



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.

Automated Industrial Metering system operational

New Assistant General Manager - Human Resources appointed

Eid and Emancipation celebrations at T&TEC

T&TEC FC formally launched

■ ■ Editorial

It is a well known fact that the only constant in life is change. In T&TEC, an ever-changing, dynamic organisation, it is no different. And after 65 years of providing electricity to the nation, that constant is still evident.

This quarter we highlight some of our most recent, strategic changes.

Our new Assistant General Manager – Human Resources will head some of our more significant changes, as the Commission moves to adopt new systems in performance management and succession planning. These strategic processes are designed to improve our Human Resources capacity and position the Commission as an efficient sustainable, viable organisation.

Larger focus is now being placed on preventing fraud and corruption, as the Board and Management seek to ensure T&TEC operates with strong corporate principles that uphold transparency, accountability and propriety. These principles are fundamental for any successful, high-performing organisation and, as expressed by the General Manager, Glenford Cyrille, in “T&TEC Board meets with staff”, this direction is of “great priority” and it is important that we all appreciate and embrace the new way of doing business.

Distribution South has successfully completed its first year external audit for its ISO 9001:2008 Quality Management System (QMS) changes. These changes,

which are certified by the ISO, will be replicated throughout the Commission, as other Areas are currently preparing for ISO Certification. The introduction and enforcement of quality management systems is another tool in transforming T&TEC into a sustainable organisation.

As T&TEC continues its ever forward march to improve its service delivery and strategic operations, a good point of focus is this quote from Charles Darwin- “It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change.”

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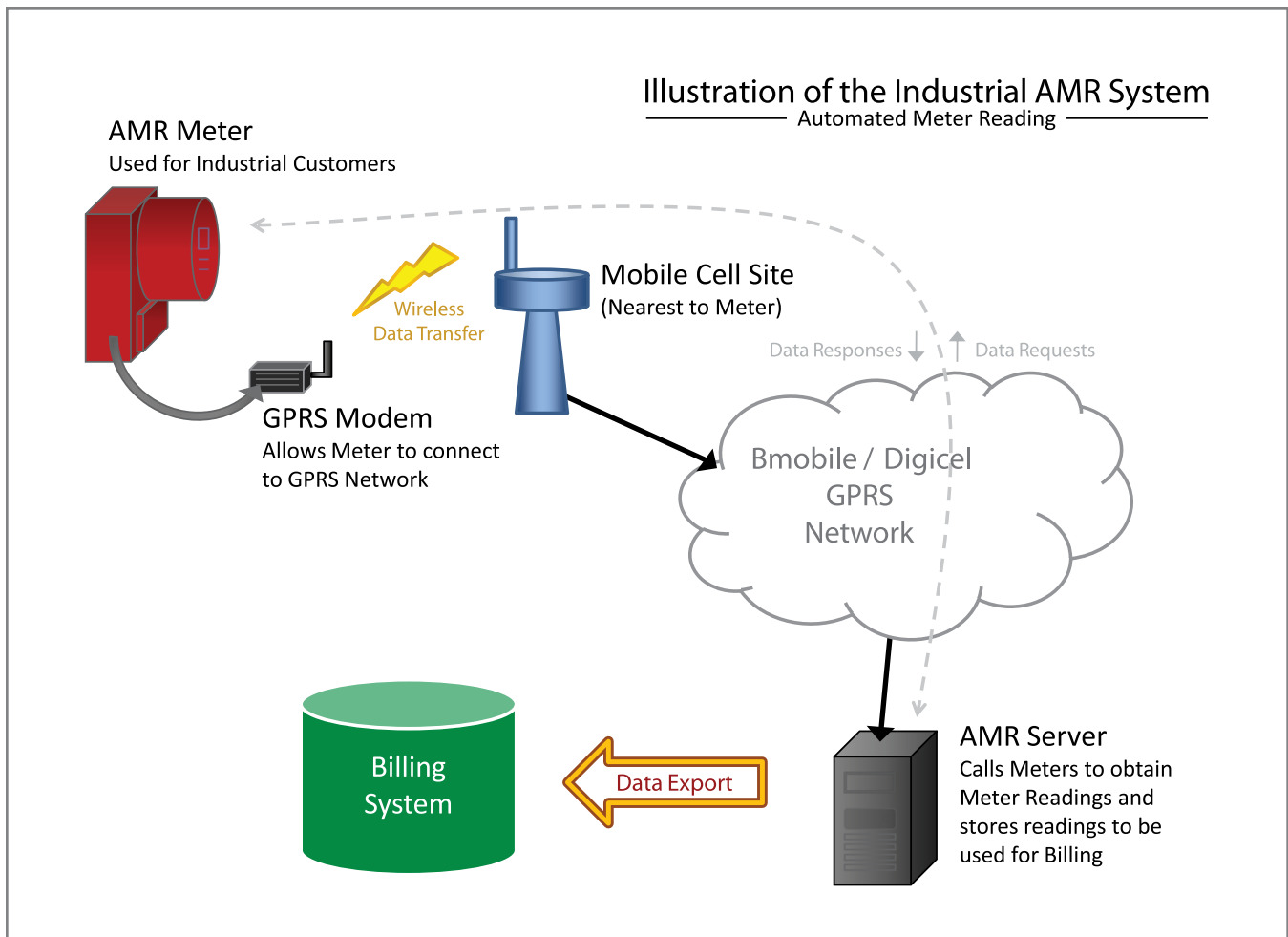
Industrial metering system upgraded

