



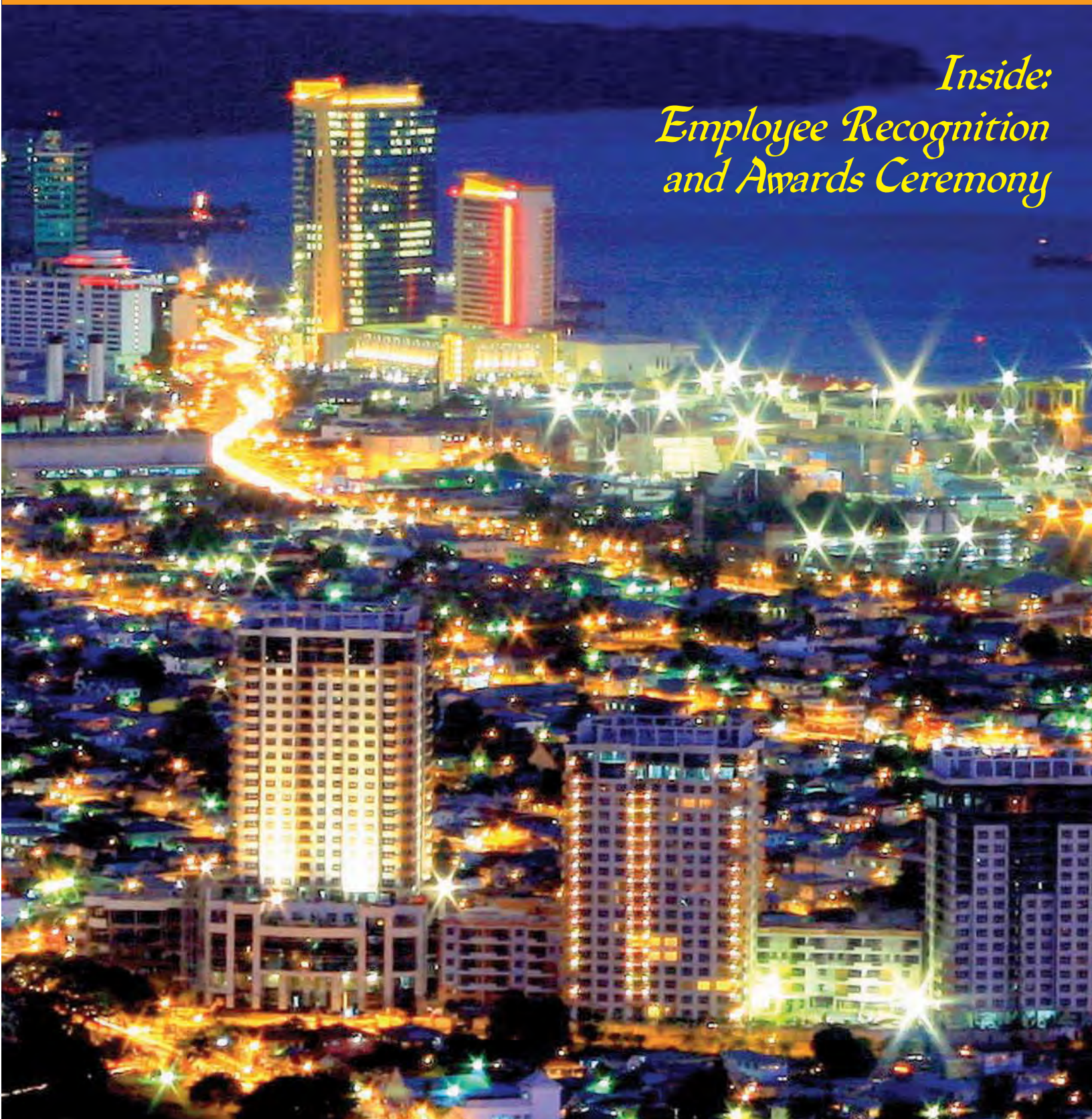
WATTS HAPPENING

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

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

Trinidad and Tobago Electricity Commission • 63 Frederick Street, Port of Spain • www.ttec.co.tt • Vol.26 #4 / Oct - Dec. 2009

Inside: Employee Recognition and Awards Ceremony



Editorial



By the time you read this the Electric Family would have completed our seasonal celebrations and you would be back to work, facing the New Year with vigor and plans for new accomplishments.

It was apt that in the just past season of Goodwill (in the past quarter we celebrated Eid, Divali and Christmas; all celebrations which promote goodness rather than evil, and pay attention to the less fortunate among us) the Commission would honour its employees for their outstanding performance at work and play, and for their dedicated service to the Commission. The memorable moments from this event are captured in the centre spread pictorial.

As they have received, the employees of the Commission have given back, as evidenced by our eager participation in the September 19th International Coastal Cleanup. Through the concerted efforts of employees, the Commission is moving ahead with its implementation of and adherence to ISO standards. The articles on Central Distribution Area's efforts in adopting ISO 1001:2004 and Distribution South's progress in ISO 9001 certification give an appropriate snapshot of the positive effect of employees' efforts. The Cove power plant was also opened this

quarter- on time and within budget- because of the diligence of the project team.

Though our peace was marred by some undesirable incidents, the most serious being the shooting of Meter Reader Mr. Clint Pamphille, the Commission remains resolute in our commitment to protect the health, safety and wellness of our employees- our most valued asset. In articles on pages 11 and 22, Acting General manager, Mr. Glenford Cyrille made the Commission's position clear, through his harsh public condemnation of attacks on employees.

2009 had challenges and triumphs, but the resilience of the Electric Family is showing. A quick review of our activities show that we completed most of the tasks we set ourselves and are making steady progress in completing others.

We expect that this trend will continue in 2010 as we work diligently to achieve our goals.

But as we close off 2009 in a celebratory mood, we must remain cognizant of the time ahead of us. Several departments have major projects included in their 2010 work plans and the continued high performance rating of the Commission depends on the success of these projects, along with our day-to-day operations. We have "the power to make it work" and in 2010 we must continue to prove our worth.

Happy New Year!

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The dawn of a new era for Tobago as... T&TEC'S COVE POWER STATION COMMISSIONED

"This new interconnection underscores the fact that Tobago and Trinidad walk hand in hand, side by side as a single nation, facing the future together as equal partners."

The Honourable Patrick Manning,
Prime Minister of the Republic of Trinidad and Tobago.

One year and eleven months after marking the start of its construction, scores of people gathered at the Cove Eco-Industrial and Business Park in Lowlands, Tobago to witness the official commissioning of T&TEC's 64 megawatt Cove Power Station by the Honourable Prime Minister.

Friday, October 23rd 2009 marked the official commissioning of T&TEC's first fuel reciprocating plant in the region. With an interim capacity of 48 megawatts, this modern, eco-friendly Power Station will ensure that Tobago, for the first time in its history, is self-sufficient in electricity generation and supply.

The Honourable Prime Minister underscored the benefits of the plant in his speech at the official commissioning ceremony. He said, "Tobago will not only supply power to Trinidad, but is also poised to export natural gas to northern Caribbean countries by mid 2011". He commended the Finnish firm Wärtsilä Corporation for its efficient delivery of the plant, which was on time and within budget.

