



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION  
Vol. 27 #4/Oct. - Dec. 2010

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

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



## Season's Greetings

New Board Appointed

TTEC 56th Annual  
Employee Recognition  
Awards Ceremony

# ✧ Editorial ✧

As we close one year and face the dawn of another, most people take the time to reflect on past accomplishments and plan for the future.

Each Department or Area in the Commission has, by now, hosted its year-end celebrations, which typically start with a year-in-review discussion and honest examination of the wins and losses of the past year. This time of year is an opportunity too for personal growth, as you check your progress on your personal life plan - if you don't have one, now is an appropriate time to start charting your future accomplishments.

In this edition of **WATTS HAPPENING** we reflect on the activities of the Commission during 2010, in a photo album on pages 26 and 27. This album is a positive reminder of the different ways T&TEC affects the lives of many – staff and members of the public.

We expect that for 2011 all staff will continue the beneficial work of 2010. This year we continued to keep our focus on customer satisfaction as a reason for improved service delivery and we completed several major projects like energising the 220kV Bus at the new Union Estate 220/66 kV Substation, the construction of new substations in Pt. Cumana, Reform, Otaheite and Milford Bay and building new transmission lines to move power to strategic load

centres. Internally the Human Resources department completed training and development of over 1,800 employees and our annual social events came off successfully.

At this time of year, in the season of Goodwill, it is also appropriate to contemplate on the good fortune that you may have and others don't, and find ways to spread cheer to those less fortunate. But, as you plan for the next year, consider making the commitment to continue to spread cheer throughout the year rather than just for the season.

One of our opportunities to spread cheer in 2011 in **WATTS HAPPENING** is through our 'Memory Lane' feature, where we will give readers the opportunity to reminisce about T&TEC by submitting photos and accompanying stories of the 'ole time days' in the Commission. We hope that this historical feature will be interesting, informative and entertaining.

2011 promises to be a good year, but one that will have its challenges. The **WATTS HAPPENING** team will be there to capture those occasions for you, but before we get there we wish all readers **Seasons Greetings** and a prosperous and productive 2011.

*Annabelle Brasnell*

Look out for a 'Memory Lane' feature in Watts Happening in 2011.

Take a trip down memory lane. Submit scanned ole time photos and information of life at T&TEC to Wendy Jarrott.

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**WATTS HAPPENING**  
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# New T&TEC Board of Commissioners Appointed

Seven new T&TEC Commissioners received their instruments of appointment, for a two year term, from the Minister of Public Utilities, Senator the Honourable Emmanuel George on Monday 22<sup>nd</sup> November 2010.

The ceremony was held at the Ministry's Offices in St. Clair and was witnessed by the Permanent Secretary, Ministry of Public Utilities, Jacqueline Ganteaume-Farrell, T&TEC's General Manager, Indarjit Singh and Corporate Communications Manager, Annabelle Brasnell.



## The members of T&TEC's new Board of Commissioners are:

- Omar Khan (Chairman)
- Susilla Ramkissoon (Deputy Chairman)
- Princess Smart
- Jaishama Chadeesingh
- Aaron Henry
- Kenneth Patino
- Chandrasain Ramsingh

WATS-HAPPENING joins with the Executive, Management and Staff of T&TEC in warmly welcoming the new Board of Commissioners and wishes them a successful tenure in office.

## Omar Khan Chairman

Mr. Khan's career spans positions in the technical, communications and sporting fields.

He has worked at Texaco and T&TEC and, until his early retirement, was the Corporate Communications Manager at PowerGen.

Well known for his advancement of local and regional cricket, Mr. Khan is the former Team Manager of the West Indies Cricket Team. He has also been credited with developing and executing sports and youth programmes, among them, the Secondary Schools Cricket competition which is sponsored by PowerGen.

Mr. Khan holds a Bachelor of Science (BSc.) Degree in Mechanical Engineering. He also holds a Diploma in Public Relations, Marketing, Advertising from the London Chamber of Commerce and Industry; and Certificates in Mass Communications and Public Relations, Marketing and Advertising, from the Boston College of Management (USA) and the University of the West Indies respectively.

Mr. Khan has served on the Board of the National Energy Corporation of Trinidad and Tobago, the Trinidad and

Tobago Urea Company and was Chairman of the National Stadia Board of Directors.

"I am greatly honoured to have been appointed Chairman of the Trinidad and Tobago Electricity Commission, an organisation which has a proud history and culture of service to Trinidad and Tobago", Mr. Khan told WATS-HAPPENING.

"My goal, and the goal of the Board, is to work closely with the Management, staff and the key stakeholders of T&TEC, including employees' representatives. One of our key focus areas is to develop and implement effective governance policies and systems which will improve, among other things, business efficiency, transparency, accountability and internal and external customer satisfaction. I am of the view that we provide an essential service and commodity to the nation and, as such, we should all aspire at all times to ensure that we provide 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."



## **Susilla Lisa Ramkissoon**

### **Deputy Chairman**

Ms. Ramkissoon is an Attorney at Law with over 12 years experience in the private and public sector.

Ms. Ramkissoon specializes in Corporate Law with a focus on contractual law as it relates to large scale construction contracts and sub-contracts in the oil and gas industry. She also focuses a lot on environmental and insurance law.

Ms. Ramkissoon has attended extensive courses in various areas such as industrial relations negotiation, arbitration, mediation and conciliation, as well as tendering and procurement systems. Among the institutions in which she has received formal training include the Fidic institute in Brussels, Belgium; John Woods University, New York; and Harvard Law School, Massachusetts. She is also versed in Spanish.

Commenting on her appointment to the T&TEC Board, Ms. Ramkissoon said "I intend to deploy my knowledge, skills and experience to promote the further growth and development of this critical utility provider and bring it to first world standards."

## **Chandrasain Ramsingh**

### **Commissioner**

Mr. Ramsingh brings training and experience in health, safety and environment and, labour and industrial relations, to his new portfolio.

A Senior Laboratory Tester at Trinidad Cement Limited (TCL), he is also trained and has acted in the position of Shift Engineer.

Mr. Ramsingh is pursuing further qualification in Health, Safety and Environment and OSHA certification in Managing Safety. He is a former member of the Occupational Safety & Health Advisory Council and the Occupational Safety and Health Authority of Trinidad and Tobago.

Mr. Ramsingh is a Director of the TCL Employees Credit Union Co-operative Society Limited and a Member of the TCL Pension Plan Management Committee. He is a General Council Member of FITUN and the Treasurer of the TCL Branch of the OWTU.

## **Princess Theodora Smart**

### **Commissioner**

A well known community worker with over 20 years of service, Ms. Smart is a devoted and respected leader in the Success Laventille area. Her involvement in community affairs includes working with Non-Governmental Organisations, self-help ventures and welfare services. She is the chairperson/founder of the Laventille West Welfare Community and was the former Vice President of Success Laventille Networking Committee.

Ms. Smart served as the lead Coordinator of a self help group for a local community improvement project for the installation of, inter alia, electricity, drainage and proper access roads.

She has held supervisory positions at several Government Ministries and Agencies including Office Manager and Recruiting Officer at the Ministry of Works and Transport and Office Manager at the San Juan/Laventille Regional Corporation.

Ms. Smart has been trained locally in geriatric care and in community planning by the Canadian Institute of Planning, Ottawa, Canada.

## **Jaishama Chadeesingh**

### **Commissioner**

Mr. Chadeesingh was an Assistant Lecturer in the Faculty of Engineering at the University of the West Indies.

He holds a B.Sc, UWI, St Augustine and an M.Sc in Communication Systems, Cranfield Institute of Technology, UK.

Mr. Chadeesingh is a long time member of the Institute of Electrical and Electronic Engineers and is a CompTIA Network + (Computing Technology Industry Association) Certified Professional.

Mr. Chadeesingh brings with him a wealth of knowledge and practical experience in various areas of the Telecommunication Industry which spans over a period of 20 years and includes Digital Transmission System Operation and Maintenance; Network Planning and Design for Fibre Optic and Microwave Transmission Systems; introduction of Wireless (Mobile) voice, data and broadband services in Trinidad and Tobago; Spectrum Planning; Revenue Assurance and Fraud Detection; Wireless Network RF Engineering and Design; and Outside Plant Engineering.

He is the Manager, Wireless Engineering, Network Planning and Design at TSTT.

## **Kenneth S. Patino**

### **Commissioner**

Mr. Patino has held management positions in the electricity industry locally and in Canada.

He is a former Commissioner of T&TEC (1996-2002), with extensive experience that includes power system and machine designs with direct application to power generation, transmission and distribution.

Listed among Mr. Patino professional qualifications are a Bachelor of Science (BSc.) degree in Electrical Engineering and Certificate Programme in Business Administration. He has also participated in a wide range of professional development courses including Public Accountability in the Corporate Sector and Management of Community, Economic and Organisational Development.

Mr. Patino is a member of the Registered Professional Engineers, Association of Professional Engineers, Province of Manitoba, Canada; and the Trinidad and Tobago Hotel and Tourism Association and a former member of the Caribbean Institute of Management.

## **Aaron D. Henry**

### **Commissioner**

Mr. Aaron Henry is a business man who attained formal training in the discipline of Law Enforcement, Bail, Investigations and Bounty Hunting in New York. He is also a former member of the New York City Police Department. He is a self made businessman who has successfully developed and managed business interests both locally and in the USA, in the areas Agro Industry, Safety and Security, Food Processing, Tourism and Travel, Construction and Information Communication Technology (ICT).