Electricity is a critical determinant in the quality of life for everyone in Trinidad and Tobago. T&TEC's objective is to ensure that we have a modern utility that will provide customers with an efficient, reliable, cost effective and quality service.

T&TEC's 3000-plus industrial customers have joined over 400,000 commercial and residential customers with new electronic automatic meters, signaling the completion of the Commission's change-out of old electro-mechanical meters. These industrial meters were changed as part of the Automatic Meter Reading (AMR) project while the Advanced Metering Infrastructure project (AMI) catered to commercial and residential customers.

The AMR project included the changing out of 27,000 industrial customers' meters, the installation of GPRS modems at these locations, and the commissioning of remote meter reading software. Varma Ratan, Metering Manager said, "the AMR project began in November 2006 in Distribution North, on a trial basis, and was rolled out thereafter to other customers in that billing category."

Continued on page 4



Continued from page 3

The 'early billed' customers were first on the change-out list, as these are the Commission's larger revenue generators. Industrial customers account for over 60 percent of T&TEC's total revenue collection.

By 2008, while the bulk of the meters under the AMR were completed, a few remained outstanding. Working simultaneously with T&TEC's Distribution Areas, the Metering Department, led by Mr. Ratan, and Nigel Bobb, Senior Engineer, began making some headway in connecting these customers to the new system.

"Now T&TEC and its industrial customers are both beneficiaries of the new AMR meters," said Mr. Ratan as he expanded on the benefits of the AMR meters. The GPRS system data network allows T&TEC to

remotely accumulate accurate monthly readings from customers' meters. Readings are generated at 15-minute intervals. This has resulted in better 'revenue protection' for the Commission as customers are now billed in a timely manner.

The Industrial AMR system provides more data to the Commission's System Planning and Control Department to facilitate better load forecasting and system planning. It can detect meter problems remotely and in a timely manner. It has built in mechanisms to monitor tampering.

The AMR project is part of the Commission's overall drive towards improving the efficiency of our meter reading system and consequently revenue collection.



They came out in their numbers to pay tribute to Richie Francis Reginald Rivers, Craftsman Trainee from Distribution East, who was fatally injured on the job on September 8.

T&TEC's Chairman Omar Khan, Deputy Chairman Susilla Ramkissoon-Mark and General Manager Glenford Cyrille were among scores of employees from

We will remember you

across the Commission, including Tobago, who solemnly gathered in Rio Claro on September 12 to honour the memory of a member of the T&TEC Family, gone too soon.

Born in 1988, twenty-three year old Richie joined T&TEC's Port of Spain Training Facility in November 2009. He was in his second year of a three and a half year training programme when the accident occurred.

Richie's dream to become an electrical engineer was reflected in his dedication to his job and studies. Felix Alleyne, Area Manager, Distribution East who spoke at the service to

celebrate his life, said Richie was hardworking and eager to learn. Several of his colleagues have described him as special, bright and caring; never without a kind word; a genuine young man. His legacy is the positive influence he had on so many people.

Richie Rivers will be missed by many. Our thoughts and prayers, at T&TEC, are with his family - father (Richard); mother (Clemencia); sister (Anisa); and fiancée (Nicole); other members of his family; his friends and colleagues. May they find strength in knowing he is remembered.



New AGM-HR appointed

Jacqueline Cheesman has been appointed Assistant General Manager- Human Resources, with effect from August 1st 2011.

In announcing this appointment, via an internal memorandum, Chairman of T&TEC's Board of Commissioners, Omar Khan said "the Board recognises that the Human Resources Division has gone through some flux over the past two years and we fully expect that, with the appointment of Mrs. Cheesman, there will be the desired stability and structure within the Department and, by extension, the entire Commission. We are confident of the continued commitment of every member of staff to fulfil our mission, and keep T&TEC on a positive growth path."

