



WATTS HAPPENING

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

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

Trinidad and Tobago Electricity Commission

63 Frederick Street, Port of Spain

www.ttec.co.tt

Vol.25 #3 / July - Sept 2008



**Lighting the Changing Skyline
of Port of Spain**

Editorial



For everything there is a season...

We are fast approaching a celebratory time of the year, where we recognise several national religious festivals. Already we have celebrated Eid-ul-Fitr, this would soon be followed by Divali and then later, Christmas.

In the upcoming months the Commission will also be abuzz with several internal activities that support our Value Statements and Strategic Objectives. Among the events planned are a dedicated week focusing on Safety, a 2008 Schools' Essay Competition on Conservation, the Annual Employees' Awards Function, a special event for our large Industrial customers and the Annual Sports Awards.

The accomplishment of these activities will require the involvement of employees from several Departments, many of them volunteers, who will come together with one goal, to make these events special for the rest of us.

During the 3rd quarter, several significant events marked the historical calendar of the Commission. A new General Manager was announced on the retirement of former General Manager Indarjit Singh, prompting several other appointments within Management. As these leaders sought to put their stamp on their new responsibilities, they also grappled with the everyday challenges of supplying reliable electricity to the country.

One unfortunate and unusual incident however marred this period of business as usual. In August a pedestrian became entangled in electric wires in Port of Spain causing the Commission to engage its safety procedures and mobilise several other arms of resources. An investigation is ongoing regarding this incident.

As the 3rd quarter of 2008 ended, the Commission focused on celebrating sixty-two years of history, honoured its customers, recognized the accomplishments of the Electric Family and marked the opening of the Tobago Training Facility.

All in all it was a good three months marked by many successes and few incidents.

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900th Meeting of the Trinidad and Tobago Electricity Commission held on Saturday September 13, 2008

Seated from left to right are:

Ms. Gloria Hanson, Member; Mr. Marcus Nelson, Member; Mr. Ernest F. Boxill, General Manager; Mr. Devanand Ramlal, Chairman; Mr. Hakeem Ahmad, Member; Mr. Daniel Dookie, Member and Mrs. Joyce Balfour, Member.

New Power Station at Cove on stream

Wartsila NSD Oy Finland was contracted to design, supply, construct and commission a dual-fired power station for TTEC at Cove Eco-Industrial and Business Park, Low Lands, Tobago.

Construction activities on this new power station commenced in June 2008 and it is expected that this station will be in operation in 2009.

The new power station is designed with an interim capacity of 48MW, which is above the present electrical demand of Tobago. It can function

using either natural gas or diesel fuel.

The power station comprises an engine hall with four engines, an engine control room and LV/ MV-switchgear room, a workshop and warehouse, a fuel and oil storage area, a 66kV Substation, a network of asphalt roads, a green space and a parking area for vehicles.

At the time of writing, the Substation's equipment plinths and earth works for the engine foundations were about 90% completed.



Expansion of the Milford Substation

The Commission acquired 37,000sq. ft. of land next to the existing Milford Bay 33kV Substation in Crown Point, Tobago. Work has already begun to expand the Substation, which is energized at 33,000 volts via the two submarine cables from Toco. The Substation will be upgraded and energized at 66,000 volts via the Cove Power Plant, which is currently under construction. Bulk power can then be transmitted from Cove via Milford to Trinidad for the first time.

Large sections of land at Bon Accord, Canaan, Crown Point and surrounding areas are being cleared for the introduction of upscale housing developments, shopping centers etc. To cater for this anticipated increase in demand the existing 2 x 6/8MVA transformers will be upgraded to two 12.5/16MVA transformers. A new Feeder and three air break switches will be installed. It is expected that this project will improve the reliability and flexibility of the distribution circuits to better serve our customers.

The Dawning of a New Era

The Tobago Training Facility was officially re-opened in September with a ceremony to mark the occasion.

Like the two Training Facilities in Trinidad; Port of Spain and Penal, the Tobago Facility will provide trainees with a technical-competency based training curriculum covering instructions in electrical installations at two levels – domestic and industrial and advanced training as Substation Electricians and Linesmen.



T&TEC's Chairman Devanand Ramlal cuts the ribbon to officially open the new Tobago Training Facility while Permanent Secretary, Jacqueline Ganteaume-Farrell and T&TEC's General Manager Ernest F. Boxill assist.



Michael Nelson, Ag. Supervisor of the new Tobago Training Facility has the full attention of Permanent Secretary, Jacqueline Ganteaume-Farrell, T&TEC's Chairman Devanand Ramlal, (partly hidden), Board Member Daniel Dookie and General Manager Ernest F. Boxill as he gives a briefing on some of the features of the Facility.

role in contributing to the development of Trinidad and Tobago. We understand that if we are to meet the electricity supply needs of our present and future customers, we must focus our attention towards the creation and expansion of a national skills bank".

In concluding his speech, Mr. Boxill quoted Lao Tsu, "A journey of a thousand miles must begin with a single step".

Several senior T&TEC officials including Chairman, Devanand Ramlal; General Manager, Ernest F Boxill; Assistant General Manager, Ramdeo Sathoo and Area Manager, Distribution Tobago, Anthony Mc Intosh spoke at the function.

The Permanent Secretary, Ministry of Public Utilities, Mrs. Jacqueline Ganteaume-Farrell, addressed the gathering.

In his address, Chairman Ramlal said, "I wish to urge everyone, Instructors, parents and guardians, to become involved in the support and growth of these Trainees. Your efforts will help to make a greater difference in the education and life chances of these young people, the community, the electricity supply industry and in the future of our nation".

Mr. Boxill told the audience, "We at T&TEC are well aware of our



Trainees of the Facility pose with their Ag. Supervisor Michael Nelson (second from left) and Ag. Senior Instructor, Strisand Murray (second from right).

Improving our Systems

The Commission is embarking upon the implementation of a new Human Resources Management and Payroll System. In this regard, the Oracle-PeopleSoft Human Capital Management and Global Payroll (HCMGP) software package was purchased earlier this year.

Some of the business goals of the HCMGP include:

- Streamlining of administrative functions to allow for greater efficiency
- Implementation of a single standard system across T&TEC
- Integration with the payroll and UNITIME Systems so that data is entered once and available to the enterprise
- Career and Succession Planning Tools

- Self Service capabilities, which will give employees and managers the access to view their personal information including names, addresses, life events, review of leave history and benefits information on demand.

To assist with the challenging task of achieving these objectives, T&TEC has engaged the services of consulting firm, Nspire Management Consultants Ltd.

The contract was finalized at an official handing-over ceremony, which was held at Head Office on July 28th, 2008.

T&TEC looks forward to the successful implementation of this system enhance all processes.



