



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 30 #4/October - December 2013

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.



*Merry
Christmas*

- Natural Gas at Cove Power Plant
- 200th recreation ground illuminated
- 59th Annual Employee Recognition and Awards Ceremony

T&TEC-installed Christmas lights
at the Churchill Roosevelt/Uriah
Butler Highway Interchange.

Editorial

Starting at the end for 2014

A review of the 2013 calendar of activities shows that, as an organization, we accomplished several major goals for the year. In addition to the three significant technical projects- Commissioning of the Gateway Substation, Commissioning of Phase One of the Studley Park Substation and the Cove Power Plant's natural gas conversion- the Commission opened a new Service Centre, launched another service improvement initiative and illuminated its 200th recreational facility. Interspersed with this, we found time to play as a family- at various sporting events and national festival celebrations- and contribute to society through several charitable ventures.

This a good launch pad to start planning for 2014- by visualizing a similarly successful end to the coming year.

Among the list of major activities for 2014 are the completion of the Ghandi Village Substation, to bring all the power from the TGU Plant onto the grid; continuing testing of renewable energy technologies; completion of the new San Juan Substation and Commission-wide certification in ISO 9001:2008.

Perhaps the biggest group effort required will be in the area of ISO certification. The deployment of internal auditors (page 6) is a good indication of our midway progress and a reminder to step up the game to incorporate quality management in our day-to-day operations.

Considering the level of output planned for the coming year, the matter of proper time management becomes even more relevant. Maximization of time and effort requires an

honest examination of the way we work, tracking how time is spent for several days- not just from 7.45 a.m. to 4 p.m. - to find the moments of "lost" time, i.e. time that is not being used towards a tangible, beneficial result, and making the necessary adjustments to your day. The tips on page 29 on how to keep a New Year's resolution can assist in sticking to your new way of working.

The goal for 2014 is a similarly successful mix of work and play as 2013, and by visualizing the desired end and mapping a way to get there, we can look forward to ending another year on a high.

Correction

In the last issue of Watts Happening, under the Employee Update (page 27), Rene Labban was incorrectly listed as being promoted to Systems Analyst II.

Mr. Labban was in fact promoted to Systems Analyst III. We regret the error.

Credits

EDITOR-IN-CHIEF

Annabelle Brasnell

EDITORIAL COMMITTEE

*Zainool Mohammed
Jennilyn Hamblyn-Raphael
Devecar Basdeo*

WRITERS

*Annabelle Brasnell
Judyann Babwah
Ayesha Scott-Hinkson*

CONTRIBUTORS

*Courtenay Le Gendre
Lester Lal
Patricia Webb-Gomez
Nigel Charles*

EDITORIAL SUPPORT

*Wendy Jarrott
Eliza Lee Poy*

LAYOUT AND DESIGN

*Judyann Babwah
Eliza Lee Poy
Reyad Khan*

CIRCULATION

*Wendy Jarrott
Ricky Sewnath*

PHOTOGRAPHERS

*Joseph Francis Lau
Jennifer Watson
Keron Seebaran
Carol-Ann Granger
Marlon Rouse*

This edition of the *Watts Happening* is posted on T&TEC's intranet and website: www.ttec.co.tt

Feedback and Contributions can be sent to:

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

T&TEC switches to natural gas at Cove Power Plant

Four years after T&TEC commissioned its Cove Power Plant at Lowlands, Tobago, the facility now functions on natural gas as its primary source of fuel, saving the Commission five million dollars per month in fuel costs.

The switch in fuel from diesel followed the completion of the interconnecting gas pipeline between the Power Plant and the National

Gas Company's (NGC) gas pressure reducing station and an overhaul of the four generating units at the Plant.

A ceremony to mark this milestone was held at the Plant on November 12. In attendance were Government Ministers, representatives from NGC and T&TEC's Board of Commissioners.

T&TEC's Chairman, Mrs. Susilla Ramkissoon-Mark,

expressed pride at seeing to fruition another initiative which positively impacts on the quality of service to T&TEC's 24,960 Tobago customers. She also noted the possibilities for expansion of the facility, depending on customer demand.

Mrs. Ramkissoon-Mark was also proud of T&TEC's "purposeful and prudent approach to the impact of the environment" as



Minister of Public Utilities, the Hon. Nizam Baksh and T&TEC's Chairman, Susilla Ramkissoon-Mark unveil the plaque commemorating the occasion. Looking on are Westly Orr, Manager, Power Stations – Distribution Tobago; MP for Tobago East, the Hon. Vernella Alleyne-Toppin; T&TEC's General Manager, Kelvin Ramsook; and T&TEC's Area Manager, Tobago, Ganesh Narine.

Cove Power Plant (cont'd)

the Commission's carbon footprint is now reduced by as much as one million tonnes per year.

The Minister of Public Utilities, the Honourable Nizam Baksh, who gave the feature address, applauded the shift from a dependence on diesel, to the more cost-effective natural gas. Minister Baksh said that this will "not only improve the reliability and quality of your electricity supply but also increase the network's capacity." He commended the "good example of sustainable, future-oriented development" and noted that T&TEC is "strategically and uniquely positioned to take the lead in the movement towards sustainable development on both the national and regional fronts."

The 64 megawatt Power Plant is the first dual-



Chairman, Susilla Ramkissoon-Mark, has the full attention of the guests at the commissioning ceremony.

fired reciprocating plant in the region. Since its commissioning on October 23, 2009, it has been operating on diesel fuel while the infrastructure to accept natural gas was being put in place by the NGC. Diesel will become the backup fuel for the four engines.

The Cove Power Plant's conversion to natural gas is the second major service

improvement project for T&TEC in Tobago in less than three months; the Commission marked the completion of Phase 1 of the Studley Park Substation on August 30.

The Cove Power Station



Executive Appointments



Westly Orr is the first Manager-Power Stations, Distribution Tobago. He is assigned to the Cove Power Plant. This appointment became effective from November 1, 2013.

Mr. Orr has been involved in the operations of the Plant from construction in 2007, to commissioning in 2009, to the recent conversion from diesel to natural gas. He has also been managing the overhaul of the four 16-MW generating engines at the Plant.

The holder of a BSc in Mechanical Engineering and a MSc in Engineering Management, Mr. Orr was first employed with the Commission from 1998 to 2004 as a Technical Assistant. In 2006 he rejoined the Commission as a Senior Engineer in Distribution Tobago, until his recent promotion.

Mr. Orr has received training at the Wartsila Facility in Finland on Diesel Plant Operations, and he has participated in courses such as Machinery Vibration Analysis, Modern Maintenance Management and Environment Management Systems Awareness.



Reead S Rahamut was appointed Chief Accountant, Finance Division effective December 2, 2013.

Mr. Rahamut is a Fellow of the Association of Chartered Certified Accountants (FCCA). He is also an Associate member of the Chartered Institute for Securities and Investment (CISI)

and Licentiate Member of the Institute for the Management of Information Systems (IMIS).

Mr. Rahamut has over 20 years of experience in the accounting industry in three different countries. He has worked in various industries including securities, investments and banking.