It was also a proud moment for the Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid and T&TEC's Chairman Professor Clément Imbert, both of whom heralded this new era of independence for Tobago.

At the end of the ceremony, the Honourable Prime Minister together with the Honourable Minister of Public Utilities, the Honourable Chief Secretary for the Tobago House of Assembly, T&TEC's Chairman and T&TEC's Acting General Manager unveiled the plaque to officially commission the Power Station.

Other dignitaries who were present included His Excellency Mikko Pyhälä, Ambassador of Finland and other local Cabinet Ministers.

Photo shows from left: The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities; the Honourable Patrick Manning, Prime Minister; the Honourable Orville London, Chief Secretary of the Tobago House of Assembly; T&TEC's Chairman, Professor Clément Imbert; and T&TEC's Acting General Manager, Mr. Glenford Cyrille after the unveiling of the plaque.



The Honourable Patrick Manning, Prime Minister of the Republic of Trinidad and Tobago delivers the feature address.



The Honourable Prime Minister (right) shares a light moment with the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities (centre) and T&TEC's Chairman, Professor Clément Imbert.



The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities (right) presents a token marking the Cove Commissioning to T&TEC Chairman, Professor Clément Imbert.



The Honourable Prime Minister (centre) with His Excellency Mikko Pyhälä, Ambassador of Finland (right) and Mr. Rodney George, Vice President - Power Plants, Wärtsilä Caribbean Incorporated.



New Commissioner Appointed

Management Appointments



T&TEC welcomes **Ms. Ann-Marie Sylvia Byer** to the Board of Commissioners of T&TEC.

Ms. Byer received her instruments of appointment from the Minister of Public Utilities, Honourable Mustapha Abdul-Hamid at the Commission's Board Meeting on 11th November 2009.

A Human Resources professional, formerly of the National Flour Mills Limited, Ms. Byer was also a member of the Board of the Employers' Consultative Association for 13 years; a former member of the Film Censors Board; the National Coordinating Committee on Disability and the Advisory Committee for the revision of the Directory of Occupations for Trinidad and Tobago.

Ms. Byer holds a Master of Science (MSc) degree in Training and Human Resource Management from the University of Leicester, United Kingdom. She is currently a member of the International Labour Organisation's Tripartite Convention number 144 Committee.



Glenford Cyrille is T&TEC's new Acting General Manager. This appointment became effective on October 1st 2009.

Mr. Cyrille formerly held the position of Assistant General Manager (AGM), Administration.

Mr. Cyrille joined T&TEC as an Engineer-in-Training in 1974, accumulating 35 years of experience through various appointments at Distributions North, East and Tobago.

Mr. Cyrille was the Area Manager at all three Areas from 1996 to 2002. He was appointed AGM-Engineering in 2005. He was subsequently appointed AGM-Administration in 2006.

Mr. Cyrille is the holder of a Bachelor of Science (BSc) Degree in Electrical Engineering and an Advanced Diploma in Electrical Engineering from the University of the West Indies.

Mr. Cyrille is a member of the Board of the Airports Authority of Trinidad and Tobago.



Kenneth George is the new Information Systems (IS) Manager. This appointment is effective from October 1st 2009.

Mr. George joined T&TEC in 1981 as a Systems Assistant in the IS Department. His move up the ranks in this Department, saw him holding the positions of Systems Analyst I

and II; Senior Analyst - Systems Applications Developer and several stints as Acting IS Manager.

Mr George holds a Bachelor of Science (BSc) degree in Computer Science. He has also participated in numerous T&TEC-sponsored courses focusing on topics such as Project Management, Peoplesoft, Data Management Tools and Upgrades, Digital Unix Systems Management and Development of a National Information Infrastructure.

Mr. George was the Team Leader of the Advanced Metering Infrastructure (AMI) Project from October 2007 to April 2009.

Mr. George replaces Ms. Irma Ou Young who retired after 31 years with T&TEC.



Diane Sylvester has been appointed to act as Human Resources Manager from December 1st 2009.

Ms. Sylvester joined T&TEC in 2001 as Human Resources Officer II in the Human Resources Division. Over the next 8 years Ms. Sylvester moved up the ranks within this Division to her

substantive post of Senior Human Resources Officer.

The holder of a Bachelor of Arts degree (BA) in English Literature and a Master of Science (MSc) degree in Organisational Behaviour, Ms. Sylvester is also credited with a Diploma in Public Administration.

Her tertiary education has been enhanced through participation in several training programmes. Among these are Pay for Performance, Succession Planning, Competency Based Management, Human Resources Information Systems, the International Labour Organisation's HIV/Aids Workshop and Work Force Management – Issues and Solution.

Ms. Sylvester replaces Ms. Hallima Ali who is now the Industrial Relations Manager.

On the way to ISO 9001 Certification

T&TEC's ISO 9001 certification is well on the way with a pre-assessment audit of Distribution South planned for March 2010.

Approved procedures have been implemented and the first round of internal audits are ongoing.

T&TEC embarked upon the implementation of an ISO 9001 Quality Management System (QMS) for its Distribution operations with a pilot project implemented in Distribution South. It is anticipated that this system will be rolled out to other Distribution Areas and Divisions of T&TEC during the 2nd quarter of 2010.

ISO is the International Organisation for Standardisation, which is a worldwide federation of national standards bodies. The ISO 9001 QMS specifies requirements for a quality management system where an organisation needs to demonstrate its ability to provide products that fulfill customer and applicable regulatory requirements and aims to enhance customer satisfaction.



**TRINIDAD AND TOBAGO
ELECTRICITY COMMISSION**

Quality Policy Statement

We, the Trinidad and Tobago Electricity Commission, are committed to providing our customers with a high quality electricity supply and a level of customer service that befits our reputation as a market leader in the Energy Sector in Trinidad and Tobago.

We pledge to our customers that we will strive to provide them with a continually improving electricity supply through the implementation of an effective ISO 9001 Quality Management System. In so doing we will comply with all applicable regulatory and statutory requirements.



Supplies Manager, **Neil Williams** has been appointed to act as Assistant General Manager (AGM)-Administration with effect from October 1st 2009.

Mr. Williams joined T&TEC in 1981 as an Accountant III in the Finance Department.

He was promoted to Inventory Coordinator in the Supplies Department in 1990 and as Supplies Manager in 1994. Mr. Williams has held short acting stints in the positions of AGM-Administration and as Commercial Manager.

Mr Williams holds a Bachelor of Business Administration (BBA) and a Master of Business Administration (MBA). He has attended several T&TEC-sponsored training programmes which include Inventory Management, Planning and Managing Warehouse, Top Down Requirement Analysis, Managing Organisational Transformation and Peoplesoft upgrade 8.8 Inventory.



Annabelle Brasnell has been appointed Corporate Communications Manager effective November 2nd 2009.

Ms. Brasnell brings 12 years of experience in the planning and execution of Mass Communications to the Commission.

Prior to her appointment at T&TEC, Ms Brasnell was the former Director of Corporate Communications at the Ministry of Planning, Housing and the Environment.

