



WATTS HAPPENING

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

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

Trinidad and Tobago Electricity Commission

63 Frederick Street, Port of Spain

www.ttec.co.tt

Vol.25 #4 / Oct - Dec 2008

Merry
Christmas
from the Electric Family



Editorial



Credits

Editor-in-Chief
Stephen Martel

Editorial Committee
Hallima Ali
Israell Ali
John Colthrust
Felix Pierre
Danzel Reid

Writers
Stephen Martel
Judyann Babwah

Contributors
Patricia Webb-Gomez
Wendell Bhagirath
Felix Alleyne
Shazard Mohammed
Thomas Inkim
Kendel Francis
HSE Department

Photographers
Francis Lau
Andre Alexander
Reyad Khan
Aupair Productions

Layout and Design
Eliza Lee Poy
Reyad Khan

Circulation
Wendy Jarrott
Ricky Sewnath

As we stand on the threshold of the ninth year of the first decade of the new millennium, the world as we know it has changed and is changing at a rapid rate.

The year 2008 is about to fade into history, but for T&TEC it has been a very challenging, yet successful year that brought many changes. The Commission appointed a new General Manager on the 16th July 2008, in the person of Mr. Ernest Boxill as we said farewell to our previous General Manager, Mr. Indarjit Singh after 26 years of dedicated service. Even the Chairman of the Commission, Mr. Devanand Ramlal resigned after about 13 years at the helm. The T&TEC ship however continues to sail smoothly on.

The several projects, which were started and those that were completed during the year will most certainly improve the reliability of the electricity supply to our customers. Indeed the Commission's infrastructure is being developed to meet the needs of our nation as it moves toward developed nation status by 2020.

T&TEC recognises the role of its employees in its journey towards excellence in customer service, and therefore ensures that its employees are always appreciated. This was demonstrated by the staging of its 54th Annual Employee Recognition and Awards Ceremony, held in November. Reports indicated that awardees truly enjoyed the ceremony and a grand time was had by all.

A new strategic direction for T&TEC was launched in 2008. This Strategic Plan covers the period 2008 to 2012. Employees actively participated in the process and for the first time the Vision and Mission statements of T&TEC emanated from T&TEC's employees in partnership with its management.

As 2009 approaches, quite a lot of work remains to be completed. Employees must however remain focused in the never ending pursuit of "Leadership in energy delivery, excellence in customer service... enhancing the quality of life for all" and be ever mindful that it is the duty and commitment of all at T&TEC 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".

Have a blessed and peaceful Christmas and let us continue to light the future of our country in 2009 and beyond.

WATS HAPPENING welcomes your
feedback and contributions.
Please send them to:

Corporate Communications Manager,
T&TEC.

63 Frederick Street
PORT OF SPAIN
Tel: 623-2611 ext. 2180
Email : smartel@ttec.co.tt

T&TEC BOARD PRESENTED WITH THEIR INSTRUMENTS OF APPOINTMENT

New Chairman Appointed

Professor Clement Imbert Deputy Dean of the Faculty of Engineering at the University of the West Indies, St. Augustine is the newly appointed Chairman of the Commission.

Professor Imbert holds a Bachelor's Degree in Mechanical Engineering, a Master's Degree in Metallurgical Engineering and a PhD in Mechanical Metallurgy.

He was the President of the Association of Professional Engineers from 1993 – 1994 and was the Secretary General of the Council of Caribbean Engineering Organisation for ten years.

At present Professor Imbert is the Chairman of Metal Industries Company Limited, Accreditation Council of Trinidad and Tobago, National Training Agency, CARIRI, Princess Elizabeth Centre, Birdsong Academy and a Professor at University of the West Indies teaching Materials and Manufacture.

At a ceremony held on Wednesday 26th November, 2008 at which his instrument of appointment was presented to him by the Honourable Minister Public Utilities, Mustapha Abudl-Hamid, Professor Imbert gave a brief history of electricity and displayed his knowledge of the commodity. He expressed his desire to work with the Commission's Management to ensure the continued development of T&TEC.

In his remarks, the Honourable Minister highlighted a number of accomplishments by the Commission over the past year. He also took the opportunity to commend the



Minister of Public Utilities presents instrument of appointment to Professor Clement Imbert

Commission on its initiatives which complemented the Government's 2020 Vision.

The Honourable Minister advised the new Board to ensure that T&TEC provides the power for the country's development. He stated that the Commission has a competent Management team with which they must work.

The other members of the Commission present were also presented with their instruments of appointment. The full list of other members are:



Ernest Boxill, General Manager presents a T&TEC token to Hakeem Ahmad, Deputy Chairman

Mr. Hakeem Ahmad (Deputy Chairman)
Prof. Chandrabhan Sharma
Mr. Bernard Mitchell
Ms. Lisa-Maria Alexander
Mr. Sheldon Cyrus
Mr. Zameer Mohammed
Ms. Gina Ferguson-Spencer
Mr. Carlisle Jordan

On behalf of the Executive, Management and Staff of T&TEC, WATS HAPPENING joins in welcoming all the members of the Board to the Commission and wish them a successful tenure in office.

In Photo - back row from left to right: Stephen Martel, Corporate Communications Manager; Sheldon Cyrus, Commissioner; Zameer Mohammed, Commissioner; Hakeem Ahmad, Deputy Chairman; Carlisle Jordan, Commissioner; Courtenay Mark, AGM Engineering; Glenford Cyrille, AGM Administration; Charles Inniss, AGM Transmission.

Front row from left to right: Ernest Boxill, General Manager; Colleen Licorish, AGM Finance; Gina Ferguson-Spencer, Commissioner; Hon. Mustapha Abudl-Hamid, Minister of Public Utilities; Clement Imbert, Chairman; Ramdeo Sadoo, AGM Human Resources; Grace Maharaj, Corporate Secretary and Kelvin Ramsook, AGM Distribution.

Missing are: Professor Chandrabhan Sharma, Bernard Mitchell and Lisa-Maria Alexander.



A Fitting Farewell for Indarjit Singh



It is said that "we rate a man's ability by what he finishes not by what he attempts" and nothing can better describe our former General Manager Mr. Indarjit Singh.