He is currently reading for his Masters of Business Administration from the University of Derby, United Kingdom.



Derick Davis was promoted to the position of Assistant Area Manager, Distribution Tobago with effect from September 1, 2013.

Mr. Davis joined T&TEC in 1998 as an Engineer in Training. His career path includes several acting stints as Assistant Area Manager in Distribution North and Central.

Mr. Davis holds a BSc degree in Electrical Engineering, a MSc in Digital Systems, a Diploma in Education and is a Certified Project Management Professional.

He has attended several training courses including Root Cause Analysis, Quality Management Service, Outage Management and Safety and Health in the Workplace.

ISO auditors coming near you

"Key to T&TEC's survival is that we achieve ISO [quality management certification] because if we don't we will just be limping along," Kelvin Ramsook, General Manager told ISO Quality Auditors as he emphasised the importance of the Commission achieving ISO 9001:2008 certification.

As a demonstration of the importance of ISO certification to the organisation, Mr. Ramsook took the time to meet with the new ISO auditors at a briefing session, held on December 5 at Mount Hope. The session was hosted by the ISO 9001 Quality Assurance Unit's Management Representative - Devecar Basdeo.

Mr. Ramsook spoke candidly with the forty employees, designated as ISO 9001 Quality Auditors, addressing concerns and providing clarification on their role, in the presence of the Assistant General Manager – Distribution, Rene Austin. "Proper documentation and compliance is critical to moving the organisation forward, we cannot remain stagnant," the General Manager said. "It cannot be business as usual, so be clear about what you need to do and how to do it, as this is an important phase in the ISO process." He asked auditors to "pay attention to surroundings and to identify instances where special preparation was made for the audit but the action is not truly a reflection on how their business is usually conducted." Mr. Ramsook reiterated that support for the initiative came from the highest level in the organisation, the Board of Commissioners. He indicated that all Managers should lend their support to the auditors by granting them the necessary time off to prepare and conduct the audits.

The ISO 9001 auditors expressed their appreciation for the time the General Manager spent with them, his willingness for the open and frank discussions and his support and appreciation of their role.



General Manager, Kelvin Ramsook, presents Assistant Area Manager – East, Shawn Chase, with his letter of appointment as an ISO Coordinator.

Rene Austin, in his remarks, advised that "audits should not be treated as a project, [they are] a road map for continuous improvement and ISO is one of the paths that will take us there." Assistant Area Managers, who are also ISO Coordinators, were presented with appointment letters. Mr. Austin challenged the managers to do their part to ensure compliance.

The Quality Auditors have been taught to plan, execute, close out and report on audits. They attended a three day training programme which also focused on procedure conformity and on the process, rather than 'the individual' and timely corrective action to ensure compliance. The programme was conducted at Distribution Central by T&TEC's ISO Consultants.

Orette Campbell, one of the Consultants, took the opportunity at the Mount Hope session to remind the Auditors "an audit is only as good as the planning." The Auditors have all received certificates of completion.

Internal audits are being conducted at distribution East and North Areas and will commence soon in the other Areas and support Departments. Auditors are easily identifiable by their branded clip boards and T-shirts.

T&TEC lights 200th ground



Minister of Public Utilities, the Hon. Nizam Baksh and T&TEC's General Manager, Kelvin Ramsook are joined by dancer, Ms. Suresha Lalan, to celebrate the commissioning of their recreation ground.

Eight years and almost 200,000 street lights later, the 200th recreation ground was illuminated on October 16, 2013 in Malgretoute, Princes Town.

This milestone in the Public Lighting Programme was witnessed by scores of happy residents at a ceremony to mark the occasion. They joined the Honourable Nizam Baksh, Minister of Public Utilities and Member of Parliament for Naparima; Ramraj Harripersad, Chairman of the Princes Town Regional Corporation; and Kelvin Ramsook, General Manager T&TEC, to celebrate Malgretoute's induction into T&TEC's history books.

Mr. Ramsook recounted the historical decision which led to the creation of this component of the programme, saying, "Recognising the importance to community and national development, the National Public Lighting Programme was expanded to include the illumination of recreation facilities and other public spaces, which became core to our mission to enhance the quality of life for all."

He also spoke of the difference lights have made in communities across the country; "having lit a few grounds, we saw an increase in reports from sports clubs, which were able to practice longer and

community events like Divali celebrations, bazaars, sports and family days, even village council meetings, were being held after 6 p.m. and finishing hours later. Clearly communities were benefiting from the lights."

Minister Baksh, who grew up in nearby Barrackpore, expressed his gratification that the programme was making positive strides in the life of residents. He said "sport is not the only aspect of community life that benefits from lit recreation grounds like this one. Your safety, your health and your sense of togetherness will all be positively impacted by the lights that we are about to commission."

The lighting of the Malgretoute Recreation Ground, as all other projects under the Public Lighting Programme, is funded by the Ministry of Public Utilities and executed by T&TEC's Public Lighting Department. Other recreation grounds enhanced during the last quarter of 2013, include Belle Vue, St. James and Fanny Village, Point Fortin.

Christmas Greetings



Christmas Greetings from the Chairman

On behalf of myself and the Board of Commissioners, I would like to wish you, your families and loved ones a very special Christmas and a safe, productive and rewarding 2014.

To the staff, I would like to personally thank you for your contribution, dedication, and commitment in making T&TEC the dynamic and respected organization it is.

I am particularly mindful of those of you who will be working over the Christmas period. Thank you for your efforts and I know you will continue to deliver a safe and reliable supply of electricity to the beloved citizens of our nation.

Christmas celebrates the birth of Jesus Christ and unites people around the world in a spirit of peace, joy and giving. So as we go about our preparation this Christmas Season, my prayer is that the true meaning of the joyous occasion be reflected in your expressions of goodwill to others.



Christmas greetings from the General Manager

Colleagues, as we embark upon the festivities of the Christmas season, I wish to extend all of God's blessings upon you and yours during this holy time.

Christmas is a time to create rich memories of great times spent with family, going to Church and caring for the less fortunate, but while we do this, we ought to also remember that for some, Christmas evokes harsh feelings of loneliness, bitterness and being without. I invite you then, to make this festive time a special one for someone in need by reaching out to them in some way. By making a difference in the life of even one person, you will do your part to spread a little cheer. This is what Christmas is about.

Of course, as we have also come to the end of yet another year, I wish to express my deepest appreciation to all employees for your commitment to your duties, especially those who have stood out over the past 12 months as shining examples of people who work hard and know what it means to be of service to your organisation.

Thank you, to the Chairman and the Board of Commissioners for guiding T&TEC successfully through another year. For my own part, I promise to do my very best to ensure the Commission remains one of the best performing utilities in the country.

Merry Christmas! Have a safe holiday, everyone.



As we celebrate this Christmas season, let us give thanks to God for our many blessings. May we always treat each other with love, respect and care in the New Year. May God bless the T&TEC Family.

**Monica Jaikaran, Area
Administration Officer,
Public Lighting Department**



I urge employees to give of their best always to make the Commission the best that it could be. I wish to extend Christmas greetings and a prosperous New year 2014 to the Commission and its employees and their families.