A sound understanding of marketing and the strategies that enable businesses to operate effectively and profitably, has led Mr. Henry to successfully operate in these markets for over two decades, providing employment to hundreds of citizens.

Mr. Henry frequently gives of his time and resources to charity and also ensures that the less fortunate in and around his community and business areas receive adequate care.





## *"The Power of Commitment"*

# Employees honoured at T&TEC's 56<sup>th</sup> Annual Awards Ceremony

Minister of Public Utilities,  
Senator the Hon. Emmanuel  
George delivers the feature  
address.

***"While dedication and technical competence... are character traits to be lauded, the true measure of outstanding performance in any organization is the degree to which it impacts positively on the lives of its customers."***

*Minister of Public Utilities,  
Senator the Honourable Emmanuel George*

Celebration, and a sense of accomplishment, coupled with a tinge of nostalgia, set the tone at the Commission's 56<sup>th</sup> edition of its Employee Recognition and Awards Ceremony on Saturday November 6<sup>th</sup> 2010. The gala ceremony was aptly titled "The Power of Commitment" and employees were awarded for long service and outstanding performance.

The theme of commitment echoed throughout the evening at the Ballroom of the Hyatt Regency Hotel. Three hundred and thirty seven employees were recognized for their commitment to the development of the Commission and the delivery of quality customer service, and urged to continue to put customers first.

This message was reiterated by the Minister of Public Utilities, Senator the Honourable Emmanuel George during his feature address. The Minister congratulated all awardees for their commitment to the Commission, and reminded them that "while dedication and technical competence... are character traits to be lauded, the true measure of outstanding performance in any organisation is the degree to which it impacts positively on the lives of its customers."

Reinforcing this call was the General Manager, Indarjit Singh. He delivered a comprehensive report on T&TEC's performance, and said he was humbled by the fact that "the product we provide contributes more than any other

to the social and economic development of the country... it is our responsibility to make sure that we always provide the best service possible, as much is at stake."

He told the audience, "This year T&TEC celebrated its 64<sup>th</sup> anniversary with a customer base of over 410,000 and an estimated 97.5% of households has access to an electricity supply". In spite of several challenges, Mr. Singh said, "we continue to try very hard to meet our customers and regulators (Regulated Industries Commission) expectations."

Awards were presented to employees for 10, 15, 20, 25, 30, 35, 40 and 43 years of service to the Commission. Special awards were presented to Best Performing Employees (within a Department), for Safe Driving and for Safety.

The gala function was well attended by award recipients and their guests, senior executives, employee representatives and the media. Entertainment was provided by Andre Donawa of Alternative Quartet; Indian dancers Shaheed Ali and Katherina Rampersad; soca star Dexter "Blaxx" Stewart; and T&TEC's own songbird Neisha Smith.

Calyptonian Brian London was joined on stage by the T&TEC Tropical Angel Harps Steel Orchestra for a debut collaboration, while the T&TEC Luces Brillantes Parang Band and T&TEC Gayatones brought a fitting end to the evening's festivities.

Congratulations to all Awardees!

*More on pages 15 to 17*



General Manager  
Mr. Indarjit Singh as  
he gave the welcome  
address.

1 The installation frame and a mattress about to be lifted using a 50ton crane for the building of a bridge on the seabed to cross a communication cable.



## A more reliable supply for Tobago as submarine cable is repaired

T&TEC's customers in Tobago are now enjoying a more reliable supply of electricity, following the repairs to the Toco Link/Milford Bay Number 2 - 33 kV Submarine Cable.

On September 17th 2009 a fault on the submarine cable between Trinidad and Tobago resulted in a major interruption in supply to customers in Tobago.

The failure of this cable forced the early commissioning of the Cove Power Plant which was in its final stage of construction.

Prysmian Power Link of Italy was contracted to perform the repair work to the cable. Prysmian Power Link is the successor company to Pirelli Cable Company who were the manufacturer of the submarine cable. Prysmian Power Link is the largest manufacturer and installer of submarine cables in the world.

Prior to the actual repair work, Prysmian Power Link was contracted to locate and test a 1.2km piece of spare submarine cable which was stored in water off Milford Bay, Tobago. This test was successfully completed in March 2010.

The repair work to the submarine cable commenced on 7th August, 2010 with the dispatch of the specialized cable

repair vessel, the DP Reel from Italy. The vessel docked at Chaguaramas on 28th August, 2010 and began its field work on 1st September, 2010.

The DP Reel is a Dynamic Positioning vessel which means that it does not require the use of anchors to hold a stationary position when out at sea.

Since the fault on the cable was located in water at 100m depth, it was impossible for divers to repair the cable on the seabed. Therefore specialized equipment were required to locate and retrieve the cable. This equipment included the use of a remotely operated vehicle (ROV) which is equipped with two robotic arms and controlled from abroad the vessel.

The work progressed by first locating and removing the faulted section of the cable, testing and securing the unfaulted section of the cable. Following the procedure the cable ship was relocated to Milford Bay Tobago where a 750 meter section of the 1.2 km spare cable was retrieved and transported to the repair site.

A bridge was built on the seabed using concrete mattresses to allow the submarine cable to cross a communication cable before jointing could begin. **(Pic.1).**



The ROV installed a sling on one of the cable ends and secured the hook from a 10 ton winch, which was used to pull the cable on deck. The spare cable on the drum was joined to the cable end on deck (**Pic. 2**) and then the joint was lowered on the seabed. The other end of the cable was brought on deck, the second joint made (**Pic. 3**), and the cable bight lowered on the seabed (**Pic 4**).

The Toco Link/Milford Bay Number 2 - 33 kV Submarine Cable was tested, energized and put on load on 15th

October 2010. The DP Reel Vessel also returned to the Chaguaramas port the same day.

The T&TEC project team comprised employees from the Transmission Maintenance Department led by Manager Chris Belle and included Dale Ramkissoon, who remained on board for the duration of the repairs and Garth Blenmann, who remained on board the vessel for about two weeks. Employees from the Communications Department were responsible for fibre optic splicing and testing.



*The Italian men from Prysmian cutting the submarine cable using an electric saw.*



*The cable ends aligned for the 2nd joint to be made.*



*After the jointing operation, the cable bight is lowered on the seabed using a quadrant.*

## CARILEC and T&TEC – partners in training and development



*Ms. Primus is presented with a token during her courtesy call to the Assistant General Manager – Human Resources, Mr. Jonathan Cumberbatch.*

“T&TEC, as a member of CARILEC, the Association of Caribbean Electric Utilities, has much to offer smaller member countries, especially in the areas of training and development.”

This was the sentiment of CARILEC’s Training Coordinator, Laurena Primus, during her two-day visit to T&TEC recently.

This visit was arranged to establish the way forward for members to benefit from the Commission’s expertise in training programmes, specifically its Technical Training Facilities programme.

The Tobago Technical Training Facility has already been earmarked as being able to accommodate persons from member countries that require training as Linesmen and Substation Electricians.

While this visit was centered on training, it is hoped that the areas for synergy between CARILEC and T&TEC will be expanded in the future to include Information Services and Customer Relations.

### Here is a listing of the new phone numbers for T&TEC’s Street Lighting Department

- 800-BULB
- 650-3443 – Office Fax
- 650-5199/5652 – General Office
- 650-4207 – Administrative Officer
- 650-3606 – Fax





# Management Appointment



**Nigel Emmanuel** has been appointed Assistant Chief Security Officer (ACSO) in the Security Services Department effective 20th September 2010.

As the ACSO, he is required to administer the operations of the Security Services Section in accordance with the Commission's policies, standing instructions and practices. This

includes ensuring the safety and security of the Commission's personnel, property and visitors to its premises.

Mr. Emmanuel is a Certified Protection Professional (CPP), a professional designation from the American Society for

Industrial Security (ASIS) International. He is currently pursuing his Master of Science (MSc) degree in Police Leadership and Management at the University of Leicester through the School of Business and Computer Science.

Mr. Emmanuel is a former Police Sergeant with 22 years service at the Trinidad and Tobago Police Service (TTPS). In the TTPS, he worked at various Branches and Sections including the Motorcyclist Section, North Eastern Division, Northern Division and Special Branch. He also was seconded for two years from 2007 to 2009 and worked as an Intelligence Analyst at the Regional Intelligence Fusion Centre (RIFC), CARICOM.

The Assistant Chief Security Officer is also a member of the ASIS International Local Chapter of Trinidad and Tobago. He is married to Delisa, and is the father of three sons, Kieron, Kwasi and Kristien.

## Fixed Asset Register Upgrade and Physical Verification

The Commission has embarked on an exercise of upgrading its fixed assets accounting system and the physical verification of the fixed assets.

The exercise was undertaken in order to facilitate speedier; more user-friendly reporting and to improve the accuracy of information generated by the fixed assets accounting system.

Fixed Assets comprise a major portion of the Commission's total investment in assets. It is important that this information is updated and accurate for the purposes of the year-end audit, setting electricity rates and property taxes and for insurance purposes.

To this end the Commission has commenced a two-phase exercise.

- Phase 1 involved the updating, reconciling, configuring and migration of the Financial Asset records from the old

accounting system to the PeopleSoft Asset Management system. This stage was concluded in June 2009.

- Phase 2 aims to "overhaul" the systems used to manage the Commission's Fixed Asset Accounting Register to ensure that the Financial Records are in sync with its Physical Assets.

The implementation of this Phase will allow the Commission to keep track of the details of its major Fixed Assets ensuring control and preventing misappropriation of all assets – whether owned or leased.