During his tenure, T&TEC certainly achieved quite a lot as he steered this national entity during some trying and turbulent waters. But when he retired in July of this year, the Commission remained on course with an even keel.

On Friday 21st November 2008 many of the Senior Executives, Management, Staff and well wishers including Powergen and Trinity Power, gathered at the S.P. Ottley Building at Mt. Hope to pay tribute to Mr. Singh after 26 years of dedicated service.

Five of the Assistant General Managers paid tribute to Mr. Singh and reflected on his ability to multi-task and his eye for detail, his work ethics and the many times spent at T&TEC from as early as 5:00 a.m. each day. He was everything to everyone and the Corporate Communications Manager even recalled his ability to fully implement public relations initiatives.

In his reply, Mr. Singh asked that T&TEC remain focused and should always serve the country's interest. He expressed his joy at working with so many dedicated and committed people and he wished the Commission continued success.



MANAGEMENT APPOINTMENTS

John Tang Yew



John Tang Yew was appointed as Assistant Area Manager, Distribution Tobago with effect from 3rd November 2008.

Prior to this appointment, Mr. Tang Yew was the Assistant Area Manager at Distribution North.

Mr. Tang Yew is the holder of a BSc. degree in Electrical Engineering from the University of the West Indies. He joined T&TEC in 1978 as an Engineer-In-Training and has worked in several technical positions at Distributions North, Central and East.

Mr. Tang Yew has participated in a wide cross section of training, including Cable Jointing Technology, Management by Objectives and Results and Improving the Effectiveness of the Maintenance Department.

Kendel Francis

Kendel Francis was confirmed in the position of Assistant Area Manager, Distribution North with effect from 3rd November 2008.

Mr. Francis is the holder of a BSc. degree in Electrical and Computer Engineering from the University of the West Indies. Mr. Francis joined T&TEC in 1995 as an Engineer-In-Training. He has held several positions at Distribution North.

Mr. Francis has attended training courses and workshops in Work Re-design, Team Building and Project Management.



Shaun Chase



Shaun Chase has been appointed as Assistant Area Manager, Distribution East with effect from 6th October 2008.

Mr. Chase is the holder of a BSc. degree in Electrical and Computer Engineering and an MSc. degree in Energy Systems from the University of the West Indies. Mr. Chase joined T&TEC in 1994 as an Engineer-In-Training. He has worked at Distributions East and North. His last appointment prior to his promotion was Senior Engineer, AGM Transmission.

Mr. Chase has attended training courses in Management of Transformation, Electrical Protection and Root Cause Analysis.

Ashmeed Ali

Ashmeed Ali was confirmed in the position of Senior Engineer – Transmission with effect from 3rd November 2008.

Mr. Ali is the holder of a BSc. degree in Electrical and Computer Engineering from the University of the West Indies. He joined T&TEC in 1995 as an Engineer-In-Training. Mr. Ali was appointed Engineer II, Distribution East in 1998. Since then he has held several positions in this Distribution Area including Technical Assistant and Acting Assistant Area Manager.

Mr. Ali has participated in several training courses, including a Maintenance Seminar, Managing the Customer Service and Management.



AREA NEWS

DISTRIBUTION NORTH

Master Substation Upgrades benefit Western Trinidad

The Master Substation in Port of Spain is the only T&TEC Substation that provides power through a 6.6kV distribution system. The uniqueness of this Substation was extended in October this year when it became the only Substation to have two distribution voltages - a new 33/12kV transformer and 12kV switchboard. The enhanced capability of this Substation means that customers in the western section of Port of Spain will see a marked increase in reliability of their electricity supply.

Generator Supply for Gasparee

In August Distribution North commissioned a standby generator

to supply electricity to Gasparee Island. The submarine cable between the mainland and Gaspar Grande had failed earlier this year.

The installation of the 800KW generator, step up transformers and storage for fuel provided some logistical challenges for Distribution North but these were successfully overcome by the skillful expertise of personnel on the job.

The generator will remain in service until a new submarine cable is replaced. This is the first time a generator has been installed to directly service T&TEC customers on the distribution system for an extended period. The generator operates on a twenty-four hour basis and requires replenishing of fuel twice per month and regular service.



Operating Centre at Wrightson Road

A new operating centre has been established at #35 Wrightson Road, Port of Spain and was fully operational at the end of November 2008.

This move has become necessary to make way for the new Gateway Substation.

The containerized centre will accommodate the Cable Section, the Mechanical Garage, Streetlighting and Emergency Sections of Distribution North.

DISTRIBUTION EAST

"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 service".

T&TEC's Mission Statement

Over the last months Distribution East celebrated several projects that support our Mission. Here are a few of these projects:

At Cleaver Park, Arima the high voltage circuit, which runs parallel to the Eastern Main Road, was converted into insulated high voltage overhead lines. This allows harmony of our electricity lines with the trees in the area.

3,000 new customers on Underground Residential Lines

– in conjunction with the Housing Development Corporation, many new housing developments within the Distribution East boundaries are being outfitted with an underground supply of electricity. These developments include Peas Tree Caura Road Development; Bates Trace, St Augustine; Farm Grove; La Horquetta; Maracas St. Joseph and Toco.

Five Rivers Substation transformer upgraded from 6 MVA to 12.5 MVA increasing supply capacity.

The Bamboo Interchange high voltage lines (near Grand Bazaar) have been rerouted to make way for the Highway Interchange project.

Enhanced mobility, quicker response – 13 new vehicles including pole hole borers, lift trucks, canter bucket trucks and hotline bucket trucks were acquired.

Hot line works – many projects, including the Eddie Hart Grounds, have been successfully completed using hotline work techniques. This kind of work reduces the need to interrupt the supply to large volumes of customers and includes schools and businesses for routine maintenance activities.

Mt. Hope Substation Upgrade to provide a new 132/33/12kV supply. This increased capacity will inject more power into the Near East Ring and improve reliability to customers in north-east Trinidad.

Chaguanas West Substation Upgraded



Quick work by Distribution Central to replace the 3MVA Bryce 66/12kV transformer with a new 1-6MVA Tyree 66/12kV transformer minimized outages to thousands of customers in the central area.