**Carlyle Butcher, Electrician A,
Distribution North**

Christmas Greetings



Christmas is that time of year when the kind actions of the people, inspire renewed hope for the inherent goodness within mankind, to prevail over its prejudices and intolerance. Season's Greetings to you and yours!

**Narendra Ramkissoo, Clerk III,
Transmission Maintenance
Department**



May the true meaning of Christmas fill your homes, hearts and lives with joy, love and laughter. Merry Christmas to my Electric Family and a very prosperous New Year to all.

**Kern Nibbs, Linesman B,
Distribution South**



May your Christmas season be one of joy, laughter, love, peace and happiness. Give to someone less fortunate and keep God in all your activities. From my family to yours, have a holy and happy Christmas and a bright and prosperous 2014.

**Tyjondah Antoine, Clerk II,
Distribution East**



To my colleagues, I want to extend to you and your family a Merry Christmas and a bright and prosperous New Year. My hope is that as you celebrate this festive time, you remember that Jesus is the reason for the season.

**Shaughn Pryce, Clerk II,
Registry (Head Office)**



I wish to extend Christmas Greeting to the entire T&TEC Family. May the Season of Christmas bring joy to your hearts as we celebrate the birth of Jesus, which was indeed a joyful occasion.

**Robert Martin, Welder B,
Distribution Central**



May your world be filled with warmth and good cheer this Holy season and throughout the year. My wish is that your Christmas is filled with peace and love.

Merry Christmas.
**Kerlene Woods, Clerk III,
Distribution Tobago**



May the love for one another be the present we share with everyone this Christmas and the New Year to come.

Merry Christmas everyone.

**Greig Silva, Clerk II
Mount Hope**



Further improvements coming for electricity supply in north Trinidad

T&TEC's Strategic Objective number two is to "ensure that the transmission and distribution infrastructure is developed, operated and maintained to provide a safe, reliable electricity supply to all customers." It is under this umbrella that Distribution North embarked on a number of initiatives that will further improve the reliability of supply to customers in 2014.

Residents in Diego Martin, San Juan, Port of Spain and

environs can look forward to an improved electricity supply by the first quarter as the Areas near completion of substation upgrades in these communities. This latest investment in the Commission's infrastructure will improve supply that is now hampered by ageing equipment and a growing customer base.

Two new substations are being construction at Diego Martin and San Juan and load has been transferred from

the soon to be demolished St. James Substation to the upgraded One Woodbrook Place Substation.

Richard Kissoon, Manager, Distribution North said "The upgrade will provide several advantages to T&TEC. We will have the capacity to transfer load from one substation to another, ensuring a continuous supply to customers; and most important the upgrades will provide a safer environment for our operating personnel."

The new San Juan Substation, nearing completion.



Bringing "near miss" reporting to the fore

Wikipedia describes a "near miss" as "an unplanned event that did not result in injury, illness, or damage – but had the potential to do so."

In order to encourage employees to report "near misses" and prevent workplace accidents, the Health, Safety and Environment (HSE) Department introduced a new "near miss" reporting form. The form was used initially as a pilot project, beginning in October, at T&TEC's Distribution South, East and Head Office. It was subsequently introduced to Distribution North and Transmission and will soon be implemented in other Areas.

Employees were apprised of the process behind reporting "near misses" at specially-convened staff meetings in each pilot Area. At the Head Office meeting, T&TEC's Manager, Distribution Planning and Support, Curvis Francois, who deputized for the Assistant General Manager, Rene Austin, said that "following the increase in fatal incidents in the Commission, we think this is a step in the right direction as we aim to change the HSE culture at T&TEC."

Also in attendance at each launch were T&TEC's General Manager, Kelvin Ramsook; HSE Consultant, Professor Anthony Joseph; and a



An employee obtains a form to report a near miss.

representative from the Oilfield Workers Trade Union.

Mr. Ramsook told employees that the new "near miss" reporting form was the latest of several initiatives embarked upon to reduce safety-related incidents. "Its purpose is not to punish persons or cast blame," he said, "but to anticipate the accidents and come up with solutions to prevent them." He also reminded employees of the other measures, such as, the revision of the Office Safety Rules; hiring of the Safety Consultant, Inspectors and Coordinators; hosting of table top events with field supervisors, engineers and managers; and the establishment of a Board Sub-Committee on Safety.

The General Manager also responded to questions posed by employees who

were invited to air issues related to not only safety, but any other concern they may have had.

The new form does not replace the current accident reporting book, which should still be used for accidents. The new form comes in three sections – Section One is to be completed in triplicate by the person experiencing or observing the event and submitted to his/her supervisor, who must conduct an assessment of the event and complete Section Two within 48 hours of receiving the form. The form will then be submitted to the Manager or HOD to complete Section Three within 48 hours of receiving the form. Forms are to be made available in easily accessible locations to facilitate ease of reporting.

Engineers discuss ways to improve safety



AGM Engineering, Courtenay Mark, listens in on one of the group discussions among Engineers.

Imagine a crew arrives on a job site and you and the other crew members disembark to begin work. The truck, minus the driver, suddenly begins to roll backwards downhill, subsequently overturning, and crashing at the bottom of the hill.

This perilous situation actually took place and was caught on nearby closed-circuit television cameras. Luckily, no one was injured.

The incident was shown on video by General Manager, Kelvin Ramsook to T&TEC's Engineers to jump start discussions at a safety forum in October. The session was designed to allow the Commission's most

experienced professionals to provide a form of safety mentorship to their younger counterparts and prompt serious discussions on the potential life threatening consequences of not adhering to the Commission's Safety Rules.

The sessions were hosted by the Health, Safety and the Environment (HSE) Department and HSE Consultant, Professor Anthony Joseph under the theme, "Safety by design," on October 9, 23 and November 14, at Mount Hope.

Other presenters, led by Courtenay Mark, Assistant General Manager - Engineering, used case-

studies to give personal accounts of the safety-related challenges they had experienced while working at the Commission. For instance, in Mr. Mark's case, he recalled key issues relating to isolation, earthing and the permit to work and certificate of authorisation which led to three incidents - electrocutions at Pier 1, Chaguaramas and at the Carmaille Road Substation; and a serious fall off a pole on Dundonald Street.

Following the presentations, the Engineers broke into smaller groups to discuss, and later present, on the safety issues related to the design and operations in each case study and, on the associated safety rules.

HSE Manager, David St. Clair, told the Watts Happening, "The sessions were planned to be interactive in nature so that the feedback we receive from those attending will be used to help plan later training sessions."

Following the sessions, the HSE Department produced a list of action items which will be soon implemented in an effort to further change the safety culture in the Commission.

Utilities Assistance Programme expanded

From October this year eligible T&TEC customers who use 500kW or less of electricity per bill were able to receive a maximum annual subsidy up to \$840.00, as part of an expanded Utilities Assistance Programme (UAP), launched by the Ministry of Public Utilities recently.

