



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
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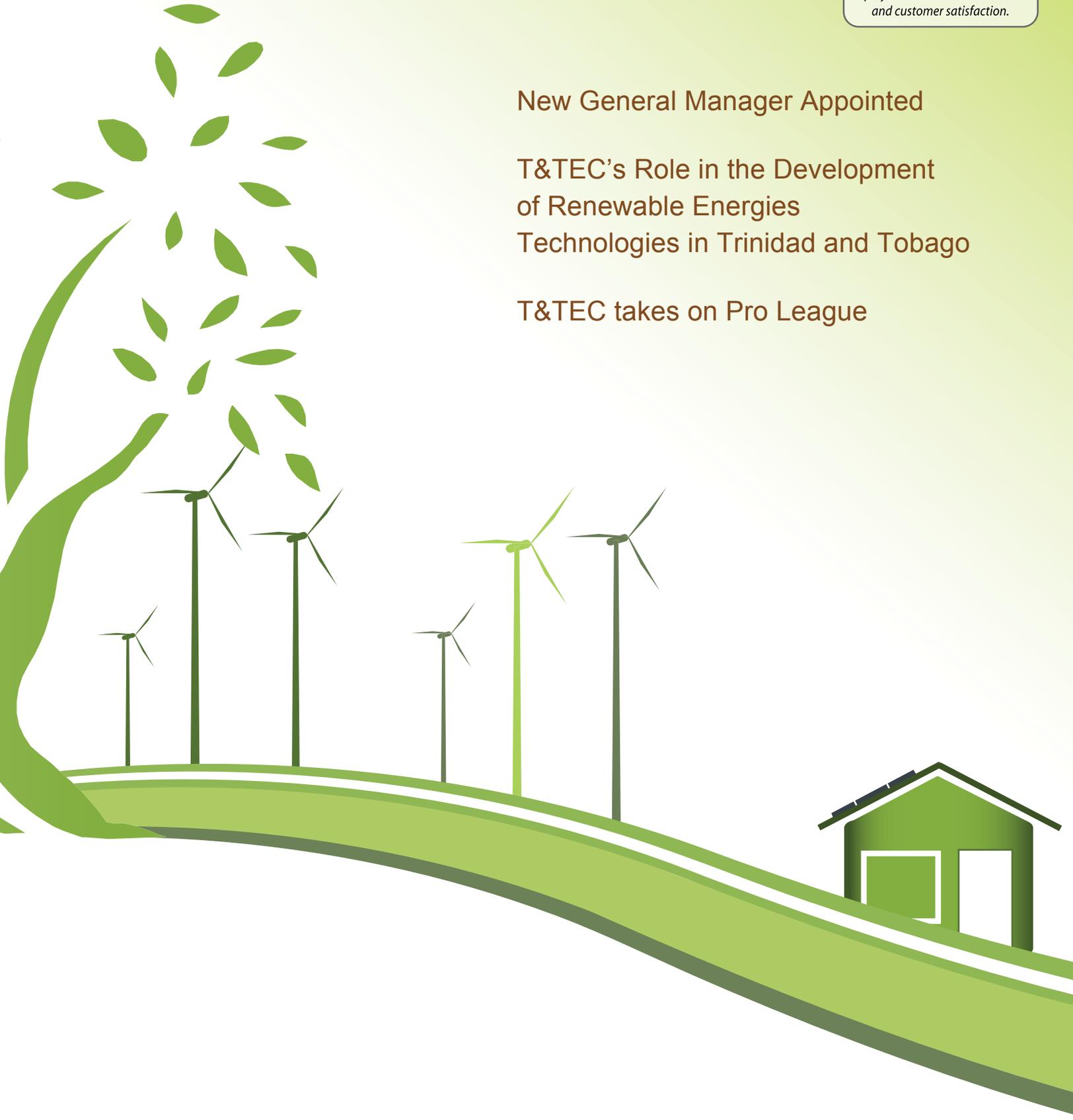
VISION - Leadership in Energy Delivery, Excellence in Customer Service... enhancing the quality of life for all.

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.

New General Manager Appointed

T&TEC's Role in the Development of Renewable Energies Technologies in Trinidad and Tobago

T&TEC takes on Pro League



■ ■ Editorial

It is becoming a tradition that the April–June edition of *Watts Happening* is ‘the environmental edition’. This is largely because World Environment Day every year is on June 5th and the Trinidad and Tobago Electricity Commission (T&TEC) is always working on ways to improve our care and protection of the environment.

The Ministry of Energy and Energy Affairs “Framework for development of a renewable energy policy for Trinidad and Tobago” acknowledges that “Renewable Energy (RE), clean energy production and the maximization of energy efficiency are critical elements of the drive for sustainable development”. It notes that “it is important that the country, embark on a long-term political and societal commitment to a framework of policies and ideas that would propel local action in these areas.”

As a part of the Ministry’s Renewable Energy Committee,

and as the nation’s only distribution and transmission utility, with responsibility for generation planning, T&TEC is a prime player in the move to have Trinidad and Tobago increase its use of renewable energy. An increase in renewable energy locally, will contribute to the long term protection of the environment, as we reduce our reliance on fossil fuels.

In commitment to this movement T&TEC is actively involved in research into the application of Renewable Energy locally and is commencing a pilot project surrounding the local development of the most popular Renewable Energy technology-solar energy.

In this issue we have a special feature on T&TEC’s plans for various renewable energy technologies in Trinidad and Tobago.

To provide further insight into our policies and plans regarding the environment we also feature the new Occupational Health Safety &

Environment General Instruction- which provides policy guidelines on the care, maintenance and improvement of HSE Management in the Commission-as well as an update on our progress towards ISO 14001:2004 (Environment Management System) certification.

The rainy season for 2011, and consequently the hurricane season, officially started on June 1st and with it comes our annual guidance on disaster preparedness. It is important to remember that electrical safety before, during and after a hurricane is key to help save lives.

To add some ‘play’ to the issue we have ‘green’ brain coolers on Page 26 for your enjoyment.

Welcome to the environmental edition!

FRONT COVER:

A graphic interpretation of the environmental integration of wind turbines and solar panels, components of renewable energy, as alternative environmentally-friendly sources of electricity generation.

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Glenford Cyrille

Appointed T&TEC General Manager

Mr. Glenford Cyrille has been appointed General Manager of the Trinidad and Tobago Electricity Commission (T&TEC), effective May 1st 2011.

Mr. Cyrille was selected for the position after a rigorous, comprehensive and detailed four-month assessment of internal and external candidates. This was the first time that external candidates were considered for the post of General Manager at T&TEC.

Speaking on the new appointment, Chairman of the Board of Commissioners, Mr. Omar Khan said, "Mr. Cyrille is now charged with the responsibility of leading the Commission through various challenging tasks, but we have every confidence in his leadership and management abilities and expect that his appointment will put to bed the public concerns raised by some stakeholders in recent times". Part of Mr. Cyrille's new mandate will be the implementation of stronger, strategic planning systems throughout the Commission.

Deputy Chairperson, Ms. Susilla Ramkissoon, noted that Mr. Cyrille had "many long years of dedicated and meritorious service and came through the ranks with an unblemished and untainted record."

Mr. Cyrille joined T&TEC in 1974 as an Engineer-in-Training and has worked in several Distribution Areas, namely in the North, East and Tobago; and at several Divisions. He acted in the position of General Manager on several occasions, and served as the Assistant General Manager - Administration, prior to his appointment. He also held the position of Assistant General Manager - Engineering, and other senior positions in the Distribution Division.

Mr. Cyrille is the holder of a BSc. in Electrical Engineering and an Advanced Diploma in Electrical Engineering from UWI. He will use his 36 years of experience in T&TEC and his extensive training in the finance, management, business and technical fields, in his new appointment.

Executive movements



Supplies Manager, **Neil Williams**, has been appointed Assistant General Manager (AGM) – Administration with effect from July 1st 2011.

This appointment follows several similar stints in this position over the last

eight months and the appointment of former AGM Administration, Mr. Glenford Cyrille, as General Manager.

Mr. Williams joined T&TEC in 1981 as an Accountant III. He holds a Bachelor of Business Administration (BBA) and a Master of Business Administration (MBA).



Curvis Francois has been appointed Manager of the Supplies Department (SLD) with effect from July 1st 2011.

The holder of a Bachelor of Science Degree (BSc) in Electrical Engineering, Mr. Francois also holds an Executive Master of Business Administration (EMBA) and Certification in Reliability Engineering.

