



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 31 #3/July - September 2014

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

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



- Improved power supply for Tobago
- T&TEC gives back to customers
- Over 150 clean up beaches

2014 Emancipation Queens
- see inside cover

Editorial

Growth through volunteerism

As in every edition, this issue of the Watts happening highlights various activities across the Commission that are fuelled by employees. The difference this quarter is the subtext of volunteerism, and the accompanying teamwork, that has driven some major activities.

Every year employees leave home as early as 5 a.m. on one Saturday in September, driving far distances to assist with the national leg of the International Coastal Cleanup. In addition to the environmental benefits, this event (page 27) provides networking opportunities as employees interact with external volunteers, work in

mixed teams and connect with each other, unrestricted by the "rules" of the office.

Employee volunteers for the Eid and Emancipation organising committees (pages 18 and 22, respectively) experience similar benefits, but also learn valuable skills in planning and executing a major external event. Even the mentorship programme (page 12) offers similar results.

Business publication, Fast Company, says, among other things, workplace volunteerism can "build your self-esteem... buoy your spirit and energize you... increase

your longevity at the job [and] lower your burn-out factor". It also cites a study from the Corporation for National and Community Service which found that charitable work literally makes the heart grow stronger.

The stories here are a reminder of the technical strength of T&TEC's employees, as well as the notable history of employees giving freely of their time to help others. This is a strong foundation on which to build as we look to do so much more.

Cover photo

Kerie Ann Edmund, T&TEC's African Emancipation Queen for 2014 (centre), is flanked by second place winner, Chanda La Touche (right) and third place winner, Jodell Connell.

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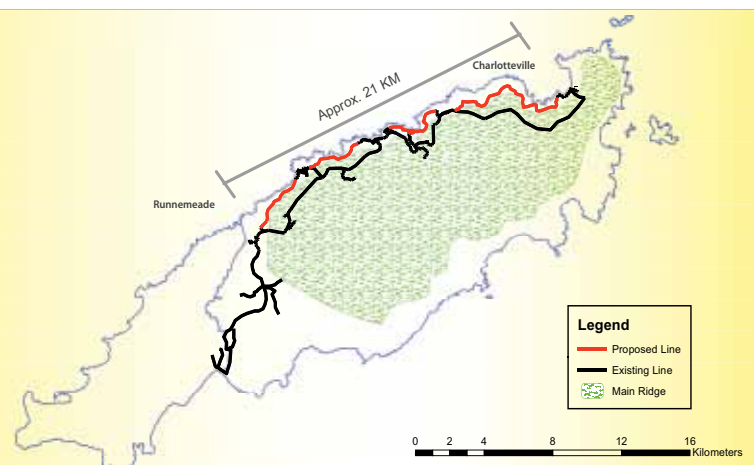
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Improved power for Northside Tobago



A map showing the layout of the northside 12kV feeder project.

Work has started on a project in Tobago to improve the reliability of the electricity supply to customers from Runnemeade to Campbleton, Charlotteville.

Ganesh Narine, Area Manager for Tobago, said the multimillion dollar Northside 12kV feeder project is necessary because sections of the network have been faulting, causing intermittent outages and voltage fluctuations to

customers in that region. The reengineering project began in September this year and involves the reconstruction and relocation of a 21km section of the network out of the Scarborough Substation. Work primarily covers the

construction of 3-phase over head lines, installation of fully insulated conductors and capacity upgrades to cater for future load growth. Mr. Narine said this will improve the level of reliability and stability of the network, facilitate faster response and restoration times.

Works will be carried out on a phased basis to minimise disruption to customers. The project which passes along heavily forested areas, on rugged terrain near the coast, is expected to be completed within 12 months.



Part of the existing northside 12kV feeder which is to be re-engineered.

The Northside 12kV feeder is one of seventeen electrical feeders which serve Tobago's customers. It is the longest feeder in Trinidad and Tobago, at approximately 45 km, and was built and commissioned in the 1960s. Over time, the performance of the once 'state of the art' system has been impaired by aging conductors, coastal weather corrosion; strong wind gusts; thick vegetation including tall trees; reptiles climbing on poles and rugged terrain which reduced access and caused the reliability of

the network to be curtailed.

Significant benefits are expected on completion of this project, among them, easier access by crews to carry out inspections and maintenance work as sections of the feeder will be relocated from the forested regions to the Northside road; customers can also expect the installation of additional street lights along the route. Another benefit of the Northside project is the reduced impact on the environment as less tree

trimming would have to be done.

This project, like the Studley Park Substation upgrade which was commissioned one year ago, will further improve the reliability of supply to customers in Tobago.

GOOSE installed at substations

Behind the walls of the Syne Village, Charlieville and San Juan substations lies GOOSE, an acronym for Generic Object Oriented Substation Events. This is not a featured animal but a messaging protocol of the International Electrotechnical Commission's (IEC) 61850 Standard which has been adopted by T&TEC's Protection and SCADA (P&S) engineers into the relay functions of 12kV feeders at our new or upgraded substations.

It is an advanced relay-to-relay protocol in which currents, voltages, circuit breakers statuses and other information are transmitted between relays within four milliseconds. It also serves as a base for future substation automation of the Commission's 12kV feeders.

Marvin Boochoon, Senior Engineer, P&S Department, who has been a key figure in the research and design of the upgraded system, explained that GOOSE messages are transmitted between relays connected to a substation ethernet bus and the messages are used to detect and anticipate problems and provide solutions based on the configurations

set by the Commission's P&S engineers.

The benefit to the customer is a reduction in outages and improved system reliability.

Personnel from Distribution South, Central and North who have already had the experience of assembling the new 12kV boards which utilize GOOSE relays have commented that "it takes less time and is less cumbersome because of the reduction in multicore wiring." The systems cost is justified against the savings in labour cost.

The most significant advantage of this new protocol is the seamless integration of relays from various manufacturers once they are equipped with the IEC61850 standard.

This augurs well for future expansion and substation automation as the relays can be easily replaced and schemes upgraded with other systems, as Mr. Boochoon noted.

The next substations targeted for installation are Five Rivers, Laventille, Independence Square Central, Diego Martin and St. Augustine substations.

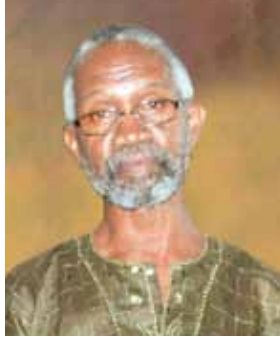


A composite picture, before (right) and after assembling the new 12kV boards, showing the reduced number of multicore wiring at Charlieville 66kV substation.

Board members reappointed



Naveeta Ramdass



Moriba Kwamina

Ms. Naveeta Ramdass and Mr. Moriba Kwamina have been reappointed to T&TEC's Board of Commissioners, effective February 2014. This, after their previous term expired in 2013.

The Management and staff join the Chairman, Mrs. Susilla Ramkissoo-Mark and other Commissioners in welcoming Ms. Ramdass and Mr. Kwamina back to the Board.

"Master Sub" upgraded

August 10 was a red letter day at the Master Substation with the installation of a new 33/12kV Areva 20/25MVA transformer, the first in a series of upgrades to replace old and aging equipment at the Commission's first substation.



Vijai Ramnanansingh (3rd from right) with the crew at Master Substation.

"... boosting power capacity and increasing reliability to customers in Port of Spain and environs."

According to Distribution North's Technical Assistant I, Vijai Ramnanansingh, "the commissioning of this new robust transformer will provide power to five recently acquired 126.6kV pad mounted transformers via a ring main unit, boosting power capacity and increasing reliability to customers in Port of Spain and environs." When the new system is fully operational, the existing 6.6.kV substation will be decommissioned and power off loaded into a "new" Master Substation.