L to R: Irma Ou Young – Information Systems Manager; Terrence Darmanie – Chief Accountant; Lisa Mc Nicolls Sargeant – Senior Accountant (Project Manager); Colleen Licorish – Assistant General Manager-Finance (co-sponsor); Hallima Ali – Ag. Human Resources Manager; Paul Ramcharan – Director- Npsire; Chandra Nagarajah Managing Director –Npsire. Missing is Ramdeo Sadhoo - Assistant General Manager-Human Resources (co-sponsor).

Thirty-Five Receive Training in Cable Theory

"We are committed to creating an environment conducive to the development of a highly empowered and motivated workforce".

T&TEC Value Statement

The Human Recourses Division recently developed a specialised training programme entitled – Cable Theory, Preparation Techniques and Practicals. This programme was conducted at the Port of Spain Training Facility from August 18th – 21st, 2008, and was held in association with 3M.

A cross-section of technical employees from T&TEC's Distribution Areas, Training Facilities, Instructors and Trainees, and Engineers-In-Training participated in the training programme.

The Cable Theory, Preparation Techniques and Practicals training programme was developed after several T&TEC Engineers attended the 2008 IEE/PES Transmission and Distribution Conference and Exposition in Chicago, Illinois in April this year. At that Conference, several leading producers and suppliers of electricity presented contemporary and potential applications, which could be used in a country's Transmission and Distribution infrastructure at this Conference.



DEPARTMENTAL NEWS

"We are on time, within budget and have delivered".

These are the words of T&TEC's Sahadeo Latchmepersad, Senior Engineer, Transmission Development and Engineering Services Department, as he describes the successful completion of the 132kV Substation that will supply additional power to the Pt. Lisas Industrial Complex.

This new Substation, which was commissioned on June 26th 2008 is energised from 2 - 132kV lines taken from the Brechin Castle and Desalcott Substations.

The Substation was specially constructed to meet the electricity requirements of the Methanol Holding Trinidad Limited's new Ammonia, Urea and Melamine (AUM) Complex at Caribbean Drive, Point Lisas.

K-Line International (Canada) Limited, in response to a public tender, was awarded the contract for the procurement and construction of the 132kV Substation.

The project manager for this Substation was Sahadeo Latchmepersad of the Transmission Development and Engineering Services Department supported by several Departments which contributed to the successful completion of this project. Key amongst them were the Protection and Scada Department, Metering Services Department and Distribution Central.



Caught in the Act

In recent times, Distribution Central has had an increase of cable theft at some of its Substations.

The latest target in this crime spree was at the Couva Substation, currently under construction. This theft of construction items delayed the progress of the project and also significantly hampered the supply of electricity to customers in the surrounding areas.

Not standing idly by awaiting another incident, Distribution Central's Security, led by Sergeant Harrilal Ramdewar, sprung into tactical mode and increased its patrols to the Area's various Substations. This strategic

action paid off with the apprehension of one of the perpetrators, who was caught in the act.

Commendations and congratulations were extended to these diligent men and women of Distribution Central's Security for their quick work in addressing this situation.

T&TEC continues to caution citizens of the dangers and risks that accompany these acts of vandalism, acts that affect the safety of the perpetrators and the bottom line of the Commission.



Kenneth George

Half Way Mark for AMI

At the end of September 260,000 meters, out of a projected 400,000 meters, have been successfully replaced under the Advanced Metering Infrastructure (AMI) project. This means that the project is well on target.

According to Kenneth George, AMI Project Team Leader, the success of this target is largely due to increased public awareness efforts, making the changeover smooth and virtually "hiccups free".

Using brochures, radio spots and press ads, customers have been pre-advised of the meter upgrade project. Upon actual changeover to the smart meters, Mr. George said, customers are given an information brochure about the new meters. In addition to the public awareness campaign, more collector units have been deployed into the field, especially along the East/West Corridor. This has increased the number of actual reads received for billing purposes".

In addition to installation issues, good customer service and ensuring that safety standards remain paramount, Mr. George told **WATS HAPPENING** "the AMI Team is now focusing on Outage Management, Customer Care and Revenue Protection".

Mr. George commended the AMI project staff for their continued effectiveness. He said, "These employees remain highly motivated, despite challenges that are faced from time to time. We all look forward to accomplishing our targeted goal of 400,000 meters".

Billing Delays for Residential and Commercial Customers

Over the last 10 months, the Trinidad and Tobago Electricity Commission (T&TEC) has been engaged in the implementation of an Automated Metering Infrastructure (AMI) for its Residential and Commercial customers. The AMI involves the replacement of approximately 400,000 electric meters with new smart meters over a 12-month period.

The magnitude of this meter change project has resulted in some challenges in billing our customers. Specifically, it has affected our normal 60-day billing for customers whose meters have been changed over this billing period.

T&TEC wishes to apologise for any inconvenience that may have been caused by delayed billing and ask for your understanding and co-operation as we seek to improve the quality of service for all our customers.

Should you require further information please contact any of the following Officers:

Zora Sahai

Commercial Officer, South
657 7281 Ext 3900

Roland Kendall

Commercial Officer, East
664-1447

Rodney Latchman

Commercial Officer, North
623 5070 Ext 1900

Hugh Labadie

Commercial Officer, Central
636-8110 Ext 9900

Jacqui Harris

Customer Services Officer, Head Office
623 6291 Ext 2820.



Brilliant Performances

Rehearsals have begun for the T&TEC sponsored **Luces Brillantes** as they prepare for the 2008 Yuletide Season.

Luces Brillantes is known for lighting up the place when their performances. The Band was formed in 1996 when a few employees got together to perform at the monthly T&TEC Talent Sharing Competition at Head Office. Their performance was so well received that the rest is history.

A member of the National Parang Association of Trinidad and Tobago (NPATT), **Luces Brillantes** has a demanding schedule as individuals and companies vie for performances.

Similar to last year, **Luces Brillantes** is expected to perform at T&TEC'S Annual function. They are also expected to perform for some charitable organisations.

Current membership of **Luces Brillantes** include: Manager - Cyril St. Louis, Vocals, Percussion; Secretary - Ian Amoroso, Box-Bass, Pan, Vocals; Treasurer - Hugh Smith, Guitar, Cuatro; Musical Director - John Johnson, Guitar; Lee Cummings, Vocals, Percussion; Ellis Mc Intire, Mandolin, Guitar; Leroy Elder, Percussion; Chrystal Joseph, Cuatro, Vocals; Clifford Charles, Percussion, Cuatro, Vocals; Richard Gowrie, Cuatro; Elizabeth Marcano, Vocals; Steve Nelson, Percussion and Michael Ramirez, Sound Engineer.