Mr. Francois joined T&TEC's Engineer-in-Training programme in 1986. He was made permanent in 1989 and was assigned to Distribution Tobago as Engineer II. He spent the next 20 years in Tobago, until he was reassigned to Distribution Central in 2006. He was moved to the Distribution Support Division at Head Office in 2008, where he also performed the duties of Project Manager for the Geographic Information System (GIS).



Ian Ramrattan has been appointed in the position of Manager Public Lighting Department, with effect from July 1st, 2011. Mr. Ramrattan had acted in this position previously, since January 2011.

He has a BSc. Degree in Electrical and Computer Engineering and is currently completing his thesis for his Masters in Business Administration.

Mr. Ramrattan joined T&TEC as an Engineer-in-Training (EIT) in November 1990 and was confirmed as an Engineer II in 1992.

Having been twice promoted in the Control & Communication Department, Mr. Ramrattan has also acted as the Manager System Planning & Control and Manager Communications.

Mr. Ramrattan has held the position of Senior Control Engineer in the Control Department.



Ganesh Narine, Communications Manager, has been appointed to act as Assistant General Manager (AGM) – Human Resources.

Mr. Narine holds a BSc in Electrical Engineering and an MSc in Power Systems. He is a Certified Utility Safety Administrator.

He joined T&TEC as a Vacation Employee in 1983. Mr. Narine has worked at Distribution East and Distribution North and was the Safety Manager in the Health, Safety and Environment Department.

Mr. Narine's temporary position, as AGM-Human Resources, follows the resignation of Jonathan Cumberbatch in April 2011.



Alvin Ramsaran has been acting as Area Manager, Distribution North since May 1st 2011.

Mr. Ramsaran joined T&TEC's Engineer-In-Training programme in 1994 with a BSc in Electrical and Computer Engineering. He was recently awarded his MSc in Electrical

and Computer Engineering. His thesis, entitled "Feasibility of using wind turbine for reactive compensation on a 33 kV system", was accepted for presentation at the IEEE Latin American Conference in November last year.

Mr. Ramsaran's career at T&TEC has been centered at Distribution North. He was appointed Assistant Area Manager in 2006.

Milford Bay Substation 66 kV upgrade

A project to upgrade the Milford Bay Substation at Crown Point in Tobago has been ongoing for approximately four years. On completion, this upgrade will improve the reliability of the electricity supply to better serve Tobago's customers.

The new Milford Bay Substation is being built in two phases to ensure that there is continuity in the supply of power. This Substation serves some of the more populated areas in southwest Tobago, including the Crown Point Airport and major hotels.

With the establishment of a base load power station at Cove Power Station, the Milford Bay Substation has taken on the increased significance of a transmission substation.

Watts Happening spoke with Ravi Shukla, Transmission

Development and Engineering Services Manager, to better understand the dynamics of this substation upgrade. Mr. Shuka explained, "the Milford Bay Substation, which operates at 66 kV, 33 kV, and 12 kV is critical for many reasons." This Substation:

- Receives power sent from the Toco Switching Station, in Trinidad, via two 33 kV submarine cables.
- Is a main injector of power to the Tobago grid from the Cove Power Station via a 66 kV transmission line. Another 66 kV circuit from Cove to Milford Bay Substation is currently under construction and it is expected to be completed by the 2nd Quarter of 2011.
- Will ultimately supply the 33 kV Ring to Courland Bay Substation.

This transmission project is being

undertaken in two phases. The first phase was the construction of the new 66/33/12 kV substation on a green-field site adjacent to the existing Milford Bay 33/12 kV substation. This phase was commissioned in September 2009.

The civil works and electrical works tenders have been awarded for the second phase. This project is expected to be completed by the 1st quarter of 2012.

Mr. Shukla was in high praise for the multi-divisional team which had responsibility for the upgrade of the Milford Bay Substation. Some key people involved in the project are Assistant General Manager – Transmission, Charles Inniss; Area Manager – Tobago, Anthony McIntosh, ; retired Senior Engineer, John Guppy; and Engineer II – Civil, Valmiki Seepaul.

(See story on page 7)



T&TEC Board visits Tobago

For the first time in the history of the Trinidad and Tobago Electricity Commission (T&TEC), the entire Board of Commissioners was taken on a familiarisation tour of the Commission's key installations on the sister-isle of Tobago.

The visit, which took place on Tuesday April 19th, provided an opportunity for the Commissioners to pay a courtesy call on the Tobago House of Assembly Chief Secretary, Orville London and Minority Leader, Ashworth Jack.

Led by T&TEC's Chairman, Omar Khan, the group was accompanied by then Acting General Manager, Kelvin Ramsook, Corporate

Communications Manager, Annabelle Brasnell, and Area Manager, Anthony McIntosh.

At the meeting with the Chief Secretary, Mr. Khan said that, in keeping with its mission, the Commission is currently putting "systems and structures in place to improve the quality of supply to Tobago."

Mr. Ramsook revealed some of the Commission's future plans for Tobago. Among these are the building of a Substation at Studley Park, aimed at improving the electricity supply in east Tobago up to Charlotteville, and the opening of a new customer service centre in Roxborough.

A second transmission line is also being installed from the new Cove Power Plant which would improve the overall power supply to Tobago.

Mr. Ramsook reassured the meeting that "T&TEC has the generation capacity to meet the requirements of Tobago at this

time and adequate generation for the future of Tobago."

Chief Secretary London described the meeting as a 'fruitful and cordial one'. He expressed the need for meaningful and consistent collaboration between the Tobago House of Assembly and the Commission.

Minority Leader Jack, raised some of the issues faced by Tobago in relation to the supply of electricity. Mr. Khan, in response, highlighted the ways in which the challenges were being met by the Commission. He also emphasised the importance of meetings like these, noting that they provide the Board with "an appreciation for ... the unique situations in Tobago."

Visits to T&TEC's Tobago Area Office, the Cove Power Station and the Milford Bay SubStation completed the day's agenda.

The Board has been visiting and meeting with all staff of the Distribution Areas and offices throughout Trinidad and is expected to return to Tobago in July.



THA Chief Secretary, Orville London, presents a token to T&TEC Chairman, Omar Khan.



Area Manager for Tobago, Anthony McIntosh, leads T&TEC Commissioner, Kenneth Patino and T&TEC Chairman, Omar Khan on a tour of the Tobago Area Office. To the far right is Shazard Mohammed, Asst. Area Manager.

T&TEC Commissioners Chandrasain Ramsingh (left) and Princess Smart (foreground) in the control room of the Cove Power Station.

Tobagonians given insight into new Transmission project



The Acting General Manager, Kelvin Ramsook makes a point to an audience member while the AGM Transmission, Charles Inniss looks on.

Residents of Bon Accord, Tobago have been lauded as “agents of change” as they have caused the Trinidad and Tobago Electricity Commission (T&TEC) to revisit its guidelines for public advisories on major projects.

In response to public queries and concerns, a public meeting was hosted at the Bon Accord Community Centre on April 8th to sensitize residents and other stakeholders on all aspects of the Transmission Department’s 66kV line from Milford Bay Substation to Cove.

The new line, which is part of an upgrade to the Milford Bay Substation, will improve the reliability of supply on the island by providing even more stability in case of a significant unplanned interruption.

Then Acting General Manager, Kelvin Ramsook, headed a team comprising AGM Transmission, Charles Inniss; Senior Engineer, Allen Clarke; Area Manager- Tobago, Anthony McIntosh;

Corporate Communications Manager, Annabelle Brasnell and Maintenance Planner, Hollis Mc Cardy, who made presentations and provided answers on T&TEC’s development plans for the island, as well as the health effects of high tension lines.

Mr. Ramsook told the small gathering, which included the Tobago House of Assembly’s Assistant Secretary for Health, Huey Cadette, that it was T&TEC’s practice to dialogue with individual land owners who would be directly affected by any project. However, he acknowledged that the residents of Bon Accord and environs had caused the Commission to rethink its policy and, in the spirit of transparency, it would now include whole communities in advisories about future projects of this magnitude.

At the end of the meeting, residents said they felt reassured about the facts on the potential health effects of high tension wires, the route of the new line and T&TEC’s development plans for Tobago. T&TEC also committed to following up on some recommendations made by residents.



A resident (right) chats with AGM Transmission, Charles Inniss and THA Assistant Secretary for Health, Henry Cadette (left) after the meeting.