She was a practicing journalist for approximately 6 years and was a Communications Specialist for the Tobago House of Assembly (THA). Ms. Brasnell holds certification in Public Relations and Television Production and also hold a Master of Arts degree in Mass Communication.



Kevin Castle joined T&TEC's Information Systems (IS) Department as Network Administrator III on September 1st 2009.

The holder of a BSc degree in Computing and Information System, Mr. Castle also has an Advanced Diploma in Computer Studies, an International Diploma in Computer Studies and a Certificate in Service Management.

Prior to joining T&TEC, Mr. Castle worked in the information technology department at Ernst and Young.

He has participated in several training programmes. Among these are the Microsoft Certified Professional, Risk and Value Management, Contract and Procurement and Project Management.

A Team Leader for infrastructure in the Caribbean Region, Mr. Castle was part of a Peer Group formed to discuss IS projects in the Americas.

Improving Linesmen Safety

Using sheer muscle and technical know-how, the Metering Services Department prepared for the commissioning of a monster machine.

This "monster machine" is the new state-of-the-art testing station capable of conducting precision testing of gloves and sleeves as well as up to class four blankets and line hoses.

The testing station was commissioned in November 2008 and was supplied by internationally renowned test equipment manufacturers, the VON Corporation of Alabama, USA.

According to Varma Ratan, Metering Services Manager, "preparation to accommodate this machine proved to be an insurmountable challenge. Electrical, earthing, exhaust and water flow systems, required for the smooth operation of the testing process, were all handled in-house. I am proud of the team effort."

VON Corporation representative, Fred Von Herrmann, facilitated two days of intense training for the Metering Service Department Technical Team. This Team is capable of conducting precision testing on gloves, sleeves and now blankets and line hoses. Mr. Von Herrmann also checked the calibration of the Metering Services Department's existing glove test set and found it to be on target.

T&TEC's acquisition of the new testing station means that the protective gear, used by Linesmen, can now be regularly certified ensuring that it is on par with safety requirements. This safety check will also put Linesmen's minds at ease as they engage in hotline work to reduce the number of customer outages, thereby contributing to improving T&TEC's service delivery.

VON Corporation representative, Fred Von Herrmann (centre, in red) as he trains employees on the use of the new testing station.



Environmental Improvement through ISO 14001:2004 in Distribution Central



One of the Core Values of T&TEC is the protection and preservation of the natural environment. As such, T&TEC has implemented measures to mitigate any significant impact that might occur, because of its operations, on the environment.

To this end an Environmental Management System (EMS) based on the ISO 14001:2004 standard has been implemented in the Central Distribution Area. The focus of the EMS has been to identify opportunities and to implement a number of key environmental initiatives, in all Sections of this Distribution Area, to ensure environmental improvements.

All employees from Distribution Central have been trained to ensure their participation in effectively carrying out the required duties of the EMS.

Waste Management

Recycle initiatives are being used where possible for items such as paper, scrap metal and lead batteries. Special disposal methods are being used for dry cell batteries, fluorescent bulbs, transformers, waste oil, e-waste and tyres.

Companies contracted for waste disposal are audited to ensure that good environmental practices are followed.

Spill Management

Spills, created by operational activities, are being managed more effectively by the establishment of a number of control measures. These include the purchase and use of environmentally friendly spill response materials to ensure that timely cleanup of spills occurs. A plinth with a sump has been established to aid in reducing environmental impact caused by leaking defective pole mounted transformers. This measure will satisfy the Water Pollution Rules (Amended) 2006 and ensure T&TEC's compliance with this rule. To help monitor and correct leaks and spills that may occur in Substations, specific work instructions have been written and are currently being followed.

Water Conservation

A number of water conservation initiatives have been undertaken to help reduce leaks and to ensure that water wastage is reduced. Surveys have been conducted to determine areas where leaks occur so that timely repairs can be done. Signs encouraging water conservation practices, together with a procedure for reporting leaks, have been posted.

Energy Conservation

The objective of this initiative is to reduce energy usage. Stickers have been placed on all electronic devices as a reminder to switch off equipment when not in use and posters have been placed throughout the building to generate a greater awareness to conserve energy.

T&TEC's Estate Police use a checklist to monitor equipment left on. The energy policy has also been reviewed and updated for the office building resulting in specific lights and stand alone air conditioning units being turned off at the end of the day.

Paper Conservation

The conservation of paper continues to be a key objective of the Central Distribution Area with supporting initiatives implemented. Paper reuse centres have been set up based on paper sizes. This means paper is reused before it is finally collected for shredding and subsequent recycling.

There has also been an increase in electronic vetting of documents, reuse of envelopes and gridding of envelopes which allows envelopes to be reused and this aids in paper conservation.

Progression to cleaner technology

The Environmental performance of the Central Distribution Area has been improved. This is evident by instituting a system to capture environmental concerns through the Trouble Report System and from employees' feedback.

Over the last four years there has been a progressive change from oil type breakers to predominately vacuum breakers in Distribution Central.

Making the difference at New Village

The New Village Recreation Ground in Point Fortin was recently illuminated with sixteen (16) 1500 Watt General Electric spotlights by T&TEC's Street Lighting Unit (SLU). At the illumination ceremony held on October 20th 2009, T&TEC's Chairman, Professor Clément Imbert heralded the SLU as "the flagship of the Commission".

New Village, formerly called 'Strikers Village', was born out of the labour movement and named by labour pioneer himself, Tubal Uriah "Buzz" Butler. In her remarks, the Honourable Paula Gopee-Scoon, Minister of Foreign Affairs and Member of Parliament for Point Fortin acknowledged the strong community spirit that continues to exist among residents.

Also addressing the audience, were His Worship the Mayor of Point Fortin, Alderman Victor Mitchell and T&TEC's Acting General Manager, Mr. Glenford Cyrille.

Mr. Cyrille in his remarks expressed the Commission's pride in enhancing the quality of life for all. He told the hundreds who came out to witness the event ... "the illumination of the New Village Recreation Ground enables you to extend your social, cultural and sporting activities".

Mr. Cyrille later joined Minister Gopee-Scoon, the Mayor of Point Fortin and T&TEC's Chairman to symbolically switch on the lights to the Ground amid much fanfare.

The New Village Recreation Ground is the second Ground in Pt. Fortin that has been recently lit under the Lighting of Parks and Recreation Ground, Programme.



The Honourable Paula Gopee-Scoon, Member of Parliament for Point Fortin (second from right) switches on the lights while Mr. Glenford Cyrille, Professor Clément Imbert and Alderman Victor Mitchell (right) look on.



AMI 93% Complete

As at September 30th this year, three hundred and ninety four thousand, five hundred and twenty seven (394,527) new electronic meters have been installed under the Advanced Metering Infrastructure (AMI) programme. This figure represents 93% of the meters scheduled for change out.

The two main software components used by the new meters are the Fixed Network System (FNAS) and Itron Enterprise Edition (IEE).

FNAS deals with the instant processing of meter readings. This means that customers are now being billed from data that is being transmitted via FNAS. T&TEC is now able to read these meters remotely

and customers' bills are no longer based on estimates but on actual consumption of electricity.

