 07 14
Harrinath Ramgoolie	Distribution Central	2010 07 14
Dennison Hercules	Distribution East	2010 07 21
Hamilton Kailah	Distribution Central	2010 07 31
Maltina De Verteuil	Distribution East	2010 07 31
Marilyn Moore	Distribution East	2010 07 31
Sookdeo Rambharose	PowerGen	2010 07 31
Michael Joseph	PowerGen	2010 07 31
Joseph Ewan	Distribution South	2010 08 04
Gilbert Ash	Distribution North	2010 08 18
Sunil Jerry	Distribution North	2010 08 25
Carlton Roberts	AGM – Distribution	2010 09 08
Kirby Hope	Sys. Planning & Control Dept.	2010 09 30
Martin Pascall	Distribution North	2010 09 30
Joan Bell-Eversley	Head Office	2010 09 30

Sadly, over the period July 1 to August 20, 2010 we recorded the deaths of the following:-

Name	Place Last Worked	Date Deceased
Owen Arthur	PowerGen	2010 07 01
St. Hill Charles	Distribution East	2010 07 17
Winston Richardson	Distribution East	2010 08 10

We extend our condolences to the families concerned and to the extended T&TEC family.

Additional information can be sought on these issues from the Pensions Department via email or by telephone to:-

- **Christine Morrison-Joseph**, Pension Plan Administrator, extensions 5000/5001 and cjoseph@ttec.co.tt.
- **Charmine Shoy, Supervisor**, extension 5002 and cshoy@ttec.co.tt.
- **Colleen Lodge**, Sub Section Leader, extension 5003.

EAW**TRINIDAD
AND
TOBAGO**

A cross-section of the members of the new EAW Executive 2010-2011.



The three Honourary Members from left: Ms. Marjorie Holder, Ms. Vere Cudjoe and Ms. Doris Figaro.



Corporate Communications Manager Ms. Annabelle Brasnell presents Ms. Deserine Ryan of the Port of Spain Branch with the S.P. Ottley Award for Excellence.

The EAW hosts 41st Annual Conference

The Electrical Association for Women (EAW) held their 41st annual Conference on June 26th at the J & J Hideaway 'Big Yard' in Cumana. The Conference was held under the theme "The Power of Commitment, the nature of fulfillment." It also marked the 45th anniversary of the EAW.

Among the items on the agenda was the address by the EAW President, Ms. Gail St. Louis-Nedd, who was happy to see the Point Fortin Branch reinstated into the Association during her past term in office. Awards presented to Branches included the Collin Matthews Award for Community Service, the Stanley P. Ottley Award for Excellence and the T&TEC Challenge trophy for Membership Growth.

Three honourary members – Ms. Doris Figaro, Vere Cudjoe and Marjorie Holder – were also inducted into the Association.

Corporate Communications Manager Ms. Annabelle Brasnell was on hand to install the new Officers for the upcoming year 2010-2011.

Electricity safety begins with you. (Disaster Preparedness)



- When lightning strikes, take the following precautions:
 - While indoors keep away from large appliances and metal pipes.
 - Do not use hand held electrical appliances or the telephone (except in emergencies)
 - Disconnect all electronics.
 - Never attempt to move downed power lines - they may be "live".
- In the event of an earthquake stay clear of power lines, light posts and electric signs.
- In the event of a flood, turn off electricity at the main switch. Do not turn off electrical equipment if you are wet or standing in water. Do not touch live electrical equipment in wet areas.
- During the hurricane season, ensure that trees close to power lines are trimmed.
- Do not use powered appliances outdoors during a storm or hurricane, as lightning associated with the storm can cause them to malfunction and become dangerous.

Getting to know you

T&TEC has consistently supported the arts and culture of Trinidad and Tobago. This support has been extended to sponsorship of several steel bands and orchestras.

WHAT'S HAPPENING is pleased to feature two of these sponsored bands in this issue.



Meet ...the T&TEC Nada Sangama Steel Orchestra

The T&TEC Nada Sangama Steel Orchestra recently released its fourth CD. This compilation – 'Shankaram' comes five years after its third album Now and Forever and was officially released in August 2010.