Minister of Public Utilities, the Hon. Emmanuel George, delivers the feature address at the illumination ceremony for Evergreen Recreation Ground. Seated at the table are T&TEC officials and government representatives, (second from left) T&TEC Chairman, Omar Khan; Minister of Sports and Youth Affairs, the Hon. Anil Roberts; Chairman of the Tunapuna/Piarco Regional Corporation, Councillor Khadijah Ameen; T&TEC General Manager, Glenford Cyrille; and T&TEC Corporate Communications Manager, Annabelle Brasnell.

T&TEC continues to light up communities

The first quarter of 2011 was a hectic one for T&TEC's Public Lighting Department. Between mid-February and early April, the Commission lit up seven public spaces all over Trinidad.

The communities of Evergreen, Arima; Springland and Poonah, Gasparillo; Mon Repos, San Fernando; Maloney and Santa Flora benefited from the illumination of their recreational grounds while the Morne Diablo Fishing Complex received an electrical upgrade.

The illumination ceremonies, attended by community members and representatives, Government Ministers, including the Minister of Public Utilities, Senator the Honourable Emmanuel George, and senior officials from T&TEC, were marked by a sense of joy and fulfillment.

Residents of the various communities, as well as their representatives, expressed appreciation for the illumination of the public spaces and agreed that it would enable them to plan and participate in more community activities. The lights at each facility can now be programmed by residents to go on when needed.

These projects were funded by the Ministry of Public Utilities at a total cost of just over \$4 million.

They are the most recent of 135 similar initiatives undertaken by T&TEC's Public Lighting Department. As the initiative continues, several more community facilities, including recreation grounds in Tobago and Cumana, are earmarked for illumination.



From left to right: 'Baal' Ragoonath, President of the Poonah Sports Club; Councillor for Gasparillo/Bonne Aventure, Feraz Ali; Gideon Hanoomansingh, representing the MP for Tabaquite/Talparo; General Manager of T&TEC, Glenford Cyrille (partly hidden); and T&TEC Chairman, Omar Khan, applaud after the switching on of the lights at the Poonah Recreation Ground, Gasparillo.



Prime Minister of Trinidad and Tobago, the Hon. Kamla Persad-Bissessar (centre) and Minister of Public Utilities, the Hon. Emmanuel George (right); switch on the lights at the Morne Diablo Fishing Centre. To the left is Minister of Food Production, Land and Marine Affairs, the Hon. Vasant Bharath.

T&TEC and RIC Boards hold familiarisation meeting

In an unprecedented move, the new Boards of the Trinidad and Tobago Electricity Commission (T&TEC) and the Regulatory Industries Commission (RIC) met at a familiarisation meeting on April 8th at the RIC's Furness House headquarters.

The meeting, which was also attended by senior executives from both Agencies, allowed the Commissioners and Directors to get acquainted, as new Boards, while acknowledging their individual, independent roles and the need for a good working relationship.



T&TEC Chairman Omar Khan and RIC Chairman Anne-Marie Mohammed shake hands while their respective Board members look on. (l-r) Brian Nedd (RIC); Kenneth Patino, William Rajnauth, Aaron Henry, Chandrasain Ramsingh and Susilla Ramkissoon (T&TEC); Rawle Raphael and Sunita Ganpat (RIC).

Chairman of T&TEC, Omar Khan, reiterated the Commission's commitment to work with the Regulatory Body, for the benefit of customers and the Commission. He described the informal meeting as one "to set the ground work for open communication" between the two Agencies. T&TEC's Deputy Chairperson, Susilla Ramkissoon said, in furtherance of that commitment,

the Board had as one of its mandates, the establishment of a Regulatory Unit. Dr. Anne-Marie Mohammed, RIC's Chairperson, offered the RIC's assistance in this venture, via training and other support areas. She noted, as well, that the doors of communication between the two Agencies would always be open, "as [we] go forward to make a better, stronger country."

Public Lighting Department's expanded mandate

They've lit up streets, recreation grounds, taxi stands, parks, and a variety of public spaces including a fishing centre. So it was only a matter of time before T&TEC's Street Lighting Department changed its name to encompass this wide range of deliverables.

Mr. Glenford Cyrille, General Manager, in a recent internal memorandum advised that the department responsible for the illumination of public spaces throughout Trinidad and Tobago will be renamed the Public Lighting Department and that it falls under T&TEC's Distribution Division. The change, the memo stated, is in keeping with the company's

"expanded mandate to provide lighting to ... public spaces as the need arises."

Public Lighting Department (PLD)

Mailing Address:

172-184 Gasparillo Bypass Road,
Reform Village,
Gasparillo.

Telephone Numbers:

800-BULB (2852)
650-5199/ 5652/ 4207 - General Office
650-3443/ 3606 - Office Fax

A new way to pay electricity bills

T&TEC customers now have a new way of paying their electricity bills, thanks to a recent agreement between the Commission and GraceKennedy (T&T) Limited (GKTT).

The agreement, formally signed on Friday, May 20th, allows customers to pay their bills via Bill Express, a third-party bill payment service with over 60 locations nationwide.

T&TEC's Commercial Manager, Irwin Thompson - deputizing for the Acting Assistant General Manager (AGM) –Administration, Neil Williams and Country Manager of GKTT, Ronald Thompson, were signatories to the official document.

Mr. Thompson expressed his satisfaction at the addition of another reliable and time-saving service to the Commission's cadre of payment options, noting that this is the first single-service, independent bill-paying provider that the Commission has partnered with.

Prior to the signing, the payment options available to T&TEC customers included TTPOST, T&TEC Service Centers and all commercial banks.



Commercial Manager of T&TEC, Irwin Thompson (left), and Country Manager of GraceKennedy (T&T) Ltd., Ronald Thompson, shake hands during the formal signing of a deal that allows T&TEC customers to pay their electricity bills via Bill Express.



Present at the signing were: (left to right) Commercial Manager (T&TEC), Irwin Thompson; Charlene John (T&TEC); Operations Manager (GKTT), Donald Edwards; Marketing Manager (GKTT), Lisa Mahabir; Country Manager (GKTT), Ronald Thompson; and Financial Controller (GKTT), Stacey Henriquez.

T&TEC delivers training for CARILEC

T&TEC is a member of the St. Lucia based Caribbean Electricity Utility Services Corporation (CARILEC). This organisation provides training, conferences, consulting, information services and facilitates the conduct of technical studies and networking among members.

Ten participants from the British Virgin Islands Electricity Corporation (BVI EC) benefitted from a training course conducted by T&TEC's Goutam Heeraman, Supervisor at the Penal Training Facility.

The course, entitled Power Plant Operator- Level I, covered Basic Electrical Technology and the Operations and Performance of Diesel Engines. It



Training Supervisor, Goutam Heeraman (far right) and the course participants during a field trip to Pockwood Pond Power Station.

was held in Tortola from February 28th to March 4th 2011.

This T&TEC training course was arranged in conjunction with CARILEC. It follows a visit by CARILEC's Training Coordinator, Laurena Primus to T&TEC last year to arrange assistance for smaller member countries in training and development, specifically its Technical Training programmes.

Employee Profiles



After five years of employment with T&TEC, Terry Badree was one of two recipients in the Communications Department to receive the 2010 Award for Best Performing Employee.

Mr. Badree's job as a Driver is an essential component in the daily

operations of T&TEC's Mt. Hope office. He is always in demand to pick up or drop off mail, packages, people, and, at times, meals.

His job takes him from Mt. Hope to Port of Spain with special trips, as

Terry Badree

needed, to other T&TEC Offices and Government Ministries and Agencies all across Trinidad.

Mr. Badree's willing, pleasant and calming demeanor is one of the key success factors at carrying out his duties. The other major factor is an appreciation for his job at T&TEC. "I like meeting people and going to different places" he

told *Watts Happening*.

A southerner, Mr. Badree gets an early start to his routine. "At 6:30 a.m. I am on the job collecting, sorting, batching and delivering internal mail. This head start allows me to comfortably deal with other matters during the day, such as impromptu requests and delays like traffic."

Mr. Badree believes in balancing family, work and extracurricular activities. "Whatever the undertaking, enjoy what you do", this is his key to success and a happy life.

Looking ahead, Mr. Badree's goal is to become a meter inspector or consumer investigator and is working towards attaining professional qualifications in electrical installation and a wireman licence.



Cleavon Lloyd is the Finance Department's Best Performing Employee for 2010 and, if his desk is anything to go by, he is a very busy man.