With the assistance of the Ministry of Works and the Trinidad and Tobago Defence Force the new 66/12kV transformer was transported from the Couva Substation to the Chaguanas West Substation and installation works commenced immediately.

The Bryce transformer had to be taken out of commission because of a fault at the Chaguanas West Substation during the afternoon of October



6th. Customers were quickly transferred to the adjacent 12kV circuits and a replacement sought.

A Ring Main Unit was installed to replace the existing oil 12kV switchboard and a new 12kV feeder, now referred to as the Orchard Gardens Feeder, was commissioned to offload the existing adjacent 12kV feeders.

The additional Substation capacity will provide back-up reliability to the fast growing Borough of Chaguanas.

Several Departments came together to ensure the success of this project. Under the supervision of Acting Assistant Area Manager, Operations and Maintenance, Johann Rackal, the team included Substation Engineer Vijai Ramnanansingh, Senior Foreman Hohanlal Bhagaloo, Acting Substation Foreman Ivor Phillip and Electrician "A", Nigel Rampersadsingh and T&D Technician, Riaz Mohammed and their respective crews. Protection and Scada also assisted towards the success of this project.

Focus on Safety, Reliability and Aesthetics

T&TEC is developing an underground infrastructure for the country that is safe, reliable and aesthetically pleasing.

As part of this initiative, the Commission purchased eight hundred single-phase pad mounted transformers, which are being procured from supplier PROLEC GE Monterrey in Mexico.

Two Technical Assistant I Shazard Mohammed, Distribution South and Murvie Charles, Distribution East recently visited the PROLEC Plant to witness the testing and construction of the transformers.

Deeming the exercise a success, the Engineers also had this comment ... "La PROLEC compania es muy eficiente y hace organizado" or The PROLEC company is very efficient and is organised".



Improving Efficiency at Tabaquite Substation

It took a mere two days by the Project Team from Distribution South and Scada and Protection Department for the Tabaquite Substation 2 -23 year old 66 kV JB428 oil circuit breakers to be replaced by the more efficient 66 kV gas circuit breakers.

This upgrade was necessary because maintenance of the old circuit breakers was increasingly cumbersome. Obtaining replacement parts was difficult and the maintenance of these breakers required large quantities of new insulating oil.

Now with the installation of the newer technology gas circuit breakers, maintenance down time has been reduced from two days to a few hours, resulting in a more efficient use of resources.

The Tabaquite Substation supplies electricity to the villages in the Tabaquite community and is the critical electrical load provider for the WASA's Navet Water Works.



The photo shows one of the new 66 kV gas circuit breakers being installed by some of the project team members of Distribution South and Scada and Protection Department : Left to right: Sewack Sankar, Heera Boodram, Dhanraj Basdeo, Dave Paterson and Clyde Persad.

Corinth Substation Upgraded

Earlier this year Distribution South embarked on a project to upgrade aging equipment at the Corinth Substation to meet the growing needs of San Fernando and its environs and the environs of Princes Town.

This project involved the replacement of 2 forty-year old 66/12kV transformers; an upgrade of the 12kV oil circuit breaker board to a vacuum circuit breaker board and the modification and extension of the existing switch house.

Technical Assistant I Bhagirath explained the rationale for the transformer replacement to **WATS HAPPENING** "the old transformers could no longer meet the growing loads out of the Corinth Substation. Additionally these transformers developed oil leaks and were not in keeping with T&TEC's environmental consciousness".



Some members of the upgrade team outside the new transformers. From left to right - Back row: Herod Karim, Aaron Ramkhelawan, Wendell Bhagirath. Front row: Rickey Bridgemohan, Suraj Ramnarine, Peter Mendoza and Desmond Giles.

Brighton 66kV Substation Commissioned

The Brighton 66kV Substation houses two transformers, each with a capacity of 20/25 MVA.

This Substation was commissioned by Distribution South earlier this year and was constructed to meet the growing load demands of customers in the Labidco Industrial Estate and to provide power for the construction of several Union Industrial Estate plants, including the Alutrint aluminum smelter plant.

The successful completion of the Brighton Substation was made through the collective efforts of the Transmission Development and Engineering Services Department, (Substation design and civil and structural works); Protection and Scada Department (installation of protection systems) and Distribution South (installation of all 66kV and 12kV equipment and other low voltage systems).



Distribution South team included Technical Assistant I, Wendell Bhagirath; Senior Foreman, Dave Paterson,; Substation crews led by Rawle Romain, Steve Joseph and Amery Balkissoon and Cable crew led by Desmond Giles.

SAFETY FIRST...

The Health Safety and Environment (HSE) Week is dedicated to raising the awareness of T&TEC's employees and the public about HSE issues, while encouraging participation in events that serve to entertain, inform and educate.

The theme chosen for the 2008/2009 HSE Week was "Road Safety – **C**autious, **C**ourteous, **C**ompliance". The rationale for this selection was based on the number of road accidents that occur in Trinidad and Tobago, some of them involving T&TEC vehicles. A replica of

the specially designed logo was built by the Penal Training Facility and was the focal point at several HSE activities.

At the Launch of HSE Week on October 31st at Mt. Hope, Ernest Boxill, T&TEC's General Manager added 3 more C's to the theme - **C**are, **C**ommonsense and **C**onsideration. These, he told the audience, are some additional practices that could prevent road accidents.



A variety of events marked the 2008/2009 HSE Week of activities. Here are some of the results of these competitions:

Distribution Tobago – Winner- Vehicle Maintenance Competition.

This Area best met the judging criteria such as cleanliness, driver orientation and record keeping with an excellent vehicle maintenance program.

Distribution North – Winner - Work Area Protection Competition.

This competition was judged on the location of the vehicles, the effectiveness of the work area protection equipment, traffic control, and movement of the employees in the work area.

Penal Training Facility – Winner - Banner Competition.

Distribution Central – Winner - Environmental Competition.

Central went the extra mile with a project entitled "Central Going Green With Food Pure and Green", which included hydroponics and a pond with tilapia fish.