IEE is the repository for the meter readings. IEE also provides information for reporting on historical meter reading data.

According to the AMI Project Manager, Kenneth George, all the bits and pieces are coming together and we expect the System to be fully utilised by year end when T&TEC will gain maximum benefit of this improved system. Mr. George thanked the Distribution Areas, Metering Services, Commercial, Information Systems, Finance and Supplies Departments and the Street Lighting Unit for supporting the successful implementation of the AMI Project.



Area Manager Distribution Central, Zainool Mohammed (left) presents a token to Jagdeo Seegobin, the first customer at the opening.

Chaguanas Service Centre has moved

The Chaguanas Service Centre is now located at **#53 Main Road, Chaguanas, directly opposite the Chaguanas Police Station.**

Operations at this new Chaguanas location commenced from Monday, November 16th 2009.

The Chaguanas Service Centre retains telephone numbers, **672-0955** and **672-0956.**

Mr. Seegobin as he pays his bill.



Acting General Manager Mr. Glenford Cyrille gets the assistance of a few children from the Children's Learning Centre to cut the ribbon.

Caring for the Children

Children of Head Office employees now have a dedicated place to do their homework, view educational DVDs and books and interact with each other.

The Children's Learning Centre was opened in November. Located on the Ground Floor of Head Office, the Centre can accommodate up to 25 children between the ages 2 ½ years to 14 years and is opened from 7:00 a.m. to 7:45 a.m. and 2:00 p.m. to 4:00 p.m. daily. The Centre's Supervisor is Ann Marie Niles.

Acting General Manager, Mr. Glenford Cyrille, led remarks at a simple launch to officially open the Centre. He told the gathering ... "the opening of the Homework Centre demonstrates

that the Commission is concerned for the welfare of its employees and by extension, their children."

Assistant General Manager – Distribution, Mr. Kelvin Ramsook, who oversaw the project, credited his team comprising employees Evor Peters, Allison Acres-John, Herman Noel, Glen Riley, Christopher Hylegar, Curtis Rahim and the staff of the Maintenance Department for seeing the Centre to fruition.



Employees and their children at the launch.

World Aids Day at Head Office...

Did you know that between 800-1000 persons die every day from AIDS; that 1,400 persons are infected with HIV everyday; and that the Caribbean is home to the 2nd highest incidence of HIV infection in the world?

These were the statistics shared by guest speaker, South African Doctor Edward Clark, when he spoke to customers and employees at Head Office to mark World Aids Day on December 1st.

Dr. Edwards emphasized that adopting a proactive approach was necessary to combating the HIV infection.

Beverly King of the educational, counseling and referral agency ComTALK International, distributed informational literature and displayed DVDs on HIV awareness to interested persons.

The lunchtime session was one of the special activities arranged by T&TEC in observance of World Aids Day.



Employees and customers peruse the information literature on hand.

Dr. Edward Clarke as he gave his talk.



WATS HAPPENING Snap Shots

Doing our part - Coastal Clean 2009

Approximately forty employees sacrificed a late Saturday morning in bed to participate in Ocean Conservancy's International Coastal Cleanup 2009.

In the April-June 2009 edition of **WATS HAPPENING**, we highlighted the tremendous work of Ocean Conservancy and the many local and international volunteers whose mission is to remove trash and debris from the world's beaches and waterways.

Since T&TEC is committed to the protection and enhancement of the natural environment, it was no surprise that the T&TEC contingent was among the biggest group of volunteers that turned up at Balandra Beach on September 19th.

Dressed in bright orange T-shirts, the T&TEC volunteers stood out among the hundreds who turned up at Balandra and other beaches across Trinidad and Tobago for the annual event.



(Above) The T&TEC Coastal Cleanup 2009 contingent.



(At right) Employees at work collecting garbage from the Balandra Beach.

Together, our volunteers collected large amounts of garbage and debris including plastic and styrofoam items, glass bottles, fishing nets, clothing and tin containers. The Balandra Beach clean-up effort was clearly a success!

So when you go the beaches, do the right thing. Let us all work together to minimise the impact of ocean trash on wildlife and ocean eco systems.

T&TEC's Engineers lead at IEEE Seminar



Dr. Denver Cheddie conducts his presentation.



Some of the engineering enthusiasts present at the launch.

Several T&TEC Engineers presented papers at the Power and Energy Society of the Institute of Electrical and Electronics Engineers (IEEE) Trinidad and Tobago Chapter 2009 Power and Energy Seminar Series recently.

The Seminar Series was launched on November 4th at the Stanley P. Ottley Building, Mt. Hope. A cross section of engineering professionals and tertiary education students were in attendance.

Presentations were also made by Engineers, Denver Cheddie and Curvis Francois.

Mr. Cheddie, a PhD in Mechanical Engineering from Florida International University and an Assistant Professor at the University of Trinidad and Tobago spoke on "Modeling of Solid Oxide Fuel Cell/Gas Turbine Power Plants for Power Generation in Trinidad and Tobago".

Mr. Francois, a Power Distribution Engineer and Project Manager for T&TEC's Geographic Information System (GIS) has also piloted the GIS project at Distribution Tobago. His presentation was entitled "Using GIS to improve Asset Management at T&TEC."

Keron Seebaran, an Engineer at T&TEC and Secretary of the Power and Energy Society, welcomed participants at the launch. He said that the Seminar Series would assist T&TEC in developing relationships with local and foreign engineering institutions such as the UWI, UTT and IEEE. It would also encourage the exchange of information and promotes "viable solutions to potential problems that may exist in our business of Energy Generation, Transmission and Distribution."

The 2009 Power and Energy Seminar Series ended on December 2nd.

Over 300 Receive Awards for...

Excellence in Service, Providing Quality of Life for All



The Ballroom and Foyer of the Hilton Trinidad and Conference Centre set the festive scene for the Commission's 55th Annual Employee Recognition and Awards Ceremony, held on Saturday November 7, 2009.

The Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid delivered the feature address. He praised T&TEC for its ongoing effort towards national development, adding that "proficient work ought not to go unrecognised."

T&TEC's Chairman, Professor Clément Imbert, who also spoke at the Awards, heralded the 300 plus awardees as "shining examples of high value employees."

T&TEC's Acting General Manager, Mr. Glenford Cyrille, detailed the Commission's achievements for 2009. He commended the employees of T&TEC's various Divisions and Distribution Areas "for their dedication to duty." He also condemned recent criminal attacks on T&TEC's employees while on the job.

Several employees, who were victims of armed robberies over the past year, were specially honoured "for their

courage and steadfastness with which they continue to perform their jobs."

Employees received awards for 20, 25, 30, 35 and 40 years of dedicated service to the Commission; Best Performing Employee within a Department, Safe Driving, Safety and Dedication to Duty.

Among those specially awarded were T&TEC's Cricket and Football teams, outgoing Corporate Communications Manager, Mr. Stephen Martel and T&TEC's Assistant General Manager – Distribution, Mr. Kelvin Ramsook, the recipient of this year's Millennium Award.