The title track of Shankaram is included in a promotional DVD as a music video. The Shankaram music video is produced by Saadia Mohammed and Forcefed Productions, and was shot at various locations in Trinidad and Tobago, with images reflecting our unique natural heritage. The song features the vocals of Neval Chatelal and Sneda Rao.

The Tunapuna-based T&TEC Nada Sangama Steel Orchestra was formed in 2000 under its Spiritual Leader and founder, Sadguru Sri Swami Garopath

Sachchidanada of Myrose, India when he visited Trinidad and Tobago.

T&TEC's sponsorship of the Nada Sangama Steel Orchestra was initiated in 2006. The band is managed by Mr. Anthony Ramnarine and comprises 16 members. The captain is Mr. Desmond George and the arranger is Mr. Clyde Alexander.

Nada Sangama is Hindi for "unity through music." This fusion is reflected in the Band's membership and in its musical repertoire which includes Hindu, Christian and Islamic devotional music, calypsos and popular film songs. These instrumental interpretations are often played to melodic accompaniment of the group's lead male vocalist Neval



Chatelal and the Indian dholak, African drums, tabla, keyboard and harmonium.

Under the sponsorship of T&TEC, the band has performed both locally and internationally. In 2007, the band performed in New Delhi, India, and recorded a 9-track promotional CD, the first CD ever recorded by a steel orchestra in India. The band has also participated in tours across Martinique, with local performances at the Summit of the Americas 2008 and the Commonwealth Heads of Government Meeting (CHOGM) 2009.

You can keep track of the Band's activities via its website www.nadasangama.com.

T&TEC Tropical Angel Harps gives back

"In every community there is work to be done...In every heart there is the power to do it." Marianne Williamson.

It is always good to give back, and the T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) continues to demonstrate its philanthropic spirit by serving its community and the nation's youth. As part of its ongoing outreach thrust, the Orchestra recently partnered with the Ministry of the Arts and Multiculturalism to conduct a pilot project music workshop titled 'Music School in the Pan Yard.'

The 8-week workshop which began on July 7th was held at the TAHSO Pan Palace for interested music-loving residents of Enterprise, Chaguanas. Sixty persons (beginners and practicing pannists) ranging in ages 10-52 years, graduated with greater knowledge in music theory for, not only pan, but wind and string instruments.

Manager of TAHSO, Mr. Clarry Benn expressed that he was "very pleased at how the participants were able to adapt themselves into the programme. As short as it was, they were able to perform at the end of the 8-weeks playing instruments which were very new to them. As a consequence of its success, a follow up workshop is expected to come off in the not-to-distant future."

At a closing function, Valedictorian Kia-Ann Roberts expressed her tremendous pride that she could now understand music theory. She thanked the "wonderful, endearing teachers" for a programme that was "entertaining and interesting."

Mr. Damien Richardson, an official from the Ministry of the Arts and Multiculturalism, told the audience that the aim of the programme was to build the musicianship and a national cadre of skilled, trained and certified musicians. He added that plans were in train to roll out the pilot to other panyards along the East/West Corridor, Central and South Trinidad. It is hoped the pilot will eventually lead to the establishment of a formal music school.

The Commission congratulates the T&TEC Tropical Angel Harps Steel Orchestra on the success of this and other initiatives, which positively impact the cultural face of Trinidad and Tobago.

The members of the T&TEC Tropical Angel Harps Steel Orchestra during one of their performances.



Health Safety and Environment Week 2010

T&TEC's Health, Safety and Environment (HSE) Week 2010 was launched on Friday October 1st with a busy schedule of activities from October 4th to 8th. These activities focused on the 2010 theme "Secure Our Future – Reduce Existing and Emerging Risks."



HSE 2010 Logo

This year's theme is relevant as it relates to emerging risks arising from the use of new technology. Occupational Safety and Health experts around the world, including the International Labour Organisation (ILO), are concerned about the rise in work-related stress disorders resulting from difficulties "coping with the changing patterns of working life."