Looking Back

It is said that electricity is the engine to the socio-economic development of a country. The evidence all around us suggests that the early pioneers of electricity in Trinidad and Tobago would be proud of the advancement of the Trinidad and Tobago Electricity Commission and the role it continues to play in driving the economic and social development of our beloved twin island State.

This first line from another historic tome, best sums up the events that have been chronicled in the Trinidad and Tobago Electricity Commission's history book titled, "Electricity in Trinidad and Tobago (1895 – 2006)".

This book has been divided into two sections: 1895 - 1945 "the Early Years", written by locally renowned historian, Dr. Michael Anthony, and 1946 – 2006 "the T&TEC Experience", written by Roy Mitchell, former Public



Relations Officer T&TEC and now Management Consultant.

This mix of writing styles by the two authors makes for an interesting and creative interpretation of history that captures the imagination of readers. Several dramatic drawings and photographs compliment the historical text that is encased within hard covers.

The former General Manager, Indarjit Singh, who wrote the Foreword, captured the essence of the book in this statement "...an acceptable blend of events that would provide readers with a good appreciation of what transpired".

T&TEC's Chairman, Devanand Ramlal in a message in the book writes..."I make bold to express the joy and satisfaction that I have derived in being a part of this unprecedented record of achievement".

And the sentiments of newly appointed

General Manager, Ernest F. Boxill, in his first address as General Manager told the audience at the formal book launch ceremony, "so many people have contributed to T&TEC's development and indeed my own, I feel a sense of gratitude, thankfulness and pride ...in what we have achieved and what we can achieve".


Electricity in Trinidad and Tobago (1895 – 2006) was the brainchild of the late General Manager, Stanley P. Ottley (1992 – 2000); however, its completion was because of the commitment of former General Manager, Indarjit Singh.

The formal Launch of the Electricity in Trinidad and Tobago (1895 – 2006) was held at the Hyatt Regency Hotel. Guests invited, included past T&TEC Executives and Pensioners, PowerGen Executives, Ministers of Government, Management of T&TEC, members of the Media, Union and the Sports Club.

Several persons delivered remarks. Newly appointed General Manager, Ernest F. Boxill welcomed everyone and shared his personal joy about how T&TEC moulded him into the individual that he is today, he said, "successes in providing a safe and reliable electricity supply to the far reaches of Trinidad and Tobago, it is a labour of love."

Leo Martin, General Manager T&TEC (1975 – 1992) and current Chairman of PowerGen, spoke of the achievements and milestones laid





by the proud men and women of T&TEC.

Indarjit Singh, gave an insight into the progress and current activities of the Commission, he said "With the growth in the residential, commercial and industrial sectors expected to continue and in particular with the expansion of the metals industry in the country, with the introduction of an aluminium smelter and the construction of a new steel complex, the generation capacity in the country is expected to double by the year 2012".

Devanand Ramlal, Chairman of the Board, shared his delight in attending an event that celebrates history. He was especially proud of the achievements of the Commission and the contributions toward national development.

Permanent Secretary, Ministry of Public Utilities, Jacqueline Ganteaume-Farrell, spoke on behalf of the Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid. She told the audience, "Since the remarkable introduction

of electricity into some areas of Port of Spain in 1895, through the vision of businessman Edgar Tripp, the future of electricity in Trinidad and Tobago was forever written into this country's history books, as it grew steadily into an island-wide phenomenon transforming lives everywhere in every way".

T&TEC retirees were honoured for their long service and dedication to T&TEC. Special mention was made of former employees Thomas Bleasdel, Sylvia Diaz, Edmund Holder, Jaitoon Harridial, Darius Hastic, Eric Garraway and Yacoob Khan. George O. A. Ford (see insert) was recognised for his contribution to electrical generation and distribution in Trinidad and Tobago.

Guests were treated to two DVD presentations which were well received. The official ceremony culminated with the presentation of history books to the specially invited guests and the fine hospitality of T&TEC.



A tribute to George O. A. Ford

Indarjit Singh, T&TEC former General Manager (2005 – 2008) paid special tribute to George O. A. Ford at the launch of the book "Electricity in Trinidad and Tobago (1895 – 2006). Several retirees were invited to this launch, among them George O. A. Ford.

Humble, experienced, visionary, and a really nice guy, George O. A. Ford dedicated almost three decades of his career to T&TEC and vastly influenced the growth and development of the electricity supply sector in Trinidad and Tobago.

Mr. Ford is best known for his role in stabilizing T&TEC when the mass exodus of foreign engineers took place in 1964 following the Independence of Trinidad and Tobago in 1962. His now famous words "Let them go, our engineers will run the show" and the actions that followed has forever remained a part of T&TEC's legacy.

Mr. Ford left T&TEC as Deputy General Manager. He had declined the post of General Manager. George O. A. Ford was the first person to be appointed to the post of Engineering Controller and is credited for, among many things, the robust network of transmission and distribution lines which transverse the landscape of Trinidad and Tobago.



EXECUTIVE APPOINTMENTS

COURTENAY MARK



Courtenay Mark is the new Assistant General Manager, Engineering Division effective September 1st 2008.

His qualifications include a BSc. in Electrical Engineering and a Diploma in Management Studies. Mr. Mark has also attended numerous T&TEC sponsored training courses including: Managing for Productivity, Transport Fleet Management, Global Positioning Systems and recently the IEEE Convention/Exposition.

Mr. Mark joined T&TEC in 1983. His career movement included several positions at Distribution Area North. In 2002 he was appointed Area Manager Distribution Central. In 2005 Mr. Mark was promoted to Assistant General

Manager - Distribution, he was later appointed Assistant General Manager - Transmission for a short period in 2008 before his latest appointment as Assistant General Manager - Engineering.

KELVIN RAMSOOK

Kelvin Ramsook has been appointed as the Assistant General Manager – Distribution and a member of the Senior Executive of the Commission. This appointment is effective from August 17th 2008.

Mr. Ramsook, an Electrical Engineer began his tenure in 1985 as a Vacation Employee. He brings to his latest position over 23 years experience at various positions at T&TEC.

He has worked at three of the five Distribution Areas in the Commission. At Distribution East he was appointed Senior Area Engineer in 2001. He was laterally transferred to Distribution Central in 2001. That same year Mr. Ramsook was promoted to Assistant Area Manager, Distribution Central and as Area Manager in 2006.

A few months later he was appointed as Area Manager, Distribution South, a position he held for just under 2 years before taking up his latest appointment.



CHARLES INNISS



Charles Inniss was appointed Assistant General Manager, Transmission Division and a member of the Senior Executive of the Commission, effective August 1, 2008.

Mr. Inniss is the former Area Manager at Distribution Tobago, a position he held from 2005 until his recent promotion. He brings to his new position the experience of having worked in various positions at Distribution East, Distribution Tobago and Distribution Central.