Supplies Department, for the second year in a row was the **Winner of the Best HSE Week Programme**

Quiz Competition:

1st place – Head Office

2nd place – Distribution East

3rd Place – Distribution South

According to the HSE Department "there were many winners during HSE Week, but the real prize was in the growing participation and enthusiasm of employees. We are especially pleased at the growing interest and collaboration by the Senior Executive staff".

Full results are available on the intranet.

Congratulations to all the winners and participants! Well done. Look for other activities on the HSE Calendar.



Quiz Competition 1st place – Head Office.



As part of the HSE Week blood and vision testing were offered to employees and members of the public, photo shows testing being done.



Quiz Competition 2nd place – Distribution East.



Excerpts from Ernest F. Boxill, General Manager and Chief Executive Officer, T&TEC at the 54th Annual Employee Recognition and Awards 2008.

T&TEC accepts that its role is critical in ensuring that Government's Vision 2020 objectives are met. To guarantee that T&TEC remains a key player in the electricity

supply industry of our developing nation, several initiatives are being undertaken by the Commission.

In the upcoming months we expect to complete several projects that will allow us to remain one of the best essential service providers. Advances on the operational side of T&TEC's business include:

- ISO - 9001:2000 certification. T&TEC is confident that this Quality Management System will be the framework that allows the Commission to improve its service delivery to customers.
- The Cove Industrial Estate in Tobago is expected to be operational in the last quarter of 2009. When completed, this plant will have the capacity of providing 48 megawatts, with a possible expansion to 64 megawatts.

- A new 720 megawatt combined cycle power station is to be installed at Union Estate, La Brea. This plant is expected to service Alutrin Ltd. as well as meet the load demand for the new Essar Steel Plant.
- Negotiations are now on the way between T&TEC and PowerGen for the addition of a backend steam unit to the recently installed gas turbine, 13 and 14 at the Pt. Lisas Power Stations. This will provide 100 megawatts of new capacity.
- The Gateway Project will support the tremendous development that is taking place in Port of Spain. The three phases of this project are on target with expected completion in 2010.
- The Wallerfield 132-66kV Substation is nearing completion and the extension of the 132kV double circuit transmission line from San Raphael Substation to Wallerfield Substation should be completed early in the 2nd quarter of 2009. This project will service the Eteck Tamana Park and surrounding areas.

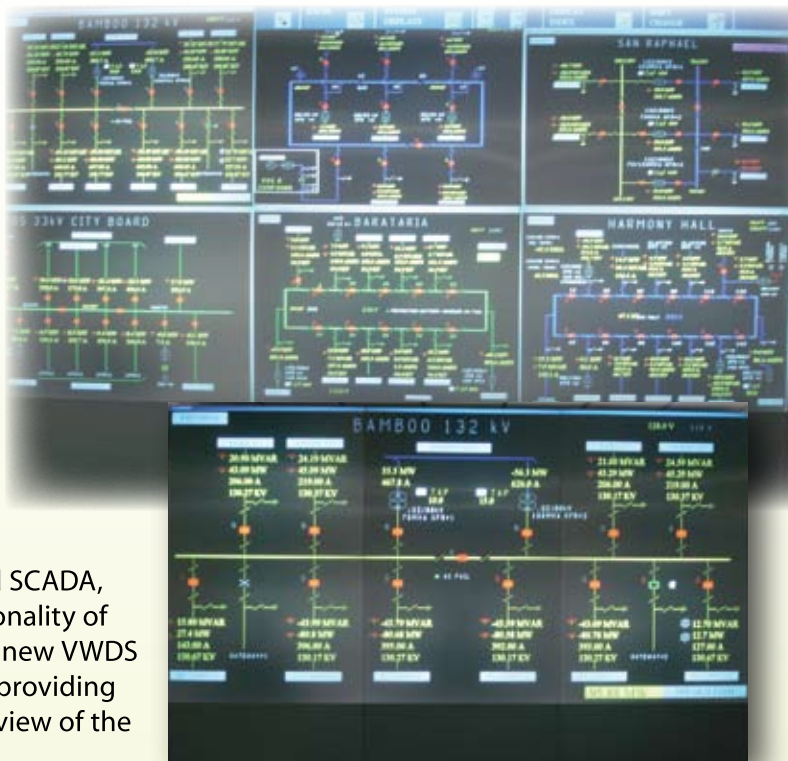
Control Room gets Updated Display

Employees at the Control Centre now have the benefit of a Video Wall Display System (VWDS). This new system replaced the old rear screen projection system and was installed in May this year.

The VWDS is used on a continuous basis 24 hours, 7 days a week. It provides Control Centre employees with an overview of the transmission grid and allows response to operational problems as they occur.

According to Thomas Inkim, Manager, Protection and SCADA, "the system has enhanced the operations and functionality of the Transmission SCADA system". He explained, "the new VWDS complements the existing static mosaic map boards providing the Control Room employees with an instantaneous view of the entire transmission and sub transmission systems".

Mr. Inkim said "the VWDS has an extended range of capabilities that includes live video feeds, remote surveillance, internet weather patterns, tracking and presentation of training materials. Additionally, the VWDS has the capacity to project an image on part of, or on each of, the individual cubes or across the entire matrix".



- The Reform 132kV Substation is completed and the Debe 132kV Substation is almost completed.
- The 220kV double circuit line being built from Union Estate to Brechin Castle Substation is well under way and should be completed by December 2009. This line is historic since it will be the highest voltage at which we will be energizing a transmission line. The previous highest was 132kV.
- T&TEC has installed over 10 Substation transformers at various distribution Substations to cater for the increased load demand and to improve the reliability of supply.
- The National Street Lighting Program (SLIU) has benefited citizens. To date over 134,825 streetlights have been installed, 125 kilometers of highway has been illuminated and 45 recreational grounds and parks have been lit.
- The Advanced Metering Infrastructure (AMI) began just one year ago. To date over 294,226 of these new meters have already been installed throughout the country.

News from IEEE

Three events marked the calendar of the Local Chapter of the Industry Applications Society (IEEE, T&T Section) over the last quarter.