Mr. Lloyd always knew he wanted to work in the insurance field. His focus on this career choice was in gaining academic and work experience.

Mr. Lloyd holds a BSc in Management from UWI. He is a Health Insurance Associate, Health Insurance Association of

Cleavon Lloyd

America; and is an Associate in Life and Health Claims, Life Office Management Association, USA.

Mr. Lloyd is an Insurance Assistant III in the Risk and Insurance Department. His portfolio of duties includes life insurance, as it pertains to compensation for personal accidents and injuries to employees, and recovery. He expanded on the latter, "I have the responsibility of recovering

monies for any damages done to T&TEC's infrastructure and installations by parties external to the Commission".

To execute his duties effectively, Mr. Lloyd must have a working knowledge of Trinidad and Tobago's laws and legal processes. "While the job is demanding, the rewards are high; the challenges are what make my job interesting," he said.

His positive attitude, willingness to keep informed and love for the field of risk and insurance are some of the attributes that earned Cleavon Lloyd the title of Best Performing employee 2010.

An update on T&TEC's Environment Management System - ISO 14001:2004

In previous issues of *Watts Happening*, we highlighted measures that were being taken by the Central and Tobago Distribution Areas towards attaining the ISO 14001:2004 Environmental Management System (EMS) certification.

The rationale for this ISO acquisition is based on T&TEC's Core Value number five titled Social and Environmental Consciousness "...the protection and preservation of the natural environment".

The Health, Safety and Environment (HSE) Department is the driving force behind this goal.

In giving an update on the status of the ISO 14001:2004 certification, David St. Clair, Senior Engineer in the HSE Department said "we are in the final stages of this process. Significant progress was made in April when the HSE Policy Statement was signed by the then Acting General Manager, Kelvin Ramsook, making this policy part of the Commission's General Instructions."

According to Mr. St. Clair, the focus of the EMS has been to identify opportunities, and implement a number of key environmental initiatives in all Sections of the Distribution

Areas, to ensure environmental improvements.

A number of initiatives were implemented since 2009 as part of the ISO process. These included water conservation, waste management, paper conservation, and energy conservation. These projects are ongoing.

In addition, several new initiatives have been undertaken. Some of the more significant ones are:

- Distributions Central and Tobago have created, and signed off, on EMS manuals which document procedures and instructions for all levels of staff so as to maintain compliance with the ISO system.
- Training and awareness sessions, including periodic refreshers, were conducted for all employees in the two Areas.
The aim of these sessions was to ensure that employees effectively participate in carrying out the duties required under the EMS.
- As part of the EMS process, a tremendous amount of work was done in cleaning and preparing compounds and substations.

- At present the HSE Department is conducting Audits of the Central and Tobago Distribution Areas. This exercise will identify any gaps that have to be addressed and will be the basis for creating Corrective Action Notices and Preventative Action Notices.

These audits will be followed by a final readiness audit, to be conducted by the ISO consultant.

An ISO certification company will be contracted to assist in completing the registration process for ISO 14001:2004 Environment Management System certification. It is anticipated that T&TEC's Tobago and Central Distribution Area will attain this certification later this year. Following certification of the Central and Tobago Distribution Areas, the ISO Environment Management System will be implemented throughout T&TEC.

General Instruction No: HR48/1104

Health, Safety and Environment Policy

1.0 OBJECTIVE

To provide information and guidance as to the Commission's general directions on Occupational Health, Safety and the Environment.

2.0 POLICY STATEMENT

The Commission recognises its legislated and moral responsibility to provide a safe and healthy work environment for all of its employees as well as address the safety, health and environmental concerns that may arise out of its work operations. To this end all levels of Management are committed to the development, maintenance and continual improvement of an integrated Health, Safety and Environment (HSE) Management System, which will embrace the following core values and guiding principles:

- Adherence to the principles of sustainable development and zero tolerance for accidents and pollution of any kind.
- The maintenance of the safety, health, security and comfort of all its employees at a reasonable and practicable level and holding all levels of supervision accountable for the adherence to established safeguards, procedures and work instructions.
- The employment of suitable and appropriate HSE procedures and technologies in the application of control measures focused at eliminating and/or minimizing to as low as reasonably practicable, any potentially negative health, safety and environmental impacts which may arise as a consequence of the Commission's products, services and activities.
- The meeting and exceeding of all applicable legal and regulatory requirements and adopting best industry standards and practices.
- The setting and reviewing of HSE objectives and targets for improved performance in relation to environmental conservation, pollution prevention and accident/injury reduction through comprehensive risk assessments.
- The provision of the necessary tools, training and education to empower our employees to understand and perform their duties and responsibilities within the guidelines established by the HSE policy, rules, standards, procedures and instructions.
- The effective communication with and the obtaining of input from employees, bargaining units, contractors, customers and other interested parties with regards to planning, decisions, actions and reviews related to the HSE Management System.
- The building of relationships with all interested parties, especially with communities to assist in the adoption and promotion of its HSE policies.
- The implementation of measures to ensure that the HSE Management System remains effective and relevant to meet with and exceed the changing needs of employees, customers and other interested parties.

This policy is a controlled document and shall be reviewed at least once per year, date stamped and signed by the General Manager of the Commission.

T&TEC's Role in the Development of Renewable Technologies in Trinidad and Tobago

A steady increase in the demand for electricity, coupled with the growing awareness that fuel reserves will not last forever, has led countries worldwide to seek alternative means of electricity production. These considerations, along with the negative impact that the burning of fossil fuels has on the environment, has resulted in international focus being placed on the development of renewable energy (RE) technologies.

The Trinidad and Tobago Electricity Commission (T&TEC), the sole distributor of electricity in Trinidad and Tobago, plays a crucial role in the thrust towards the development of RE technologies locally and is responding to the national policy challenge of developing renewable energy resources. This is based on an understanding of the significant economic and environmental benefits that such technologies will bring, including: the conservation of our finite petroleum resources; the channeling of saved fuel (natural gas) into other product streams; the development of other technologies and services to support the RE industry; reduced environmental impact resulting from a decrease in the level of pollutants released into

the atmosphere; and the potential for the accumulation of carbon credits.

T&TEC's role is two-fold: as a member of the Cabinet-appointed Renewable Energy Committee (REC), it is involved in the formulation of a national policy on RE and, as the entity responsible for national generation planning, which includes capacity, location, timing and energy mix, it has been engaged in research geared towards the development of RE, particularly wind, solar, tidal and waste to energy.

Wind Energy Initiatives

The conversion of wind energy to electricity on a large scale requires the use of wind farms that constitute wind turbines connected to a power grid. Such a wind farm project is being actively pursued by the Housing Development Corporation (HDC), with assistance from T&TEC, for a housing project in the Mayaro area.

A pivotal step in the process towards the development of a wind farm is the formulation of an Annual Energy Production (AEP) estimate. The importance of the AEP estimate is based on the fact that it helps determine the economic and environmental benefits of any proposed wind turbine system.

T&TEC was afforded the opportunity to analyse existing wind speed data records of British Petroleum and the Meteorological Office of Trinidad and Tobago in order to conduct an AEP estimate. However, neither record fully captured all the information required for the formulation of an AEP estimate.

In response to the absence of wind speed data at the specific sites proposed, the implementation of a wind measurement and resource assessment study has been recommended. The study which, in the REC's view, is crucial for the integration of wind energy into the power generation mix, falls under the ambit of the Ministry of Energy and Energy Affairs.

In an effort to mitigate the extended length of time required for the study, as well as its high cost, the Commission has set about to pinpoint sites which might be suitable candidates for the study. To this end, a preliminary survey along the Toco Main Road was carried out to search for signs of vegetation affected by prevailing winds. The required evidence was found and sites have been pinpointed for further investigation with the aid of anemometers to obtain 'spot readings'.

Renewable Energy

While awaiting the implementation of these necessary steps and the eventual addition of wind energy as a power source to the power generation mix, the Commission is continuing with recurrent plans for the expansion of generation capacity. A wind energy target of 60MW by the year 2020 may be realizable for Trinidad and Tobago.

Solar Energy Initiatives

Like the wind, the sun's rays can be viewed as a limitless source of energy just waiting to be accessed. Photovoltaic (PV) technologies seek to do just that via the use of materials that convert solar radiation into electricity.