The audience enjoyed performances by saxophonist Francis Prime, Indian dancer Aakankshaa Mohan and T&TEC's own Neisha Smith, Godwin Jerome and Brian London – finalist in the 2009 Calypso Monarch Competition.

T&TEC-sponsored parang band, T&TEC Lucus Brilliantes, brought a fitting end to the evening's festivities.

T&TEC's Cricket And Football Teams Honoured

T&TEC's Cricket and Football Teams were specially honoured at our 55th Annual Employee Recognition and Awards ceremony.

Chairman, Professor Clément Imbert, paid tribute to these sportsmen and to those who provide critical support to the teams.

The T&TEC Cricket Team were awarded for their tremendous efforts in the Trinidad and Tobago Cricket Board's (TTCB) 2009 South Zone Division One League; the TTCB's and the National Inter-Zone "Blue Waters" Champion of Champions. The team is now eligible to enter the National South Championship Cricket competition in 2010.

The T&TEC Football Team, "the Electricity Boys", has made a name for themselves in the bmobile National Super League football competition, 'shocking' more established teams such as Joe Public and Defence Force. Although Joe Public eventually won the League with 54 points, T&TEC took a close second spot with 48 points.

The Electricity Boys were also finalists in the bmobile National Super League Knockout Tournament.

We salute the Management of these two teams, the coaching staff and the young men who have flown the T&TEC flag high and proud. Congratulations!



Chairman Professor Clément Imbert presents Mr. Anil Harilal, Player Coordinator of the Cricket team, with the team award.



Coach Dexter Cyrus receives the award on behalf of the Football Team.

Memorable Moments at T&TEC's 55th Awards

"...whether you climb a pole, monitor a SCADA system, answer a telephone query, type letters, instruct on safe electrical use or facilitate professional needs of your fellow employees, we recognise your contribution as vital to the workings of T&TEC."

Professor Clément Imbert, T&TEC's Chairman



The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities greets members of the Football Team.



Anatol Mc Eachnie from Distribution Tobago receives his award for 15 years safe driving.



A cross-section of 30 years service award recipients with their guests.



Terrance Hunte of Distribution North accepts his award for 25 years of service.



Michelle Bellille-Corraspe of Distribution Central receives her award for 20 years of service.



Shyam Seerattan, 20 year recipient of the Security Department, accepts his award.



Ashmeed Pooran, one of the recipients of a special award for Dedication to Duty, accepts his award.



Patricia Webb-Gomez of Distribution Central collects her award for 25 years of service.



Mervyn Mc Letchie accepts the winning HSE Quiz trophy on behalf of his team Distribution Tobago.



Sophia Clarke, Best Performing Employee of the Finance Division.



Stephen Martel, outgoing Corporate Communications Manager, receives a special award from the Minister of Public Utilities for his over 38 years of dedicated service to the Commission.



Jai Ramroop, 35 year award recipient of the Metering Department.



Lincoln Blackman of Distribution South, 30 year award recipient.



Stephen Abraham of Mount Hope accepts his award for 40 years of service.



Norman Bobb, one of the Best Performing Employees from Distribution East.



Anthony McIntosh, Area Manager - Distribution Tobago, collects the award for the Most Cost Effective Area.



Kelvin Ramsook, the Assistant General Manager, Distribution, accepts the Millennium Award from the Chairman Professor Clement Imbert.



Zainool Mohammed, Area Manager - Distribution Central, accepts the award for the Best Performing Area Overall.



Richard Kissoon, Area Manager - Distribution North, collects the trophy for the Most Improved Area.



A Special Islamic Evening

It was an inspiring evening of prayer and thanksgiving in surroundings specially decorated with beautiful tapestries and paintings that reflected the Islamic faith. At the center of this creative display was the Holy book of Islam, the Qu'ran. Included, as part of the décor, was an area set aside for salaah or prayer area for devotions.

This was the setting of T&TEC's Eid Celebrations which was held on Friday, September 25th 2009 at the Stanley P. Ottley Building, Mt. Hope. The function was arranged by the T&TEC Islamic Committee, chaired by Haseeb Ali.

The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities himself a devout Muslim, reminded the audience that the development of a country is about the character of its people and the quality of their relationships. He told the audience "Nothing is achieved in life without discipline".

Feature speaker Mirza Ali Muhammad, gave the audience a brief history lesson on Islam and spoke about the virtues of joy, thanksgiving, charity and brotherhood that Islam embodies.

Also publicly endorsing those virtues were Bernard Mitchell, a member of T&TEC's Board of Commissioners and T&TEC's Acting General Manager, Courtenay Mark. Representatives from T&TEC's African Emancipation and Divali Committees also offered greetings to the Muslim community. The evenings' entertainment included stirring renditions by Inshan Hosein and Hamza Mohammed.

At the end of this special observance of Eid-ul-Fitr, employees and other invited guests were treated to refreshments "Islamic" style.



Feature speaker Mirza Ali Muhammad delivers his passionate speech.



The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities (left) is greeted by the Chairman of the T&TEC Islamic Committee, Haseeb Ali while T&TEC's Acting General Manager Courtenay Mark looks on.



A customer takes in the Islamic décor in the Customer Service Centre, Head Office.



Some of the attendees at the Eid Celebrations held in Mount Hope.

Show me your talent.



Photo shows from (l-r): Varune Maharaj, President of the T&TEC Divali Committee; Glenford Cyrille, T&TEC'S Acting General Manager; 3rd place winner Shalini Rambox; the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities; T&TEC Divali Queen 2009, Sasha Lyman; 1st runner up Melissa Persad; and Chairman of T&TEC, Professor Clément Imbert.



Winner of the T&TEC Divali Queen competition 2009, Sasha Lyman, receives her trophy from the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities.



Pundit Bramdeo Maharaj (left) performs the Lakshmi puja before the programme.



A creative display of bamboo bending by the Transmission Division, third place winner in the Bamboo Bending Competition.



Second place winners in the Bamboo bending competition, the Supplies and Metering Departments.

T&TEC's employees, family, friends and customers enjoyed another successful year of Divali splendor!

Distribution South took top honours at T&TEC's 12th Annual Divali Celebrations held at the Mid Centre Mall Car Park, Chaguanas on Saturday, October 10th 2009.

With an innovative display of craftsmanship and lights and a flawless stage presentation from their Queen, our colleagues from South won first place in both the Inter-Area Bamboo Bending competition and the Divali Queen competition.

The T&TEC Divali Committee outdid themselves with a programme that was well organised and well received. All who attended, including the Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid; Chairman, Professor Clément Imbert and Acting General

Manager Mr. Glenford Cyrille were impressed with what was arguably, one of the best Divali celebrations in the country.

The evening's high point was the much anticipated Divali Queen competition. Eight employees, representing T&TEC's various Departments, paraded in exquisite, authentic Indian wear and displayed their individual talents as they vied for 1st place in this prestigious competition.

Sacha Lyman, a 23-year old Clerk III of Distribution South's Engineering Section emerged T&TEC's Divali Queen 2009. Ms. Lyman told WHAT'S HAPPENING she was "excited and proud" of her victory.