The programme was introduced in 2010 by the Ministry of Public Utilities to assist the lower and fixed income citizens who were recipients of the Senior Citizens' Pension, Disability or Public Assistance Grants, or TT Food Card. The programme sought to ensure that these persons had continued access to basic utilities such as water and electricity. For electricity customers, the programme was available to those persons who had one residential account and whose average consumption was 400kW or less over three billing periods (six months).

The electricity consumption has been increased from 400kW to 500kW per bill which has also increased the annual subsidy from \$640 to \$870.

The eligibility criteria have been expanded to allow greater access to other vulnerable citizens including:

- Persons who receive a pension other than the Senior Citizens Pension and whose income which does not exceed \$3,500
- Persons with a certified disability, who receive a monthly income of \$3,500 or less
- The provision of a solar panel to low income households in very remote areas that are not serviced by T&TEC.

The programme also includes benefits for WASA residential customers who own one property in Class A2, A3 or A4.

Application forms can be obtained from any T&TEC and WASA Customer Service Centre, the Ministry of Public Utilities.

For further information on the application process, contact the Ministry of Public Utilities' Customer Service Unit
628-9500 ext. 1116/1120/1121 or
email: customerservices@mpu.gov.tt.



T&TEC explains its processes to the public



Then Corporate Communications Assistant, Nigel Charles, engages young students at the T&TEC booth at NIHERST's SciTechKnoFest.

T&TEC continues to add value to the nation's knowledge base by participating in a number of local expositions and conferences.

Leading these was the National Institute of Higher Education, Research, Science and Technology's (NIHERST) SciTechKnoFest, held from October 1-20 at the Centre of Excellence.

Under the theme "Celebrating human ingenuity," T&TEC's participation gave the 55,000 visitors of mostly children an insight into the processes involved in the supply of electricity.

Inquisitive minds were kept entertained through an interactive booth that included a detailed diorama of the city of Port of Spain's

distribution and transmission system, complete with working street lights; and an interesting array of the tools used before the availability of electricity. Now relics, items such as the typewriter, washing tub and board, oil lamp, mortar and pestle and coal pot fascinated many of the younger patrons, some of whom were seeing them for the first time in person.

Visitors also learned about the energy-saving differences between compact fluorescent and incandescent bulbs; while those so inclined were given the chance to test their ability to power a light bulb by riding a stationary bicycle.

T&TEC also participated in the National Training Agency's Skills Expo, held

on November 6 and 7 at the same venue. Scores of students, apprentices and the unemployed, were able to get information about T&TEC's job and training opportunities.

Later in the month the Commission took part in a two-day Conference called BizOppsTT hosted by the Trinidad and Tobago Chamber of Commerce. BizOppsTT brought together public sector institutions for an opportunity to share with the private sector information related to the conduct of business in the respective state agencies.

Ravi Shukla, T&TEC's Assistant General Manager, delivered a presentation covering the nature of the goods and services required by the Commission; its procurement objective/strategies and tendering process; the process for contractor pre-qualification; and tips on how to comply with all tender rules.

'In Honour of the People Behind the Power'

2013 Awards Ceremony places special focus on employees

"The Commission recognises the achievements of those whose endeavours, on behalf of the company, have gone beyond the average and set the bar for their peers." These were the words of Chairman, Susilla Ramkissoon-Mark at T&TEC's 59th Annual Employee Recognition and Award Ceremony, as she sought to explain the importance of the annual event.

In honouring the contribution of the employees, Mrs. Ramkissoon-Mark spoke about successful projects that were made so through the extraordinary efforts of the staff. These included, the restoration of service after the nationwide blackout on March 29; the commissioning of the Gateway Substation in April; the construction of the Studley Park Substation in a record 30 days; and the conversion of the Cove Power Plant from diesel to natural gas.

Similar sentiments were expressed by speakers at the November 9 event, that were also reflective of the theme, 'In Honour of the People Behind the Power'.

Quoting from letters of commendation from customers, feature speaker, the Honourable Nizam Baksh, Minister of Public Utilities, said "I have no doubt in my mind that these examples are replicated throughout the organisation in all the various Departments and Areas of T&TEC. And herein lies the key to the strength of T&TEC as a successful and viable organization – as is said – "the people behind the power".

In his welcome remarks, Kelvin Ramsook, T&TEC's General Manager, thanked employees for their hard work and devotion, saying "...many who may not always receive public commendation make us proud and give us reason to celebrate this evening; we must continue to unite to achieve our objectives." As he stressed the need for improved safety in



the workplace, Mr. Ramsook cautioned, "Above all be safety-conscious as this is a necessary quality in the fight to reduce workplace accidents."

This year, four hundred and nine employees received awards in the categories of Long Service in increments of five years from 15 years to 44 years; Safe Driving over 5, 10 and 15 years; Best Performing Employee in each Area or Department; Most Cost-Effective Area/Department (small and large); Most Service-Oriented Area; Best Performing Area-Safety; Best Performing Area overall; and the Chairman's Award for Best Performing Executive Manager.

As part of the special focus on employees, award recipients from all categories shared personal stories on working at T&TEC, during a special presentation.

The programme was interspersed with entertainment by employees Neisha Smith and Beverly Frederick, T&TEC Gayatones, T&TEC Luces Brillantes and guests artistes, Extreme Dance Academy, Xavier Strings and Rembuncion. Guests ended the night on the dance floor with Gayatones after a scrumptious buffet dinner; a nice end to a wonderful evening of achievement.

59th Annual Employee Recognition & Awards Ceremony “In honour of the people behind the power”

Guests arriving at the registration table



Masters of ceremonies for
the evening, Anton Jacob and
Annabelle Brasnell



Vishnu Seetaram, Ag. Area Manager, Distribution
Central receives the Awards for Most Cost
Effective Area and Best Performing Area Overall.



Best Performing Employees in each Department and Area for 2013





Area Manager, Distribution South, Harold Lee accepts his Area's award for the Best Performing Area – Safety from AGM Engineering, Courtenay Mark. Looking on are General Manager Kelvin Ramscook and AGM HR, Jacqueline Cheesman.



T&TEC's Chairman, Susilla Ramkissoo-Mark presents former Commissioner, Kenneth Patino, with a token for his many years of dedicated service to T&TEC.



Mrs. Ramkissoo-Mark and Mr. Ramscook join the Minister of Public Utilities, the Hon. Nizam Baksh off stage to present Stephen Abraham, a 44-year long service recipient, with his token.



The Minister of Public Utilities; AGM Engineering, Courtenay Mark; AGM-Distribution, Rene Austin; and Manager- Planning and Distribution Support, Curvis Francois share a light moment after the ceremony.



Employees and their guests 'get down' on the dance floor to the tunes from the T&TEC Gayatones.

Children's parties all about the joy in Christmas

The smiling, happy faces said it all; the children of T&TEC had a blast of a time at their annual Christmas treats. The two parties - held in Tobago on November 24 and one week later in Trinidad on December 1 - catered for over 1500 children in total.