Endorsing the HSE message at the launch of the HSE Week were the Minister of Public Utilities, Senator the Honourable Emmanuel George; feature speaker Minister of Labour the Honourable Errol McLeod; and General Manager Mr. Indarjit Singh, who spoke of T&TEC's commitment to preventing work place accidents and ill health and their associated consequences.

Rhythmic Poetry Competition

Held Tuesday 14th September at the Stanley P. Ottley Building, Mt. Hope

RESULTS

1. **Ryan Alfonso, *Today is the day***
- Distribution East
2. **Natalie Du-Pont Winston, *Fly in minutes***
- Supplies Department
3. **Gillian Samuel, *Here we stand***
- Distribution Central

Some of the emerging risks identified that are directly related to the Commission's business fall into the following categories:

- New Technologies – mobile phones, ear pieces/ headphones, video display units, new unregulated petrochemical down stream industries, scientific discoveries and nanotechnology
- Work Methods – downsizing, work intensification, increased and expanded customer demands, automation and mechanized tools
- Workplace violence – stress, disgruntled employees, dissatisfied customers
- Health, Safety and Environmental Practices – population growth, industrial development, rural electrification, increased waste, pollution, animal resistance and immunity.

The HSE Department is working hard to ensure that all employees bring the message of safety in the workplace. To this end, creative and informative competitions have been developed for team and individual participation across the Commission.

Here is a snap shot of some of these activities:

Area/Zone Competitions:	Individual Competitions:
<ul style="list-style-type: none">• Quiz• Environment• Rhythmic Poetry• Vehicle Maintenance• Best HSE Week Programme• Cheerleading	<ul style="list-style-type: none">• Poster• Photography• Crossword Puzzle• Quiz Day Audience Questions• Spot the Hazard*(NEW!)



Know your electricity terms...

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

AMMETER

CABLES

INCANDESCENT

RESISTOR

VOLTMETER

AMPERE

FUSE

INSULATOR

TRANSFORMER

BATTERY

GENERATOR

POWER

TURBINE

Calendar of Events

October

30th

Divali Celebrations 2010
Mid Centre Mall Car Park,
Chaguanas

5:00 p.m.

November

6th

56th Employee Awards and
Recognition Ceremony

28th

Children's Christmas Party
– Tobago

December

1st

World's Aids Day

5th

Children's Christmas Party
– Trinidad

Word Scramble

Unscramble the letters
to match the terms
associated with Electricity
terms listed below.

- 1) RATYBET
- 2) EYGREN
- 3) TEOULT
- 4) REWI
- 5) TUICRIC
- 6) WITHCS
- 7) TWAT
- 8) HOCKS
- 9) WOEPR
- 10) LOVTS
- 11) TAMGNE
- 12) SNMARTREROF
- 13) ROGERATNE
- 14) CRITYELECTI
- 15) LNIGHINGT

Generator
Switch
Energy
Electricity
Power
Circuit
Watt
Outlet
Battery
Shock
Transformer
Lightning
Magnet
Volts
Wire



At times our own light goes
out and is rekindled by a
spark from another person.

Each of us has cause to
think, with deep gratitude, of
those who have lit the flame
within us.

*Albert Schweitzer (1875-1965)
German theologian, philosopher,
and physician.*

Letters

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

Bringing quality service to customers.

Excerpts from an email from Ernest Williams to Curtis Panchorie, Distribution Central.

Last night (June 09th) the lights went out with a big bang on a transformer at Herrera Street, St. Joseph Village, San Fernando.

The T&TEC guys (Distribution South) were there within 15 minutes and within an hour had the power restored.

Having lived in Canada, I happened to know that the Canadians are very, very good at restoring power to customers (the winter and ice give them a lot of practice),

The South (T&TEC) guys did an outstanding job last night. Keep it up. The residents were grateful.

Excerpts from an email sent from Horace Abraham, Plant Manager, GE Energy Contractual Services to Frank Chatee, Assistant Area Manager, Distribution Central.

On behalf of the owner of 251 Mission Road, Freeport I wish to convey sincere appreciation for the excellent work displayed by you and your team on June 11th 2010.