Not for Pensioners only

The **WATS HAPPENING** Pension Corner is now expanded to include information that is pertinent to both former and present employees of T&TEC.

Composition of the Pension Plan Committee

The members of this Committee are as follows:-

T&TEC's Appointments

Prof. Clément Imbert

- Board Chairman, T&TEC, Chairman

Sheldon Cyrus

- Board Member - Member

Zameer Mohammed

- Board Member - Member

Colleen Licorish

- Assistant General Manager, Finance - Member

Kenneth George

- Information Systems Manager - Member

Glen Riley

- Service and Maintenance Assistant, Committee Man - Monthly Rated, Member – Administration Division, Head Office

Arthur Bellerand

- Linesman 'B', Distribution East - Committee Man – Hourly Rated, Member

PowerGen's Appointments

Hyacinth Guy

- Director of Human Resources and Administration - Member

Sati Gajadhar-Inniss

- Electrical and Instrument Technician I - Port of Spain Power Station - Executive Trustee (On secondment), OWTU - Employee Representative, Member.

T&TEC Committee Men's term of office will extend for two (2) years from 2009-08-11 to 2011-08-10 in keeping with the Trust Deed Plan and Rules.

The Secretary to the Pension Plan is Ms Grace Maharaj, Corporate Secretary, T&TEC.

Payment of Monthly Pensions

This is a lifetime benefit.

Pensions are processed on a monthly basis for payment on or before the 25th of each month.

The Trust Deed Plan and Rules provide for 'Evidence of Life'.

In order to validate the monthly payment of pensions, the Commission has in place measures to ensure that a pensioner is alive.

This is implemented by completion of our Life Certificates which must be submitted at the end of each calendar quarter – March 31st, June 30th, September 30th and December 31st.

Life Certificates can be processed at all operating centres including the Service Centres.

Details of the officers authorised to certify same are stated on the Forms.

Pensioners are reminded that non-compliance can contribute to the untimely suspension of their pensions.

Collection of Payslips

Unless otherwise instructed, payslips and other personal documentation are generally forwarded to the last Department worked.

At any time, however, a pensioner can request the Pensions Department to formally direct this to another location which is more convenient for collection e.g. if you last worked at Distribution East but would now prefer to collect all documentation at Distribution South.

Nomination of Beneficiary Form

This Form is only valid when formally acknowledged by the office of the Pension Plan Administrator.

By Supplemental Deed dated 15 June 1998 the following Clause was introduced:

"Upon becoming legally married, a Member shall be deemed to have revoked any earlier nominations and to have designated his Spouse as his Nominated Beneficiary under sub-rule (1) hereof unless and until he effects a subsequent nomination."

The Supplemental Deed further declared that:

"the provision introduced in Rule 39 by Clause 4.13 hereof whereby a legal marriage revokes any earlier designation of a Nominated Beneficiary shall apply only to marriages taking place on or after 1 January 1995."

Explained simply, the Trust Deed Plan and Rules now provide that if you got married on or after 1 January 1995, your spouse becomes your Nominated Beneficiary.

The completion, however, of a new Beneficiary Form after the date of such marriage negates the effect of the latter.

Pensions Negotiations

Negotiations recently commenced between the Commission and the Oilfields Workers' Trade Union.

It is anticipated that the outcome of such negotiations will impact upon active employees as well as pensioners.

Additional information on these issues can be directed to the Pension Department at Exts: 5000, 5001, 5002, or 5003.

T&TEC's Children's Christmas Parties 2009



Appointments/Promotions/Moving On

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Sushma Maharaj	Clerk III	Distribution Central
Shauna Ramroop	Clerk III	Distribution Central
Lauren Rambert	Clerk III	Distribution Central
Ann Marie Brathwaithe Niles	Telephonist	AGM – Distribution
Natasha Ransome-Felix	Receptionist	Communication Systems
Darin Boochoon	Engineer II	Distribution North
Michele Mohan	Clerk III	Distribution South
Marlene Yip Ngow	Clerk III	Distribution South
Ravindra Laltoo	Meter & Relay Mechanic II	Metering Services
Akash Persad	Meter & Relay Mechanic II	Metering Services

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Clement Castillo	Communications Technician I (Trv)	Communication Systems
Eustace Bedeau	Communications Technician II	Communication Systems
Wilfred Babb	Line Foreman (Hotline)	Distribution Central
Imtiaz Mohammed	Line Foreman (Hotline)	Distribution Central
Anthony Prescod	Linesman 'A' (Hotline)	Distribution Central
Karan Ramjewan	Linesman 'A' (Hotline)	Distribution Central
Raj Persad	Linesman 'A' (Hotline)	Distribution Central
Mickey Johnitty	Linesman 'A' (Hotline)	Distribution Central
Raymond Ramlal	Linesman 'A' (Hotline)	Distribution Central
Andy Seerattan	Linesman 'B' (Hotline)	Distribution Central
Dwayne Peters	Linesman 'B' (Hotline)	Distribution Central
Mahendra Sankar	Linesman 'B' (Hotline)	Distribution Central
Heather Daniel	Stenotypist	Distribution East
Avalene Solomon	Clerk I	Distribution South
Haile Straker	Clerk I	Distribution South
Hazel-Ann Maharaj-Burke	Senior Clerk	Distribution South
Jenifer Christo Samaroo	Senior Clerk	Distribution South
Sandra Ragoonanan	Clerk I	Distribution South
Setty Ramesar	Senior Clerk	Distribution South
Vasishti Noyan	Clerk I	Distribution South
Ashmead Khan	Estate Corporal	Security
Idi Khan	Estate Corporal	Security
Marcus Matthews	Estate Corporal	Security
Patrick Bascombe	Estate Corporal	Security
Roger Wickham	Estate Corporal	Security
Shyam Seerattan	Estate Corporal	Security
Hazel Brown	Administrative Assistant IV	Systems Planning & Control
Preston Nixon	Linesman 'A' (Hotline)	Distribution East
Neil Harold	Line Foreman (Hotline)	Distribution East
Raymond Dhoray	Line Foreman (Hotline)	Distribution East
Barry Fairchild	Jointer 'C'	Distribution North
Suresh Rambocas	Jointer 'B'	Distribution North
Fahim Mohammed	Jointer 'A'	Distribution North
Joel De Riggs	Jointer 'B'	Distribution North
Faustin Joseph	Jointer 'C'	Distribution North
Dexter Seecharan	Linesman 'B' (Hotline)	Distribution South
Gregory Carter	Linesman 'B' (Hotline)	Distribution South
Devanand Ramlakhan	Linesman 'A'	Distribution South
Wendell Small	Linesman 'A'	Distribution South
Balroop Beharry	Linesman 'A'	Distribution South
Sham Surujbally	Linesman 'B' (Hotline)	Distribution South
Robin Pustam	Linesman 'B' (Hotline)	Distribution South
Augustus Thompson	Linesman 'B'	Distribution South
Gary Patterson	Linesman 'B' (Hotline)	Distribution South
Videsh Gopaul	Linesman 'B' (Hotline)	Distribution South
Carlos Joseph	Linesman 'C'	Distribution South
Sheldon Fabien	Linesman 'C'	Distribution South
Keron Roberts	Linesman 'C'	Distribution South
Wendell Smith	Welder 'C'	Distribution Tobago

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Barbara Lucas-Loregnard	Receptionist	Communication Systems
Carlos Sookaloo	Supplies Clerk	Supplies
Helen Jacob	Area Administrative Officer	Distribution East
Carl Balgobin	Transport Lab./Lorry Loader	Distribution East
	/Borer/Lift Comb.	
Koonjoo Boochoon	Line Foreman	Distribution South
Michael Rivers	Estate Corporal	Security



H.S.E. WEEK 2009

One of T&TEC's Strategic Objectives is "to ensure that health, safety, security, environmental, quality and business continuity management systems are developed and integrated in all of T&TEC's business operations".