Organisers of both events took the entertainment level up a notch to ensure the kids – babes-in-arms, rambunctious toddlers and swanky pre-teens – all had an amazing time. At the Signal Hill Secondary School in Tobago, the children took part in exciting go-cart rides, while in Trinidad, the S.P. Ottley Building was transformed into a virtual

wonderland. The different Mount Hope venue provided ample room for a gigantic inflatable slide, horseback riding, musical chairs, a puppet show and the ever popular Wii games.

The regular attractions like bouncy castles and face-painting were included at both events, plus an appearance by the season's best couple, Santa and Mrs. Claus, who arrived bearing treats.

T&TEC's General Manager, Kelvin Ramsook, was present at the party at Mount Hope, while the Assistant General Manager, Human Resources, Jacqueline Cheesman and

Assistant General Manager, Distribution, Rene Austin and Corporate Communications Manager, Annabelle Brasnell were on hand to meet the families in Tobago.

With so much to do, by the end of each party the children were all 'played out,' but contented. The scores of volunteers and workers who gave of their Sunday afternoon to bring some Christmas cheer to the young members of the Electric Family must be applauded for their effort.

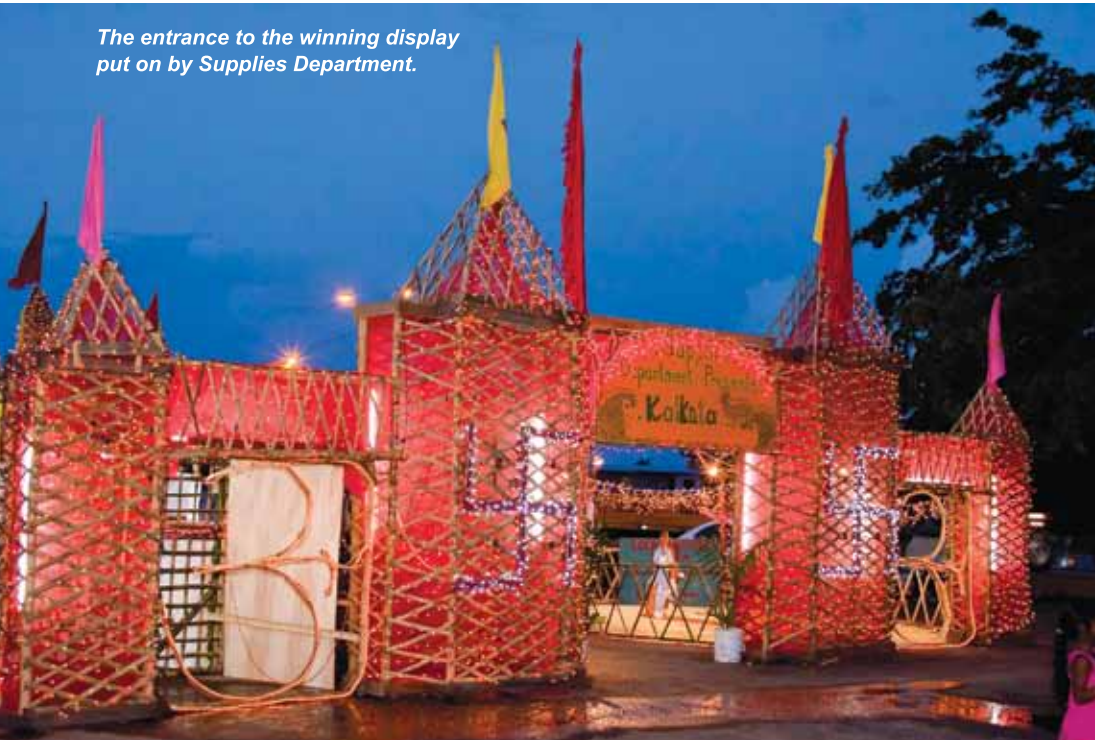
After all, who doesn't like to see a happy child?





Divali celebrations brighten Central again

The entrance to the winning display put on by Supplies Department.



After more than ten years, you may not think there is room for improvement, but employee volunteers at T&TEC's Divali celebration surprise us every year by raising the bar to produce one of the country's best organised events in observance of the festival of lights. And on Saturday 26 October, despite the inclement weather, hundreds were treated to another fantastic programme at the Mid Center Mall car park, Chaguanas.

The impact of the brightly lit deyas and electric lights, entwined on creative bamboo displays immediately

struck guests on entrance. Resourceful interpretations of Indian cities were taken to new heights as teams, including newcomer Head Office, vied for first place in the highly contested Bamboo Bending competition.

Guests were treated to a cultural programme that included religious rituals, messages on Divali, dances, Indo-Trini cuisine and a fashion show of Indian wear.

One of the highlights of the programme was the Queen Show with fans passionately rooting for their favourite queen.

T&TEC's sponsored bands Nada Sangama Steel Orchestra welcomed guests and Malick Tassa Drummers and Gayatones kept the audience entertained throughout the programme.

T&TEC's Chairman, Susilla Ramkissoon-Mark, in her remarks summed up the popularity of the event this way, "our very business is light, which perhaps explains the reason why this event is such a tremendous success."

General Manager Kelvin Ramsook publicly recognised the efforts of the Divali Committee, calling them on stage to applause from the audience. He singled out Sumatee Maharaj-Rampersad, former T&TEC employee, now deceased, for praise in starting the observance at the Commission.

The Minister of Public Utilities, Honourable Nizam Baksh who also spoke at the function, topped the list of specially invited guests. Other guests included T&TEC's Commissioners and several past General Managers.

As the results were announced, history was created when the Supplies

Department won the Bamboo Bending Competition for the fourth time.

Here are the competition results:

Divali Queen Competition

1st Place – Annisa Sankar – Mt Hope Office

2nd Place – Sarah Lutchmedial – Supplies Department

3rd Place – Tricia Maharaj – Distribution South

Divali Queen Competition - People's Choice

Sarah Lutchmedial – Supplies Department

Bamboo Bending Competition

1st Place – Supplies Department

2nd Place – Distribution North

3rd Place – Distribution South

4th Place – Mt. Hope Office

The T&TEC Divali celebration was broadcast on television a week later.



The ladies in winners row, led by Divali Queen 2013, Annisa Sankar, (centre) are joined by the other dignitaries. From l-r, Acting AGM Administration, Ian Ramrattan; Minister of Public Utilities, the Hon. Nizam Baksh; Chairman – T&TEC Divali Committee, Varune Maharaj; and T&TEC General Manager, Kelvin Ramscook.

"Chowkay" wins Central chow contest

Employees of the Central Commercial Department spent their September 11 lunch break in a pineapple chow-making competition.

Three teams, "Kant Touch Dis," "Chowkay in Central...we hautee so!" and "Spicy Divas", vied for bragging rights and the top prize of a double layer truffle cake. Judges, Shelford

Lockiby, Joan Edwards and Trudy Beckles, rated the chow creations on taste, team co-operation, presentation and pepper level. In the end the winner of the "best in chow" was Chowkay in Central...we hautee so.

Congratulations to the four-member team led by Kerri-Ann Mohammed!

Pineapple chow on the menu at Distribution Central.