In **September**, the IEEE hosted a workshop to launch the Teacher in Service Programme (TISP). The workshop was supported by the Ministry of Education and served to introduce the TISP in Trinidad and Tobago, foster a partnership between the engineering and educational sectors, highlight some of the challenges faced by the local pre-university education system and set the stage for its deployment across the country.

The IEEE local Chapter Chair, Professor Chandrabhan Sharma hosted the workshop which featured presentations by several distinguished professionals in the engineering fraternity.

In **October**, the IEEE held its 4th Annual Seminar at the Faculty of Engineering, UWI. Titled "Electrical Grounding" the seminar was held in conjunction with Year Three students from the Electrical and Computer Engineering Department, Faculty of Engineering, UWI and the Power Engineering Society.

Several Engineers from T&TEC made presentations at this seminar, among them Anil Bujhawan, Transmission Department and Peter Sammy, Design Engineering Services.

In **November**, a presentation was made on Thyristor Applications at another seminar held in conjunction with Year Three students from the Electrical and Computer Engineering Department, Faculty of Engineering, UWI.

Trevor Babwah, Shift Control Engineer, Systems Planning and Control Department and local Chapter Chairman of the Industry Applications Society chaired seminars in October and November.

Honoured for Service

41 Year Long Service Award



Subhas Teelucksingh retired this year after 41 years of service with T&TEC. Mr. Teelucksingh joined the Commission as an Apprentice in August 1966. Prior to his retirement Mr. Teelucksingh was a Consumers Investigator attached to Distribution South.

Mr. Teelucksingh was an Instructor at the Penal Trade School for 9 years. He has been credited for the education of some of T&TEC's best Linesmen and Foremen during that period.



40 Year Long Service Award

David Valdez retired this year after 40 years at T&TEC. He joined the Commission in October 1967 his last position before retiring was Systems Administrator III in the Information Systems (IS) Department.

Mr. Valdez is remembered for his dedication to duty and his participation in many T&TEC activities. He was the Captain of the IS Department All Fours Team and led this team to win several Inter-departmental competition trophies. Mr. Valdez is an avid horseracing fan and is the owner of several racehorses.

WATS HAPPENING joins with the Management and employees of T&TEC in extending best wishes to both gentlemen on their retirement and future endeavours.



Awards 2008

"Honouring the past, cherishing the present and embracing the future"

"Honouring the past, cherishing the present and embracing the future" was the theme of the Trinidad and Tobago Electricity Commission's 54th Annual Employee Recognition and Awards Ceremony.

This ceremony was held at the Hyatt Regency Hotel in Port of Spain on November 8th 2008. Three hundred and seventeen employees were eligible to receive awards in the following categories:

Accident Free Driving – 10 employees
10 year Long Service Award – 22 employees
15 year Long Service Award – 48 employees
20 year Long Service Award – 56 employees
25 year Long Service Award – 84 employees
30 year Long Service Award – 43 employees
35 year Long Service Award – 12 employees
40 year Long Service Award – 1 employee
41 year Long Service Award – 1 employee
Departmental Awards – 40 employees

Congratulations to all employees on their achievements!!







Hakeem Ahmad

Excerpts from the Deputy Chairman's Speech T&TEC 54th Annual Employee Recognition and Awards 2008

This year our theme is 'Honouring the past, cherishing the present and embracing the future'. We chose this theme in honour of T&TEC's long and remarkable history and our new strategic vision that will take us forward.

The importance of this celebration is magnified by the fact that we are also commemorating 113 years of electricity in Trinidad and Tobago, from 1895 to 2008!

This evening, I would like to speak to you about two issues- service and excellence. Can you imagine a T&TEC without the benefit of the dedicated service of tonight's Awardees? For sure T&TEC would not have attained the levels of achievement we celebrate tonight.

Many of you have given long years of esteemed service to the Commission. Your dedication, hard work and quest for excellence paved the way for your career advancement at T&TEC. I am told that we have several employees here tonight who began their careers right out of school. The fact that they stayed with the Commission and contributed to its development speaks well for their choice of T&TEC as a preferred employer.

T&TEC continues to rank high in several surveys that measure service. This is due to the daily efforts of its employees. These successes were accomplished because of your efforts. You have served the Commission well and you have contributed immensely to Trinidad and Tobago's economic and social development. Thank you on behalf of the Board of T&TEC.

I also wish to acknowledge the contribution by the families of these recipients for ensuring their well being which enabled them to perform their jobs to the optimum.

Improving customer service involves making a commitment to address customers' needs. In doing so we are forced to recognize that every aspect of our business has an impact on customer service. If you focus on what you do and do it to the best

The fact that T&TEC continues to rank high in several surveys that measure service is due to the daily efforts of employees.

of your ability then you cannot fail. At T&TEC we strive to achieve the highest level of customer service.

In order to achieve our goal of excellence, all members of our Electric Family must embrace the Vision and Mission of T&TEC.

T&TEC is working hand in hand with our Government to realize its Vision 2020. Through cutting edge infrastructure and employee development we continue to support the robust pace of expansion in our capital and elsewhere.

Our development projects spans several new initiatives such as the new power station to be installed at the Cove Industrial Estate, which when completed will supply 64 megawatts of power to satisfy not only the needs of Tobago, but in a revolutionary reversal, for the first time, Tobago will return its excess power to Trinidad by way of a submarine cable.

T&TEC is proud of several other groundbreaking achievements.

1. Substation Upgrades replacing old-fashioned oil circuit breakers with advanced Areva DT1 66kV gas circuit breakers.

2. Advanced completion of the fibre optic cable deployment project that will provide fibre connectivity to 100 substations and 20 operating centres.

3. The Commission exceeded its target of 90% same day connections by 4% and achieved 99.8% same day re-connections. This marks a 0.2% improvement from the previous year.

4. Fleet expansion - eight new insulated articulating telescopic aerial lift trucks allocated across the Commission's distribution divisions.

5. The Street Lighting Implementation initiative with over 136,911 streetlights already erected and more than twenty recreation grounds and parks illuminated.

6. Advanced Metering Infrastructure (AMI) would have replaced over 273,750 meters.

7. The Gateway Substation project entails the extension of 132kV supply of electricity from the Bamboo Substation Port of Spain via the Sea Lots area.