In October this year, the Finance Division undertook a major exercise aimed at verifying the existence and location of the Commission's major Fixed Assets which included, but were not limited to, these areas:-

1. Substations
2. Protective Equipment
3. Communications Equipment
4. Overhead Lines
5. Underground Mains
6. Computer Equipment

T&TEC engaged the services of a vibrant team of external Asset Verification Clerks, to conduct this exercise. Outfitted with appropriate Personal Protection Equipment, this team of 10 was dispatched to installations and offices all over Trinidad and Tobago to physically check the Commission's fixed assets.

This exercise is ongoing so let's co-operate with T&TEC's Asset Verification Clerks as they conduct their verification exercise.

# T&TEC prizes for UWI Students

In another display of commitment towards the development and innovation of young people, T&TEC sponsored cash prizes totalling \$10,000.00 for students of the University of the West Indies' (UWI) Engineering Faculty, at the Faculty's Annual Prizes and Awards Ceremony in October.

Gerald Mahadeo and Darwin Elcock, both students of the UWI, were the recipients of the prizes for 2010. Their selection was based on their academic performance at examinations.

Gerald Mahadeo produced the best Level 3 Special Project in Energy Systems and was the best student in the Energy Systems Option, including Industrial and Commercial Electrical Systems.

The second recipient, Darwin Elcock, obtained the highest mark in Industrial and Commercial Electrical Systems.

These two young men both received First Class Honours degrees in Electrical and Computer Engineering with a grade point average (GPA) of 4.15 and 4.1 respectively.

The presentation of cash prizes to excelling students from the UWI Faculty of Engineering is now part of T&TEC's donations scheme. In fact, many of the recipients of these prizes have joined the Commission's Engineers-in-Training (EIT) programme after successfully graduating.



**Corporate Communications Manager Ms. Annabelle Brasnell presents the T&TEC prizes to Darwin Elcock (top) and Gerald Mahadeo (left).**

## T&TEC Aids Haitian Students

T&TEC heeded a call from UWI Campus Council to assist 75 displaced Haitian students complete their final year studies at UWI.

T&TEC provided \$5,000.00 to assist with the project, dubbed "Haiti Financial Support," which provides free tuition and accommodation for the students. This initial assistance then stimulated a T&TEC relationship with 19 Haitian Power Engineering students of the Faculty of Engineering of the University of the West Indies.

T&TEC has since been working closely with the students, arranging guided tours of the S.P. Ottley Building and the Bamboo Substation. At one of their visits to Mt. Hope, senior T&TEC officials delivered three presentations for their educational benefit: General Manager, Indarjit Singh's presentation was on Hydro Electrical Power; Manager, Transmission Engineering and Development, Ravi Shukla's presentation was on Design of High Voltage Lines and Substations; while Technical Assistant I, Communications and Networking Department, Prakash Mahabir delivered on the topic Broad Band Over Power Line Technology.



**Mr. Alvin Ramsaran poses with the Haitian UWI students at the Bamboo 132kV Substation.**

Assistant Area Manager, Alvin Ramsaran delivered two lectures, "Transformer Connection and Operation" and "Power System Reliability" to the students at the UWI, which will form part of their final assessment to obtain their BSc. Degrees.

This arrangement was an intervention for the Haitian students after their university buildings were partly destroyed by the January 12th 2010 massive earthquake in Haiti.





# HSE WEEK 2010

## And the winners were...

In the last issue of ~~WHAT'S HAPPENING~~ we promised to publish the list of HSE Week competition winners.

The fiercely contested competitions generated some high quality entries that were both creative and informative and well interpreted the theme "Secure our future – reduce existing and emerging risks." Several of the competitions, the Quiz in particular, saw its greatest number of teams participating this year.

At the end of the Week here is how the results looked...

### AREA/ZONE COMPETITIONS:

#### Quiz

- 1<sup>st</sup> Place – Distribution Central
- 2<sup>nd</sup> Place – Head Office
- 3<sup>rd</sup> Place – Tobago Technical Training Facility
- 4<sup>th</sup> Place – PoS Technical Training Facility

#### Environment

- 1<sup>st</sup> Place – Street Lighting Department

#### Rhythmic Poetry

- 1<sup>st</sup> Place – Ryan Affonso of Distribution East – "Today is D Day"
- 2<sup>nd</sup> Place – Natalie Winston of Supplies - "Fly in Minutes"
- 3<sup>rd</sup> Place – Gillian Samuel of Distribution Central – "Here we stand"

#### Vehicle Maintenance

- 1<sup>st</sup> Place – Street Lighting Department

#### Best HSE Week Programme

- Transmission Division

#### Cheerleading

- 1<sup>st</sup> Place – Distribution Central
- 2<sup>nd</sup> Place – Head Office

#### Most Impressive Quiz Team

- Distribution East

### INDIVIDUAL COMPETITIONS:

#### Banner

- 1<sup>st</sup> Place – Transmission Division

#### Poster

##### New Technologies

- 1<sup>st</sup> Place – Chris Ali of Transmission
- 2<sup>nd</sup> Place – Dwight Joseph, Port of Spain Training Facility

##### Work Methods

- 1<sup>st</sup> Place – Anil Harrilal of Distribution South
- 2<sup>nd</sup> Place – Roger Soodeen, Port of Spain Training Facility

##### Workplace Violence

- 1<sup>st</sup> Place – Nishelle Jagdeo/Helen Habib of Head Office
- 2<sup>nd</sup> Place – Shalini Rambox, Transmission Division

##### HSE Practices at Home

- 1<sup>st</sup> Place – Nishelle Jagdeo, Head Office
- 2<sup>nd</sup> Place – Avianne Ali, Head Office

#### Photography

##### New Technologies

- 1<sup>st</sup> Place – Kyle Grant, Distribution North
- 2<sup>nd</sup> Place – Anil Harrilal, Distribution North

##### Work Methods

- 1<sup>st</sup> Place – Nickyle Graham, Distribution South
- 2<sup>nd</sup> Place – Donna Beharry, Transmission Division

##### Workplace Violence

- 1<sup>st</sup> Place – Roger Ghisyawan, Distribution South
- 2<sup>nd</sup> Place – Kyle Grant, Distribution North

##### HSE Practices at Home

- 1<sup>st</sup> Place – Roger Ghisyawan, Distribution South
- 2<sup>nd</sup> Place – Shalini Rambox, Transmission Division

#### Crossword Puzzle

##### Field

- 1<sup>st</sup> Place – Reon George, Transmission Division

##### Office

- 1<sup>st</sup> Place – Marlene Yip Neow, Distribution South

#### Spot the Hazard

##### Field

- 1<sup>st</sup> Place – Riaz Mohammed, Distribution Central

##### Office

- 1<sup>st</sup> Place – Keesha Brown-Andrews, Head Office

At the close of the 2010 HSE week of activities, employees had a better understanding of the theme "Secure our future – reduce existing and emerging risks". This theme will remain the focus until the next HSE Week in 2011.





**Assistant General Manager, Human Resources Mr. Jonathan Cumberbatch presents winning trophies to Area Manager, Distribution East, Mr. Felix Alleyne (left); Transmission Development and Engineering Manager, Mr. Ravi Shukla (centre) and Assistant Area Manager, Distribution Central, Mr. Kendel Francis (right).**

## Tell us what you think

T&TEC's Health, Safety and Environment (HSE) Department has launched a suggestion box system as part of its HSE Improvement Initiative Programme.

According to the HSE Department, the suggestion box system is intended to be used by all employees as a formal method of alerting Management, the Joint Zone HSE Committee and the HSE Department of any HSE deficiency and/or suggestions.

### Here is how it will work:

- ▶ Suggestion boxes will be placed across all T&TEC's Zones/Areas and Departments.
- ▶ Specially designed forms will be placed near the suggestion boxes for use by employees.
- ▶ Concerns will be recorded by the HSE Department in an "Issues Database." These issues will be sent to the respective HSE Zone for action as necessary.
- ▶ Action and improvement of the HSE issue(s) will be placed on the notice board.

All complaints/suggestions will be treated with confidence.

The Suggestion Box initiative was launched by Distribution East on 26<sup>th</sup> November and by Distribution Central on December 17<sup>th</sup>.



**Ms. Laurel-Ann Hudlin address employees at Distribution East.**

## Safety tips from Watty

**No matter what your decorating style, be sure to keep safety first this Christmas Season, particularly when choosing outdoor lighting.**

**Here are a few quick safety tips to help you have a safe and enjoyable Christmas Season.**



- When stringing lights outdoors, keep ladders away from overhead power lines.
- Unplug lights before you go to bed and before you leave your home.
- Ensure that electrical cords are completely insulated.
- Do not overload electrical circuits. No more than 3 strings should be linked together.
- Use only approved lights that have been tested for safety.
- Adhere to the instructions on the packaging of Christmas lights. These will indicate whether the lights can be used indoors, outdoors or both.
- Check each set of lights, new or old, for broken or cracked sockets, frayed or bare wires, or loose connections, and throw out damaged sets. Always replace burned-out bulbs promptly with the same wattage bulbs.
- Keep paper and tinsel away from hot lights.
- When using fireworks stay clear of overhead power lines.



## Christmas Greetings from members of the Electric Family



In this joyous season of Christmas, I extend best wishes to all employees of the Trinidad and Tobago Electricity Commission.

This is a special time for the Christian community as they observe the celebration of the birth of Jesus Christ. Among the many lessons found

in the Christmas story is the joy of giving. The Wise Men who came from afar sought to honour baby Jesus with the best they had - gold, myrrh and frankincense. The profound meaning of this gesture continues to be relevant in today's world – we must always give of our best.