2013 in pictures



January - T&TEC opens its new St. James Service Centre.



February - T&TEC's Customer Web Access launched.



March - The Prime Minister is surrounded by children as she arrives at the ceremony to light up the Boucaud Trace Recreation Ground. The first of a triple header illumination.



April - Media professionals take in the performance by entertainer Blaxx at T&TEC's media appreciation.



May - AGM Transmission Ag., Zainool Mohammed conducts a tour of the Gateway 132/33 kV Substation following its formal commissioning.



June - Employees participate in the 'pipeline' event at T&TEC's 47th Annual Sports and Family day.



July - Delegates at CARILEC's Caribbean Utilities Engineering and GIS Conference, hosted in conjunction with T&TEC, PowerGen and Trinity Power.



August - T&TEC's GM, Kelvin Ramsook, presses the switch to energise the 12 KV feeder and commission Phase One of the Studley Park Substation, Tobago.



September - Teams of employees work to clean up the Mayaro Beach, during Ocean Conservancy's International Coastal Cleanup effort.



October - T&TEC illuminates its 200th recreation ground in Malgretoute, Princes Town.



November - Minister of Public Utilities and T&TEC's Chairman, together unveil the plaque to commemorate the switch to natural gas at the Cove Power Plant.



December - T&TEC's Children's Christmas Party

T&TEC in Mayaro for Coastal Cleanup

Seventy nine bags of trash, totalling 1278.25 pounds, were collected in Mayaro when T&TEC volunteers participated in this year's Coastal Cleanup.

Over 100 employees, their families and friends, including children, made the early morning trek to Trinidad's south-eastern coastline to rid the beach and surrounding areas of garbage.

Clare Vincent, Assistant Corporate Communications Manager - and one of the volunteers, said "This is a worthwhile environmental project that requires our collective involvement. Whether we volunteer for cleaning up the beaches or practice good disposal habits, we must do our part."



All hands were on deck to remove a discarded barrel and tire from the beach.

This international call to action, led by the Ocean Conservancy, was started in 1972. T&TEC's participation began in 2004. Among the waterways cleaned up by the Commission's volunteers over the years include the Salybia and Las Cuevas beaches and the Caura River.

Last year, over 500,000 volunteers collected 10 million pounds of trash from beaches around the world.



The T&TEC crew after their hard work.



HIV/AIDS Committee marks year end with World Aids Day

The fight against HIV is given special prominence on December 1, World AIDS Day, where people all over the world unite towards the cause. Leading the effort at T&TEC is its HIV/AIDS Workplace Committee which hosted an employee awareness programme that ran during the week of World Aids Day. Throughout the Commission, employees were provided with educational literature and counseling on HIV/AIDS and some were also able to get tested for HIV.

As the year drew to a close, two days prior, on November 29, the Commission's Peer Educators held a feedback session at the S.P. Ottley building, Mount Hope. Peer Educators, representing various T&TEC operating centres, reported on their activities in an effort to chart the course for 2014. Courtenay Le Gendre, the Bargaining Unit Representative, delivered a presentation on the formulation of a Communication Strategy for the Committee.

A review of the Committee's work over the year shows a continuation of their efforts towards HIV/AIDS awareness among employees. In addition to four meetings held, they hosted a promotional booth at T&TEC's 48th Annual Sports, Culture and Family Day, which generated a lot of interest among visitors who participated in a quiz to win prizes. Participants were also exposed to a wealth of information on HIV and AIDS.

Plans for the Committee for 2014 include hosting a benefit concert in November; production of an orientation video on HIV/AIDS awareness for new employees; and expansion of the Peer Educators network, as they continue to facilitate training and retraining.



WATTY says

Safety all year through

As we leave the festive season of Christmas and approach the New Year and Carnival celebrations let us remember that safety is an important way of life and it begins with you.

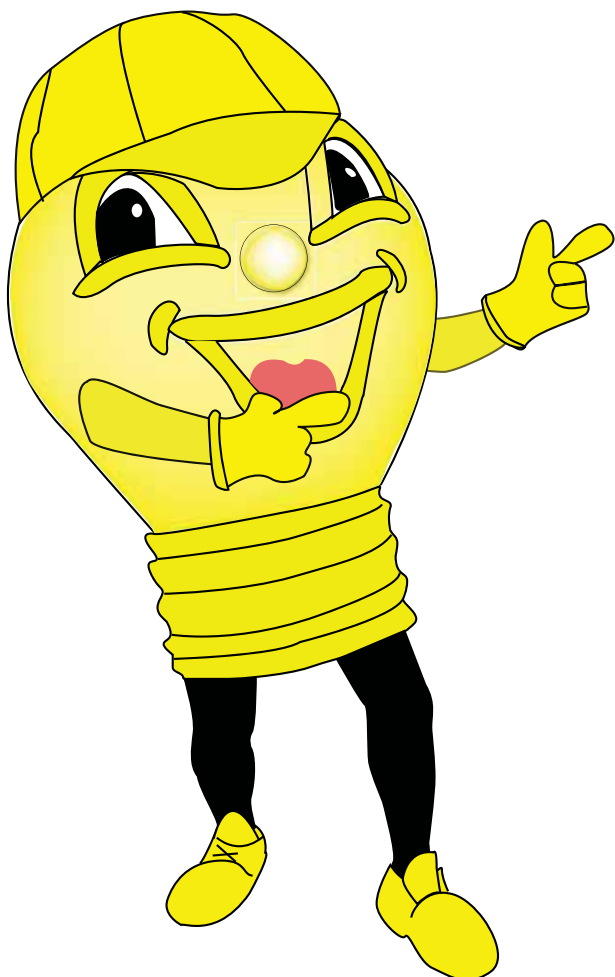
Here are some reminders of safety from Watty:

Always

- Drive responsibly. Do not drink and drive. Stay within the speed limit.
- Be careful with fireworks and sparklers. Make sure they are kept outside and away from the face, clothing, and hair.
- Stay clear of overhead power lines when discharging fireworks.
- Be considerate of the elderly, the unwell and pets.

Do Not

- Attach signs, posters or any other items to electrical poles.
- Install equipment that exceeds the legal height of 15 feet or 4.5 meters on top of DJ trucks.
- Use bamboo, wooden or metal rods to lift electricity lines to accommodate equipment on DJ trucks.