This phase of the upgrade project, using the pad mounted transformers, is being undertaken by Distribution North in conjunction with the Protection and Scada Department and is expected to be completed in September 2014. Similar type transformers are also carded for installation at the Port of Spain General Hospital and the Woodford Square Substation.

The Mastersub shares the same premises as the recently completed new Gateway 12kV switch house near Wrightson Road in Port of Spain and is over 60 years old. Future plans for this T&TEC compound includes new 12kV switchgear which will further boost power to the City of Port of Spain.



Newly completed 12kV switchhouse



Customers at the Frederick Street Service Centre queue up to conduct their electricity-related business.

T&TEC gives back to customers

It is considered a responsible practice to pay your electricity bill in full, so it was a welcomed bonus for hundreds of customers and employees in July, who were given the opportunity to win mini appliances for doing just that. The bonus was part of T&TEC's Customer Appreciation Day celebrations, which took place on July 25 at all 14 Service Centres.

More than providing customers with the opportunity to win a prize however, the day of appreciation tangibly showed customers that T&TEC values their business. In addition to the opportunity to win a prize, walk-in customers also received refreshments.

The Watts Happening visited two Service Centers on

Customer Appreciation Day to speak with customers.

At the Broadway Service Centre, Port of Spain, there was a constant flow of customers, on their way to downtown, to City Gate, or on their lunch break. Most were regulars, citing the "convenient location" and "fast service" as reasons for visiting the Broadway outlet. Others credited their patronage to the "intimate setting" and friendly staff. All persons were pleased that the Commission had a Customer Appreciation Day, with one gentleman saying "I always pay my bills in full and on time, so it's great to be appreciated for that."

At the Chaguanas Service Centre, scores of customers were lined up as early as 7:30 a.m. to avoid the

month-end rush. Eileen Lue of Edinburgh 500, said she was unaware of the appreciation treat but had all her bills to pay and visited the T&TEC Service Centre first. "Customer Appreciation Day is an excellent idea," she said, while eyeing the travel mugs in the hamper, which she said would come in handy for her upcoming overseas trip. Rasheed K. Ali of Warrentville congratulated T&TEC for its "improving" service and Glen Teesdale from Princes Town thought that it was good that the Commission was "giving back" to its customers.

The draw for the 48 winners was held the week following Customer Appreciation Day. Results are on the next page.

Couva Service Centre

Samaroo Kungee Singh
Pulmatee Ramsaran

Chaguanas Service Centre

Darcus Glasgow
Kamal Seetaram

San Fernando Service Centre

Geeta Rooplal
Leston Douglas
Philip Stephen
Randy Basdeo

Point Fortin Service Centre

Ackim Adams
Leonora Redhead

Rio Claro Service Centre

Gunness Harbhajan
Davanie Singh-Balgobin

Penal Service Centre

Vinohd Badhal
Katie Soogrim

Marabella Service Centre

Billy Ramsundar
Ravi Ram
Donna Humphrey

Tobago Service Centre

Donah O'Neil
Nola Manswell
David A.A. Joefield

Sangre Grande Service Centre

Andrew Benjamin
New Testament Church of God,
Tacarigua

Arima Service Centre

Susan Ablack
Carlisle Cleveland

Curepe Service Centre

Alison Jessica Everon
Brent De Leon

Broadway Service Centre

Pooran Gangadeen
Samuel Steven

Frederick Street Service Centre

Giselle Francis
Audrey John
Theresa Williams
Jasmine Indarsingh
Herman Romany

St. James Service Centre

Elba De Bermudez



Richard Sitahal, Acting Area Manager – Distribution Central and Joan Edwards, Commercial Officer, with Kristal Seetaram, who collected the hamper on behalf of her father, Kamal Seetaram.



Corporate Communications Assistant, Curtis Harry, joins the winning customers and employees from the Tobago Service Centre.



Commercial Officer at the San Fernando Service Centre, Brian Bachoo, presents customer Randy Basdeo with his prize.



Assistant Corporate Communications Manager, Clare Cooper (left) and Acting Commercial Manager, Charlene John (far right), with the customers of the Frederick Street and Broadway Service Centres.

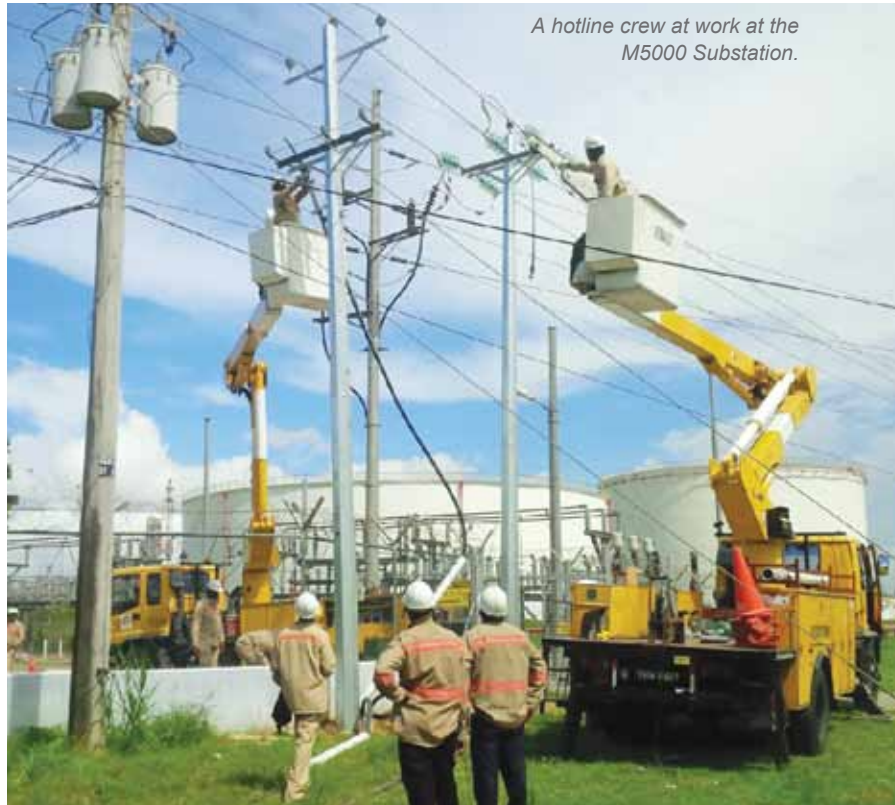
Substation upgrades benefit Central customers

Work by Distribution Central to improve the reliability of supply and increase capacity to cater for electrical load growth in central Trinidad continues with the installation and commissioning of new 12kV switchboards and distribution feeders at the Charlieville and M5000 66/12kV Substations.

The new Tamco 12kV switchboard, commissioned in January this year, has facilitated the expansion of distribution capacity out of the Charlieville 66/12kV substation via the establishment of four distribution feeders located at Nasaloo Ramaya, Munroe Road, Ajodha Road and Jerningham Junction Road.

The commissioning of the Charlieville Substation has improved the reliability of the electricity supply to customers in Caroni, Charlieville and Cunupia, while catering for expected load growth in surrounding areas, including the Estate Management Business Development Company Limited Housing developments.

Located at the Pt. Lisas Industrial Estate, the M5000 Substation distributes



A hot line crew at work at the M5000 Substation.

electricity to all classes of customers. Installation of the 12kV Tamco switchboard at this substation has seen an improvement in supply to customers in the Pt. Lisas, Couva and California areas, with the first of three new 12kV feeders, the Atlantic 12kV feeder, relieving load from the Pt. Lisas Substation. The other two distribution feeders are expected to be commissioned in the last quarter of 2014, and will further improve supply to the nearby Roystonia and the Couva North housing schemes.