As employees of T&TEC, kindness, courtesy, respect, helpfulness and adding value in the execution of our duty is what this Christmas lesson means to us. Our 410,000 customers expect, and must be provided with a high quality and reliable supply of electricity.

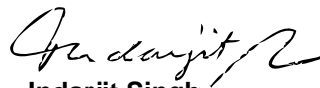
Although 2010 has had its challenges, T&TEC has made strides in significantly moving forward. Several of you have been engaged in outstanding work resulting in raising the standards for the Commission; others have been holding the

company steady and on course and others have ensured that we plan and put in place the necessary infrastructure to satisfy national development requirements.

These achievements are due to the collective efforts of every one of us - from the Clerk to the Engineer, from the Cashier to the Linesman, from the Dispatcher to the Communication Technician - and I wish to acknowledge and thank you for your efforts in ensuring that we maintained a productive and safe environment that has impacted positively on our customers.

In a few weeks we will begin a new year and the start of T&TEC's 65th anniversary. As you make your New Year resolutions, spare a thought for the Christmas message of giving of your best. Let us all make a special effort to ensure that the over 97% of households that we serve across Trinidad and Tobago are satisfied with our service and we must always remember our purpose as God's children is to serve.

As is now the tradition at Christmas time, this T&TEC Christmas Hamper comes with the best wishes that your Christmas is happy and bright and your 2011 is prosperous, healthy and safe.



**Indarjit Singh**  
General Manager, T&TEC



"I wish to extend Greetings to all employees of T&TEC and in particular the members of the Senior Staff Association. Enjoy the Christmas season but at the same time ensure that your safety and that of your family are kept at the top of your thoughts.

Be merry but do not drink and drive. Exercise electrical safety when

beautifying your home. Observe the traffic regulations. Let us all work assiduously together to make 2011 a productive, safe and rewarding year. Merry Christmas and a Happy New Year!"

**Ronald de Silva**  
Risk and Insurance Administrator  
Chairman – Senior Staff Association



Millions of people the world over from different religions and races recognize this Season as one of peace and joy. It is the most significant time of year where we come together as one people. Here at the Commission, our environment is a true reflection of the outside world and our

employees share in these festivities. My wish is that we remember the less fortunate in our society and contribute in some tangible way to their wellbeing, so that they too can share in the Season of Peace and Joy.

**Zainool Mohammed**  
Area Manager, Distribution Central.





## Christmas Greetings from members of the Electric Family - *continued*



**Colleen Licorish**  
Assistant General Manager  
Finance.

"Jesus' richest blessings and best wishes for the year 2011 and beyond to the T&TEC family, and in particular to the Managers, Supervisors and all support staff of the Finance Division. Never forget the reason for the season."



**Peter Burke**  
Assistant Vice President  
OWTU

"I want to wish all employees a very merry Christmas. I hope that the New Year brings prosperity and peace of mind to the Company. I hope that Management and the Union could work together for the benefit of the Company and its employees. The OWTU will have it no other way!

I also hope that the new T&TEC Board will direct the Commission's policies in the interest of the national community by insisting on integrity, fairplay and equity at all levels of the Commission's operations; and that the workers be treated with the respect they deserve."



**Constable Dean Richards**  
President - Estate Police Association.

"On behalf of the T&TEC Executive Branch Board of the Estate Police Association, and the membership of the T&TEC Police Department, I would like to wish all a very Merry Christmas. Remember to always endeavour to portray a professional image to our customers and also aspire to maintain their trust and that of T&TEC's Management."



**Terrance Darmanie**  
Chief Accountant

"May love fill the hearts of us all, regardless of our differences. A very Merry Christmas to all in the Electric Family. May you have a happy, healthy and prosperous 2011."



**Riaz Mohammed**  
T&D Technician  
Distribution Central

"In this time of joy and goodwill, let us all take time to conscientiously reflect, to make positive change and to emulate positivity and productivity in the New Year. Let us join hands in protecting and preserving our country, our community, our company and our families. Seasons Greetings and sincere wishes for a bright and prosperous New Year."



**Keith Burke**  
Emergency/OHL Construction Engineer  
Distribution North

"Christmas is a time for each of us to focus on spiritual matters and reflect on the gift of family. It is with this perspective that I extend warm Holiday greetings to the family that is the Trinidad and Tobago Electricity Commission. Let me make special mention of the extraordinary Engineers and support staff on Flament Street as I wish everyone a bright and productive 2011."



**Natalie Forsythe-Perry**  
Clerk II- Maintenance Planning Department  
Distribution East

"During the past years, God has richly blessed us beyond measure and for this we should be truly appreciative. Therefore, we should remember that, while we are in celebration of this festive season, to give thanks and praises to the new born king for all that he has brought you through.

So smile and spread a little love, joy and happiness towards each other not only at Christmas time but throughout the New Year."





## Christmas Greetings from members of the Electric Family - *continued*



"Best wishes to all members of the T&TEC Family for the upcoming year. May it be successful for you and yours. Seasons Greetings."

**Psyche Smith**  
Clerk III  
T&TEC Point Fortin, Service Centre



"In this festive season do not forget the reason we celebrate once a year. With all the giving and sharing do not neglect the caring to keep the Christmas cheer. Remember when you are paranging, don't drink and drive, we need you to stay alive."

So to my T&TEC family, Christmas greeting to you, may your world be filled

with joy and love too."

**Keron James, Trainee #7979**  
Tobago Training Facility.



**Chairman Mr. Omar Khan**  
delivers his remarks.

## Southern Distribution Area celebrates ISO certification

After over 36 months of extensive planning and implementation, the Commission is now part of a 'select group' of organisations to have achieved certification to ISO 9001:2008 Quality Management System.

An appreciation ceremony

was held for staff at Distribution South on December 3rd to celebrate this achievement. Newly appointed Chairman, Omar Khan publicly endorsed the system, he said, "organisations that implement an effective business management system create confidence among their stakeholders in the capability of their processes and the reliability of their products and or services."

General Manager Indarjit Singh also echoed the Chairman's

sentiments, and congratulated all those who contributed to its successful completion, "particularly the Implementation Team Members for developing and documenting the Quality Manual and Procedures, the ISO Internal Auditors who conducted the Internal Audits of the Quality Management System and the two ISO Clerks who assisted in coordinating the whole effort, the Quality Council for their support in reviewing the documents and the ISO Consultants for showing us the way."

But while there is cause for celebration, we still have far to go on the journey towards total quality management. As the ISO Consultant from QualEco Limited, Orett Campbell, explained, "...ISO 9001 is just the start of the journey towards excellence and world class status."

The Southern Distribution Area ISO 9001:2008 QMS certification is valid for 3 years, from September 27, 2010 to September 26, 2013. It is expected that this QMS will be adopted throughout the Commission within the coming year.



**ISO consultant, Mr. Orett Campbell** meets the T&TEC Chairman before the function, while the General Manager looks on.



**Mr. Indarjit Singh** presents the Assistant General Manager - Distribution, Mr. Kelvin Ramsook, with the framed ISO certificate.

# Saluting our veterans

For an extraordinary group of employees, one of life's gratifying moments was recognition for their 40 plus years of dedicated, loyal and steadfast service to T&TEC.

These nine men and two women, who collectively contributed 446 years of service to the Commission, were given a place of honour when they were singled out for special recognition at T&TEC's 56<sup>th</sup> Annual Employee Recognition and Awards ceremony.

The nine employees that each served for 40 years were: **Alvin Lee Lung**, Metering Department; **Alwyn Guy**, **Phililus Lawrence** and **Foster Giles**, Distribution North; **Kumar Baran** and **Marilyn Moore**, Distribution East; the late **Pooran Kissoon**, Distribution Central; **Rambaran Ramnarine**, Distribution South; and **Marina Wilson-Phillips**, Distribution Tobago.

Even more distinguished, were the two employees who each contributed 43 years service at T&TEC. These recipients, **Earl Goddard**, Distribution North and **Eyon Williams**, Distribution South, both began their careers at T&TEC back in September 1966.

These 11 recipients are part of a T&TEC legacy that reflects loyalty, commitment and quality. Many would have mentored younger employees, and many have contributed to the sporting and cultural aspects of T&TEC.

Soon, several of these 11 T&TEC stalwarts will proceed on retirement. **WHAT'S HAPPENING**, on behalf of the Commission, congratulates and thanks these hardworking men and women for their contribution to ensuring that T&TEC remains one of the best performing utilities in Trinidad and Tobago and wishes them a healthy and enjoyable retirement.



*The Minister of Public Utilities, Senator the Hon. Emmanuel George presents Mr. Alvin Lee Lung with his award while Permanent Secretary in the Ministry of Public Utilities Mrs. Jacqueline Ganteaume-Farrell and T&TEC's General Manager Mr. Indarjit Singh look on.*



*Mr. Alwyn Guy accepts his award from the Minister of Public Utilities.*



*Mr. Earl Goddard is greeted by usher Ms. Karen Steele-Baird.*



*Ms. Marilyn Moore receives her tokens from the Minister of Public Utilities.*





T&TEC

56<sup>th</sup>

## Annual Employee Recognition & Awards Ceremony 2010

*The Power of Commitment*



The winning HSE Quiz Team from Distribution Central.  
L-r Mr. Richard Baptiste, Ms. Llana Hart, Ms. Anne-Alicia Seegobin, Ms. Crystal Ramdial, Mr. Michael Greene, Ms. Marion Cuffy.



Mr. Andre Wilson from Head Office accepts his award for 5 years Safe Driving from the Assistant General Manager – Human Resources, Mr. Jonathan Cumberbatch.