As the Deputy Chairman concluded his speech he told the audience ... "Despite the challenges of industrial negotiations and recent allegations publicized in the media, I must commend our employees for staying the course and for their loyalty".

"In closing, I believe that the theme of our Awards says it all; we must honour and respect our past in order to know where we are going."

STRENGTHENING TIES ...

T&TEC's Top Industrial Customers were hosted to a Cocktail Reception at the Hyatt Regency in November this year.

Mr. Hakeem Ahmad, T&TEC's Deputy Chairman, and host of the function, told guests, "you (industrial customers) represent 60% of the Commission's revenue. This function therefore was arranged to show T&TEC's appreciation for your valuable business and to assure you that T&TEC has the capacity to deliver a reliable electricity supply to your organisation".

Mr. Ernest Boxill, T&TEC's General Manager and Chief Executive Officer, shared some initiatives that will increase the Commission's reliability. He said "improving customer service at T&TEC remains high on our agenda and involves a commitment by everyone to address customers' needs. This means that we are constantly looking at every aspect of our business and its impact on our customers. I am confident that with the implementation of our new and expanded generation and transmission projects, T&TEC would have the system capacity to improve its supply to all classes of customers. I am also satisfied that when these projects come fully on stream T&TEC will be well placed

to meet the nation's demand for electricity through to 2016 and beyond".

Among the guests that attended this function were representatives from Mittal Steel, Desalination Plant, Powergen, National Flour Mills, Central Bank and T&TEC's Management team.

Entertainment for this function was provided by T&TEC's 2008 Calypso Monarch Sekon Alves and Kenny J.



Another successful year...

...the festival of Divali provides an occasion for reflection, of reviewing and renewing relationships with families, friends and communities. Indeed, it brings people together with a common purpose.

Hundreds of T&TEC employees, their families and members of the public were treated to another spectacular event, when the Commission held its Annual Divali celebration at the Mid Center Mall Car Park in Chaguanas on October 25th.

Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid delivered the feature address. T&TEC's Deputy Chairman, Mr. Hakeem Ahmad and General Manager, Mr. Ernest F. Boxill also addressed the audience.

This years' festival of lights celebration was again organised by a T&TEC Divali Committee of volunteers and began with Laskshmi Puja, conducted by Pundit Bramdeo Maharaj and the symbolic lighting of the first deya by Mr. Boxill.

The well-planned and varied programme showcased the talents of the T&TEC Gayatones, T&TEC Malick Tassa Drummers, the T&TEC Nada Sangama Steel Orchestra, Sandra Sookdeo School of Dance and included a fiercely contested Inter-Area Divali Queen Competition and Inter-Area Bamboo Bending Competition.

The results of these competitions are as follows:

Queen Competition

- 1st Place - Marisa Singh, Distribution Central
- 2nd Place - Giselle Lall, Supplies Department
- 3rd Place - Elena Medina, Distribution North

Bamboo Bending Competition

- 1st Place - Streetlighting Implementation Unit
- 2nd Place - Mt. Hope
- 3rd Place - Distribution Central

The 11th T&TEC Divali celebrations ended in the same high note in which it began and the audience was left with memories of another successful event.



General Manager presents trophy to Marisa Singh, Divali Queen 2008



Ernest Boxill, General Manager greets Honourable Mustapha Abdul-Hamid, Minister of Public Utilities and looking on is Hakeem Ahmad, Deputy Chairman.



Celebrating Eid-ul-Fitr

During the month of Ramadan, and as a lead up to Distribution Central Eid-ul-Fitr celebrations, an informational display of Islamic reading materials, paintings and artifacts was set up in the foyer of the Area Office. Stationary models were also on display, highlighting male and female Islamic wear.

Eid-ul-Fitr was celebrated on October 6th with a programme packed with activities that sought to enlighten, entertain and encourage employees.

Zainool Mohammed, Area Manager Distribution Central in his welcome remarks congratulated the Central Area's Islamic Committee for the initiative. He said, "this is the only Area that has a programme like this".

Feature speaker Amir Mohammed, Engineer, Distribution North used engineering terms to explain the beliefs of Islam to his audience. This generated a very exciting question and answer period following his

discourse.

The afternoon's programme also included greetings from a representative from the T&TEC Islamic Committee Umar Mohammed and musical renditions from the Montrose Drumming Group Imam Hamzah Mohammed.

Employees were treated to tasty Islamic refreshments at the end of the programme.

This is the second celebration of Eid-ul-Fitr by Distribution Central employees. The 2008 Committee was headed by Khadijah Mohammed and included: Kern Ranjitsingh, Afraz Mohammed, Kamal Samaroo and Patricia Webb-Gomez.



(Above) Zainool Mohammed, Area Manager, Distribution Central
(Left) Amir Mohammed, Engineer, Distribution North



Head Office also celebrated Eid-ul-Fitr, here are some pictorial highlights of the celebration.



T&TEC Children's Christmas Parties 2008

Expressions of these joyous occasions ...



EMPLOYEE PROFILE



IVOR PHILLIP

Ivor Phillip, Acting Substation Foreman, Distribution Central is a recipient of the 2008 Most Outstanding Employee Award. Mr. Phillip received this coveted award at T&TEC's recent 54th Employee Awards and Recognition Ceremony.

Mr. Phillip joined the Commission in 1997 as a Labourer assigned to a Tree Trimming Crew. While working, he pursued part time classes at the San Fernando Technical Institute, successfully graduated as a Electrical/Electronics Engineering Technician and Industrial Instrumentation Mechanic.

Armed with the appropriate academic qualifications to pursue his love for electrical work, Mr. Phillip began his career climb at T&TEC. He was promoted to Electrician 'C' on a Substation Crew, quickly working his way up to Electrician 'A' and to his present position as Acting Substation Foreman.

A very goal oriented individual, Mr. Phillip hopes to pursue an Engineering degree, and marriage in the very near future. The second boy among five siblings, this July born Southerner, attributes his love of music to his father who is a musician. Reading, he says, is his next best hobby.