Acting Area Manager, Curvis Francois praised the hard working crews of the Central Area, singling out the field employees from the Substation and Overhead lines Sections for recognition, whilst acknowledging the support of the Protection & SCADA and Transmission Development & Engineering Services Departments who executed the required civil and electrical works. A team effort, that ensured the safe and effective completion of both projects.

GM meets retirees



Yvonne Gentle-Langdon

Nine veteran employees with 25 years and more of service who are expected to retire in the coming months participated in an exit meeting with General Manager, Kelvin Ramsook in July this year. An exit meeting with a Human Resources Officer is a usual practice for retiring employees, however, this was the first time the current General Manager met with a group.

The group candidly shared their experiences with Mr. Ramsook, Assistant General Manager, Human Resources (HR), Jacqueline Cheesman and HR Manager, Gary Singh. While, collectively, the group enjoyed their tenure with T&TEC, they hoped that their feedback would be used to improve the 69-year old organisation.

Substation Foreman, Rawle Romain, who retires in October from Distribution South, expressed concern about the Commission's tendering process, which he described as "too drawn out and prevents jobs, some of which are urgent, from taking place in a timely manner." He encouraged management to improve the time it takes to process tenders.

Happily embracing retirement was former Senior Corporate Communications Assistant, Yvonne Gentle-Langdon. She said "I have made some great friends and I'm thankful for even the bad experiences as they have helped to build my character. While I do feel a bit sad to leave T&TEC, I feel happy and prepared to leave." Ms. Gentle-Langdon, who retired in August after 37 years of service, left one important reminder for employees, "From the time one enters the workforce, one should think about planning for retirement."

Watts Happening joins with the Commission in wishing a happy retirement to the employees who have left a legacy of service for others to emulate.

At T&TEC, the compulsory retirement age is 60 years. However, employees age 50 and over, or with the required years of service, can also request early retirement.

T&TEC's retirement process is guided by its General Instructions and Collective Agreements and is executed in accordance with good Industrial Relations practice.

One year before the employee retires, personnel in the Manpower Planning Section of the Human Resources Department begin collating a "retirement package" that includes National Insurance, Medical Plan and Pension benefits, to inform and smoothen the departure of the employee.

To help prepare for retirement, employees are invited to attend a three-day "Planning for Retirement" seminar. This twice annual seminar provides financial information and psychological guidance. In addition, employees participate in an exit meeting with the Human Resources Division and, in some cases the General Manager.

Evaluation of Mentorship Programme

Skills development, organisational acumen, an appreciation for the Commission's culture and interpersonal skills were some of the benefits that mentees say they have acquired under T&TEC's Mentorship Programme. This evaluation, by thirteen Engineers-in-training (EITs), revealed that mentors have used their experiences to guide mentees on alleviating job challenges, while emphasising the merit of doing things the right way in the first place.

At the launch of the Mentorship programme in November 2013, Jacqueline Cheesman, Assistant General Manager, Human Resources described the programme "as an invaluable approach for employee development, which will provide assistance for the organisation to evaluate competencies (professional and personal), identify competency gaps

and develop a strategy to acquire new and required competencies." The mentees were paired with volunteer



mentors selected via a questionnaire/assessment profile match and chosen from among T&TEC's senior technical staff.

Quarterly interviews by the Human Resources Department and interviews by a panel of Managers after each rotation monitored the progress of the mentees and gauged the effectiveness of the programmes' objectives. The general census by the

mentees indicates that the Mentorship Programme was very beneficial and that mentors were mostly accessible, freely gave guidance; assisted in developing technical competencies and management qualities; provided clarity on internal processes and suggested best options, to address job challenges. "It was a learning experience for all" said Human Resources Officer, Nalini Rampath, who administers the programme, "as relationships developed and trust levels advanced, mentees felt more comfortable discussing challenges and asking for advice." She acknowledged however that while the programme was largely successful and expanded to include three Software Developers-in-training in May this year, recommendations have been made to choose mentors who have more time to dedicate to mentees.

Watts Happening spoke with three mentor/mentee teams about their experience.

Kizzy Ramdhanie and Nirmala Baldeo



Kizzy Ramdhanie (left) and Nirmala Baldeo (right).

The loan female team of Kizzy Ramdhanie and Nirmala Baldeo developed a different bond from the others "As female engineers in a male dominated environment our challenges were similar", Ms. Ramdhanie, Senior Engineer, Audit Department said of

her mentoring experience. Theirs is an easy, friendly and informal relationship made convenient by working in the same location. "So many meetings were held in the corridors of Mount Hope" Ms. Baldeo said with a smile, "[and] after talking to Kizzy I feel better."

Ms. Ramdhanie's calm demeanour and experience as a former EIT shaped her guidance of her mentee. "I just wanted to pay it forward", she said of her experience with then mentor, Judith Morrison. She has also fast tracked Ms. Baldeo's understanding of the culture of the Commission; "she is beginning to come into her own... and can learn from every situation."

Nicholas Jagdeo and Danzel Reid

Danzel Reid, Senior Engineer, approached his mentorship role in a structured way. "The Commission has big expectations for EITs so it is expected that some might feel overloaded, even overwhelmed ... so I see my role as helping the mentee remain focused and build fortitude." Danzel Reid said as he described how he approached the programme.

Mr. Reid and mentee Nicholas Jagdeo lauded the programme as being "mutually rewarding" and, despite the latter's assignment to Tobago about eight months ago, the relationship remains vital for Mr. Jagdeo as he progresses in the Commission.



Danzel Reid (left) and Nicholas Jagdeo (right).

"Although our scheduled meetings have been curtailed, I have a solid go-to reference point on technical and interpersonal issues and on all round knowledge about the world of work," Mr. Jagdeo said.

Yogaishwar Panchu and Varma Rattan



Yogaishwar Panchu (left) and Varma Rattan (right).

"Having a mentor who has been there, done that, helps to put things into perspective so I don't feel overwhelmed by the pressure to deliver." Mr. Panchu said. Mr. Rattan acted

as his on-call-consultant, available outside of the scheduled mentor/mentee time, providing support when needed.

Trusting Mr. Rattan's experienced advice gave Mr. Panchu the confidence to adapt on the run and to be better prepared to face the challenges of a hectic schedule. Such was the value of Mr. Rattan's advice that often it was shared with other EITs via Whatsapp.

Mr. Rattan is pleased with the progress of his EIT mentee, made more so with Mr. Panchu's elevation to an Engineer II. On the Mentorship Programme, Mr. Rattan said "it is beneficial for the advancement of the organisation as it pays dividends both ways."

Melissa wins Butler Classic

It may be odd to think that a good-natured dare could lead to one entering and winning a 20K race, but this is exactly what happened to Melissa Guevara, who won the Butler Classic in June.

Ms. Guevara, a Typist in the Information Systems Department, said a good friend dared her to enter the T&TEC road races last year, which she did. "Since I enjoyed that race, I continued to run, entering races occasionally," she said. With little or no previous training, but lots of determination, Melissa took to the national road race circuit, entering several events, including the UWI SPEC Half Marathon, T&T International Marathon, TTUTA 10K and Granny Luces 15K. It may seem an unbelievable mission for an inexperienced runner, but she purposefully dedicated herself to the

task, balancing her training schedule with her commitments at home and her studies.

Melissa's latest challenge, the Butler Classic, is held every year on June 19, Labour Day. While her preparation for the race included training three times a week, she had a simple goal - to run the entire distance without stopping to walk. In the end, her time of two hours and ten minutes earned her first place overall among OWTU members and second place overall among females in her age category.

Not bad for a part time student, wife and mother of four!