An Electrical Engineer, Mr. Inniss joined T&TEC in 1977 as an Auxiliary Plant Attendant. Working his way up the corporate ladder, Mr. Inniss has participated in extensive training programmes including the Cable Jointing Technology, Itron Mvrs, Managing Organisational Transformation, and Diesel Plant Operations and Maintenance.

ANTHONY MC INTOSH



Anthony Mc Intosh is the new Area Manager for Distribution Tobago. Mr. Mc Intosh assumed his new portfolio of duties effective August 1, 2008.

No stranger to Distribution Tobago, Mr. Mc Intosh was the Assistant Area Manager until his recent promotion.

Mr. Mc Intosh is an Electrical Engineer. He also holds an Advanced Diploma in Administrative Management and has attended several training programmes including Root Cause Analysis, Enhancing Critical

Thinking Skills, Refresher Switching Programme, Disaster Management and Linesman Rodeo.

Mr. Mc Intosh joined T&TEC in 1982 and spent most of his career attached to Distribution South.

RENE AUSTIN



Rene Austin is the newly appointed Area Manager for Distribution South.

He will be responsible for all the activities under Distribution South, including the Rio Claro and Pt. Fortin Depots. He will also ensure that special projects, such as the ISO 9001:2000 Quality Management System (QMS) continues.

Mr. Austin is an Electrical Engineer with over 24 years experience at T&TEC. He joined the Commission in

1982 as a Vacation Employee working his way up the ranks to Engineer, Technical Assistant, Senior Engineer, Assistant Area Manager and Transmission Maintenance Manager his last appointment.

WAYNE SOLOMON



Wayne Solomon was promoted to the position of Manager, Health, Safety and Environment (HSE) Department with effect from September 1st 2008.

Mr. Solomon was an Assistant Area Manager at Distribution East, a position he held for just under 2 years. Mr. Solomon joined T&TEC in 1976 as a Vacation Employee moving up the ranks with appointments in Distribution Central, AGM – Distribution, HSE Department, Distribution East and Distribution.

Mr. Solomon holds a BSc degree in Electrical Engineering and an MSc. degree in Power Systems. He has attended several training programmes including Occupational Health and Working Effectively, Conducting Work Investigation, Competency Based Management and Reliability Centered Maintenance.



A New Vice President for OWTU

Peter Burke has been seconded from T&TEC to take up an appointment as Executive Vice President, Oilfield Workers Trade Union (OWTU). This is a three-year appointment, which became effective on September 4th 2008.

Mr. Burke is one of 4 Vice Presidents (Trinmar, Petrotrin, Lever Brothers and T&TEC) stationed at the OWTU Headquarters in San Fernando. The fifth Vice President is T&TEC's Tobago representative Sylvester Virgil, Jointer "A".

Known for his active role in the T&TEC Branch of the Union for fourteen years, Mr. Burke served as Branch Officer from 1994 to 2008, participating in resolving grievances, negotiations and the betterment of the Commission's workers. Mr. Burke will continue to be involved in these as well as other union matters for T&TEC workers.

Commenting on his latest Union appointment, Mr. Burke said, "I am humbled and honoured to have been nominated, unopposed, to the position of Vice President. This appointment gives me an opportunity to make a different kind of contribution to T&TEC". Mr. Burke plans to take some time to get to know his new job, as he puts it, "get an insider perspective".

Before taking up his new post with the OWTU, Peter Burke, a 28 year old veteran at T&TEC, was a Communications Supervisor in the Protection and Scada Department at Mt. Hope.

WATS HAPPENING congratulates Peter Burke on his new appointment and extends best wishes for a successful term in office.



WATS HAPPENING Snap Shots



**Customer
Appreciation
Day**

T&TEC commemorated its 2008 Annual Customer Appreciation Day on July 25th. Fourteen Service Centers across the nation participated in activities aimed at thanking to our customers.

Customers were made to feel extra special as T&TEC employees from the Commercial Department and Distribution Areas greeted presented them with T&TEC tokens, refreshments and the chance to win a food hamper.

Through the support of the Distribution Areas, WATS HAPPENING was able to capture some highlights of the Appreciation Day.



**Central
Celebrates
Emancipation**



Centered on the theme, "The Role of the Africans in Our Society and the World at Large"; the Distribution Central celebrations of Emancipation was an event that was informative, creative and entertaining.

Central's Acting Area Manager, Curvis Francois delivered inspiring remarks that focused on freedom and responsibilities setting the tone for the rest of the afternoon's event.

One of the highlights of the afternoon's presentation was the modeling segment. Several employees, both male and female, dazzled the audience with their display of traditional African wear.



Forty-three refurbished Personal Computer systems were donated to several charitable and community based organizations as part of the Commission's social outreach programme.

Some of the recipients who benefited from this donation were the YMCA, Electrical Association for Women (EAW), Mt. Calvary Worship Centre, St. John the Baptist R.C. Church, St. Dominic's Children's Home, Lady Hochoy Home, ASSA-RION Senior Citizens' Home, Scarborough Methodist School, Giuseppi Preparatory School and Nelson Street Boys RC.



The Gift of Giving



Seventy-five children of T&TEC employees were presented with a \$1,200.00 cheque in his/her name, a book, a certificate of congratulations and tokens from T&TEC at a special function to celebrate their success at the 2008 SEA examinations.

This function was an initiative of T&TEC's Chairman, Devanand Ramlal who, together with our General Manager, Ernest F. Boxill, addressed the gathering of parents and children. The function was held in August at the Stanley P. Ottley Building, Mt. Hope.

WATS HAPPENING joins the Electric Family in wishing these youngsters the very best in their future endeavours.