"My greatest job satisfaction is working in the Substation Section. I enjoy being involved in a job from start to finish and seeing a Substation successfully energized" he explained enthusiastically to **WATTS HAPPENING**. Mr. Phillip was involved in the actual construction of the Charlieville Substation, a temporary arrangement, which he enjoyed immensely.

Well known for his broad smile and pleasant disposition, Mr. Phillips' advice to his fellow employees, "be dedicated to your job".

RAVINDRA JADOONANAN



"My job allows me to apply my experience towards delivering what is expected of me by the Commission". Ravindra Jadoonanan, Meter and Relay Technician II, Protection and Scada Department told **WATTS HAPPENING**.

Mr. Jadoonanan joined T&TEC in 1989 as an Apprentice at the Port of Spain Trade School. "From the start, I wanted to give my best to T&TEC", he said with a smile. Mr. Jadoonanan's subsequent accomplishments give credence to this statement. While an Apprentice, he received the Silver Standard and Bronze Standard of the President's Award; he graduated Best Apprentice, Port of Spain Trade School in 1994 and received the Most Outstanding Employee Award, Protection and Scada in 2007.

Mr. Jadoonanan's first position was Electrician C at Distribution North. He remembers, "I had the opportunity of working on the re-construction and re-commissioning of the Chaguaramas Substation, this was in preparation for the Miss Universe Pageant. Mr. Jadoonanan joined the Protection and SCADA Department in 1999 quickly moving up the ranks to his latest position.

"My duties as a Technician in this Department gives me access to a wide and varied span of resources and best of all, I am part of a dynamic team".

Mr. Jadoonanan likes a challenge, he sees his daily duties as an opportunity to learn and to grow. Mr. Jadoonanan is presently pursuing a Supervisor Management Course.

HIV/AIDS Workplace Education



BACK ROW, LEFT TO RIGHT: Junior Peters, Health, Safety and Environment Department; Courtney Le Gendre, Distribution North; Ingrid Mundy, Distribution South; Patricia Webb-Gomez, Distribution Central; Peter Burke, OWTU Representative and Sheila Williams, Distribution Tobago.

FRONT ROW, LEFT TO RIGHT: Reyad Khan, Corporate Communications Department; Denise Thomas, Control Room; Helen Jacob, Distribution East and Diane Sylvester, Focal Point.

MISSING ARE: Peggy Joseph, Human Resources Department; Laurel Forbes-Hudlin, Rep. Senior Staff Association and Sean Hastic, Human Resources Department.

It all began about 5 years ago when the International Labour Organisation (ILO) invited T&TEC to participate in its HIV/AIDS in the Workplace Education Project.

Under the direction of Diane Sylvester, Senior Human Resources Officer, Human Resources Department, a T&TEC HIV/AIDS Workplace Committee was formed comprising representatives from across the Commission. In preparation for their tasks, members of the Committee attended workshops and seminars on HIV/AIDS Awareness hosted by the ILO.

To date the Committee's efforts towards generating a greater awareness about HIV/AIDS to employees of T&TEC includes participation in the 2007 World Aids Day Exhibition held on the Brian Lara Promenade and the training of 26 Peer Educators. The Committee has also drafted a workplace policy on HIV/AIDS. This document is presently with T&TEC's Management for review.

Recently, as part of T&TEC's Safety Work, a series of posters were placed at T&TEC's offices throughout Trinidad and Tobago. This creative display of information was supported by lectures conducted by representatives from various Non-Governmental Organisations (NGOs).

The ILO/USDOL HIV/Aids Workplace Education Project ends in December 2008. T&TEC's HIV/AIDS Workplace

Committee however remains committed to carrying on the work started from 2003 to 2008.

Appointments/Promotions

Appointments

Name	Position	Department / Area
Avianne Maharaj	Clerk III	Corporate Communications
Richard Awai	Helper	Metering Services
Ray Duncan	Clerk III	AGM – Distribution
Dana Ragoo	Clerk III	Commercial
Sherece Serrette	Clerk III	Commercial
Ricky Sewnath	Corporate Communications Attendant	Corporate Communications
Sherwin S. Francis	Labourer	Distribution Central

Promotions

Name	Position	Department / Area
Hayden Homeward	Linesman 'C'	Distribution North
Darren Luke	Senior Clerk	Distribution Central
Ashmeed Ali	Senior Engineer	Transmission

Moving On

Name	Position	Department / Area
Joseph Marchan	Telecom Operator	Distribution Central
Peter Birkett	Driver-Vehicles<25000 Lbs.	Distribution North
Giselle Kelly	Human Resources Assistant	Human Resource Division
Phillip Lewis	Systems Administrator II	Information Systems
Liesl Bachew	Network Administrator II	Communications and Networking
Andy Gomez	Crew Foreman	Distribution Central
Andrew George	Senior Corporate Communications Assist.	Distribution East
Henry Smart	Driver – Aerial Lift Truck	Distribution Tobago
Ramkisson Ramsaran	Estate Corporal	Secretarial
Kurtis Chong	Senior Engineer	System Planning and Control

Corrections

Name	Position	Department / Area
Brian Bachoo	Area Administrative Officer	Distribution South
Trudy Beckles	Area Administrative Officer	Distribution Central
Clyde Bridgemohan	Instructor I	Human Resource Division

T&TEC San Fernando Wins Club of the Year



Martel and Jerome Honoured

The Southern Area Sports and Cultural Club was named Sports Club of the Year on Saturday 22nd November, 2008 at the 12th Annual Presentation of Prizes and Awards Ceremony.

President of the General Sports and Cultural Club Ms. Michelle Bellille-Corraspe stated that San Fernando scored high in all categories and deserved the award because of the Club's commitment to Sports and Culture. This marked the third consecutive victory for the south club in this category.

Winners of all twenty-two sporting disciplines organised by the General Sports and Cultural Club collected an array of trophies and awards at the function.

Mr. Ernest Boxill, General Manager of T&TEC and Honorary President of the General Sports and Cultural Club in his address, pledged the Commission's continued commitment to Sports and Culture.

Mr. Stephen Martel, Corporate Communications Manager and Honourary Secretary of the Club received the Administrator of the Year Award and also the President's Award for Excellence. Mr. Martel was one of the founding members of the General Sports and Cultural Club in its present format.