T&TEC welcomes vacation employees

Eighty students from tertiary-level institutions recently completed a three-month stint as part of T&TEC's annual Vacation Employee Programme. The students, with varying academic disciplines, were given an insight into the Commission's operations at an orientation session on June 2 and later came together to discuss their experiences.

Kelvin Ramsook, General Manager and a former vacation employee, welcomed the students, saying "this Programme fulfills a need to create the human potential and start the process of transition for those of you who may lead the organisation in the future." He encouraged the students to learn all they can, since T&TEC "is one of the best organisations in the world in terms of technical capabilities."

Shane Sahatoo, a second-year Electrical Engineering student at the UWI, learned firsthand about some the technical capabilities during his stint at Transmission Maintenance. "In one of my assignments," he explained, "I was asked to do a spreadsheet showing the results of the polarisation index and winding resistance in

transformers. My Supervisor took the time to explain the results so I was able to apply what I learnt at school in a practical way at work." Mr. Sahatoo was speaking at an exit meeting arranged for the students on August 14, to share their experiences on the programme and, according to Senior Human Resources Officer, Patrick Brown, to determine any areas for its improvement.

The words of Assistant General Manager, Human Resources, Jacqueline Cheesman, who at the orientation said that "the quality of your work is your trademark," resonated with Vanessa Collymore, a second year student at the Institute of Law and Academics. Ms. Collymore, who worked in the Supplies Department and assisted in preparing tender packages, said, "I felt that I contributed to the Commission's Vision and Mission, since what I did ensured that customers were given the most accurate and up-to-date information."

At the orientation session, Assistant General Manager – Engineering, Courtenay Mark, proffered general

career tips on working in a professional environment, alongside information on the roles and responsibilities of the Engineering Division. His general advice was applicable to all students, and History, Psychology and International Relations student and aspiring teacher Anne'el Bain gave voice to their thoughts when she expressed appreciation for learning about "the different dynamics at play in the work environment – the hierarchies and protocols and working with persons with different personality types."

Feedback from the students at the exit meeting also produced constructive criticism from participants about providing vacation employees with more beneficial assignments.

As the Commission bids farewell to its vacation employees, the Senior Human Resources Officer expressed that "while we are sad to see our young colleagues leave, we wish them continued success in their pursuit of academic success."



The 'Power House Crew' parades before the judges.

Power House Crew at MPU Sports

T&TEC's Power House Crew copped third place when they competed against teams from the Ministry of Public Utilities (MPU), TSTT, TTPost, Regulated Industries Commission, Government Printery and Electrical Inspectorate at the Ministry's Sports and Family Day. The day of fun and friendly rivalry took place on Saturday, June 28 at the Marvin Lee Stadium, Macoya.

First up was the team's participation in the Fun Past, a lighter, more entertaining

take on the traditional March Past, where teams were required to depict a local soca star. The Power House Crew's portrayal of Machel Montano included a 'Mr. Fete' look-alike, played by Mount Hope's Kereem Quashie, a performance which was narrowly passed by TTPost second and TSTT first.

Participation by the 50-member T&TEC team included novelty races like the Eating Race, Scavenger Hunt and 'The Longest Mile' Race. The latter saw

the entire team running alongside Keron James of Tobago, to support him into second place.

Also on hand to cheer team T&TEC was General Manager, Kelvin Ramsook; Acting Assistant General Manager - Administration, Ian Ramrattan; General Sports and Cultural Club President, Cliff Ramsbuhag, as well as employees from various T&TEC Sports Clubs and their families.

The overall results show that the Power House Crew represented T&TEC well. The Crew thanked the Eastern Distribution Area for providing the props and other supplies used on the day and Managers who permitted time off for practice.



Heh-ha! Kereem Quashie was quite convincing as "Mr. Fete."



Minister of Public Utilities, the Hon. Nizam Baksh is joined by other MPU and T&TEC officials to take the salute. (L-r) Acting AGM - Administration, Ian Ramrattan; GM, Kelvin Ramsook; PS Jacinta Bailey-Sobers and Deputy PS, Victor Jones.



T&TEC's Joey Lewis gets intimate with a Kiss cake.



Heaving for tug-o-war supremacy.

Eid family day and Expo



Some of the inviting booths set up on the day.

The shift to the grounds of the Mid Centre Mall Carpark in Chaguanas created the ideal atmosphere for public interaction and involvement as T&TEC's Islamic Committee hosted the Commission's annual Eid celebration with a Family Day and Grand Expo on Saturday August 9th.

The event was held under the theme "A Journey towards Knowledge sharing," and attracted hundreds of employees and their families who were kept occupied with activities that appealed to all ages and genders. For the

first time, a 4-a-side Inter-Area and Public Game Show was added to the celebration.

Throughout the afternoon, roving Master of Ceremonies, Imam Hisham Mohammed spurred on adults and children to participate in the activities which included medical counseling and testing, a petting zoo, chair plane rides and the always-popular bouncy castles. As more people joined in the free event, lines for corn soup and doubles lengthened and visits to the expo booths grew in attendance.

Chairman of the Eid Committee, Haseeb Ali told the gathering that the display booths "were a collaborative effort of teams comprising Muslim and non Muslim employees."

The end result was seven portrayals: The Five Pillars by Head Office and Distribution North; The Scientific Contributions by Distribution East; Women in Islam by Distribution Central; Signs of the Last Hour by Public Lighting Department; Masjid Al Aqsa by the Supplies Department; Islamic Culture around the world by Mt.

Hope and A History of Islam in Trinidad and Tobago by Distribution South."

One of the more popular display booths was Distribution Central's. The tent mirrored a traditional Bedouin-style desert dwelling, complete with rugs and pillows while the cozy interior facilitated sessions on the art of draping a hijab, mehendi application and mini massages. The booth also featured informative displays

of prominent Islamic women across the globe and on the evolution of women's rights and roles through the years.

The formal part of the day included speeches from the Minister of Public Utilities, the Honourable Nizam Baksh; Commissioner Shaheed Mohammed and Mr. Ali. Of the event, Mr. Mohammed said, "One key feature of these [Islamic] principles is the inherent support of the basic tenets of healthy family

life... the family is the core of society and, as we each seek remedies to the ills that affect society daily, I ask you to remember this occasion."

Speeches were followed by the headline act, the musical renditions by Raef Haggag, a world renowned Islamic singer from Awakening Records.

The evening of fun and learning closed off the game show, where employees and



The activities catered for both the health-minded and fun-seeker alike



Renowned entertainer, Raef Haggag invited the kids to join him on stage.

Eid family day and Expo



Employees Radia Mohammed, representing Distribution South, and Zaheer Mohammed, of Distribution East compete in the quiz.



GM Kelvin Ramsook presents the winning plaque to Stephon Maingot who collected the prize on behalf of his Game Show team from Distribution Central.

members of the public were tested on their knowledge of the Qur'an and Islam in general. The internal team competition for employees was based on study material previously provided to the team. Questions ranged from: how long ago was the Qur'an discovered; literal meanings of different Arabic words; as well as True/False questions such as "The smallest chapter in the Qur'an is Chapter 105 and is only 10 words; Muhammad is not a descendant of Ishmael; and Kedar was the second son of Ishmael.

There was enthusiastic participation by members of the public in the question and answer session as hands popped up across the audience to answer similar questions. Lucky winners received prizes of electronic items and for children, tickets to Movietowne.

At the conclusion of the team event Distribution Central walked away with the first prize of airfare and two nights at the Magdalena Beach Resort, Tobago and Distribution South placed second, earning members a prize of one night, inclusive of breakfast, at the Hyatt Regency Hotel.

In case you wondered, the answers to the True or False questions are:

"The smallest chapter in the Qur'an is Chapter 105 and is only 10 words," **Answer - False.**

"Muhammad is not a descendant of Ishmael," **Answer - False** and "Kedar was the second son of Ishmael," **Answer - True.**

EAW ladies encouraged to lead, at annual conference

The Electrical Association for Women (EAW) held their 53rd anniversary and 45th annual conference on June 28 at Plaza Siparia, under the theme "Leadership is simple, just lead."