Success at SEA



Appointments/Promotions

Appointments

Name	Position	Department / Area
Kearn Noel	Messenger	Administration Division
Terry Badree	Driver – Vehicles less than 25,000 lbs.	Communications & Networking
Kirt Oliver	Labourer	Communications & Networking
Christopher Mahabir	Linesman 'C'	Distribution East
Jody Phillip	Linesman 'C'	Distribution East
Dave Ramroop	Linesman 'C'	Distribution East
Maurice Richards	Linesman 'C'	Distribution East
Kirton Seetahal	Linesman 'C'	Distribution East
Brent Tobias	Linesman 'C'	Distribution East
Kedar Mark	Linesman 'C'	Distribution East
Anderson Nebblett	Linesman 'C'	Distribution East
Shevon Des Vignes	Linesman 'C'	Distribution East
Billy George	Linesman 'C'	Distribution East
Cecil Chambers	Linesman 'C'	Distribution East
Edwaldo Copeland	Linesman 'C'	Distribution East
Lorraine Celestine	Clerk III	Distribution North
Nicole Francis	Clerk III	Distribution North
David Preddie	Clerk III	Distribution North
Clifford Gray	Draughtsman III	Distribution North
Jairaj Persad	Labourer	Distribution North
Kern Davidson	Labourer	Distribution North
Sheldon Fabien	Labourer	Distribution South
Keron Roberts	Labourer	Distribution South
Kurt Toby	Labourer	Distribution South
Avalon Jack	Clerk III	Distribution Tobago
Amit Ramoutar	Clerk III	Human Resources Division
Walter Kattick	Technical Assistant II	Metering Services
Kishore Lakai	Stores Attendant	Protection & Scada
Stanley Blacke	Estate Constable	Secretarial
Lawrence Kanhai	Estate Constable	Secretarial
Narace Latchman	Helper	Transmission Development & Engineering Services
Stacey Jack	Clerk Typist	Transmission Development & Engineering Services
Chad Walker	Draughtsman II	Transmission Development & Engineering Services
Jonathan Hinkson	Clerk III	A.G.M. - Distribution
Damion Harrylal	Clerk III	Distribution Central
Ria Ali	Draughtsman III	Distribution South
Garvey Mc Carthy	Labourer	Supplies
Amit Ramdoolarsingh	Labourer	Supplies
Vishan Ramrattan	Labourer	Supplies
Wesley Bullock	Technical Assistant II	System Planning & Control

Appointments/Promotions

Promotions

Name	Position	Department / Area
Shelley-Ann Boyce	Subsection Leader	Distribution Central
Alicia Labadie	Senior Clerk	Distribution East
Gail Thomas	Administrative Assistant I	General Manager's Office
Kurt Lopez	Accounting Assistant	Pensions
Christian Sandy	Clerk I	Supplies
Nizam Ramdath	Consumers Investigator	Distribution Central
Trudy Beckles	Area Administrative Officer	Distribution South
Clyde Bridgemohan	Instructor I	Distribution South
Rajiv Parasram	Technical Assistant I	Distribution South
Kayode Martin	Technical Assistant II	Distribution Central
Kamal Samaroo	Telecom Operator	Distribution Central
Lynton Guisseppi	Linesman 'C'	Distribution Central
Vijai Ramnanansingh	Technical Assistant II	Distribution Central
Ann Marie Passee-Weekes	Administrative Assistant II	Finance Division

Moving On

Name	Position	Department / Area
Ramesh Ramoutar	Area Administrative Officer	Distribution Central
Hollister Francis	Line Foreman	Distribution East
Branderson Ignacio	Electrician 'C'	Distribution North
Subhas Teelucksingh	Consumers Investigator	Distribution South
Anthony Aleong	A.G.M. – Engineering	A.G.M. - Engineering
Vincent Lopez	Mechanic 'B'	Distribution East
Andy Roberts	Crew Foreman	Distribution South
Alicia Weidner	Senior Software Developer II	Information Systems
Victor Noreiga	Estate Corporal	Secretarial
Kishore Bhagwandass	Line Foreman	Distribution East
Rose-Ann Woodsley	Clerk II	Distribution North
Ramanan Seejore	Estate Constable	Secretarial

T&TEC Remembers

Name	Position	Department / Area
Carlyle Pierre	Stores Attendant	Protection and Scada



NEW EXECUTIVE AT TATECO SOUTH

TATECO (San Fernando) Credit Union Co-operative Society Ltd. recently announced the Election of its Board of Directors and Supervisory and Credit Committees for the 2008/2009 term:

Board of Directors

Samuel Griffith

- Hon. President

Vivian Lively

- Hon. Vice President

Marie Beddoe

- Hon. Secretary

Nazim Hosein

- Hon. Asst. Secretary

James Solomon

- Hon. Treasurer

Asraph Khan

Lionel Lawrence

Sylvester Johnson

Lisa Coltest

Leslie Lynch

Andrews Alves

Harrison Thompson

Supervisory Committee

Insp. William Douglas - Chairman

Kimlee Williams - Secretary

Ramdath Bissessar - Member

Credit Committee

Trevor Sandy - Chairman

Steve Cummings - Secretary

Joseph Marchan - Member

Dereck Telsford - Member

Rawle Romain - Member

System Planning and Control Delivers

By John Colthrust

New records set for peak demand, T&TEC delivers

T&TEC continues to meet new demands for electrical supply despite several record setting peaks.

A new instantaneous system peak demand of 1,200 MW and new hourly - integrated peak of 1,181 MW were recorded on 16th June 2008. Just two days later a new record for daily-generated energy, 24,130 MWh was established. To date the maximum demand observed in Tobago stands at 43.1 MW.

Voltage Support Initiative in Tobago

Because of Tobago's distance from the center of T&TEC's transmission system, maintaining good voltage there has always been a challenge made ever more difficult by the steady growth in demand for electricity on the sister isle.

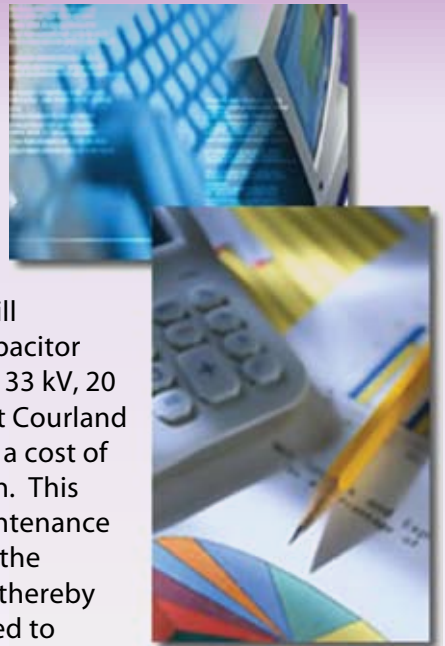
T&TEC has been keeping Tobagos' voltages healthy by generating electricity at Scarborough Power Station. Unfortunately, since electricity demands have been rising, this strategy has steadily increased expenditure on expensive diesel fuel. Now the System Planning and Control Department, after careful study, has recommended and secured approval for installing equipment of a type never before used in the T&TEC

system, which will address this problem.

Coming to the rescue will be a fixed substation capacitor bank. This device, rated 33 kV, 20 MVAR, will be installed at Courland Substation in Tobago at a cost of approximately TT\$1.5Mn. This high efficiency, low maintenance equipment will support the voltage in the sister isle thereby greatly reducing the need to generate electrical energy at Scarborough. The resulting reduction in the diesel fuel bill is expected to be no less than TT \$40,000.00 per day so it is clear that the bank will pay for itself in less than a month and a half.

Its financial benefit will continue to be felt until mid-2010 when a natural gas supply is expected to arrive at the new Cove Power Station, currently under construction in Tobago. Thereafter the bank will continue to be useful for voltage control on the island.