This year T&TEC's Health, Safety and Environment Week was centered on the theme **"Promote Safe Behaviours; Prevent a Shocking Experience"**.

The official launch of HSE Week took place at the Mt. Hope Office on Friday, October 2nd. Acting General Manager, Mr. Glenford Cyrille told the audience "electrical accidents result in not only personal injury and damage to equipment, but it also causes disruption to work activity and a subsequent loss of productivity. It was fitting therefore, that in a world where an average of one worker is electrocuted on the



Quiz Competition 1st place - Distribution Tobago

job everyday, the focus for this year's Safety Week was on electrical safety".

Several speakers, including Peter Burke, Vice President, OWTU, joined in the call for employees to continue the practice of "safety first" and "safety begins with me".

As is customary during HSE Week, employees participated in a wide cross section of activities and competitions aimed at promoting safe behaviours; prevent a shocking experience. *Details of all the competitions are on the Intranet.*

Did you know?

The H1N1 Virus or Swine Flu is a highly contagious acute respiratory disease caused by one of several swine influenza A viruses that spreads among humans.

Similar to the seasonal flu, the H1N1 Virus includes these symptoms:-

- feeling tired
- high fever
- headaches
- body pains
- sore throat
- cough
- runny or stuffy nose

Some people, especially children, may also have stomach problems and diarrhoea.

How is the flu spread?

People with flu may cough, sneeze and have a runny nose. This causes droplets with viruses in them to spread into the air. Other people can get the flu by breathing in these droplets, or touching surfaces contaminated by the virus and then touching their mouth or nose.

Never give aspirin or medicine that has aspirin in it to children or teenagers who may have the flu!



HERE ARE SOME KEY REMINDERS TO BE SAFE

Overhead lines can be dangerous! So avoid high-tension wires when:

- Flying kites or model planes
- Driving extra-tall vehicles
- Picking fruit or trimming tree tops
- Using cranes and scaffolding on buildings
- Do not use bamboo, wooden or metal rods to lift electricity lines.

Report fires that threaten electricity poles, structures, substations and other T&TEC installations

Avoid placing stickers, posters and banners on electricity poles or any other utility poles.

Be responsible, do not drink and drive and stay within the speed limit.

Strongy' Honoured at Beach Football and Cookout

The widely popular, highly anticipated, TATECO 5-a-side Beach Football and Cookout Competition was held on Saturday 26th September. Now in its 7th year, this annual event was renamed the Hubert Maingot Beach Football and Cookout Competition, in honour of Hubert "Strongy" Maingot, one of T&TEC's employees, who passed away in August 2009.

Hundreds of employees, representing T&TEC's nine Sports Clubs, converged on Maracas Beach as competitors got an early start on preparing dishes that reflected the competition theme. Soon the distinctive tantalizing scent of Chinese cooking filled the air leaving no doubt that the competition had begun.

In the end, Distribution South emerged as the winner of the Cookout. This Area's impressive authentic Chinese bamboo hut and winning creations by Master Chefs Haile Straker and Joan Guerra captured the judges' attention and taste buds.

Distribution Central defeated Arima in a keenly contested final in the beach football competition.



Distribution North 7-A-Side Football Champions



The over-40 team "Veterans International" strikes a pose after one of their matches.

It was indeed a weekend to remember when the General Sports and Cultural Club hosted its annual 7-a-side football tournament in Tobago. Originally scheduled for mid July, the H1N1 or Swine Flu scare prompted its postponement to Saturday, October 24th.

Fourteen teams representing all five Distribution Areas gathered at the sister isle for the event. The clear skies above the Dwight Yorke Stadium made the weather perfect for the teams and supporters who turned up for the event.

Distribution North with a full contingent of supporters, dressed in red, secured overall victory defeating Tobago 1-0 in a highly contested final. Distribution North also took the prize for the Most Disciplined Team, while one of its players – Jeremiah Goddard, won the Most Valuable Player and the prize for the Most Goals, scoring 7 in total.

Most memorable however, was the display of athleticism and agility by the over-40 team, Veterans International, who defeated two 'younger' teams to reach the quarter-finals before being knocked out. The veterans also had the only female footballer in the tournament, Marissa Byer of Head Office.

All in all, a great time was had by those who attended. Next year promises to be even better!



The winning team – Distribution North

End of an Era

T&TEC bid farewell to Stephen Martel, Corporate Communications Manager, who retired in July this year.

Mr. Martel was employed with the Commission for just over 38 years. Thirty four of these years were spent holding various positions in the Corporate Communications Department. His last appointment was Head of Department (HOD).

Mr. Martel has left his distinctive mark in the Corporate Communications Department and the Commission as a whole. Among them, he is credited for having introduced several creative initiatives that support the positive imaging of T&TEC.

Well known for his active involvement in sports, Mr Martel has been the Honorary Secretary of T&TEC's General Sports and Cultural Club for many years. Key among them was his drive to cultivate activities that encouraged a spirit of fun, camaraderie and competitiveness amongst employees and their families.

Mr. Martel's expansive knowledge of the Commission has resulted in charting the way forward for his replacement. To this end, Mr. Martel was retained by the Commission, for an additional 5 months as Corporate Communications Consultant to assist Ms. Annabelle Brasnell who assumed the position of Corporate Communications Manager in November 2nd 2009. Mr. Martel demits office on December 31st, 2009.

Mr. Martel was formally honoured for his contribution to T&TEC at the 55th Annual Employee Recognition and Awards function held recently.

The Commission extends best wishes to Mr. Stephen Martel as he moves on to the next exciting phase of his life.



Chairman Professor Clément Imbert presents outgoing Corporate Communications Manager Stephen Martel with his Special Award, while the Honourable Mustapha Abdul-Hamid looks on.

Employees Awarded for Sporting Excellence



Christopher Cato, President of the Northern Area Sports Club accepts the trophy for the Best Performing Sports Club from the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities.

The General Sports and Cultural Club held its 13th Annual Presentation of Prizes and Awards Ceremony on Saturday 5th December at the Crowne Plaza Hotel, Port of Spain.

It was a festive evening for the scores of employees who received prizes for excellence in 20 sporting categories. Among these were special prizes for the "Best Performing Area Sports Club" – the Northern Area Sports Club; and the "Sports Administrator for the Year" – Ms. Alicia Evelyn of the Mount Hope Sports Club. Acting General Manager, Mr. Glenford Cyrille was awarded the "President's Award for Excellence".