In an effort to facilitate research and development, as well as training, in the area of PV, T&TEC is partnering with the Electrical Code Committee of the Board of Engineering of Trinidad and Tobago (B.O.E.T.T.), as well as the University of Trinidad Tobago and the Electrical Inspectorate Division, Ministry of Public Utilities, to conduct a pilot project. Photovoltaic cells will be placed on the roofs of UTT's O'Meara Campus and Waterloo Field Station and will allow the Commission to measure electrical output as well as waveform quality. The very important issue

of real-time grid integration will be examined with safety and metering considerations in mind. If the technical hurdles are crossed and the economics are attractive, the country can project for 50MW of PV power by 2020.

Waste to Energy and Tidal Energy Initiatives

The Commission is currently involved in discussions regarding the research and development of technologies to use waste and tidal currents as energy sources. These are expected to be very small localized projects with a potential in the vicinity of 12 projects in total, with a potential of 0.5MW each (i.e. 6MW), by 2020.

The Way Ahead

The integration of renewable energy technologies into Trinidad and Tobago's power generation mix is a challenging but achievable goal. The Trinidad and Tobago Electricity Commission is aware of the important role that it plays in the pursuit of that goal, and is committed to the development of RE technology in Trinidad and Tobago. Assistant General Manager – Engineering, Courtney Mark, said the country has the potential to realize in the order of 100MW of RE by 2020. He

noted that RE technologies will not replace the need for the installation of fossil fuel generators, but acknowledged that it undoubtedly achieve a reduction in the use of natural gas, thus prolonging natural gas availability and economic potential.

What are Renewable Energy Technologies?

Renewable energy has been defined as energy that is produced by renewable resources such as sunlight, wind and sea currents. Hence, any device or system which facilitates the production of electricity via these resources fall under the category of renewable energy technologies. Below are photos of typical solar panels and a wind energy turbine.



'T&TEC Power Sauce Crew' wins at cooking competition

Trinidadians are known regionally and internationally for their culinary skills, or at least that's what soca artiste Benjai claims in his song 'Trini'. Last month, a group of T&TEC cooks proved that there was some merit to the theory that 'Trinis' have a 'sweet hand'.

On Sunday, 1st May, the Rio Claro Depot, under the auspices of T&TEC's San Fernando Sports Club, participated in a Curry Duck Competition hosted by 103FM.

The group, competing under the name 'T&TEC Power Sauce Crew', beat out more than 25 local and foreign competitors to win three categories - Curry Duck, Presentation and Best Overall Team.

Rocky Ramsingh, Telecom Operator and a key team member from 'T&TEC Power Sauce Crew', spoke to *Watts Happening* about winning the event: "It was a bit unexpected because there were a lot of competitors, including the international ones ... but the guys worked very hard and at the end of the day, we made the win."

The members of the winning team are all from T&TEC's Rio Claro Depot. This Depot serves over

16,000 customers spread across 12 areas in the eastern part of South Trinidad reaching communities such as Mayaro, Navet, Tableland, Libertville, Biche and Guayaguayare.

According to Hazel-Ann Maharaj-Burke, Senior Clerk, "the Rio Claro Depot has three main areas of responsibilities - customer service, telecoms and distribution. As many of the staff live around this area, we understand the people we serve and make every effort to respond to our customers. We take pride in our service" she said.

The courtesy and consideration that the staff shows their customers is an extension of the camaraderie shared among themselves. Mrs. Maharaj-Burke describes the staff as 'very cooperative' and a 'close unit'. This ability to work as a cohesive unit is an advantage, not just in the provision of a public utility service but also in other spheres as the Rio Claro team demonstrated.

T&TEC congratulates the T&TEC "Power Sauce Crew" on their win and wishes them the best as they continue to provide the quality service that has become their trademark!



Members of the T&TEC Power Sauce Crew with their winning certificate. Left to right: Satesh Ramgoolam, Sheldon Fabian, Mukesh Ramsahai, Videsh Gopaul, Jaggernath Boochoon, Rocky Ramsingh.



The winning pot



Part of the group's presentation

Recognising Administrative Professionals

Imagine taking a few hours off work to have lunch and relax poolside in a grand hotel while being attended to by an acupuncturist and reflexologist.

This was the reality for over 90 Administrative Assistants, Steno Typists, Clerk-Typist and Typists from across the T&TEC network, as the Commission commemorated Administrative Professionals Week.

Held over two days (April 28th and 29th), attendees enjoyed an afternoon of fun, games, buffet lunch and relaxing treatments at the Carlton Savannah in Cascade.

Each participant was also presented with a gift voucher to be redeemed from one of five service providers including a restaurant; a beauty supplies company; two spas, and a home furnishing store.



T&TEC Corporate Communications Manager, Annabelle Brasnell (standing), describes the day's activities.



Three ladies relax poolside.



Reflexologist, Raymond Ellis, demonstrates how to stimulate the zones of the feet on a volunteer.



Food being served.



Participants enjoy a game of charades.

Employee update

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Albert Nicholson	Labourer	Supplies
Allister Thomas	Meter & Relay Mechanic II	Protection & Scada
Andre Archer	Draughtsman II	Distribution Tobago
Andrew Miguel-Douglas	Meter & Relay Mechanic II	Protection & Scada
Anthony George	Labourer	Distribution Central
Aronie Bahadoor	Clerk III	Distribution South
Avinash Panday	Clerk III	Distribution North
Christiana Mitchell	Typist	Metering Services
Chrystal Kanchan	Communications Mechanic II	Communications
Dale Hercules	Meter & Relay Mechanic II	Protection & Scada
Damion Charles	Labourer	Distribution Central
Dexter Cordice	Communications Mechanic II	Communications
Dwayne Thomas	Clerk III	Distribution East
Everod Williams	Labourer	Distribution North
Frederick D'Arceuil Jr.	Labourer	Distribution South
Gary Lopez	Linesman 'C'	Distribution East
Gerald Callender	Labourer	Distribution South
Haile Nelson	Labourer	Distribution South
Inshan Mohammed	Labourer	Distribution South
Ishwarnath Rajkumar	Labourer	Distribution South
Keith Gill	Labourer	Distribution South
Ken-Vaughn Lennard	Labourer	Distribution Central
Kenute Cooper	Labourer	Distribution South
Kerwin Gardiner	Clerk III	Distribution East
Kerwin Mohammed	Labourer	Distribution South
Kevin Victor	Labourer	Distribution South
Khadijah Mohammed	Clerk III	Distribution Central
Kristna Persad	Labourer	Distribution South
Lennox Petioni	Labourer	A.G.M. - Distribution
Leslie Jack	Clerk III	Distribution East
Marc Rojas	Labourer	Distribution South
Marlon Rampersad	Labourer	Distribution South
Marsha Trim	Clerk III	Distribution East
Nardeen Ramkaran	Clerk III	Distribution East
Oniquica Coutou	Typist	Distribution East
Remel Rambharose	Linesman 'B'	Distribution East
Reon Richardson	Driver – Vehicles less than 25,000 lbs.	Distribution East
Reuel Ali	Meter & Relay Mechanic II	Protection & Scada
Rina Seepersad-Dubrie	Typist	Distribution East
Roger Ghisyawan	Labourer	Distribution South
Rohini Ramroop	Clerk III	Supplies
Samantha Ramgattie	Clerk III	Distribution South
Sarah Lutchmedial	Clerk III	Distribution South
Shivani Ramoutar	Clerk III	Distribution South
Stephen Persad	Clerk III	Distribution North
Stephanie Garcia	Clerk III	Distribution East
Tarran Boodoosingh	Labourer	Distribution Central
Virgil Joseph	Labourer	Distribution Central

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Allison Drakes-Barker	Stenotypist	Commercial
Amir Mohammed	Technical Assistant II	Distribution North
Chad Walker	Safety Inspector	Health Safety & Environment
Dale Barzey	Administrative Assistant III	Distribution South
Debbie Mohammed	Clerk II	Distribution South
Deidre De Coteau	Clerk II	Distribution North
Donalize Thompson	Telecom Operator	Distribution East
Dwayne Alleyne	Accounting Assistant	Accounts
Jennilyn Hamblyn-Raphael	Human Resources Manager	Human Resources
Kenny Mahabir	Driver – Pole Hole Borer Combination	Distribution North
Kirt Thomas	Clerk II	Distribution North
Leisha Dhoray	Systems Analyst II	Information Systems
Ottis Mills	Estate Sergeant	Secretarial
Roger Mookram	Electrician 'A'	Distribution South
Rose-Ann Abraham-Look Tow	Clerk Typist	Commercial
Russell Joseph	Electrician 'B'	Distribution East
Taton Alexander	Clerk II	Distribution North