Mr. Godwin Jerome of Distribution Central, whose calypso sobriquet is D'Gardo was presented with the Award for Culture and/or Sport. Mr. Jerome won all five calypso titles in 2007.

Entertainment for the evening was provided by, Allister Julien of T&TEC South and Kimberly Dillon of T&TEC Tobago.

The theme for 2009 is Sports and Culture – our destiny.



South Winners

Letters

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

October 30th, 2008

Mr. Ernest Boxill
General Manager

Dear Mr. Boxill

Being in the business of delivering service, I often evaluate the service delivered by people in Customer Service and this morning I had the pleasure of meeting Ms. Elena Medina at your St. James Branch who attended to my wife and I with the greatest respect and attention.

Yours sincerely
J Nicholas Galt
President and CEO
Trinidad Systems Limited

18th September 2008
Palmiste, San Fernando

Dear Sir

On 15th September at approx 5:45 a.m. a vehicle collided with a pole opposite my property and caused a power interruption.

A call to T&TEC resulted in a crew arriving at 10 a.m. This crew swung into gear and had power fully restored to my home by 4:00 p.m.

I would like to express my appreciation to your crew for their efforts. It is not often that I encounter such a display of good ethics. Hats off to you guys!

James Mc Carthy

October 17th 2008 (By email)

Hello Glenford:

On October 17th power was disrupted when a passing cement truck pulled down lines in the area. Within 30 minutes, T&TEC's crew was on the scene and power was restored within 30 minutes.

The crew performed their duty in a very professional manner. They were polite with a helpful disposition.

I wish to commend this Arima crew and Foreman Sherwin Mc Clean for an impressive job. The Commission should be proud of these employees.

Thomas Kalpatoo
Mediator/Trainer (Canada)

9th October 2008

The Supervisor
T&TEC Complaints Dept:

I would like to take this opportunity to extend sincere thank to Mr. A Pompey and his crew for trimming the branches of the almond tree at the school (Ascension Anglican Primary School, St. James) on October 27th 2008.

These lines are no longer an immediate threat to the safety and security of the students at our school.

Marlene White
Principal

September 19th
Mr. Stephen Martel

Dear Sir

The National Library and Information System Authority (NALIS) will be pleased to facilitate the delivery of the Disaster Preparedness Posters and Kite Flying Safety Flyers to the National Library and branch libraries.

We wish you every success in educating the citizens of Trinidad and Tobago on disaster awareness and safety issues involved in kite flying.

Annette Wallace
Executive Director

Kudos from the Minister

September 26th 2008

Mr. Ernest Boxill
General Manager

Dear Mr. Boxill

Re: Response of T&TEC Staff During the Weekend of Severe Weather

I wish to extend to you and the crews of the Trinidad and Tobago Electricity Commission my warmest congratulations on the excellent response on Sunday 7th September 2008 when the country experienced unusually severe weather conditions and lightning resulting in power outages all over the country. I have taken note that the crews worked through the night to ensure that power was restored to all affected areas by the following morning.

Please convey my appreciation of their efforts to all management and staff involved in the exercise.

Thanking you
Sincerely,

Originally Signed ...
(Hon) Mustapha Abdul-Hamid
Minister of Public Utilities

19th September
Commercial Officer
T&TEC South

Dear Mrs. Sahai

I wish to express my thanks and appreciation for the assistance by your capable staff during the installation of a 6-way meter bank at Scipio Street, Point Fortin.

Thanks to Mr. James Solomon of the Point Fortin Depot and Mr. Mustaque Ghany at the San Fernando office. Please keep up the good work.

Richard Daniel
Carenage

Fireworks Safety

If not handled properly, fireworks can cause burn and eye injuries to kids and adults. The best way to protect your family is not to use any fireworks at home.

Here are some safety tips for the use of fireworks.

- Buy only legal fireworks (legal fireworks have a label with the manufacturer's name and directions; illegal ones are unlabeled). Store them in a cool, dry place.
- Carefully set up and use fireworks in an area clear of overhead power lines. Do not string fireworks on utility poles
- Point fireworks away from homes, and keep away from brush and leaves and flammable substances.
- Kids should never play with fireworks.
- Have consideration for others – babies, the sick and elderly. Limit your use.
- Think about the pets. Animals have sensitive ears and can be extremely frightened or stressed. Keep pets indoors to reduce the risk that they will run loose or get injured.



Have a Safe Christmas Season

When decorating for the Christmas season please be guided by the following safety tips:

- Keep paper and tinsel away from hot lights.
- Keep lights away from water.
- 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.
- Check and replace any worn or damaged light sets.
- Do not overload electrical circuits.
- Use only approved lights and no more than 3 strings linked together.
- Make sure there are working smoke detectors in your home.
- Never use candles to decorate your Christmas tree.
- Decorate with flame-retardant or noncombustible materials.
- Secure the base of your Christmas tree to keep it from tipping over.
- When purchasing Christmas lights pay attention to the packaging as this will indicate whether the lights can be used indoors, outdoors or for both.



San Fernando

Pointe-a-Pierre



2009

JANUARY 2009

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

FEBRUARY 2009

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				

MARCH 2009

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 2009

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		

MAY 2009

SUN	MON	TUE	WED	THU	FRI	SAT
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JUNE 2009

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				

JULY 2009

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 2009

SUN	MON	TUE	WED	THU	FRI	SAT
30	31					
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

SEPTEMBER 2009

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		

OCTOBER 2009

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 2009

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					

DECEMBER 2009

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

020-98117/020-98117/020-98117

Central Area

020-98117/020-98117/020-98117

Tobago Area

020-98117/020-98117/020-98117

Rio Claro Area

020-98117/020-98117/020-98117

Payment Centre

020-98117/020-98117/020-98117

Carriacou Customer Service

020-98117/020-98117/020-98117

Penal Customer Service

020-98117/020-98117/020-98117

Alima Customer Service

020-98117/020-98117/020-98117

Marshall Customer Service

020-98117/020-98117/020-98117



Electricity...
a cost you can control.