The Minister of Public Utilities, Honourable Mustapha Abdul-Hamid presents Mr. Glenford Cyrille with the President's Award for Excellence.



Ms. Alicia Evelyn collects her trophy for being the Sports Administrator of the Year from Prof. Clément Imbert, Chairman, T&TEC.

Central Mourns the loss of 3 employees in 3 months



Distribution Central was plunged into mourning with the passing of 3 employees.

James O'Connell Glen "Kunte" Hudlin, Crew Foreman, passed away on July 12th and **Hubert "Strongy" Maingot**, Transport Labourer/Lorry Loader/Borer/Lift Combination, passed away on August 28th.



Hudlin and Maingot were ardent sportsmen. Maingot was a national "shot put" hero and represented this country and brought home several medals on numerous occasions.

In the midst of preparing this article, Central was again greeted with the news of the passing of another employee, **Ms. Franka Francis**. Franka, a Senior Clerk, passed away on October 19th at the youthful age of 48 years.



Area Manager, Zainool Mohammed, colleagues at Distribution Central and the entire Electric Family extend condolences

to the families of these employees. Our thoughts and prayers continue to be with you.

Pamphille recuperating after attack

"The Commission condemns these acts of violence that are being perpetrated on our employees who work out in the field... the Commission will not be sending its employees into any of these so-called hot spots to do work unless proper security measures are put in place to protect their life, limb and possessions."

Mr. Glenford Cyrille, Acting General Manager.



Mr. Cyrille said it aptly while commenting on the recent attack on Mr. St. Servius Pamphille at T&TEC's Annual Employee Recognition and Awards Ceremony.

Mr. Pamphille, a Meter Reader from Distribution East, was shot while carrying out his duties on November 4th at Brunton Trace, Mt. Hope. "Clint", as he is more popularly known, was confronted by bandits who shot him in his back and stole his cell phone and jewellery.

Mr. Pamphille, who has worked at the Commission for over 27 years, has recovered from severe internal injuries.

The Electric Family wishes Mr. Pamphille all the best in the future.

CALENDAR OF EVENTS

JANUARY

- 1st New Year's Day Greetings
- 15th Media Luncheon
- 30th Aerobic Burnout

FEBRUARY

(Date to be announced)

- Carnival T-Shirt Distribution
- 5th 22nd Annual Calypso Competition, St. John's Ambulance Hall
- 26th General Sports and Cultural Club, 15th Annual General Meeting

MARCH

- 6th General Sports and Cultural Club, 12th Annual Leadership Development Seminar
- 20th Scrabble/Draughts
- 27th & 28th Inter-Area Hardball Cricket
- 30th Spiritual Shouter Baptist Liberation Day Greetings

APRIL

(Date to be announced)

- 2nd 7-A-Side Windball Cricket
- 5th Easter Greetings
- 17th Windball Cricket Finals
- (Date to be announced) Watts Happening Newsletter - 1st Quarter 2010
- 19th to 23rd Administrative Professionals Week

(Date to be announced)

National Safety Week

MAY

- 9th 5K and 10K Marathons, Queen's Park Savannah
- 23rd 45th Annual Sports and Family Day, Ato Boldon Stadium
- 30th Indian Arrival Day Greetings

JUNE

- 4th World Environment Day (Commemoration)
- 5th World Environment Day
- 11th June -23rd July All Fours League Competition - Begins in all areas
- 19th Labour Day Greetings
- 26th Hubert Maingot 8th Annual, 5-A-Side Beach Football and Cookout Competition
- 26th Electrical Association for Women, Annual Conference

**The Following are excerpts
of**

Letters

September 8th

To: T&TEC

We wish to extend heartfelt thanks to you for your contribution to the children of our organisation.

Our job is difficult, but when people like you respond to our plea, it gives us the courage to continue our enormous task.

We know that you understand the pain of illiteracy; your gift has helped one more child to learn to read.

On behalf of the children, we say thank you.

Director
**MOMS For Literacy
(Caribbean)**

August 17th

Stephen Martel
Corporate Communications
Manager, T&TEC

Dear Sir

The school's PTA, Executive and membership express sincere thanks and appreciation for your contribution towards making our Third Annual Parenting Workshop, held on 27 June 2009, a success.

We look forward to your continued support in the future.

Yours respectfully

Paula Jagbir
**PTA Secretary
El Dorado East Secondary
School**

September 4th

Premchand Rajkumar
Distribution Central
T&TEC

Dear Mr. Rajkumar

Thank you so much for your professional work on your tree trimming project in San Pedro Estate on September 01, 2009.

We were impressed with how well the job was done and how clean your crew left our neighbourhood. Please convey our sincere thanks to Mr. Edwin Bowlah for his care in trimming and cleaning up. We were really impressed that there was a truck there to clean up the cuttings.

The extra time and effort you put in were certainly worthwhile. Thanks again.

Sincerely

Chastine Bennett
Secretary
**RFL Development Ltd.
Tortuga**

August 28th

The General Manager
T&TEC

Dear Sir

On behalf of the people of Toco, I write to express my heart-felt thanks to all workers who assisted us in a time of need when the Balandra Bridge collapsed.

The persons who were stranded have also expressed their gratitude for the services rendered. Please convey our gratitude; they rendered yeoman service in a time of need.

Yours truly

Martin Terry Rondon
Councillor
**Sangre Grande Regional
Corporation**

August 26th

Corporate Communication
Manager, T&TEC

Dear Sir

I wish to graciously thank you on behalf of Splendid Entertainment for pledging support to the "Children's Fun Fiesta" held on Sunday August 23 at the Centre of Excellence, Macoya.

T&TEC's support assisted in making the event a success. "Watty" was a favourite with the children and adults. The tokens donated were well appreciated. "Children's Fun Fiesta" will continue for ten more shows and T&TEC's continued support will be welcomed.

Respectfully
Michael King
**CEO, Splendid
Entertainment**

September 26th

The Management & Staff
T&TEC.

The Principal, Staff and Students of "Upper C" wish to thank you for your HSE School Outreach visits.

Your presentations were greatly appreciated.

The Principal
**Upper Carapichaima
Presbyterian School.**

The Manager
Mr. K. Bobb and Mr. I. Ali
SLIU, T&TEC

Dear Sirs

It is with great joy that I write this letter saying a million thanks and praise to you and your staff for having such compassion on me and my family who has been in darkness for the past 34 years.

With your kind help our dreams of having electricity has finally come through. This world would be a better place if people in authority to help others give help to those in need.

I am 73 and my husband is 84. Our lives are far spent but with our few years left we would still be able to enjoy the comfort of electricity by putting on a fan when the weather is hot, having something cold to drink, a fridge to preserve our food and most important to secure our property from bandits snooping around at night, which is common in our area.

So I ask God's blessings upon you and your staff, not forgetting the contractors who, have joined together to make this dream come through. So again we say thank you.

Yours respectfully
**Yvonne Maxwell
La Brea**



Happy New Year

from the Electric Family

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

Lighting your way to a brighter future