Mr. Stacy Mc Lean of the I.S. Department, 10 year long service recipient, receives her award from Assistant General Manager – Distribution, Mr. Kelvin Ramsook.



Mr. Elvin Hackett of Distribution Tobago accepts his award for 10 years long service from the Assistant General Manager – Transmission, Mr. Charles Inniss.



Assistant General Manager – Transmission, Mr. Charles Inniss presents Mr. Glen Smith of Distribution North with his award for 20 years long service.



Ms. Joan Edwards receive her 25 year award from Assistant General Manager - Finance, Ms. Colleen Licorish.



Mr. Larry Goodridge of Dist. East, 25 years long service recipient, collects his award from Assistant General Manager – Finance, Ms. Colleen Licorish.



Best Performing Employee in the Commercial Department, Mr. Marc Nunes, is presented with his award by General Manager Mr. Indarjit Singh.



Internal Auditor, Internal Audit Department, Mr. Cyril St. Louis, receives the Most Cost Effective Department (small) award for his Department from General Manager Mr. Indarjit Singh.



Pension Administrator, Ms. Christine Morrison-Joseph, collects the award on behalf of the Finance Division for Most Cost Effective Department (large) from General Manager Mr. Indarjit Singh.





The General Manager, Mr. Indarjit Singh, presents the Area Manager – Distribution South, Mr. Rene Austin, with the Commission's ISO 9001:2008 Quality Management System certificate.



Area Manager – Distribution Central, Mr. Zainool Mohammed, accepts the award for Best Performing Area overall from General Manager Mr. Indarjit Singh.



15-year long service recipient of Head Office, Ms. Nalini Baboolal-Rampath, receives her award from the Assistant General Manager – Engineering, Mr. Courtenay Mark



15-year long service recipient of Dist. East, Mr. Colin Blackman, receives his award from the Assistant General Manager – Engineering, Mr. Courtenay Mark



Ms. Sharon Birch of Protection and SCADA, 20 years service award recipient, collects her token from Assistant General Manager – Transmission, Mr. Charles Inniss.



Mr. Michael Modeste of the HSE Department, 30 years long service recipient, collects her award from Assistant General Manager – Distribution, Mr. Kelvin Ramsook.



Ms. Ina Anthony of Distribution Tobago was the proud recipient of a 30 year long service award from the Assistant General Manager – Engineering, Mr. Courtenay Mark.



A happy Ms. Patricia Huggins of the I.S. Department accepts her award for 35 years long service from the General Manager, Mr. Indarjit Singh.



Assistant Area Manager – Dist. North (Ag.), Mr. Derek Davis, accepts the award for the Most Cost Effective Area from the General Manager, Mr. Indarjit Singh.



Area Manager – Tobago, Mr. Anthony Mc Intosh, receives the award for Best Performing Area in Safety from the General Manager, Mr. Indarjit Singh.



Area Manager – Dist. East, Mr. Felix Alleyne, is awarded the Most Service-Oriented Area from the General Manager, Mr. Indarjit Singh.



# Not for pensioners only

## Employee Home Ownership Plan (EHOP) loan facility

### Improvements

Republic Bank Limited (RBL), Trustee of T&TEC EHOP, has been working on adjusting all EHOP accounts to reflect the reduced applicable interest rate of 3% from 5% to per annum. This new rate became effective from January 2009.

In cases where EHOP accounts have been repaid in full, RBL have issued cheques to settle this difference. Persons eligible for refunds should contact the Pensions Department directly for collection of these refund cheques.

RBL revised Amortised Schedules, up to the period November 3rd 2010 for existing account holders, have been received.

Revised mortgage instalments were implemented into EHOP holders' accounts in November 2010 via their respective payroll systems, viz Salaries, Wages and Pensions.

### Refinancing of Loans

The increased loan limit to \$750,000.00, has given rise to steady increase in the applications for refinancing of EHOP loans. If you wish to take advantage of this opportunity here is what must be done:

- All mortgagors are reminded that such requests must be formally directed to the office of the Pension Plan Administrator.
- An updated valuation report, completed by an approved valuator, must be submitted with your request.
- Give detailed reasons for wanting to refinance your loan.
- Builders' Estimates must also be provided with your application.

### Evidence of Life - Pensioners

Pensioners, who have not submitted their Life Certificates for this quarter (December 2010) are reminded to do so.



### Movements

Over the period August 22, 2010 to October 31, 2010 we welcomed the following into our Pensions' family:-

Name	Department Last Worked	Date of Exit
Sunil Jerry	Distribution North	2010 08 25
Errol Ramsawak	PowerGen	2010 08 31
Carlton Roberts	AGM Distribution	2010 09 08
Kirby Hope	Systems, Planning & Control	2010 09 20
Martin Pascall	Secretarial	2010 09 30
Joan Bell-Eversley	Human Resources	2010 09 30
Leonard Loubon	Distribution South	2010 10 31
Marina Wilson-Phillips	Distribution Tobago	2010 10 31
Leslie Lynch	Distribution South	2010 10 31
Kumar Samaroo	Distribution Central	2010 10 31

Sadly, over the same period we recorded the deaths of the following:-

Name	Department Last Worked	Date Deceased
Cuthbert Montoute	Human Resources	2010 08 22
Zainool Kalloo	Systems, Planning & Control	2010 10 03
Neil Graham	Distribution East	2010 10 08
Agapitus Bernard	Secretarial	2010 10 10
Augustine Williams	Protection & SCADA	2010 10 24

We extend condolences to the families of those that have passed on.

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

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

***On behalf of the Pensions Department, God's richest blessings to you and yours during this Holy Season and our best wishes for an even brighter and prosperous New Year 2011.***

# Divali Celebrations 2010 lights up Chaguanas



Part of the winning bamboo bending display put on by the Supplies Department.



(Top) The Judges make their way around Distribution South's display. (Bottom) The eight beautiful contestants in the T&TEC Divali Queen competition 2010.



Divali Queen 2010, Ms. Shivani George

Despite the threat of inclement weather posed by Tropical Storm Tomas, thousands turned up at the Mid Centre Mall Car Park, Chaguanas, to witness the splendour of the 13<sup>th</sup> Annual Divali celebrations on October 30<sup>th</sup>.

The Supplies Department made a clean sweep this year, copping first place in both the Inter-Area Bamboo Bending and the Divali Queen competitions.

Twenty three-year-old Shivani George, beat seven other ladies with her presentation depicting the churning of the ocean and an exquisite sari titled "Divine Queen of Angels" to win the prestigious title of T&TEC Divali Queen 2010. Her colleagues in Supplies also emerged victorious in the bamboo bending competition. With an impressive display of craftsmanship, their historical representation titled "1845 – the Beginning" was educational and inspiring.

The Permanent Secretary of the Ministry of Public Utilities, Jacqueline Ganteaume-Farrell, who delivered the feature address on behalf of Senator the Honourable Emmanuel George, commended T&TEC for its "all-inclusive policy" and

its "continued support for all aspects of Trinbago's culture."

Also in attendance was His Worship the Mayor of Chaguanas, Orlando Nagessar. So impressed was he by the bamboo bending displays, that he suggested it be kept intact over a few days as a tourist attraction.

T&TEC's General Manager, Indarjit Singh, in his remarks, gave an overview of T&TEC's numerous illumination and infrastructural projects undertaken to ensure the Commission meets the expectations of its customers. He expressed his satisfaction that T&TEC, "as a responsible Corporate citizen," has participated in all major national festivals, including Divali, "a national icon of celebration [which has] impacted on the social mosaic of Trinidad and Tobago."

The enormous crowd was also kept entertained throughout the evening by dancer Shaheed Ali, the T&TEC Gayatones, T&TEC Naga Sangama Steel Orchestra and the T&TEC Malick Tassa Group.

**The full list of winners were as follows:**

## Queen Competition:

- 1<sup>st</sup> Place**  
Shivani George (Supplies Department)
- 2<sup>nd</sup> Place**  
Devika Rampersad (Distribution East)
- 3<sup>rd</sup> Place**  
Cherisse Mills (Distribution North)

## Bamboo Bending:

- 1<sup>st</sup> Place** - Supplies Departments
- 2<sup>nd</sup> Place** - Distribution South
- 3<sup>rd</sup> Place** - Transmission Division





# T&TEC Children's Christmas Parties 2010

in Trinidad and in Tobago



**REGISTRATION FOR CHILDREN'S CHRISTMAS PARTY ONGOING** - Registration for the 2011 Children's parties will be open until September 2011. Employees who did not previously submit the birth certificates for their children are asked to do so any time before September 2011. Certificates must be submitted to the Corporate Communications Manager through the employee's HOD.



In this issue of **What's Happening** we continue with our special feature on T&TEC's support to the arts in Trinidad and Tobago. In this issue we highlight two more of our sponsored bands.



## Meet the T&TEC Gayatones

T&TEC's sponsorship of the Gayatones spans more than 20 years.

This well known southern based family band of musicians and singers is listed among this country's top bands. Its extensive musical repertoire and cadre of talented singers have provided the basis for an increasing popularity fan base both here and abroad.

Gayatones' rise to national prominence is attributed to the efforts of musician and founder Balwant "Capil" Gayadeen. However Gayadeen is quick to credit the accomplishments of other band members, sons Rishi, Vedish, Donny and the fast rising Dale, for their musical talent.

Rishi, in particular, has notably been performing with Gayatones since he was six and is known as a top keyboardist, arranger and producer for some of the top chutney artistes and popular calypso artistes.