This call to members to take up the mantle of leadership was repeated throughout the evening by feature speaker, PowerGen's Human Resource Officer – Employee Relations, Haniff Baksh. He reminded members of their responsibility to the Association and the wider public. Mr. Baksh described the qualities and competencies of a good leader, as "one who has a vision, a passion and a commitment to achieve that vision, and the skills to make it happen." He encouraged members to "lead not by the power of the office – using authority to exact obedience, but by [your] personal power – the ability to build sustainable relationships and to integrate others into the overall goals and objectives."

The event, which also reviewed the Association's events of the past year, was one of formality and fellowship. Master of Ceremonies, Elvin Semper, Vice President of the Trinidad and Tobago Electrician's



Cherry Ann Nichols (left), President, Central Exec. Committee, presents Bertina Dyer of the Arima Branch with their third place trophy.

Association, hosted a packed programme which also included greetings from the Siparia Regional Corporation, delivered by Councillor Rajwantee Bullock and T&TEC's Corporate Communications Manager, Annabelle Brasnell.

The much anticipated announcement of the results of the Collin Matthews Award for Community Service and the Stanley P. Ottley Award for Excellence was also a high point on the programme. This year, the Siparia and Sangre Grande Branches took top honours for these awards.

Another highlight of the evening was the formal induction of Long-serving members of the Association –



Annabelle Brasnell, T&TEC's Corporate Communications Manager, presents the S.P. Ottley Award to a representative from the Sangre Grande Branch.

Irene Brizan, Sylvia Moses and Lillian Mc Clean – as Honorary Members of the EAW. The ladies received the well-deserved tribute after the customary reports from Secretary of the Central Executive Committee, Julia Andrews, and the Treasurer, Bertina Dyer.

The evening culminated with a tasty dinner; it was the end of an enjoyable evening well spent among friends and associates.

The awards were presented as follows:

Collin Matthews Award for Community Service:

- 1st Place – Siparia Branch
- 2nd Place – Sangre Grande Branch
- 3rd Place – Arima Branch

Stanley P. Ottley Award for Excellence

- 1st Place – Sangre Grande Branch
- 2nd Place – Tobago Branch
- 3rd Place – Arima Branch

Emancipation Queen Show celebrates the journey



The young drummers of Belmont Free Town.

It was an explosion of Afro-Caribbean culture and colour on August 17, when the T&TEC African Emancipation Committee presented "Celebrating the Journey," the Commission's gala African Queen Show Competition which highlighted the contributions of the African Diaspora in the Caribbean.

African pride was at a high at the Andre Kampervleen Hall, Centre of Excellence, as nine employees each represented a prominent African woman of their choice from a Caribbean country. The evening became a social studies class of sorts, as the audience got a taste of some of what the Caribbean had to offer.

After an invigorating opening performance by the Big Youths Yoruba Drummers, the ladies made their first appearance on stage doing a choreographed dance, where they introduced their Caribbean leading ladies. Some names were more familiar than others, but all the women – Dame Eugenia Charles of Dominica, Jamaica's Louise Bennett-Coverley, Barbados' Dame Nita Barrow, Dame Hilda Bynoe of Grenada, Jamaica Kincaid of Antigua and Barbuda, Suzanne Dracius of Martinique, St. Lucia's Dame Marie Descartes, Cynthia Pratt of the Bahamas and Trinidad and Tobago's own Ella Andall – were influential women of substance.

The contest picked up steam with the talent segment that followed. Through song, dance and the spoken word, the ladies assumed different personas onstage, with their presentations receiving rousing cheers of approval from their colleagues and supporters in the crowd.

Some of the acts gracing the stage were a graceful modern dance to Marley's "Redemption Song" by Jenise Blackman of Distribution South; an Ella Andall medley by Natasha Vidal of Mt. Hope; a Zouk song performed in French by Jodell Connell of Supplies; and a monologue about African pride by Xia Charles of Distribution Tobago. The performances

were of such a high standard that it prompted Master of Ceremonies, Shabaka Kambon to ask the General Manager, who was seated in the audience, if having a talent was a prerequisite for employment at T&TEC.

The closely contested competition continued with the question and answer segment, aka the 'battle of the nerves,' where each contestant was asked to give her reasons for selecting her leading woman. Even after this segment, it was still difficult to guess who would eventually emerged as the winner.

In the end, it was Distribution Central's Kerie Ann Edmund, whose graceful dance of a Zulu bride and passionate account of

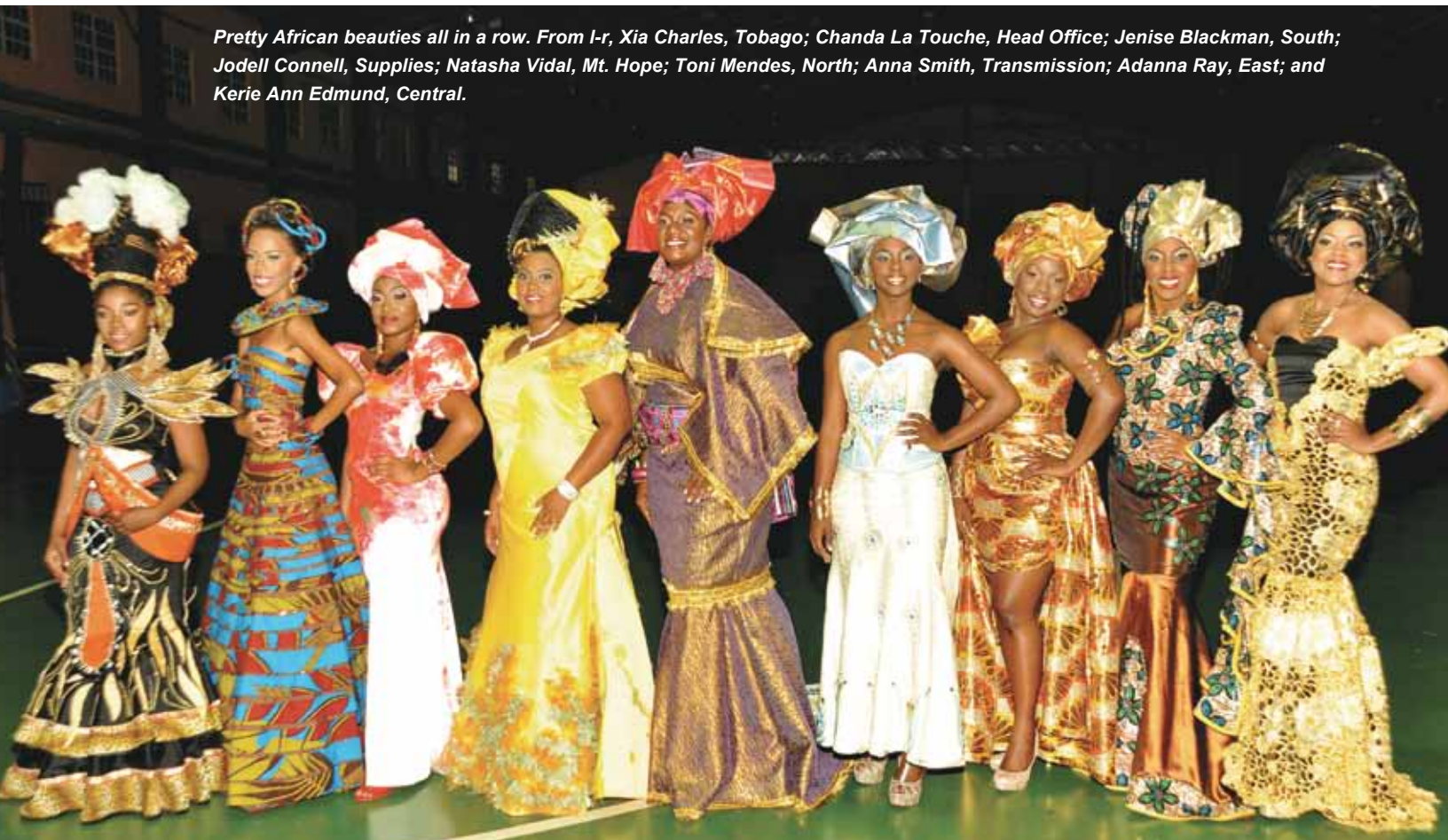


The capacity crowd at the Andre Kamperveen Hall.

the achievements of Grenada's Dame Hilda Bynoe, who would emerge as T&TEC's African Emancipation Queen of 2014.