Safety matters

Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Adwin Burrell	Technical Assistant II	Communications
Akil Thomas	Jointer 'B'	Distribution Tobago
Alison Paul	Senior Clerk	Transmission Maintenance
Allan Ramdeen	Senior Computer Operator	Information Systems
Alston Joseph	Linesman 'B'	Distribution North
Amir Mohammed	Technical Assistant I	Distribution North
Amos Ramdhanie	Meter & Relay Mechanic I	Protection & SCADA
Anand Sudama	HSE Co-ordinator III	Health, Safety & Environment
Andrea Des Vignes-Phillip	Senior Clerk	Distribution Tobago
Andy Ramkissoon	Driver – Aerial Lift Truck	Distribution North
Angela Felix	Administrative Assistant IV	Corporate Support
Anselm Toby	Maintenance Technician I	Distribution Tobago
Anthony Crichlow	Maintenance Technician II	Distribution Tobago
Antonio Rosales	Driver – Aerial Lift Truck	Distribution North
Antony Campbell	Maintenance Technician I	Distribution North
Arnold Ram	Technical Assistant II	Distribution Central
Aronie Bahadoor	Clerk II	Distribution South
Arthur Bobb	Section Leader	Distribution Tobago
Avelline Felician	Administrative Assistant III	Communications Department
Avinash Panday	Clerk II	Distribution North
Brenton De Leon	Linesman 'C'	Distribution South
Cherise Mills	Clerk II	Distribution North
Cheryl Knights-Sam	Subsection Leader	Security – Distribution Central
Coleen Paul	Administrative Assistant IV	Security – Head Office
Colman Roopnarine	Maintenance Technician I	Distribution East
Cossyle James-Abraham	Subsection Leader	Distribution Tobago
Crissie Parris	Clerk II	Distribution North
Daren Mohammed	Leadhand Mechanic	Distribution South
Darren Jeatto	Chainman	Distribution East
David Alexander	Driver – Aerial Lift Truck	Distribution Tobago
David Barran	Electrician 'B'	Distribution Central
Deirdre Jack	Subsection Leader	Distribution Tobago
Deodath Beharry	Maintenance Technician III	Distribution Tobago
Deon Mc Dowall	Linesman 'B'	Distribution Tobago
Desmond Lewis	Driver – Lorry Loader / Lift Combination	Distribution Tobago
Dexter Ramroop	Driver – Aerial Lift Truck	Distribution North
Diana Patrick	Administrative Assistant III	Pension Administration
Dion Ramsundarsingh	Linesman 'B' (Hotline)	Distribution South
Dominic Gay	I.S. Support Supervisor	Information Systems
Eddie Pierre	Driver – Aerial Lift Truck	Distribution North
Elena Medina	Clerk II	Distribution North
Elizabeth Matthew	Senior Clerk	Distribution Tobago
Elvin Hackett	Maintenance Technician I	Distribution Tobago
Ernesto Potts	Maintenance Technician III	Distribution Tobago
Garth Abraham	Maintenance Technician III	Distribution Tobago
Gerard Checkley	Driver – Distribution Line Truck	Distribution Tobago
Hema Balwah	Senior Engineer – Planning	System Planning and Research
Indra Budu Dass	Accountant III – Financial Services	Chief Accountant
Jabari St. Rose	Clerk II	Commercial
Jason Castello	Electrician 'B'	Distribution Central
Julian Christian	Consumers Investigator	Distribution North
Karl Woods	I.S. Support Supervisor	Information Systems
Keegan Jaggegar	Linesman 'C'	Distribution South
Keith Caruth	Operator III	Distribution Tobago
Kemmy Jackson-Ellis	Human Resources Assistant	Human Resources
Kern Julien	Electrician 'C'	Distribution Central
Kerri Ann Mohammed	Clerk II	Distribution Central
Kevin Yorke- Ventour	Crew Foreman	Distribution North
Kevon Bryce	Electrician 'C'	Distribution Central
Khadijah Mohammed	Clerk II	Distribution Central
Kwame Tuckett	Mechanical Assistant	Distribution Central
Kwane Radix	Electrician 'A'	Distribution Central
Kwame Tuckett	Mechanical Assistant	Distribution Central
Lennox Toby	Mechanical Assistant	Distribution Tobago

PROMOTIONS (cont'd)

NAME	POSITION	AREA/DEPARTMENT
Leon Jananan	Electrician 'C'	Distribution Central
Leslie Jack	Clerk II	Distribution East
Lester Gomes	Driver – Aerial Lift Truck	Distribution North
Lester Lal	Senior Corporate Comm. Assistant	Distribution South
Lex Tom	Linesman 'C'	Distribution South
Lisa Felix	Clerk I	Distribution East
Lorraine Ignacio	Technical Assistant II	Distribution South
Lydia Gajadhar	Clerk II	Commercial
Madho Gosein	Driver – Vehicles less than 25,000 lbs.	Distribution North
Mahinda Hitlal	Clerk II	Distribution East
Marcel Charles	Meter & Relay Technician II	Metering Services
Marlon Leacock	Driver – Pole Hole Borer Combination	Distribution North
Martin Martinez	Driver – Aerial Lift Truck	Distribution North
Marsha Trim	Clerk II	Distribution East
Maxwell Williams	Linesman 'A'	Distribution Tobago
Mervyn Mc Letchie	Operator III	Distribution Tobago
Michael John	Jointer 'B'	Distribution Tobago
Monique Lewis	Senior Clerk	Chief Accountant
Nadine Sahatoo	Administrative Assistant IV	Human Resources
Nekesa Sobers-Bullard	Clerk I	Transmission Maintenance
Nigel Mootoosingh	Consumers Investigator	Public Lighting
Omolara Rodriguez	Clerk II	Distribution North
Oranzo Henry	Clerk II	Distribution East
Pamela Jones	Subsection Leader	Distribution Central
Raynalldo Moses	Operator III	Distribution Tobago
Roger Ramsey	Operator III	Distribution Tobago
Ronald Cyrille	Linesman 'A' (Hotline)	Distribution North
Rondell Alleyne	Linesman 'C'	Distribution South
Ryan Affonso	Clerk II	Distribution East
Sanjeev Harrinarine	Shift Control Engineer I	System Control and Generation Interface
Sarvesh Nandee	Technical Assistant II	Communications
Sasha Sadoo	Clerk II	Commercial
Seepersad Seemungal	Mechanical Assistant	Distribution Tobago
Shalini Rambox	Clerk I	Transmission Maintenance
Shari Paul	Clerk II	Distribution East
Shiva R. Dukharan	Driver – Aerial Lift Truck	Distribution East
Shivanand Persad	Meter & Relay Mechanic I	Protection & SCADA
Shivani Nobbee	Clerk II	Distribution South
Simon Fournillier	Driver – Aerial Lift Truck	Distribution North
Stanley Miller	Linesman 'A'	Distribution Tobago
Stephen John	Driver – Aerial Lift Truck	Distribution North
Surrendra Ramroop	Section Leader	Distribution Central
Susan Mc Leod	Senior Clerk	Distribution Tobago
Sylvester Teesdale	Linesman 'C'	Distribution South
Terry Phillip	Linesman 'B'	Distribution Tobago
Tracy Shields	Maintenance Technician I	Distribution East
Trevor Felix	Driver – Aerial Lift Truck	Distribution North
Trevor Monsegue	Driver – Class 5 Vehicle	Distribution North
Tyjongdah Antoine	Clerk II	Distribution East
Vaali Jagessar	Senior Foreman-In-Training	Human Resources
Videsh Batohie	Systems Analyst III	Information Systems
Vishal Seusankar	Meter & Relay Technician II	Metering Services
Vishan Ramrattan	Driver – Vehicles less than 25000 lbs.	Distribution East
Wayne Pamphille	Driver – Aerial Lift Truck	Distribution North
Wendell Bhagirath	Senior Engineer	Transmission Maintenance
Willan Garcia	Linesman 'C'	Distribution South
William Pantin	Linesman 'A' (Hotline)	Distribution Tobago
Winston Harley	Driver – Lorry Loader / Lift Combination	Distribution North

A few good things

4 Tips to keep your resolutions

It's almost the New Year—the time to reflect on your aspirations and set meaningful goals to improve your health and happiness. Which sounds great, right? But how many of us actually keep our New Year's resolutions past January?