Work on procuring the bank has begun. It is expected to be in service before mid-2009.



WATTY Explains



FUSE PANELS

The fuse panel may be referred to as the fuse box, circuit breaker panel, breaker panel, main panel, distribution panel, or lighting panel, although it may serve loads other than lights.

The fuse panel is a metal box with a hinged cover that houses and controls the incoming electrical service and distribution to branch circuits within the house.

A branch is a "tap-off" of the main supply, which provides electricity to the appliances or lights in a particular section of the house. Each branch contains fuses that are sized to prevent the branch circuit from being overloaded; it also provides a means of disconnecting power by removing the fuse.

The fuse panel may also have a main switch that is used to disconnect the incoming utility supply from the branch circuits. When a fuse is blown, because of an excessive load on its branch circuit, it must be replaced. Molded case circuit breakers (MCCB) are used more commonly than fuses, as the MCCB can be reset eliminating the need to keep spares.

The fuse panel should always remain readily accessible in case of emergency. Since MCCBs and fuse assemblies are contained behind the fuse panel. Unqualified persons should never remove the metal faceplate as they run the risk of electric shock.

EMPLOYEE PROFILE



SHIRWIN BAPTISTE

Like father, like son. This is true of Shirwin Baptiste, who was born the only son among five daughters to former T&TEC employee, Rufus Baptiste, Line Foreman, now deceased.

Mr. Baptiste's desire to seek employment with T&TEC was prompted by his passion, from an early age, for yellow trucks and his father's obvious enjoyment of his job.

He joined the Commission as a Labourer in January 1988 and was placed in the Central Distribution Area. He was subsequently promoted in 2005 to Linesman A, a position he presently holds.

Mr. Baptiste is known for his willingness to be involved in various work-related activities. This commitment to duty led him to be selected as part of the T&TEC team to aid Grenada after Hurricane Ivan in 2004.

Time and time again, Mr. Baptiste has proven himself a good custodian and supporter of all sporting activities. The October-born father of two is an avid sports man and is the present Secretary of the Central Area Sports Club. Over the years he has served in various other positions in this Sports Club.

Currently Mr. Baptiste is undergoing 'Hot Line Training', which he says is quite challenging. Speaking to [WATS HAPPENING](#) about what motivates him most as an employee of T&TEC, he says, "the daily challenges of the job, especially live line work, keeps me alert and constantly aware of the dangers we face as employees of the Commission. Safety is first and foremost on my mind. My deepest satisfaction however, comes from seeing the smiles on customers' faces after completing a job".

CLAUDIOUS CHARLES



"My aspiration is to do my part to the best of my ability, to ensure that T&TEC continues to provide outstanding customer service to the great people of Trinidad and Tobago", Claudious Charles, Shift Operator, Distribution Tobago told [WATS HAPPENING](#).

I was always fascinated with the power stations and curious about how they operated. Mr. Charles remembers, "I liked working with my hands and had a natural knack for understanding and fixing anything involving electricity, so it is only natural that I ended up pursuing a career at T&TEC".

The clincher came however when, at age of ten, his uncle took him to a T&TEC Christmas Party and he fell in love with everything he saw - the machines, trucks and the atmosphere. "That day I made up my mind that I wanted to work for T&TEC", Mr. Charles said. And so with determination, Claudious Charles pursued his goal and has never looked back.

His career at T&TEC began in 1970 after graduating from the Tobago Trade School and becoming an Apprentice. Taking a hiatus to pursue future education Mr. Charles returned to T&TEC in 1981 as an Auxiliary Plant Attendant. Ever mindful of his career goals, Mr. Charles participated in various T&TEC courses to enhance his knowledge in system operation and power station maintenance and distribution processes.

In 1995 Mr. Charles was appointed to the position of Shift Operator, a position he currently holds. As a Shift Operator, Mr. Charles' daily responsibilities include the monitoring and maintenance of the operation of the various diesel generators and auxiliary equipment and the 12 kV and 33 kV bus voltages.

Mr. Charles describes his tenure at T&TEC as very rewarding and fulfilling. He plans to enroll in an Introduction to Engineering Certification program in 2009, which he expects will further improve his job performance.

Q&A



Interview with Yvette Bobb on UNITIME

Q. The Unitime Time and Attendance System – what is it?

A. The Unitime Time and Attendance System is a fully automated workforce management system. The System processes employees' punches and pay records based on customised rules in order to calculate total hours.

Q. Is it fully functional? All areas?

A. It is fully functional for hourly-rated and monthly-rated employees in the Distribution Areas.

A phase two is being undertaken for the monthly-rated employees.

During the processing of time cards for hourly-rated employees, any problem/query that may be encountered are directed to the Financial Services Section, who then make changes or trouble-shoot as needed to restore same. These problems/queries are logged in the Financial Services Section.

While processing the payroll in the Financial Services Section, any errors that may occur from processing are also logged and communicated to the relevant Areas/Departments.

Q. Are there any major challenges with the Unitime system? Accuracy of information / time.

A. We have encountered some challenges since the go-live date. These include the remoting services being down, polling and positing of clock data and problems clocking in for some employees.

We have resolved the polling and posting problem and minimised downtime.

Q. What is the data used for? Is it real time?

A. The data from the Unitime Time and Attendance System is used for processing pay and punctuality and attendance for hourly-rated employees. For the monthly-rated employees, the data is used for punctuality and attendance.

Q. What plans are in place to phase out the old system of signing the departmental register?

A. Some Departments continue to use the register as well as the Unitime Time and Attendance System. This is because some Supervisors/Managers do not have access to the system. This however will be resolved shortly when this

level of persons are trained to electronically access the system.

Q. If I work in one area and live in another area can I clock in the area I live?

A. No, you have to clock at the area in which you work. There is limited authorization to clock outside of your area. This access is primarily dependant on the nature of the employee's job and must be sanctioned by the Manager.



Q. When new employees are brought onto the system how long will it take to have them enrolled on the Unitime system?

A. Enrollment can only take place when the employee's data is imported into the Unitime Time and Attendance System from the Human Resource Information System (HRIS). This import is done once daily. At this point the new employee can be enrolled.

Q. Many weekly paid employees are complaining that they cannot verify hours worked before the end of the work week. What is in place to deal with this?

This Month in History

JULY - In 1999 T&TEC commissioned the 25 Megawatt 33kV Submarine Cable between Trinidad and Tobago.



A. The Commission has bought kiosks for employees to have easy access to this kind of information. This is a terminal where they can punch in a pin number and view their information. One terminal will be installed in each distribution area, Mt. Hope, King Village and

Head Office. Suitable locations are being identified for the installation of these kiosks, which also has to be properly networked with support electrical etc. Training will be provided on the use of these terminals.