In second place was Chanda La Touche of Head Office, who performed a charismatic presentation of Singing Sandra's "A clean heart." Her spectacular gown, designed by Zadd and Eastman, also won the prize for best Afro-centric wear. Placing third was Jodell

Pretty African beauties all in a row. From l-r, Xia Charles, Tobago; Chanda La Touche, Head Office; Jenise Blackman, South; Jodell Connell, Supplies; Natasha Vidal, Mt. Hope; Toni Mendes, North; Anna Smith, Transmission; Adanna Ray, East; and Kerie Ann Edmund, Central.



Emancipation Queen Show celebrates the journey

Connell of Supplies, who delivered a sweet rendition of Kassav's "Rete" (Stay), a Zouk song about staying in the beautiful country of Martinique with its breathtaking flora, fauna and culture.

The premier event for the T&TEC African Emancipation Committee, was a regal end to a busy month-long celebration, of varying activities, starting with the launch on July 17, which was attended by T&TEC's Chairman, Susilla Ramkissoon-Mark; General Manager, Kelvin Ramsook and featured keynote speaker Ako Mutota. This was followed by a panel discussion on August 6, held under the theme "Education and the race against ignorance," a thank you cocktail reception on August 8 and Emancipation celebrations in Tobago.



Ako Mutota listens attentively to another guest at the cocktail reception.



Chairman of T&TEC's African Emancipation Committee, Ruthvin Charles, with Lutola Masimba (Brother Resistance) and rapso artiste Karega Mandela.

Employee Profiles

Dominic Gay



If you use a computer in the course of your duties, chances are that you have met Dominic Gay, the dependable Tech Support expert from T&TEC's Information Services (I.S.) Department. One is almost always happy to cross paths with Mr. Gay, since his visit or call usually signals that anticipated computer upgrade, or that the technical aspects of your PowerPoint presentation are in good hands.

A Supervisor in the I.S. Technical Services Section, Mr. Gay is responsible for fulfilling the information technology requests of all Departments throughout the Commission. These can range from day-to-day computer repairs and handling

help-desk enquiries, to any computer-related special requests, such as the set up of projectors and networking capabilities for special events. "We are always busy – providing technical support, facilitating requests, outing fires – there is never a dull moment," he said.

The heavy demand for immediate attention by approximately 1300 internal computer users is compounded by staff limitations in his Section. Mr. Gay explained, "when an organisation such as T&TEC is dependent on technology to drive its business processes, the result is always competing priorities for tech support staff. Our rule of thumb however is to attend to immediate needs, which sometimes results in other work being placed on the back burner." Nonetheless, Mr. Gay's positive attitude and rejection of the typical top-down supervisory approach go a long way to making his job easier. "I'm not about only sitting behind my desk. I try to lead by example, so I won't ask anyone to do anything I would not do myself," he said, adding that "I also owe a great

deal to my staff who look out for one another and always put in over 100%."

Mr. Gay has spent his entire T&TEC career in Information Services, where he began to work in 2001 as a Clerk III. After appointments as Computer Programmer II and I.S. Technician, he gradually advanced to his current position of I.S. Supervisor, where in 2013, he was named the IS Department's Best Performing Employee.

Mr. Gay credits this success to loving what he does. As he explains, "I love what I do and although things may not always work ideally, it helps to look at the bright side. For instance, I love interacting with people; while some may see it as a burden, I consider it a perk of the job."

To other like-minded individuals interested in entering the ever-changing IT profession, the part-time farmer and full-time family man says to "prepare to never stop learning." Solid advice delivered by a consistently hard worker.

Employee Profiles

Tyjondah Antoine



When you meet Tyjondah Antoine two things immediately strike you – she looks like a top T&TEC Calypsonian and she likes to be called 'T', "because few people can pronounce my name," she said with a smile."

This Distribution East Clerk II, and recipient of their Best Performing Employee Award for 2013, has been permanently employed with the Commission since 2009. "I have always worked in this Area my loyalty is here," said Ms. Antoine, who represented the Area in the 2011 Emancipation Queen Competition and placed 3rd. While she continues to be an avid supporter of the Area's participation in Commission-

wide activities like Sports, Divali and Eid, when it comes to the Calypso Competition, loyalty to her twin sister at Head Office wins out. "My sister is my best friend, she inspires me, so I support her, its how we move" she said.

Ms. Antoine's first job at Distribution East was in the Payroll section. This followed a promotion in 2003 to Clerk II and reassignment to the Administration section. Her responsibilities include the purchasing of supplies, reimbursement of monies to staff for purchases, and to customers for tree cutting. She also prepares purchase orders monthly reports as part of her duties. Outside of her primary responsibilities, Ms. Antoine is involved in organising meetings for Distribution East and for monitoring and restocking disaster preparedness supplies. "My job involves a lot of interaction with people, which I like, so I really enjoy what I do." Ms. Antoine believes that a good attitude and professional image go a long way in getting cooperation from others

and ultimately getting the job done. "You never know what people are going through, it does not take much to be pleasant," she advised.

Gratitude for her job, interest in people, willingness to help others and commitment to getting the job done are her motivators for higher standards in her job; values Ms. Antoine learnt from her mother, a single parent, who taught her to be resilient, respectful and always do her best. Her strong belief in God anchors her, she admitted candidly.

Ms. Antoine's accomplishments are testament of this positive outlook, "I want to do so much more but right now I am focused on my job and completing my Master's degree in Business Administration, with a specialisation in Human Resources." Her goal is to use this knowledge and that of her BSc degree in Management Studies to gain a position in the Commission's Training and Development section. In the meantime she will continue to be a shining example, doing her part, for Distribution East and the Commission.

T&TEC marks 10 years in Coastal Cleanup effort



Volunteers listen attentively to instructions given by Corporate Communications Manager, Annabelle Brasnell.



Students from the Arima Secondary School team up.

T&TEC's participation in this year's annual International Coastal Cleanup marks its tenth consecutive year taking part in the call to clean up the nation's waterways. Since its first group of under 20 volunteers participated in the cleanup effort in 2004, over 200 T&TEC employees and their families have contributed to the removal of thousands of pounds of garbage from the nation's beaches.

On September 21st 2014, about 115 volunteers met at Salybia to rid the Salybia beach and surrounding areas of garbage. The group mostly comprised T&TEC employees and their families, but it also included members of the Rotaract and Interact Clubs of St. Augustine, and students from the Arima Secondary School, who participated through the Heroes Foundation.



The happy volunteers gather for a group shot after their hard work.



Teams worked steadily for over three hours to remove 112 bags of trash, totaling 1,989 pounds. Among the usual items like plastic bottles, disposable eating utensils and cigarette butts were a truck tire, freezer cover, wicker chairs and other pieces of furniture.