The (Distribution Central) emergency crew's quick response to disconnect the unsafe mains as a result of the cable failure incoming to the base and the quick response to authorise the installation of a new meter to the adjacent base that had already passed inspection, was a win-win for all parties.

Excerpts from a letter received from Arnim Lawrence which was sent to Irwin Thompson, Commercial Manager.

I approached a young lady at the Frederick Street, Port of Spain service center for an explanation about the proposed discount for senior citizens.

As a senior citizen (75 years old) it is very unusual to find, whether in Government or in private enterprise, someone who take time, especially with senior citizens, to explain matters in such detail.

I went to another section and found out that the young lady was Ms Roxanne Johnson. Please convey a special thank you to Ms. Johnson from a truly satisfied customer.

Excerpts from email sent to Distribution Central from Lisa James, Ministry of Education.

Thanks Central....

All the schools in Caroni Education District – Caparo R.C., Warranville TIA and Durham Village Hindu - on which electrical works were being done and that warranted T&TEC's involvement are completed and are ready for the re-opening of school, this is so, because we worked together.

This being so, I must say thank you for your kind courtesies throughout this vacation period. Your co-operation, response and teamwork are commendable.

It would be remiss of me if I did not mention Mr. Richard Baptiste and Mr. Ravi Ramnanan. Thank you for the guidance. To Mr. Zainool Mohammed thank you for your support.

Looking forward to a continued working relationship – we have the Charlieville and Balmain Presbyterian Primary Schools next.

Lisa James

August 9, 2010

Dear Mr. Singh

I want to take this opportunity to thank the Trinidad and Tobago Electricity Commission for commissioning the lights at La Paille Recreation Ground and the Frederick Settlement Recreation Ground.

It is initiatives of this nature that work towards human and social capital development and the sustainability of healthy lifestyles that ought to be the hallmark of all our communities.

The opportunities which now avail for recreation and physical activity can breathe new life into these areas and allow thorough social interaction, the transmission of the values that makes us a civilized society.

I want to encourage the Commission to continue the good work, because when the real history of this country is written and proper analyses are conducted, this national streetlighting project will emerge as one of the many catalysts which was critical in making Trinidad and Tobago once more a socially amenable society.

On behalf of the constituents of Chaguanas West, let me express again my profound thanks for a job well done.

Yours sincerely,
Jack Austin Warner
Minister of Works and Transport

Beach, football and cookout

The excitement was palpable, the smells tantalizing, the setting - the beach. This was T&TEC's 8th annual Hubert Maingot 5-a-side Beach Football and Cookout competition held on June 26th.

Maracas Beach was once again the venue for the double header event; barbequed chicken and two sides being the menu this year.

Teams competed for prizes for the most creative side dish and best tent display. Tents were decorated to represent a team vying for the World Cup. Battling for top honours were teams from Southern Area, (Netherlands); Northern Area Chiquitas (Mexico), TATECO (Ghana) and Central Area (Spain).

And as the cooks fired up the barbeque grills, a section of sand was temporarily transformed into a football turf. Five teams representing Distributions North, South, East, Tobago and Mt. Hope Area Sports Clubs; the Port of Spain and Penal Technical Training Facilities; TATECO and PowerGen put their best foot forward to dethrone the 2009 winner, Central Area Sports Club.

Long after the coals burned out and the last goal scored, employees remained to enjoy the atmosphere of camaraderie against the cool breeze of Maracas Bay.

The final results at the close of the day were:

Cookout

- 1st - TATECO
- 2nd - North
- 3rd - South

- Best display – TATECO
- Best tasting BBQ chicken – North
- Most creative side dish – North
- Best team spirit – North

Football

- 1st - North
- 2nd - Tobago
- 3rd - PowerGen

Most Disciplined Team
- North

Most Valuable Player's
- Jeremiah Goddard – North
- Julianne Mc Dugal – Tobago

Congratulations everyone!



Team TATECO
with their winning
presentation.



Northern Area 'Chiquitas'
impressed visitors with
their Mexican theme.



Football dexterity
in motion.



Team Northern area (in red)
on their way to victory.