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Allan Patrick	Crew Foreman	Distribution South
Bennett Warrick	Meter Reader	Distribution North
Bertram Boyce	Crew Foreman	Distribution North
Charlene Woo Ling	Systems Analyst II	Information Systems
Diane Sylvester	Senior Human Resources Officer	Human Resources
Ganeshram Singh	Transport Labourer/Lorry Loader/Borer/ Lift Combination	Distribution South
Hugh Campbell	Line Foreman	Distribution Tobago
Isma Irish	Stenotypist	Commercial
Jagdeo Gopee	Driver – Pole Hole Borer Combination	Distribution South
Jane Griffith	Receptionist	Distribution South
Jerry Pope	Linesman 'A'	Distribution Tobago
Joseph Phillip	Driver – Vehicles less than 25,000 lbs.	Distribution North
Kenneth Harewood	Driver – Vehicles less than 25,000 lbs.	Distribution North
Lewis Renwick	Stores Attendant	Supplies
Marlon Joseph	Communications Technician I	Communications
Mohanlal Bhagaloo	Senior Foreman	Distribution Central
Omar Shah	Estate Constable	Secretarial
Robert Young	Telecom Operator	Distribution East
Rudven Prout	Electrician 'B'	Distribution North
Sherma Winter	Insurance Assistant II	Finance
Vimla Sookdeo	Subsection Leader	Distribution South
Wayne John	Estate Sergeant	Secretarial
Yoland Foster	Stewardess	A.G.M. - Distribution



EAW's 50th Anniversary Celebrations Continue

A lot can happen in fifty years: children become grandparents, fads change and technologies evolve. The Electrical Association for Women (EAW) is well aware of how times can change. They are, after all, celebrating their 50th Anniversary this year.

The Trinidad and Tobago chapter of the EAW was founded by Mrs. Louise Buxo in 1961 with the mandate of encouraging the safe and efficient use of electricity in local households. Buxo, who was at the time T&TEC's Public Relations Assistant, had witnessed the Association's operations in the United Kingdom and thought that Trinidad and Tobago could benefit from such an organisation.

Today, 50 years later, the local EAW comprises eight branches: San Fernando, Port of Spain, Tobago, Siparia, Cumana/Toco, Arima, Sangre Grande and Point Fortin.

EAW president, Gail St. Louis-Nedd, informed *Watts Happening* that the branches were going all out to celebrate the organisation's Golden Anniversary:

"Each Branch is having an activity," she said. "San Fernando had an exhibition (titled) 'In the Beginning' and Siparia is having a walkabout and a disaster preparedness workshop."

The Port of Spain Branch hosted an exhibition in the main lobby of T&TEC's Head Office on Frederick Street from May 28 to April 1. Their President, Desireen

Ryan, believes that the event, titled 'From Then Till Now' had achieved its objectives: "The focus was on telling the public about the EAW ... We gained 15 new members, so it was definitely a success."

The Golden Anniversary celebrations, which started off with a church service on the 6th of February at St. Andrews Kagwaa R.C. Church in Vistabella, culminated in a national conference on the 27th June. Held at the Crowne Plaza Hotel, Port of Spain, the conference honoured long-standing members of the Association, among others. The EAW's national conference will be covered in more detail in the next issue of *Watts Happening*.

Spotlight on Safety

An increase in chair related incidents at the Commission has led the Health Safety and Environment (HSE) Management Committee to review the makes, types and usage of chairs throughout T&TEC.

These incidents are being used as a fact-finding opportunity to identify weaknesses in the existing chair models and to develop a solution for improving this work tool in the shortest possible time.

Here are some tips to consider:

Chair safety

- Suitable office chairs consist of a back support, a seat, a base and arm support to prevent it

from tipping over.

- Chairs should be stable and durable.
- The type of castors should be appropriate for the floor surface e.g. if the office is tiled use chairs with softer castors to ensure that there is free and safe movement.
- Chairs in frequent use should be inspected everyday.

Some do's and don'ts

- Hold onto your armrest when sitting and getting up to ensure your chair does not move.
- Do not use your chair as a ladder as the chair can easily go off balance.



- Avoid sitting on the edge of your chair since the balance is unstable and could result in the chair sliding out from under you.
- Never lean so far back in your chair that the wheels lift off the floor as your chair could slip and cause injury.
- Before adjusting the height of the chair to your comfort slightly lift your body off the chair.



Disaster Preparedness and You

El Nino is a periodic change in the currents of the Pacific Ocean that occurs every five to eight years and brings unusually warm water to the coast of northern South America and is being blamed for the predicted hurricane activity in 2011. El Nino is expected to continue for another decade or two.

According to the Trinidad and Tobago Meteorological (Met) Service, the rainy season has begun (June 1st) and with it the start of the hurricane season for the Atlantic region.

This year expert forecasters predict an active hurricane season for this region. The latest predictions are 16 named storms, nine hurricanes and five major hurricanes with sustained winds of 111 mph or greater.

This prediction is attributed to current La Nina conditions and the strong and unusual warming of the tropical Atlantic. La Nina has been influencing the weather conditions in Trinidad and Tobago, as evidenced by recent rainfall events.

Hurricanes can be dangerous but you can take steps to reduce the chances of injury and major property damage by planning ahead.

Here are some tips to help you prepare:

1. Have a family emergency plan. Everyone should know it. Practice is helpful.
2. Check emergency supplies such as first aid kit, medication, baby supplies and toiletries.
3. Check that flashlights, battery powered radio and emergency tools are working.
4. Buy food that are non-perishable and store at least 7 days of drinking water (one gallon per day per person).
5. Clear loose and clogged rain gutters and down spouts
6. Trim trees and shrubbery
7. Have a supply of plywood or other material to protect your home
8. Make an emergency plan for pets and livestock.
9. Review your insurance policy.

Electrical hurricane safety Tips

Before a storm:

- Know where your electrical panel is located so you can turn off your breaker quickly when necessary.

During a storm:

- Do not use electric appliances during a storm as lightening associated with the storm can cause them to malfunction and even become dangerous.

Lightning Safety:

- Stay indoors. Keep away from open doors, windows, large appliances and metal pipes.
- In a car – Keep hands and arms inside the vehicle.

After a storm

- Do not touch electrical appliances, wires or equipment when wet. This could cause electric shock or death.

Call T&TEC immediately to report sparking and/or fallen power lines, poles and structures.

Poised to win

T&TEC takes on the Pro League

The future looks bright for T&TEC football. After winning the finals and knockout title of the 2010 Super League, the 'Electric Boys' have set their sights on this year's Pro League. And, according to Team Co-ordinator and Corporate Communications Assistant at Distribution South, Lester Lal, their goal is to win. "We're aiming to finish either first, second or third," Mr. Lal told *Watts Happening*. "We want to reach the finals and win the knockouts."

As a condition of their acceptance to the Pro League, Trinidad and Tobago's highest football division, Team T&TEC has adopted a three-tiered structure consisting of the first team, the reserve team, and three youth teams. The first team will compete in the TT Pro League, carded to start on August 5, while the reserve team will play in the reserve league. The three youth teams – under-13, under-15 and under-17 - are currently competing in the Oasis Youth League.

The overall goal behind the formation of the youth teams, Mr. Lal says, is to develop a talent pool of future Pro League players. Made up of promising players from South and North Trinidad, the three teams were formed following a trial held at the Mannie Ramjohn Stadium on February 5th. "We invited the clubs in South to participate ... and chose the best 12 from each age group," Lal said. These players, along with members of the SKHY Academy, a football club in East Trinidad, constitute the three teams.

But that is long-term planning. Preparation for this year's Pro League includes a bid to expand the adult team's pool of talent. To this end a one-day trial was held on May 14th.

Fifty-three aspiring professional footballers attended. Following an invitation to train, the list will be cut to about 15. "This will allow us to make an assessment of those who will bring the best value to the team," Lal said.

Although he couldn't say for sure if there would be any major changes to the line-up for the Pro League, Lal said that the decision would be made soon since pre-season training started on June 1.

Team manager, Peter Mohan, Field Controller, at Distribution South said that whatever the changes, Super League MVP awardees, Akini Adams and Keven Neaves, will be part of the team's starting line-up.

"We're going in to win," he said. "T&TEC is known to be a leading utility provider, and we want to transpose that to sports."



Members of Team T&TEC celebrate after a recent win.