The International Coastal Cleanup is an initiative of the non-profit environmental advocacy body, Ocean Conservancy. Last year Ocean Conservancy reported that over 12.3 million pounds of trash was collected by 648,015 volunteers in 92 countries across the globe.



Working in sync to get the job done.



Taking the faster route back to the weighing station.



Weighing in one of the bigger items of garbage.

T&TEC employees trained as First Aiders

All efforts shall be made to have at least one employee of the working party trained/certified in emergency first aid response. Employees so trained and certified shall be the First Responders when first aid is required.

Excerpt from T&TEC's Health Safety and Environment (HSE) Rules, Item 2.14 - Emergency First Response (First Aid).

Employees are the beneficiaries in an all out intervention to reduce T&TEC's monthly First Aid non conformances, which account for the highest levels of employee non-compliance across the Commission. The decision by the Commission to expose employees to First Aid training is in keeping with the newly published safety rules and, OSH Regulation, GN 62 – 1951 – Occupational Safety and Health (Welfare) Regulations. First Aid aims to preserve life; prevent the condition from worsening and promote recovery.

One-day theoretical and practical sessions began in July and will continue until the end of November. They are being conducted by Efficient First Aid Responders Ltd and Expert Training Services at venues throughout the Commission. The topics covered include Cardio Pulmonary Resuscitation (C.P.R.), choking, splinting for dislocation and fractures, serious



bleeding management, shock Management, spinal Injury Management and bandaging.

David St. Clair, Health Safety Environment Manager endorsed the training saying "this direct intervention of mass First Aid training will empower our employees with the knowledge and ability to be of immediate assistance, on and off the job. We have to be our brothers' keeper; it is our responsibility to humanity."

Test your First Aid knowledge on page 30

Watty says



First Aid Skills Test



First aid skills can be critical in preventing further injury and can even save lives.

Here are some questions and answers to remind you of what to do in the event of an emergency:

1. What should you do to help someone who's having an asthma attack?

- ☐ Help the person sit in a comfortable position and take their medication.
- ☐ Help the person sit in a comfortable position and breathe into a paper bag.
- ☐ Advise the person to do some stretches and run around the block.

2. What is the most important thing to do to help someone who has a burn?

- ☐ Wrap the burn in cling film or a clean plastic bag.
- ☐ Wipe the burn with antiseptic wipes.
- ☐ Cool the burn under cold running water.

3. What should you do to help someone who is choking?

- ☐ Encourage them to breathe through their nose.
- ☐ Help them drink some water to dislodge the object.
- ☐ Hit them firmly on their back between the shoulder blades.

4. If someone is having a diabetic emergency, what should you do?

- ☐ Give them a low-calorie drink, like diet cola.
- ☐ Give them a sugary drink or sugary food.
- ☐ Give them bread or pasta.

5. Where would a person having a heart attack most likely feel pain?

- ☐ In their chest
- ☐ In their lower abdomen
- ☐ In their legs

6. How can you help someone who is having a seizure?

- ☐ Put something in their mouth.
- ☐ Restrain them.
- ☐ Keep them safe from injury

7. If you think someone is having a stroke, you must act FAST. But what do the letters in FAST stand for?

- ☐ Fingers. Arms. Speech. Time.
- ☐ Face. Arms. Speech. Time.
- ☐ Feet. Arms. Speech. Time

Answers (page 33)

Electrical First Aid Tips

How to help a victim of electric shock

- Disconnect the power supply. It may be safer to turn off the electricity supply to the building if possible to be absolutely sure.
- Do not even touch the victim until you are sure that the power supply is turned off.
- Be especially careful in wet areas, such as bathrooms, as water conducts electricity.

First aid for electrical shock includes:

- Check for a person's response and breathing. It may be necessary to commence cardiopulmonary resuscitation (CPR).
- If the person's breathing is steady and is not responsive, attend to his injuries.

Cool the burns with cool running water for 20 minutes and cover with dressings, that won't stick.
- Simple cling wrap found in most kitchens is very suitable to cover burns as long as it is not applied tightly.
- Never put ointments or oils onto burns.
- If the person has fallen from a height, try not to move him unnecessarily in case of spinal injuries.
- Only move them if there is a chance of further danger from the environment (such as falling objects).
- Talk calmly and reassuringly to the person.
- Call the emergency services 999 and 811 and T&TEC.

Employee Update

Appointments, Promotions, Moving On and Accomplishments

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Kishan Roopan	Tariff Analyst - Compliance	Reg. Compliance & Consumer Stats

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Aaron Ramkhelawan	Assistant Cable Foreman	Distribution South
Aaron Ramlogan	Linesman 'B'	Distribution East
Abigail Bengochea- Bacchus	Clerk II	Distribution Central
Anil Rambharat	Technical Assistant II	Protection & Scada
Camille Arneaud	Technical Assistant II	Transmission Maintenance
Cassandra Alexander	Stenotypist	Transmission Devel. & Eng. Services
Christian Cromaty	Linesman 'B'	Distribution Tobago
Danraj Ramcharan	Technical Assistant I	System Planning & Research
Darrell Chautilal	Technical Assistant II	Transmission Maintenance
Darren Orr	Linesman 'B'	Distribution Tobago
Darren Sandy	Linesman 'B'	Distribution Tobago
Derick Burgess	Linesman 'B'	Distribution Tobago
Devika Rampersad	Clerk II	Distribution East
Eugene Peschier	Mechanic 'B'	Distribution East
Ezra Pran	Maintenance Technician II	Transmission Maintenance
Gordon Adams	Senior Clerk	Internal Audit
Hayden Ross	Systems Analyst II	Information Systems
Heather Daniel	Administrative Assistant III	Distribution East
Hector Graham	Linesman 'B'	Distribution Tobago
Helen Charles	Subsection Leader	Commercial
Jill Rosemond Rivas	Senior Clerk	Transmission Maintenance
Jada Murray	Stenotypist	Transmission Maintenance
Keon Yorke	Linesman 'B'	Distribution Tobago
Kevin Castle	Network Administrator II	Information Systems
Kwame Chikuyu	Linesman 'B' (Hotline)	Distribution East
Lauren Moore	Corporate Communications Asst.	Distribution East
Leisel Mohammed	Administrative Assistant IV	Corporate Communications
Marcus Choo Ying	Technical Assistant III	System Planning and Research
Marcus Cordner	Linesman 'A'	Distribution Tobago
Marlon Sinclair	System Analyst II	Information Systems
Marvin Boochoon	Senior Engineer	Protection & Scada
Nicholas Stewart	Linesman 'B'	Distribution Tobago
Nicole Childs	Clerk II	Pension Administration
Nnula Bernard	Maintenance Technician II	Transmission Maintenance
Parasnath Singh	Technical Assistant II	Protection & Scada
Patrick Brown	Senior HR Officer	Human Resources Manager
Rennie Bowles	Linesman 'B'	Distribution Tobago
Richard Singh	Maintenance Technician II	Transmission Maintenance
Robert Martin	Welder 'A'	Distribution Central
Rondell Harry	Maintenance Technician II	Transmission Maintenance

Employee Update

Appointments, Promotions, Moving On and Accomplishments

Rose- Ann Abraham- Look Tow	Stenotypist	AGM- Finance (Financial Projects)
Sadiyya Khan- Biptah	Clerk II	Distribution East
Saidah Hosein	Technical Assistant III	Public Lighting
Sarah Lutchmedial	Clerk II	Supplies
Sean James	Linesman 'B' Hotline	Distribution East
Seeram Kelly	Assistant Cable Foreman	Distribution North
Shane Pedro	Clerk II	Pension Administration
Shastri Gayadeen	Senior Engineer	System Control & Gen Interface
Shawn Phillip	Linesman 'B' (Hotline)	Distribution East
Sheldon Shortt	Linesman 'B'	Distribution Tobago
Shevon Williams	Software Developer-In- Training	Information Systems
Simon Washington	Linesman 'B'	Distribution Tobago
Sonia Alkhal	Systems Analyst II	Information Systems
Tamara Victor	Clerk Typist	Security - Head Office
Tessa Dwarika	Software Developer-In-Training	Information Systems
Vashti Bahal-Choon	Stenotypist	Distribution Central
Vishal Sooklal	Linesman 'B'	Distribution North
Vishwanath Maharaj	Technical Assistant I	Transmission Maintenance
Wendy Jarrott	Stenotypist	AGM- Finance (Risk & Insurance)