Q. What measures will be put in place when an employee is transferred from one area to another?

A. The Human Resources Division would be responsible for the updating the HRIS system, once this is done, the employee's data will then be imported into the Unitime Time and Attendance System. However, the Administrative Sections at the Distribution Areas or Departments can change the employees clock group immediately, so that the employee can have access to the clock at the new location.

Q. When a daylight worker is moved to the shift system how long will it take the Human Resource Department to flag

this information into the Unitime system before the worker can start to receive his shift bonus?

A. Shift bonus is not tracked on the Unitime Time and Attendance System, but on the (HRIS). However, the Areas role is to change the workers pay class and rate override class, so that the rules for shift workers can be applied properly to the workers. However, the approval must be obtained from Human Resources.

Q. What systems are in place when a temporary worker goes on break service and comes back after two weeks and is bumped off the Unitime system?

A. The employee only has to register once. When the temporary employee returns and the HRIS has been updated, the employee will have access to use the clock.

Q. Employees working overtime normally punch out quarter to the hour, however with the Unitime Time and Attendance System this grace period is no longer accepted e.g. work 07:00 – 15:00 shift and continue 15:00 – 22:45. What measures will be put in place to deal with this?

A. The Timekeepers will round the time to 23:00 hours once it's approved on the time sheet.

Q. What measures are in place when a public holiday falls

during the week? How can the timekeepers capture overtime worked within the same pay week?

A. A week runs from Thursday of one week to Wednesday of the following week, so the holiday information and overtime can be captured in the current week.

Q. Are there opportunities for more knowledge to be shared with relevant departments at Head Office with regard to UNITIME?

A. Training would be scheduled for the Supervisors and Managers at Head Office.

Q. What is in place if electricity goes?

A. You can still punch, because the clocks have back up batteries that can store approximately 530 punches for 4 hours, which is stored until power comes back.

This Month in History

AUGUST - In 1976, the Minister of Tobago Affairs, Wilbert Winchester, formally inaugurated the new 586KW in Tobago.

SPORTS THE WINNER

By Stephen Martel



In spite of the uncertain Industrial Relations climate, the General Sports and Cultural Club has been able to host all of its planned events for 2008.

This year being the final year in the three-year Industrial Agreement (2006 – 2008), our employees have been able to pull together and participate in sports and culture, thus ensuring a grand prize giving ceremony in November.

One must admit that this was by no means an easy task, but we sincerely salute our employees for putting self first by participating in sports and cultural events during 2008.

The truth is that at the end of August 2008 our programme of events has reflected completion in some sixteen events with two leagues on-going and only three one-day events left to be completed.

This indicates a one hundred percent completion in all aspects of our cultural and sporting calendar.

The Olympic games held in China surely has influenced our employees in keeping fit one way or another.

The essential part being that whatever the grouse, sports will always be the winner.

Take a bow employees of the Electricity Commission. Well done!

The Champions - Distribution South

The T&TEC Southern Area Sports and Cultural Club Football Team are the new winners of the Petrotrin Champion Division of the Southern Football Association.

This victory followed several wins by the T&TEC Southern Area Sports and Cultural Club Football Team.

In July, this winning team defeated the Eastern Area Team scoring an eye-popping 10 goals declaring them 2007 Knockout Football Champs. Winning goals were

scored by Dexter Cyrus – 4; Daniel Garcia-3; Maurice Jackson, Roberto Mandoza and Avalon Jordan scoring one goal each.

In August the South team once again defeated their opponents, this time the Siparia Spurs in a narrow 3-2 victory. Kareem Gibson and Angus John scoring one goal each and the Siparia Spurs scoring an own goal.

Congratulations to the T&TEC Southern Area Sports and Cultural Club Football Team...you are the champions!



South Wins 7-A-Side Football

Our Southern Area Sports and Cultural Club's football team won the 2008 7-A-side Inter-Area Football Competition, held on the 16th August 2008.

The bright sunshine complimented the lush green grass at the Dwight Yorke Stadium in Bacolet Tobago on a hot August day.

Twelve of the Commission's football teams representing seven Area Sports Clubs gathered together to battle for one of football's prestige trophies.

South was defending their 2007 title and the team did not disappoint as they played unbeaten, save a penalty shoot out with Arima A, from which South got one point.

In the semi-final play-off, Arima A was defeated by TATECO while South defeated Northern Area by a one-goal margin to advance to the finals.

In the third place play-off, Arima was defeated by Northern Area by two goals to nil. However, in the final, San Fernando found the going tough with TATECO matching them with skill and endurance.

At the end of full time with the game goal-less, extra time was called and within the first four minutes,



Daniel Garcia of South, advancing with the ball from the right back position of his goal, glanced up and saw the TATECO goalkeeper at the far end out of his goal. Garcia kicked a long lobbing shot, which dipped into TATECO's goal, leaving the keeper stranded.

This proved to be the winning goal. Southern Area's technical staff erupted in jubilation and this was the end of a superb game.

South retained the 7-A-side title and Arima A was named the Most Disciplined Team with Central being adjudged the Best Dressed Team.

San Fernando must be congratulated on their victory and MVP and Golden Boot winner, Daniel Garcia must be commended for a world-class goal.



This Month in History

SEPTEMBER - In 1957, a model of the Calder Hall nuclear power station was displayed at the Head Office showroom. This was the first time this model was shown in the West Indies.

T&TEC Makes Ugandan Children Feel Special

Trinidad and Tobago and Uganda embarked on a student exchange programme to commemorate the 46th Independence of both countries this year.

The exchange programme was facilitated through a twinning between the St. Dominic's Children's Home in Belmont and the SOS Children's Villages in Uganda.

T&TEC representatives paid a special visit to the home and presented gift bags to each child.

Twenty children and 4 adults travelled to Uganda from the local Children's Home and in exchange 20 children from the Ugandan Home were hosted here.

The children between the ages of 7 and 14 were here on a 4-week visit in August.

The St. Dominic's Children's Home was founded in 1871 and is home to some 112 children.



Bronze medal for T&T at Maths Olympiad

Chandresh Ramlogan, a member of the Trinidad and Tobago National Mathematics Olympiad team, won a bronze medal for this country at the recently concluded 49th International Mathematics Olympiad (IMO).

Participation by this team in this annual international event was made possible through a financial contribution by T&TEC.

The team was chosen through a qualifying process. Six students from Presentation College, San Fernando and Chaguanas; the International School of Port of Spain and St. Mary's College were chosen to represent this country.

Trinidad and Tobago was the only English speaking country in the Caribbean that participated in the IMO. Approximately one hundred countries including China, Russia, Hungary, Korea, Thailand, Vietnam, Bulgaria and USA also took part in the Olympiad.