T&TEC cricketers take it higher

T&TEC's performance in football is paralleled by the recent accomplishments of our South-based cricket club, T&TEC Sports Club. The team was promoted to the Premier Division, the highest level of national cricket, after winning last year's Championship Division I.

Their promotion enabled them to participate in the Sunday League 50-Overs Tournament where, led by national middle-order batsman, Jason Mohammed, they played unbeaten in the preliminaries.

In the finals, held on March 30th at Guaracara Park, Point-a-Pierre, the team came up against defending champions, Queen's Park Cricket Club (QPCC). The veteran club, however, won by three wickets.

The team also played in this year's Eastern Credit Union National Premier League, held in May. With an accumulated score of 142 points, they placed third behind QPCC and the Ceramic Merry Boys.



The T&TEC Sports Club

Team Manager, Lester Lal, Corporate Communications Assistant, Distribution South, told *Watts Happening* that the team's achievements so far are just signs of better things to come. He said that the contributions of gifted players like Jason Mohammed, Reyad Emrit, Richard Kelly and others are sure to give them an advantage in future tournaments.

Sports and Family Day 2011 postponed

T&TEC's 2011 Sports and Family Day, originally carded for May 29 in Tobago, has been postponed. The 5K and 10K road races which were to take place the day before have also been put on hold.

In a memorandum to all T&TEC staff, General Manager, Glenford Cyrille, said that the decision to postpone was made after the realization that employees had lost their enthusiasm for the event. He noted that the fallout was caused by general dissatisfaction with the pace of ongoing negotiations for the Industrial Agreement for 2009-2011.

Mr. Cyrille reasoned that since the objective of the annual Sports and Family Day - interaction in an atmosphere of spontaneity and goodwill - would not be met under the current circumstances, postponement was the best option.

He expressed the Commission's regrets at the postponement, along with the hope that the event would be held later this year under more favourable conditions.

Do you know about the Special Maternity Grant?

Ask any mother and she would tell you that pregnancy, child birth, and the first few months of raising a baby are among the most challenging times in a woman's life. Unemployment or a lack of insurance coverage can make it even more difficult for a new mother to take care of herself and her newborn.

The Special Maternity Grant provides financial assistance to new mothers who do not qualify for a maternity benefit due to unemployment or a lack of the required contributions.

What is the Special Maternity Grant?

The Special Maternity grant uses the contributions of an insured man to qualify his spouse for the receipt of maternity benefits. The grant consists of a single payment of \$2,500 per child.

Who is eligible for the grant?

To qualify for the Special Maternity Grant you must:

- Be the legal or common law spouse of an insured man
- Be 16 years or older
- Be medically certified as being pregnant for a period of 26 weeks; or have had a pregnancy of less than 26 weeks that resulted in a live birth
- Be unemployed or lack the required contributions to claim a maternity benefit in your own right

How do I apply?

Persons who wish to apply for the grant must complete the NI13 -Special Maternity Grant Claim Form, and if applicable, the NI12A, which is for multiple births. Applications can be made after delivery but must be within three months of the actual delivery date. The forms can be collected from the Commission's Human Resources Department.

For further information, please contact T&TEC's HR Department at 623-2611/7 ext. 2322.

Sheniqua Francis: beauty and talent

Eighteen-year-old Sheniqua Francis started playing the double-second pan with T&TEC East Side New Dimension Steel Orchestra Limited three years ago. Music, she says, was always one of her passions. This year, however, brought a slew of opportunities in a very different sphere: Francis copped the first runner-up position in Miss Trinidad and Tobago Universe.

Francis told *Watts Happening* that the experience was a good one. "I've learnt a lot and I'm enjoying it," she said.

Her love for music, however, remains unabated. When she graduates from Speyside High School, she plans to further her studies in that field – while building a career in professional modelling, of course.

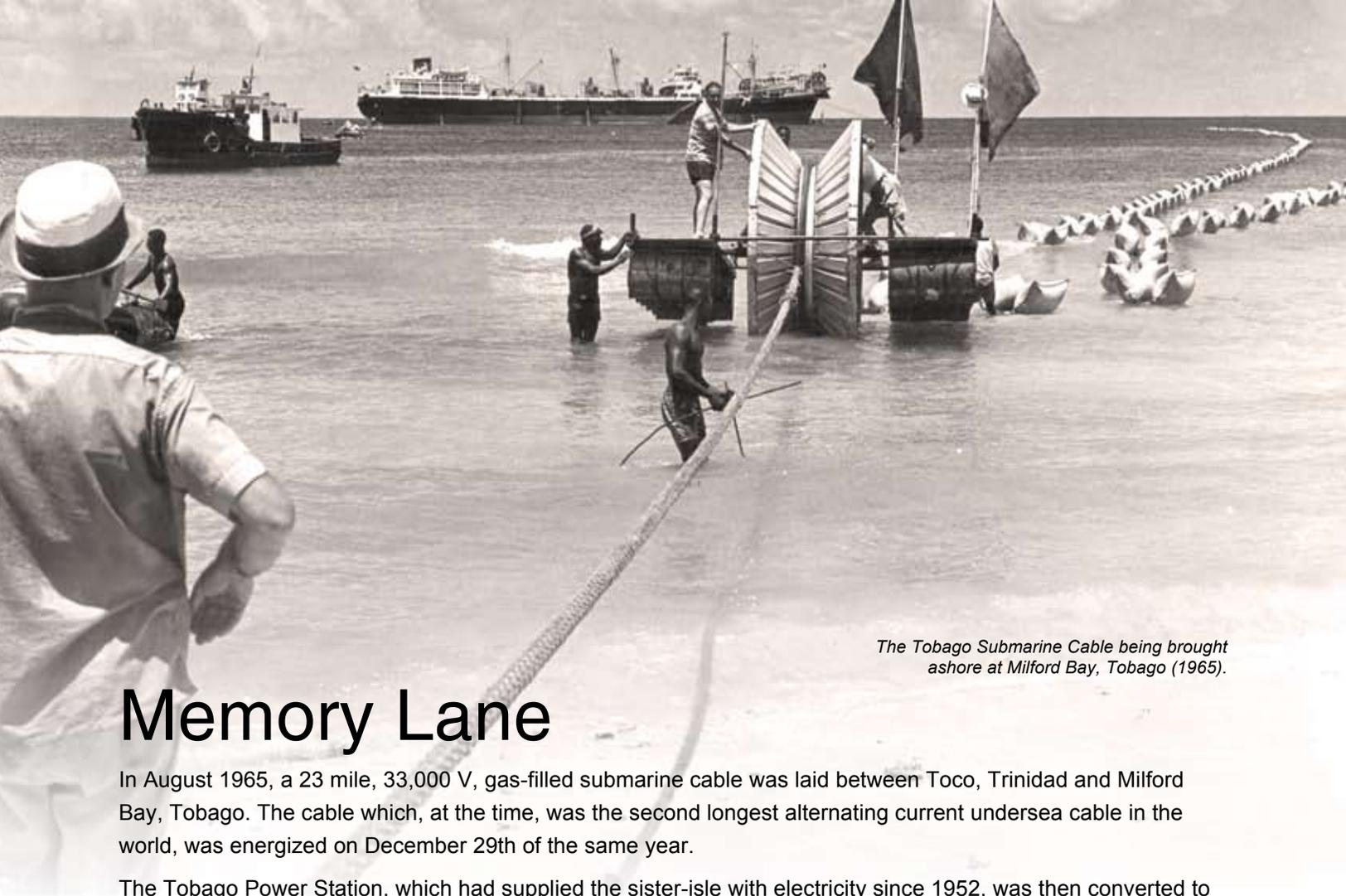


Photo by Kerron Riley; courtesy of the Miss Trinidad and Tobago Universe

Sheniqua struts her stuff during the Miss Trinidad and Tobago Universe Pageant.

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 Head of Department.



The Tobago Submarine Cable being brought ashore at Milford Bay, Tobago (1965).

Memory Lane

In August 1965, a 23 mile, 33,000 V, gas-filled submarine cable was laid between Toco, Trinidad and Milford Bay, Tobago. The cable which, at the time, was the second longest alternating current undersea cable in the world, was energized on December 29th of the same year.

The Tobago Power Station, which had supplied the sister-isle with electricity since 1952, was then converted to a standby facility to be used whenever the supply from Trinidad was disrupted.

The ship in the background is the "Photinia", a bulk carrier chartered to lay out the submarine cable.