A quick trip down Gayatones' memory lane reveals several prestigious performances. Among these, the World Cup Finals in England in 1999 and the 2<sup>nd</sup> annual Indian Diaspora in India in 2004.

T&TEC Gayatones has also musically accompanied artists at the Trinidad and Tobago Soca Chuntney and Mastana Bahar competitions and continues to be a favorite at several of T&TEC functions, including its Divali celebrations and Employee Annual Awards and Recognition Functions.

The band has also incorporated several charitable events into its schedule. Gayadeen told **What's Happening** "We have been assisting the Ste Madeline community, this is our home and we take pride in the upliftment of our community". For some years now the Band has been spreading Christmas cheer with toys and goodies to children in the area. The band also hosted a free Divali concert for their community this year.

While its involvement has been centered at the community level, Gayatones has also extended its charitable involvement into raising funds for a fellow musician for medical purposes and participated in a York Promotion event at Salybia where part of the proceeds were given to Village Trust of Toco.

In August this year Gayatones took a leap towards a different musical direction. The band launched into the all-inclusive market for Carnival 2011. In doing so, T&TEC Gayatones rebranded itself as one of Trinidad and Tobago's newest Indian cross-over bands.

Under the leadership of Rishi Gayadeen, Gayatones performances now feature Oscar B as its front line singer and includes a wider spectrum of upbeat musical arrangements and renditions, including soca, chutney and calypso.

**What's Happening** congratulates the T&TEC Gayatones Orchestra on this bold move as they continue to hit those high notes.





## T&TEC Luces Brillantes

No Trini Christmas would be complete without the three P's – Pastelles, Ponche d crème, and Parang!

Since we are in the midst of the Christmas and parang seasons, **WHAT'S HAPPENING** is taking this opportunity to re-acquaint readers with our very own Parang Band, the T&TEC Luces Brillantes.

The T&TEC Luces Brillantes has grown from strength to strength since its formation in June 1996. The band officially became T&TEC-sponsored in December 1999. Now comprising 12 members, which include six employees, two T&TEC retirees and four others, the Band still maintains the family spirit of its early years.

You can spot the popular parang band at one of their many commercial engagements, or at appearances for its sponsor. Manager of the T&TEC Luces Brillantes, Cyril St. Louis of the Internal Audit Department, said the Christmas season is hectic as expected. "We have a number of bookings and we are looking forward to fulfilling them."

The Band started its preparations for the season in August, practicing twice a week. Its repertoire is not exclusively parang however; this versatile group also performs old time calypsoes, soca parang and latin.

T&TEC Luces Brillantes is also known to give back to the community, and has a long standing association with Persons Associated with Visual Impairment (PAVI) and Rainbow Rescue. As St. Louis explained, "we realize that we are truly blessed in terms of our collective musical talent, the love and camaraderie which we share and of having a very supportive sponsor that allows us to adequately meet our various needs as a band."

In the past they have also performed for senior citizens at the Soroptomist Home for Elderly Persons, the St. James home for Aged and the Youth Training Centre. "Such outings provide us with a deep sense of satisfaction... that this is not just about us, as there is a special reason for the season."

*Keep up the great work T&TEC Luces Brillantes! Viva la parranda!*

For more information on the T&TEC Luces Brillantes, please visit the Intranet.



# Employee Update



## APPOINTMENTS

### NAME

Johann Andrews  
 Andy Amos  
 Abinge Horsford  
 Summer Matthews  
 Joseph Douglas  
 Shawn Lyons  
 Richard Roopnarine  
 Marlon Vernon  
 Shivanand Persad  
 Leon Abdullah  
 Joel Badrie  
 Charles Bain  
 Kwame Chikuyu  
 Kassie Harripersad  
 Vidyanand Kanhai  
 Imran Mohammed  
 Terrance Moore  
 Vishnu Ramroop  
 Oladele Ballantyne  
 Lyric Blaides  
 Jesse Cardinez  
 Ellis Dyett  
 Jason Lyder  
 Joel Clarke  
 Kern Morris  
 Milton Peters  
 Shawn Phillip  
 Sherman Ramsaran  
 Earnest Sargeant  
 Stephen Seechan  
 Kerlene Mc Call Woods  
 Diana Partap  
 Terrance Ali  
 Keshraj Babooram  
 Anjay Balkaran  
 Allan Gunpat  
 Kenny Humphrey  
 Sheldon Koon Koon  
 Premdath Persad  
 Ronnie Ramesh  
 Sterling Mc Kenzie  
 Marlon Roopansingh  
 Clint Williams  
 Meritza Aleong  
 Jewan Seepersad  
 Saressa Baptiste  
 Nicholas Batoosingh  
 Zahir Rahim  
 Rudra Sankarsing  
 Leigh Ann Davis  
 Bria Hosein  
 Jovann John  
 Zenobia La Borde  
 Umar Paul  
 Mitra Rajaram  
 Amos Ramdhanie

### POSITION

Clerk III  
 Labourer  
 Consignment Clerk  
 Consignment Clerk  
 Estate Constable  
 Estate Constable  
 Estate Constable  
 Estate Constable  
 Meter & Relay Mechanic II  
 Linesman 'B'  
 Linesman 'B'  
 Linesman 'B'  
 Linesman 'B'  
 Linesman 'B'  
 Linesman 'B'  
 Linesman 'B'  
 Electrician 'B'  
 Estate Constable  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Linesman 'B'  
 Labourer  
 Labourer  
 Labourer  
 Clerk III  
 Clerk III  
 Linesman 'B'  
 Labourer  
 Electrician 'B'  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Labourer  
 Clerk III  
 Labourer  
 Typist  
 Clerk III  
 Engineer II  
 Systems Administrator III  
 Clerk III  
 Clerk III  
 Clerk III  
 Clerk III  
 Clerk III  
 Clerk III  
 Communications Mechanic II  
 Meter & Relay Mechanic II

### AREA/DEPARTMENT

Supplies  
 Supplies  
 Supplies  
 Supplies  
 Secretarial  
 Secretarial  
 Secretarial  
 Secretarial  
 Protection & Scada  
 Distribution South  
 Distribution South  
 Distribution East  
 Distribution East  
 Distribution East  
 Distribution North  
 Distribution North  
 Distribution East  
 Secretarial  
 Distribution North  
 Supplies  
 Supplies  
 Supplies  
 Supplies  
 Distribution North  
 Supplies  
 Supplies  
 Distribution East  
 Supplies  
 Supplies  
 Supplies  
 Distribution Tobago  
 Accounts  
 Distribution Central  
 Distribution South  
 Distribution East  
 Distribution South  
 Distribution South  
 Distribution South  
 Distribution South  
 Distribution South  
 Distribution South  
 Distribution South  
 Distribution South  
 Accounts  
 Distribution North  
 Distribution East  
 Distribution South  
 Distribution East  
 Information Systems  
 Accounts  
 Commercial  
 Accounts  
 Finance  
 Commercial  
 Communications  
 Protection & SCADA



# Employee Update



## APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Cordell Redhead	Clerk III	Accounts
Sharmela Samnarine	Clerk III	Supplies
Patrice Thongs	Clerk III	Distribution East
Farzana Ghanny	Clerk III	Accounts
Wenderly Gomez	Clerk III	Finance
Anant Balkaran	Electrician 'B'	Transmission Maintenance
Sunil Ramdeo	Electrician 'B'	Transmission Maintenance
Shiro Wilson	Labourer	Distribution North
Valene Massiah	Typist	AGM - Transmission
Monique Roche	Stenotypist	Finance
Indra Sammy	Clerk III	Accounts

## PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Navin Dabiesingh	Senior Software Developer II	Information Systems
Videsh Batohie	Senior Software Developer I	Information Systems
Gairy Nelson	Senior Foreman	Transmission Maintenance
Zion Cordner	Senior Foreman	Transmission Maintenance
Lawrence Perez	Mechanical Supervisor	Distribution Tobago
Earl Sankar	Meter & Relay Technician I	Protection & SCADA
Sheldon Mohammed	Senior Foreman	Distribution East
Kelsey Balkissoon	Asst. Control Operator	Mt. Hope
Keyon Jack	Telecom Operator	Distribution South
Alvin Edwards	Jointer 'B'	Distribution North
Brian James	Jointer 'A'	Distribution North
Seeram Kelly	Jointer 'A'	Distribution North
Andrea Des Vignes-Phillip	Clerk I	Distribution Tobago
Cossyle James-Abraham	Senior Clerk	Distribution Tobago
Amit Ramoutar	Clerk II	Human Resources Division
Adesh Singh	Meter & Relay Mechanic I	Protection & Scada
Terrence James	Jointer 'B'	Distribution North
Alwin Edwards	Jointer 'B'	Distribution North
Marlon Duncan	Linesman 'A'	Distribution South
Denroy Peters	Line Foreman (Hotline)	Distribution North
Andrew Motilal	Technical Assistant III	Trans. Dev. & Eng. Serv.
Damian Ramdeo	Electrician A	Distribution Central
Karla Mohan	Technical Assistant III	Trans. Dev. & Eng. Serv.
Nigel Rampersadsingh	Substation Foreman	Distribution Central
Jonathan Hinkson	Clerk II	AGM – Distribution
Selwyn Williams	Line Foreman (Hotline)	Distribution Tobago
Gunesh Mahabir	Section Leader	Distribution South
Oswin Williams	Electrical Supervisor	Distribution Tobago
Seepersad Roopnarine	Estate Sergeant	Secretarial
Samlal Sookoo	Estate Sergeant	Secretarial
June Cayenne-Atwell	Clerk Typist	Distribution South
Rachel Charles	Senior Clerk	Distribution East
Parass Ramlogan	Estate Sergeant	Secretarial
Mary Shim	Stenotypist	Distribution Central
Carlton Joseph	Communications Supervisor	Communications

*Full listing including those who have moved on, on the intranet.*



## Planning for a successful retirement

Several employees who are carded to retire from the Commission in the upcoming months attended a seminar entitled "Planning for a Successful Retirement" in September.