In a thank you letter, leader of the national team, Dr. Indra Haraksingh said "Through your kind efforts, the Olympiad team performed to their best abilities, earning yet another bronze medal. We are very grateful that T&TEC has so generously supported our efforts to send a national team to the 2008 IMO".



Electric Family at World Animation Conference

Darvin Manwah, son of T&TEC employee, Kelvin Manwah, Subsection Leader, Supplies Department and the only West Indian, was chosen from 1,200 students worldwide to be a volunteer at the 35th SIGGRAPH (Special interest group on graphics and interactive techniques) International Conference in Los Angeles, USA.

His attendance at the SIGGRAPH Conference in August presented Darwin with unique opportunities to meet artists, gaming experts, filmmakers, fellow students and accomplished Animators from 79 countries.

On his return home Darwin prepared and presented a feature on his trip with showings at the Anima Caribe Animation Festival, which took place at the St. James Amphitheatre from September 22nd to 27th 2008.



Letters...

During the last quarter of 2008, the Trinidad and Tobago Electricity Commission contributed through cash and kind to several organisations.

Here are excerpts of a few letters received from these organisations:

July 17, 2008

Dear Mr. Martel

Donation of Computer

The Pastor and members of the Mt. Calvary Worship Centre, wish to express our sincere gratitude to you on receiving the computer that was donated by your Company. Many thanks.

Yours Faithfully,
Terrance Gumbs
Pastor

June 27, 2008

Mr. Stephen Martel

Dear Sir,

The St. James Government Secondary School thanks you for your participation in the successful staging of our First Career Breakfast event entitled, 'Have Breakfast With A Professional', held on the school's compound.

We wish your organisation continued success and look forward to working with you again in the future.

Percival Dassyne
Guidance Officer I
Student Support Services Division

June 27, 2008

The Human Resource Manager

Sir/Madam,

The Principal and Staff of the El Socorro S.D.M.S. Hindu School wish to convey our most heartfelt thanks to your company for the generous contribution made to our school.

We assure you that this donation will definitely go a long way

in making our activities most successful and will definitely brighten the future of our many underprivileged children at this school in their educational pursuits.

We do look forward to your company's continued assistance.

Thank you and may God grant your company continued success for the future.

Respectfully Yours,
Concel Beharrylal-Maharaj
P.P. (Ag.)

August 4, 2008

The Corporate Communications Officer

Dear Sir/Madam,

We thank you for your generous donation towards our Family Day, which was held on May 4th, 2008.

Without your contribution we could not have achieved the success that we had. We truly appreciate your generosity. May God's blessings continue to bless you and your company.

Yours Respectfully,
The Reverend Canon Claude Berkley
Rector

July 23, 2008

Manager

Dear Sir,

This letter serves to gratefully acknowledge receipt of your generous donation towards our Grand Annual Bazaar (organisation) held on Sunday 29th June, 2008.

Let me state on behalf of the

Parish how thankful we are for your tremendous generosity and too assure you that this has greatly enhanced our Social Outreach Programme.

May you be richly blessed.

Yours Respectfully,
Canon Francis A. Caesar
Rector

August 14, 2008

Mr. Stephen Martel

Dear Mr. Martel,

On behalf of the Catholic Community of St. Mary's R.C. Church, I would like to sincerely thank you and T&TEC, for the support and we convey our profound appreciation and the generous contribution to our Annual Parish Fiesta.

Your contribution Church Building brought us, closer to the realization of the projected target of our own Fund.

Yours Truly,
Fr. Ron Mendez, C.S.Sp.
Parish Administrator

July 2008,

Mr. Stephen Martel

With thanks and gratitude from the Maloney Football League Youths, for all you have done.

Yours Sincerely,
Patrick "Pops" Charles

GIS Development at T&TEC

In keeping with our quest for excellence in customer service and improved efficiency in the workforce, T&TEC has taken a decision to develop an enterprise Geographic Information System (GIS).

A Geographic Information System (GIS) is a computer-based information system, which is used to input, store, manipulate, analyse and display geographically referenced data to aid in making decisions, planning and for management purposes.

Over the past few months the Central Area has been working with GIS consultants, 3-GIS from the U.S.A. 3-GIS has been commissioned to:

1. Develop the GIS data model
2. Develop data migration and integration procedures
3. Streamline work flows for data collection and maintenance
4. Develop custom tools for the data collection and mapping of the Transmission and Distribution (T&D) Assets, Field Inspections, Banner Interface, Facilities Management and Training.

This project will enable T&TEC's employees to gain experience, through the transfer of knowledge and technology, to roll out GIS for the entire Commission.

It is envisaged that the T&TEC Geographic Information System will go a long way to improve the professionalism and modernization of the Commission, by empowering employees to better serve our nation in improving the quality of life for all.

The project team for the Commission is comprised of Curvis Francois (Project Manager) and Kern Ranjitsingh from the Central Distribution Area and Audra Ramsook-Samuel, Ricardo Fraser and Farrell Christopher from the Information Systems Department. Together this cross-function team is responsible for the full implementation of the Central Area Pilot and the subsequent rollout into the balance of the Commission.

The Geographic Information System is expected to benefit the Commission by facilitating:

- Better Customer Care – Meter Readers, Consumer Investigators and Emergency Crews will be able to locate customers and therefore improve responsiveness to customers' service needs.
- Improved Plant Maintenance – The status and condition of outside plant and equipment will be efficiently assessed, categorized and prioritised for maintenance based on location and criticality.
- Improved Facilities Management – A solid inventory of our Transmission and Distribution assets; the location of these assets in relation to the environment and the performance of these assets will provide the necessary information needed to make decisions relative to maintenance or replacement of the plant.
- Distribution System Planning – Using the concept of versioning, the Commission will now be able to simultaneously look at the present, future and contingency state of the T&TEC system, including service territory land features, thereby improving both long and short-term planning.
- Engineering Analysis – Distribution System analyses such as load flows, protection coordination and load balancing would be possible, resulting in improved reliability and quality of the supply for all our customers.



Introducing...

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

T&TEC's Text Your Trouble Report Service- (479-0929)

The Commission is looking at additional methods of communication for customers to make a Trouble Report. As a Pilot Project we are introducing Text Messaging, which will be on a trial period for one month.

Send a text to our Customer Service Representatives at **479-0929** whenever your area is experiencing an electricity problem so that our crews will respond to the problem.

Please be reminded that you can also call our standard trouble numbers to make reports.

These numbers are:

North- 625-1296	Tobago- 639- 2015	South- 653-8832	East - 643-1974/5	Central- 636-8107/8
625-1774	639-2541	Pt. Fortin- 648-2791	Rio Claro- 644-2262	

This service will start on October 2nd, 2008, between the hours of 7:00 a.m. - 3:00 p.m. Monday to Friday and will be available up to October 31, 2008.

Electricity... a cost you can control