New executive at TATECO

The Port of Spain Branch of the TATECO Credit Union Co-Op Society Ltd, held its Annual General Meeting on March 27th 2011.

The following members were elected to serve on the Board of Directors for the fiscal year 2011 to 2012:

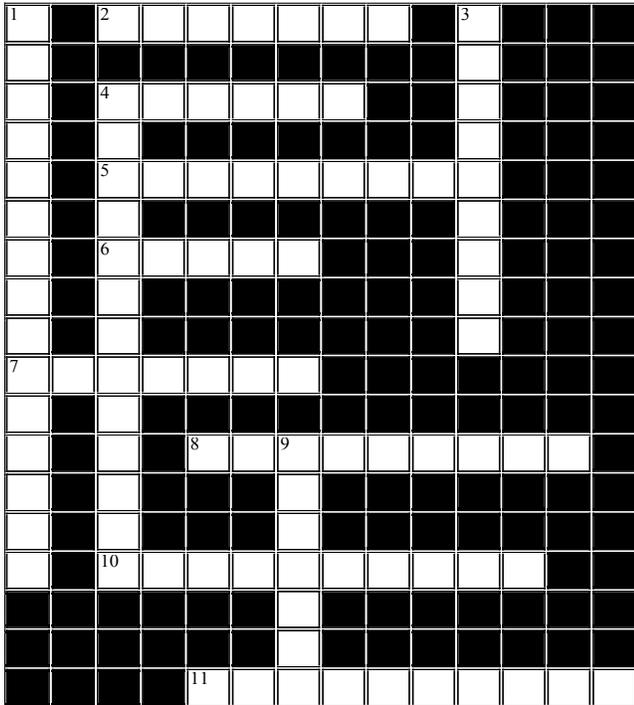
- **President** - Mr. Foster Giles
- **Vice President** - Ms. Ann Marie Forbes
- **Secretary** - Mr. Kester Sealey
- **Asst. Secretary** - Mrs. Gail Rajkumar
- **Public Relations Officer** - Mr. Carlyle Clarke
- **Directors:**
 - Mr. Norman Bobb
 - Mr. Fellie Noel
 - Mrs. Roma James
 - Mrs. Evor Billy Peters
 - Mr. Ashmore Quashie
 - Mr. Richardo Betancourt
 - Ms. Donna Griffith
 - Mr. Eric Griffith (1st Alternate)

Brain Cooler

Go Green!



In keeping with World Environment Day (June 5), we've come up with a 'green theme' for our fun page. Fill out the crossword using the clues below and get some tips on environmentally-conscious living while you're at it!



Crossword

Across

2. reuse
4. _____ foods; part of emergency kit
5. _____ energy; e.g. wind, tidal
6. atmospheric gas
7. prevailing weather
8. found underground, distilled into fuel
10. almost extinct
11. lungs of the world

Down

1. expanding dunes
3. rising _____ (two words)
4. plants absorb it (two words)
9. watery wall

Answers: recycle, canned, renewable, ozone, climate, petroleum, endangered, rainforest, desertification, sea levels, carbon dioxide, tsunami!

Five ways to go green



1. **Plant a tree** – Plants improve air quality, keep us cool and beautify any property.



2. **Grow and give** – Grow herbs like thyme and rosemary that can be separated into small pots to give as gifts.



3. **Use reusable bags for shopping** – Most plastic bags aren't recyclable. A reusable bag works just as well while lessening your impact on the environment.



4. **Make a notepad with scrap paper** – Cut into quarters and joined with a binder clip, those sheets of scrap paper make a handy little note pad.



5. **Use a water canteen** – Fill this up to use when you're thirsty, instead of buying bottled water.

Letters

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

Customer satisfaction ... compliments for Distribution Central

February 24, 2011

The Chairman, T&TEC

I wish to extend my sincere gratitude and thanks to you, and the members of your staff, for your kind assistance in providing electricity to my home at Ocean View Development, Claxton Bay.

I am pleased to inform you that as soon as the developer paid the capital contribution, Mr. Kelvin Ramsook ensured the immediate execution of the job which took four days to complete. I wish to sincerely thank him for all of his advice and support during the last two months.

Also, I would like to thank Mr. Vijay Ramnanansingh and Mr. Ravi Ramsaran who kept me apprised and greatly assisted in getting the job done so that I can be in my home before the end of the month.

May God continue to shower his blessings on you and all of your staff as you continue to provide service to all.

Yours respectfully
Raymond Ramsingh
Pointe-a-Pierre

February 15, 2011

This follows an email to T&TEC from the author concerning a request for assistance for a business in Naparima Mayaro Road, Libertville.

On Monday I got calls from T&TEC and your truck came to our residence last night.

During the day we had an

electrician check [our] breakers and change the main breaker. Later we heard a loud pop and saw smoke. Upon investigation we discovered that a cable, in the wall, was damaged.

When T&TEC saw the problem (we had already busted the wall) they commented how fortunate we were that a fire didn't already start. They acted immediately and disconnected our supply while explaining the severity of the situation and course of action we should take.

Although it's going to cost some cash and time to have this situation rectified, I thank God and T&TEC for putting our safety first.

Thank you for having assisted us in more ways than one. This 'inconvenience' is nothing in comparison to being homeless, believe me I know; I've been there.

Ansa Khan

Kudos for Distribution Central

February 22, 2011

Your field engineer made a visit to my residence and conducted his survey regarding the electricity pole relocation. He took his necessary measurements and his proposed plan in his design. Incorporating the electrical standards and practical perspective to this situation. He also assured me that I will receive feedback within two weeks.

I want to acknowledge my satisfaction with Mr. Richard Baptiste in conducting this survey, to which he did in a very professional and courteous

manner and as usual I do look forward for your timely feedback.

Keith Ragbir
Via e-mail

April 05, 2011

Letter to the Editor – Daily Express 5th April 2011

While we point out all the negatives in our country, I think we should also take the time to point out the positives and give praise where praise is due.

Last week Thursday, the electricity supply was suddenly cut off at my home. After two hours I called T&TEC and spoke to a very polite young lady, who told me that mine was the first call she had received about the problem and she would make a report.

Within 15 minutes, to my great surprise, I received a call from a gentleman, who asked me, very politely, whether I was the person who had called in a report. He then asked whether my home was near a particular location and on being told that it was, he advised me that there was an emergency problem in that street, and that my outage was as a result of repairs being carried out there.

He assured me that my service would be restored within an hour. Twenty minutes later, it was in fact restored. I would like to commend these two individuals for their courteous response which, I must admit, caught me by surprise. It would be such a wonderful thing if this could be the approach of all our service providers.

H. Barnes
Gulf View

Working together for a brighter future



Once again we are reminded of our connection to the rest of the world as we unite on June 5th, in commemoration of World Environment Day.

This year's theme, "Forests: Nature at Your service", underscores the intrinsic link between our quality of life, the health of our forests and the forest ecosystems.

In Trinidad and Tobago our natural forests, which include coastal lowland mangroves and montane forests, provide wide ranging opportunities for the enjoyment of all. Unfortunately, many of us take this natural habitat for granted, not realizing that at times, we threaten its very existence by indiscriminate clearance and other environmental practices resulting in a disruption of the ecosystem.

As you are all aware, T&TEC has a permanent policy to protect and preserve the environment. Our Mission Statement "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" resonates with the actions that the Commission has adopted as an integral part of its operations.

Several initiatives that fall within this policy framework have been undertaken by our various Divisions and Departments. For instance, the Public Lighting Department's water conservation and recycling project, was both innovative and financially viable and has earned this Department special recognition for adopting reuse, reduce and recycle practices.

Our preparation for ISO 14001:2004 Environmental Management System certification also evidences our commitment to environmental protection. I am confident that in the near future pilot Areas - Distribution Central and Distribution Tobago - will attain this international standard.

As the Commission seeks to improve its environmental practices, we are aware that more must be done, both as an organization and as individuals. This journey has only begun. Our choices to practice good agricultural methods, stop deforestation, properly dispose of garbage, conserve water, limit pollutants, conserve energy and become users of alternative environmentally friendly technologies, will chart the course for a better environmentally friendly future.

So let us continue, on the journey to becoming good environmental citizens. Take action and preserve, conserve and make wise use of our environment as we go about our common task of preserving Trinidad and Tobago for a brighter tomorrow.

Glenford Cyrille
General Manager, T&TEC
3rd June, 2011



WORLD ENVIRONMENT DAY
Forests: Nature at Your Service
In support of the UN International Year of Forests