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Annette Seetaram	Subsection Leader	Distribution South
Cuthbert Cummings	Line Foreman	Distribution North
Edwin Toolsie	Communications Technician I	Protect & Scada
Felix Coryat	Substation Foreman	Distribution East
Glenroy Noel	Estate Sergeant	Security - Distribution Central
Herbert Spann	Estate Constable	Security - Distribution South
Ian Chin Pang	Senior Engineer	Communications Department
Jacqueline Harris	Credit Control Officer	Commercial
Jaggernauth Lutchman	Linesman 'A'	Distribution East
John Bones	Crew Foreman	Distribution North
Leroy Abraham	Meter Reader	Distribution Tobago
Luther James	Driver- Aerial Lift Truck	Distribution North
Lynton Jawahir	Welder/Fitter	Distribution East
Norbert Ramsahai	Linesman 'A'	Distribution South
Rolford Campbell	Foreman-Line Clearer	Distribution Tobago
Steve Sirju	Linesman 'A'	Distribution South

Competition for all sporting tastes



The diverse sporting tastes of T&TEC employees came to light on August 16, as the General Sports and Cultural Club (GSCC) hosted a PSP3 (PlayStation Portable) video gaming tournament and an over-40 football competition at Distribution Central's Sports Club, Point Lisas.

Both events provided the young and young-at-heart, the athlete and the gamer

alike, with a chance to test their different but masterful skills at the game controls and football.

Shaquille Mondesir's proficiency at the controls allowed him to dominate other gamers in the afternoon's game of choice – FIFA 2014. The TATECO Credit Union representative beat the unattached Christian Ramrattan and Northern Area

Sports Club's Kevin Abraham into second and third place, respectively.

Outside on the actual turf, the veteran footballers of the Northern Area Sports Club, led by their star striker, Garvin Fagan, took the title with seven points. Mount Hope Sports Club and Eastern Area Sports Club took second and third place respectively. Although they both had the same four points and goal difference, Mount Hope won second place on account of their win over East during the League. The Eastern Area Sports Club also won the prize for the Most Disciplined Team.

Look out for more activities from the GSCC in the coming months.

First Aid Skills Test - Answers

1. Help the person sit in a comfortable position and take their medication.
2. Cool the burn under cold running water.
3. Hit them firmly on their back between the shoulder blades.
4. Give them a sugary drink or sugary food.
5. In their chest
6. Keep them safe from injury
7. Face, Arms, Speech, Time.

A few good things

How to become a morning person

Becoming a morning person is more than just forcing yourself to rise with the sun and putting on a happy face. Here are some tips to wake up on the right side of the bed and guard your coworkers from (insert your name here)-the-Grouch.

1 Sleep like a pro

Keep the electronics out

Try to stop using all electronics 45 to 60 minutes before bedtime, so remove all reminders of work-related stress from the bedroom, including laptops, smart phones and briefcases.

Watch out for danger foods

Spicy foods can cause heartburn or indigestion, chocolate has sneaky caffeine that could keep you up, and alcohol can cause way too many nighttime trips to the bathroom. Stick to a warm mug of tea before bed.

Grab a book

Kick back with a novel (nonfiction) before bed to help tire your eyes. Or, write out stressful thoughts in a journal.

Take a warm shower

Stepping out of a warm shower and into a cooler bedroom

will cause a slight decrease in body temperature, which triggers a tranquil, drowsy feeling.

Listen up

From white noise, to nature sounds or mellow music, listening to tunes can help lull you to sleep

in no time.

Get a good mattress

Seek out a mattress that supports the spine and, most importantly, feels comfortable.

Wake up to happy sounds

Skip the beeps and bleeps and set your alarm with something soothing or fun.

Skip the snooze

Bopping the snooze button actually disrupts our sleep cycles, which leads to less restful sleep. It may also affect cognition, which leaves us feeling more tired.

Start slowly

Shower, breakfast, read the morning paper. Creating and maintaining a morning routine makes getting up easier because it starts to happen mechanically.

2 Wake up right

3 Get Moving

A little movement goes a long way.

Do what you love

Whether its zumba, power lifting or a jog around the Savannah, pick an activity you actually look forward to.

Pencil it in

Schedule exercise into your calendar and treat it as an unbreakable commitment.

Pick a pal

It's harder to skip exercise if someone's waiting on you. Plus, you get in a better workout when someone else is around.

Pay for it

You'll be hard-pressed to press snooze after coughing up \$300 for that gym membership.

A healthy breakfast not only helps maintain a healthy body weight, it provides energy, boosts concentration and helps prevent the mid morning slump.

Breakfast burritos

Scramble 2 egg whites, ¼ cup black beans, 2 tbsp salsa and 2 tbsp grated

cheese and wrap in one small whole wheat tortilla.

Tomato and ricotta sandwiches

Spread 2 slices of whole grain bread with 1 tbsp ricotta cheese and sprinkle with salt and pepper. Add 2 slices of tomatoes and enjoy.

Orient Express Oatmeal

Mix a ¾ cup plain instant oatmeal, 1 cup low fat milk, 1 tbsp sliced almonds, ½ tsp ginger powder, 1 tsp honey, and 1 tsp ground flaxseed in a microwavable bowl. Microwave for 2 minutes. Top with 1 tbsp low fat vanilla yogurt.

4 Breakfast bites

Letters



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

July 23, 2014

Congratulations to the General Manager and the Editor-in-Chief, for the expressive and informative production of the recent edition of your magazine.

I extend my thanks and appreciation to T&TEC for the good work being carried out in communities throughout Trinidad and Tobago. I make special mention of the lighting of the many recreation grounds for which the residents are truly thankful.

Sincerely
Dr. Surujrattan Rambachan
Minister
Ministry Works and
Infrastructure

July 24, 2014

Dear members of the T&TEC
Credit Card Processing
Department

My name is Don Savant
and I am very happy with
the automated credit card
processing payment of my
electricity bill.

This has saved me a lot of
time and stress with parking,
standing in line and taking
time to pay my bill.

The process has been
excellent and the payments
are made on time and
charged correctly.

I am sincerely grateful for
your time and efforts of my
behalf.

Thank you
Yours respectfully
Don Savant

September 08, 2014

Hats off to the 957 Central
Emergency Crew.

I called about a light pole
issue at approximately 6:00
p.m. and at 6:40 p.m. they
were here.

I didn't think "public" officers
would have responded
so quickly! Hats off and
commendations to Ashook
Pragg, Dianan Seebaran,
Raid Adam and Sheldon
Thomas!

Great job keep it up!!!!

Melliser Baboolal

Contributing to Watts Happening

Do you know of a topic that can be considered for coverage in Watts Happening? Do you have articles, photos or suggestions for the fun page? If the answer is yes, then share these with us.

Send your submissions to the Corporate Communications Manager at abrasnell@ttec.co.tt or drop them off at the Corporate Communications Department, Head Office on Frederick Street.

The deadline for the October-December issue is November 3. You might even win a prize for your contribution!

Building T&T TOGETHER

*Congratulations to
Trinidad and Tobago on
38 years
as a Republic*



Lighting your way to a brighter future...