The seminar was arranged by the Human Resources Department and was facilitated by The Interface Consulting Limited.

Among the topics discussed was the importance of having a personal and financial goal in preparing for retirement.

*(Top) Senior Human Resource Officer, Ms. Diane Sylvester delivers a presentation to retirees.*

*(Left) Some of the retirees in attendance.*



## Have You Noticed A Change?

Effective November 22nd 2010, T&TEC's intranet <http://intranet.ttec.co.tt>, has a new look.

This new streamlined version of the site is still full of the same information that you need to stay on top of activities and operations within the Commission, but is sleeker and 'cleaner' to allow easier navigation.

This change is the precursor to an eventual change of the intranet's operating system to a new programme that, will improve intra department electronic communication, as well as allow sharing information electronically with other departments.

This project is a long term one and you will see gradual changes to pages as we go along.

Your feedback on the change is welcome.



## TATECO San Fernando wins Credit Union Awards

October was designated Credit Union month by the Co-operative Credit Union League of Trinidad and Tobago. The occasion was celebrated under the global theme "local, trusted, serving you" by Credit Unions across the country.

On Credit Union Day, October 21<sup>st</sup>, the League hosted its annual Awards and Recognition Ceremony at the Centre of Excellence. TATECO Credit Union San Fernando emerged winners in two categories:

- **The most improved financial performance (Medium sized)**
- **Best financial performance (Medium sized)**

Representing the Credit Union at the Awards were President, Samuel Griffith; Director, Michael Johnnitty; Office Manager, Merle Wilson; and Assistant Administrative Officer Deneize Joseph.

***Congratulations to TATECO San Fernando! We wish you continued success in the New Year.***





# Year in Review

## Pictorial



1. January: The Engineers-in-Training during their Orientation. 2 February: Khadja "Lady K" Antoine is T&TEC's Power Monarch 2010. 3. February-March: T&TEC was a gold sponsor of the 29th Trinidad and Tobago Music Festival. 4. April: Administrative Professionals enjoy their special day. 5. May: Employees take part in the 5k and 10k road races around the Queen's Park Savannah. 6. May: Children enjoy the new lights installed by T&TEC on the Dyette Estate Recreation Ground. 7. April-June: Assistant Cable Foreman Garth Blenmann oversees repairs to the PoS/Belmont #2 33 kV cable. 8. June: T&TEC supports the Prime Minister's Clean up and Beautify T&T drive. 9. July: Customers were specially treated on Customer Appreciation Day. 10. August: Children of employees were proud recipients of SEA Awards. 11. October: The 220 kV Bus at our Union Estate 220/66 kV Substation, La Brea was energised.





## Coastal cleanup 2010

Team T&TEC once again made its mark at Ocean Conservancy's annual International Coastal Cleanup 2010. On Saturday September 25<sup>th</sup>, three teams of approximately 30 volunteers each, headed to various beaches across the country to clear them of trash and debris.

The T&TEC contingent, already known for being among the largest and most spirited of teams, represented T&TEC's North/East, South/Central and Tobago areas. Three popular beaches – Las Cuevas Bay, Vessigny and Great Courland Bay in Tobago were selected for sprucing.

Kudos to all employees who heeded the call to assist T&TEC in being an environmentally-conscious corporate citizen. Thank you for doing your individual part to preserve the environment.



*Employees take note of what is collected.*



*Scouting the beach for debris.*



*Lending a helping hand.*



*T&TEC teams doing their part to preserve the environment.*



# 14<sup>th</sup> Annual Sports Awards

The GSCC's Presentation of Prizes and Awards ceremony was held in intimate style at the Cara Suites Hotel in Pointe-a-Pierre on Saturday November 27th.

It was the first official T&TEC function for the Commission's newly-appointed Chairman, Omar Khan, who delivered the feature address to the 33 awardees, their guests and the specially-invited.

In his speech Mr. Khan sought to motivate attendees to continue to aim for success. He said "success is not the same for two individuals, because we are all created differently... each one of us has a purpose for which we were created."

The 14th annual event was not only an occasion to celebrate sporting excellence, but also one to remind employees of their responsibilities on the job. As the General Manager, Indarjit Singh remarked in his speech, "...as simple as it may sound, when you are healthy and happy on the job, you in turn make your customers happy... I encourage you to continue excelling in these healthy activities, and so improve on the quality of service you provide to them."

Awards were presented to winners of 18 events held during the year. Special awards were presented to the Best Performing Area Sports Club, the Mount Hope Sports Club; and the Sports Administrator of the Year, Gilbert Taylor. The Best Performing Area Sports Club was selected based on the following criteria:

Audited Accounts:	35 points
Overall Performance:	30 points
Discipline:	20 points
Management:	15 points

Peter Mohan and Lester Lal were declared double winners of the President's Award for Excellence, most undoubtedly for their contributions towards the success of our cricket and football teams.



**GSCC President Mr. Gilbert Taylor (left) receives the award for Sports Administrator of the Year from Permanent Secretary in the Ministry of Public Utilities, Mrs. Jacqueline Ganteaume-Farrell. Chairman Mr. Omar Khan and General Manager Mr. Indarjit Singh look on.**



**Mr. Lester Lal (photo at left) and Mr. Peter Mohan (photo at right) accept the President's Awards for Excellence from Mr. Singh. Looking on are Mr. Gilbert Taylor and GSCC Honourary Secretary, Mr. Garth Garraway.**



**The Mount Hope Sports Club – proud winners of the Best Performing Area Sports Club.**



## Team T&TEC – Super League champs!

Our “Electricity Boys” have captured the coveted BMobile National Super League title after defeating Angostura 1976 Phoenix 2-1 in the finals at the Bon Accord Ground, Tobago on December 8th.

Team T&TEC also secured the Knockout title in October after a superb 5-3 victory over Valsayn team Valtrin.

T&TEC's football team had an exceptional year, with an unbeaten record and winning 13 out of 17 league matches. They now have their eyes set on the Digicel Professional League in 2011.

Our footballers have certainly convinced the nation's sporting public that team T&TEC is one to look out for in the coming year.



*Rudolf Thomas, Chairman of the Tournaments and Competition Committee, Trinidad and Tobago Football Federation presents the champions trophy to team T&TEC*



*Team T&TEC cricket team poses before a match.*

The victories have capped off a great year for T&TEC sports, beginning with success on the cricket pitch. Earlier this year, our cricket team won the Trinidad and Tobago's Cricket Board's South/Central Championship Division. They will now be playing in the National Premiership Division next year.

Congratulations to the young men and also to the members of the managing and coaching staff who ensured T&TEC's cricket and football teams continue to represent the Commission at the highest levels in the country's sports.

## Adams named Best Goalkeeper

Adding to T&TEC's football success this season was the naming of the team's goalkeeper, Akini Adams, as Goalkeeper for the month of August.

Twenty three year old Adams' football prowess began at a young age, but took off after helping his alma mater Presentation College, San Fernando win the South Intercol title in 2006. Akini then joined South based Giants United Petrotrin F.C. where he was part of the team that won the Toyota Classic and the Lucozade Big Six. At present, he is committed to his T&TEC team, but also aspires to play for the Senior National Team. Akini works at Distribution South.

He is a resident of Salazar Trace, Point Fortin. Readers may recall that Salazar Trace was one of the many communities that benefitted from enhanced recreational facilities thanks to T&TEC lights. The Salazar Trace Recreation Ground was illuminated in August 2009, and we are seeing tangible fruits of our efforts!

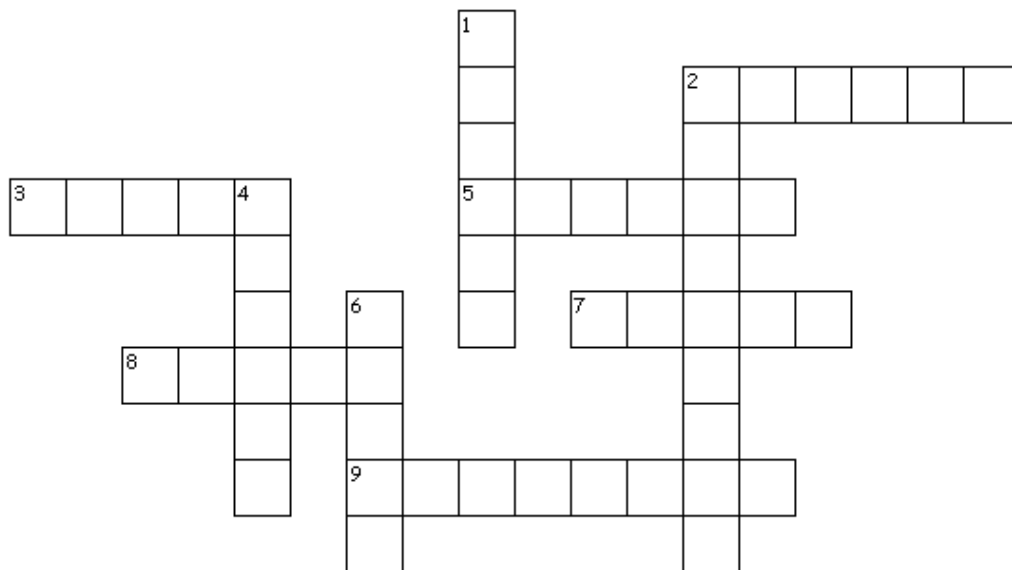
We congratulate Akini and wish him all success in his football career.