According to a study by author and psychologist Richard Wiseman, 52% of resolution-makers were confident that they would achieve their goals, yet only 12% succeeded. What was the secret? Those who took meaningful steps to achieve

their resolutions—were far more likely to achieve their desires.

1. Get Specific

A common mistake people make is setting big, nebulous goals like, "I'll be healthier." Instead, make your resolution specific, with a tangible, achievable outcome. Rather than saying, "I want to save money," determine how much, exactly, you want to save. What are you saving it for, and what will you do once you hit your goal?

2. Write it Down

Write down your goals and outline the small, manageable steps you'll need

to take in order to achieve them. If you set a big goal without a step-by-step plan, it can be overwhelming and trigger frustration or negative thoughts that get in the way of your success.

3. Make Time

Be sure to set aside ample time for yourself to achieve your goals. If you want to exercise more, plot out time in your weekly schedule for runs and time at the gym.

4. Get a Partner

Having a group, partner, friend, or professional to encourage you can be a great way to keep you going. Try finding a friend who has a similar resolution, and check in with each other every week to talk about your progress and challenges.

Source: www.forbes.com

New GSCC Executive elected



Cliff Ramsubag is the new President of the General Sports and Cultural Club (GSCC).

Mr. Ramsubag leads a new Executive which was elected at the GSCC Annual General Meeting on November 21 at the Cascadia Hotel, St. Anns. Their term of office is two years.

The new President, who is also the President of the Mount Hope Sports Club, told the Watts Happening "I look forward to the challenges that come with the job and to build on the great foundation that was set by my predecessors."

Former President, Gilbert Taylor, in his outgoing message to members, thanked all for the opportunity to serve as President and encouraged all T&TEC sports leaders to "serve with verve, distinction and honour."

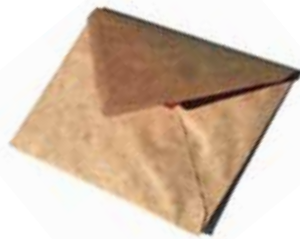
T&TEC's General Manager, Kelvin Ramsook in his role as Honourary President of the GSCC, was in attendance to participate in the meeting. Mr. Ramsook, congratulated the GSCC for its "impressive life span" of 22 years of coordinating the fun and competitive events enjoyed by employees. "As partners with the management of the Commission, your role as the governing body for sports and culture in T&TEC is an important part of us creating a caring work environment for all our staff," he said. This year, two additional posts of Committee Members were added to the GSCC Executive.

The members of the newly-elected GSCC Executive are:

- President – Cliff Ramsubag - Mt. Hope Sports Club
- Vice President – Joseph Lewis - Northern Area Sports Club
- Assistant Secretary – Alicia Evelyn - Mount Hope Sports Club
- Treasurer – Lisa Cazoe - Northern Area Sports Club
- Assistant Treasurer – Oniquica Coutou - Eastern Area Sports Club
- Committee Member – Jelani Bramble - Tobago Sports Club
- Committee Member – Benedict Andrew - Central Area Sports Club

Congratulations to the new GSCC Executive.

Letters



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

Emailed to Snr. Commercial Officer, Charlene John dated **July 28 2013.**

I would really like to thank you for all the help you afforded me towards my T&TEC bill.

I further want to thank you for referring me to Mr. (Rodney) Latchman. What a pleasant and helpful gentleman! I wish we had more Trinidadians like him. He told me that he is always willing to help since he is paid to do so, therefore he will do his best to assist customers.

Where will we find such people? People here do not ever say such things as "my job pays me... so I do my best". The man is exceptional. I congratulate you for having such an employee under you.

Keep up the good work.

Arlene Little
Principal of the Joshua Christian Secondary
Mt Hope Road, Mt. Hope

August 22, 2013

Dear Sir/Madam
I am writing this to specially commend one of your Officers who made the experience at your office a very pleasant and non-stressful one.

Her kindness and professionalism should be emulated throughout. The Officer, Ms. Abigail Joachim [Arima Service Centre] is an example to be followed.

With thanks
Curtis Ramjitsingh
St. Helena

September 9, 2013

On the evening of September 21 at approx. 8:35 p.m. there were two loud explosions and sparks were seen emanating from the electricity line to my home. Thereafter I lost power to certain points of my home.

A call to T&TEC saw a crew, headed by Mr. Rawlins Cuffie, respond and in half an hour and the matter was regularised.

I wish to place on record the excellent service that was delivered by this Crew.

Their professionalism and work ethic was beyond expectations.

Kindly convey my sincere thanks and gratitude to Mr. Cuffie and his team as well the Emergency operator who responded to the call. Service like this gives hope to citizenry as 'quality customer service'.

Stephanie Wilson

November 12, 2013

Annabelle Brasnell,
Corporate Communications Manager

I wish to congratulate the Corporate Communications team on the successful organisation of the 59th Employee Awards Ceremony.

It will remain a very memorable occasion both for me and my fellow awardees.

Yours sincerely

Valerie Carter
Editor's note: Ms. Carter worked at Distribution North and was the recipient of a 40 year long service award.



T&TEC...

*Lighting your way to a
brighter future*

T&TEC



JANUARY 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

MARCH 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

APRIL 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

SEPTEMBER 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

NOVEMBER 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

DECEMBER 2014

Sun	Mon	Tues	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Head Office
 Ph: (888) 623-2611/6291
Northern Area Office
 Ph: (888) 623-5070
Broadway
 Ph: (888) 624-0720
St James
 Ph: (888) 628-1705
Eastern Area Office
 Ph: (888) 643-2433
Europe Service Centre
 Ph: (888) 662-9289
Singm Grande Service Centre
 Ph: (888) 668-6429
Arma Service Centre
 Ph: (888) 664-1474-7
Chaguanas Service Centre
 Ph: (888) 672-0556
Coova Service Centre
 Ph: (888) 679-0757/0378
Central Area Office and Customer Service Centre
 Ph: (888) 636-8107
Southern Area Office and Customer Service Centre
 Ph: (888) 657-72814
Penal Customer Service Centre
 Ph: (888) 647-1223/1222
Marabella Customer Service Centre
 Ph: (888) 658-7594/7597
Point Fortin Customer Service Centre
 Ph: (888) 648-2791/2792/2803
Rio Claro Customer Service Centre
 Ph: (888) 644-2475/2262
Tobago Area Office and Customer Service Centre
 Ph: (888) 639-2541/2542
Public Lighting Department
 Ph: (888) 800-BULB (2852)
Trouble Reports:
 800-TTEC (8832)
 Website: www.ttec.co.tt