*Akini Adams, T&TEC Goalkeeper collects his prize from Tajh Maharaj of TSTT*



# Trini Christmas



## Across

2. Christmas Spanish music
3. Spice for the ham
5. The reason for the season
7. \_\_\_ and ham, together with a pastelle
8. Overweight old man
9. King of soca parang

## Down

1. Its backdrop is a stable
2. Its insides can include meat or vegetables (pl)
4. Ponche d creme for Americans
6. First name of parang legend

# Calendar of Events

## January

**21st**

Media Appreciation Function

**22nd**

GSCC - 13th Annual Leadership Development Seminar - 9:00 a.m.

**29th**

Table Tennis Competition  
Northern Area Sports Club - 9:00 a.m.

**31st**

EAW Interfaith Church Service

## February

**12th**

Aerobic Burnout  
Northern Area Sports Club - 9:00 a.m.

**18th**

GSCC - 16th Annual General Meeting  
9:30 a.m.

**25th**

23rd Annual Calypso Competition  
St. John's Ambulance Brigade  
4:30 p.m.

# Trinidad Black Cake



## Ingredients

### Cake:

- 1 lb butter
- 1 lb sugar
- 8 eggs
- 1 tsp lemon essence
- 2 tsp lime rind (zested)
- 2 tsp almond essence

### Fruit Base:

- 1 lb pitted prunes
- 1 lb raisins
- 1 lb currants
- 1 bottle cherry brandy
- 1 bottle rum and/or Bailey's
- 2 tbsp Angostura bitter

- 2 tsp vanilla
- 1 lb all-purpose flour
- 4 tsp baking powder
- 2 tsp mixed spice
- 1/2 tsp grated nutmeg

### Browning:

- 1 lb brown sugar
- 1/2 cup boiling hot water

### Have on Hand:

- 1 more bottle of rum

## Method

Three to Five Days Before:

Up to 5 days before you make the cake, chop up all the fruits for the fruit base. Place in a large bowl, pour in Angostura bitters, cherry brandy and rum (*I use Bailey's when I have extra \$\$\$ and it really makes it extra special*). Leave in a cool corner, covered, to soak up the liquor. As I said 3-5 days before is the best option, 24 hours minimum if you must be 'so last-minute'!

## On the Day of Baking:

1. Pour the soaked fruit and juices into a blender and blend until thick and still a bit chunky (*like tomato sauce*).
2. Burn sugar until caramelized, add hot water gradually. Mix well and leave to cool.
3. Preheat oven to 250F (*no that's not a typo*).
4. Cream the butter and sugar.
5. Add eggs one at a time, mixing to incorporate.
6. Add lemon essence, lemon zest, almond essence and vanilla.
7. Mix and sift flour, baking powder, mixed spice and nutmeg.
8. Gradually add sifted ingredients to creamed mixture.
9. Mix in fruit base puree and 'browning'.
10. Pour batter into greased tins that have been doubly lined with brown paper or parchment paper.
11. Bake for 3 hours.
12. Once removed from the oven soak the tops with equal portions of the remaining bottle of rum.

(recipe extracted from <http://www.trinigourmet.com/index.php/trinidad-black-cake/>)

# Letters

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

November 18, 2010

On behalf of the Water and Sewerage Authority we wish to express our gratitude and thanks to the Commission for excellent coordination and execution to the DC / RC (Disconnection / Reconnection) at the Navet Water Treatment Plant on Wednesday 17th November 2010. The 12 kV Switchgear change out was successful.

Hats off to T&TEC and keep up the good work.

Andy Ragoobar  
Project Superintendent  
Disaster Preparedness & Implementation,  
Market Street, Chaguanas

Thanks to all the employees of the T&TEC involved in fixing the street light at the end of my street.

I wish all companies in Trinidad and Tobago worked as efficient as the T&TEC. The employees have never disappointed me once.

Thanks once again to all the employees of the T&TEC and keep up the excellent work.

Nigel Haye  
Trinity

November 24, 2010

On behalf of the Management and staff of the National Centre for Persons with Disabilities (NCPD), we wish to express our heartfelt thank you for the expeditious response to the installation and repair of the street lights at our compound.

A crew visited our compound today and addressed our concerns, so that all outstanding matters are now resolved. We can once again benefit from your service of electricity as well as enjoy the comfort in knowing that our compound is well lit at nights, thus alleviating any distress.

We wish yourself and the staff of T&TEC a very happy and positive 2011. Best wishes for the upcoming festive season.

Judy Beckles (Ms)  
Administrative Manager  
National Centre for Persons with Disabilities

November 16, 2010

Today an outage of electricity at Marabella caused me to call T&TEC. The response was immediate. I thank you and T&TEC for this, and I cannot remember when such a problem was so quickly resolved.

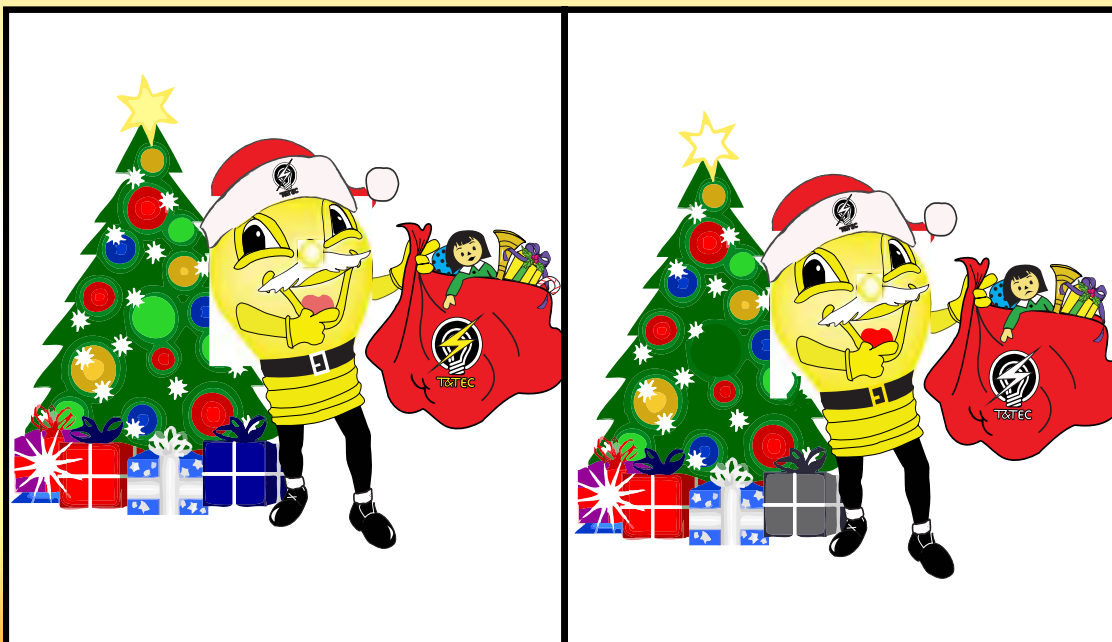
I wish T&TEC the best under the command of your (General Manager) directives. So electrically charged. Great. I am proud and happy even though my voltage is not as high as yours.

Keep it up and thanks again.

Willie Chen  
Printex Converters  
252 Southern Main Road  
Marabella

## Spot the Differences

Spot the 10 differences in the pictures below.



1. Star color
2. Lights on tree
3. Number of green bulbs
4. Color of 4th gift box
5. T&TEC Logo on gift bag
6. Doll's face
7. Watty's belt buckle
8. Watty's tongue
9. Candy cane in gift bag
10. Shine on Watty's left shoe





# 2011

## We are T&TEC

**Trouble Report?**  
800-TTEC (8832)  
Call us toll free... we're here for you.

### January 2011

Sun	Mon	Tue	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

### February 2011

Sun	Mon	Tue	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 2011

Sun	Mon	Tue	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		

### April 2011

Sun	Mon	Tue	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				

### May 2011

Sun	Mon	Tue	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 2011

Sun	Mon	Tue	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				

### July 2011

Sun	Mon	Tue	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 2011

Sun	Mon	Tue	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				

### September 2011

Sun	Mon	Tue	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				

### October 2011

Sun	Mon	Tue	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 2011

Sun	Mon	Tue	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				

### December 2011

Sun	Mon	Tue	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**  
623-26117 / 623-6291/6274

**Central Area**  
626-9107 / 4871

**Tobago Area**  
629-2541 / 2015

**Rio Claro Area**  
644-2473 / 2262

**Payment Centre**  
Phone: 624-90720

**Curpe Customer Service Centre**  
662-3289

**Penal Customer Service Centre**  
647-1223

**Arima Customer Service Centre**  
664-1424 / 75 / 76

**Northern Area**  
623-5070 / 623-7331

**Southern Area**  
623-7281/4, 623-0817

**Eastern Area**  
643-2538 / 39 / 41

**Point Fortin Area**  
648-2791 / 2 / 2903

**Chaguanas Customer Service Centre**  
672-0955 / 0956

**St. James Customer Service Centre**  
628-1705

**Sangre Grande Customer Service Centre**  
668-6429

**Marabella Customer Service Centre**  
658-7594 / 93 / 97

**Website: www.ttec.co.tt**