Mrs. Cheesman brings a wealth of experience to the Commission, as a Human Resources practitioner and lecturer. She was formerly at RBC/Royal Bank and served in very senior positions at that organisation.

Mrs. Cheesman holds an Executive Masters in Business Administration and a Bachelors of Arts in Business Administration. She also serves as a member of the Police Service Commission.

In keeping with the results-oriented focus of the T&TEC Board, Mrs. Cheesman's mandate includes, driving the Human Resources Division in achieving the organisation's strategic objectives; assistance in the change management process, with emphasis on performance management and succession planning systems; and guiding all HR functions, such as recruitment, training and development, manpower planning and welfare services.

At a meeting to introduce Mrs. Cheesman to the Executive Management, the new AGM-HR said that she welcomed the challenge and is enthusiastic about her appointment. She noted that HR has "evolved into a strategic function, saying that if we are to achieve the strategic objectives we can only do so with people. If we get the HR right then everything else will fall into place in terms of our overall objectives."

T&TEC welcomes Jacqueline Cheesman to the Electric Family and wishes her success in her tenure.

New Assistant Chief Security Officer



Estate Police Inspector, William Douglas, has been promoted to Assistant Chief Security Officer effective 10th August 2011. Mr. Douglas joined the Security Services Section of the Commission in 1979 as an Estate Constable, and held various ranks including Corporal, Sergeant and his last position, Inspector.

The new Assistant Chief Security Officer is required to assist with the administration of the Security Services Section, and ensure the safety and security of the Commission's personnel, property and visitors to its premises.

His training in management, disaster preparedness, leadership, safety and security will assist with his new responsibilities.

T&TEC Board meets with staff

...introduces Whistle-Blowing and Anti-Fraud/Anti-Corruption policies



Employees of Distribution Central listen attentively to T&TEC Commissioner Chandrasain Ramsingh.



Deputy Chairman of T&TEC, Susilla Ramkissoon-Mark, addresses employees at Mt. Hope, while Courtenay Mark, Assistant General Manager – Engineering looks on.

Following a visit to the Commission's Tobago installations in April, T&TEC's Board of Commissioners continued its familiarisation tour with a series of meetings with employees.

Led by Chairman, Omar Khan, and Deputy Chairman, Susilla Ramkissoon-Mark, the team also included several members of the Board of the Commission as well as General Manager, Glenford

Cyrille and Assistant General Manager-Distribution, Kelvin Ramsook.

The meetings were held over two weeks in June, at T&TEC locations in Trinidad and Tobago.

Mr. Khan told the various gatherings that, soon after his appointment in November 2010, he "recognised the need to share information and communicate with employees", whom he considered a major stakeholder.

He added that the Board felt it "necessary for staff to meet the Commissioners and get to know the persons behind the decisions being made."

In explaining the new 2010 policies, Deputy Chairman, Mrs. Ramkissoon-Mark told employees that the Board wanted to ensure that the Commission has sound governance structures and is managed according to principles of accountability, transparency



T&TEC Chairman Omar Khan engages the attention of employees of Distribution East.

and probity (see side bar).

Mrs. Ramkissoon-Mark, who is also the head of the Audit Committee, assured employees that any concerns put forward by staff will be treated with utmost confidentiality. She cautioned however, against using the new policies as convenient tools to avenge coworkers.

At the meeting held at Head Office, staff from Head Office, CEB Building and Broadway Service Centre were told by the General Manager, Mr. Cyrille that he concurred with the Chairman. He noted that T&TEC's employees are expected to have an appreciation for the new systems and ways of doing business and the new strategic direction of T&TEC. "Of great priority", he said, "is the need to improve the relationship between management and employees, and improve the level of staff morale and productivity."

Meetings were structured in a 'town hall' style – employees were given the opportunity to air issues they felt needed addressing, with an immediate response from the Board and/or General Manager. A common thread of topics was raised in all Areas/ Departments, including the status of negotiations and job evaluations, outstanding Cost of Living Allowances, industrial relations and personnel concerns.

All Managers and Commissioners took note of individual issues for follow up and resolution.

T&TEC's Whistle-Blowing and Anti-Fraud/Anti Corruption policies

These policies are premised on the principle that all staff, contractors and suppliers must, at all times, act honestly and with integrity, in a transparent manner and in conformity with the laws of Trinidad & Tobago and the Commission's rules, regulations and procedures.

The new guidelines note that staff are obligated to safeguard the resources in their care and/or for which they are responsible and have a duty to report instances where they honestly feel that an act of corruption may have occurred or will be committed. The policies have built in protections for staff's confidentiality by providing secure avenues for reporting, and to prevent any possible victimisation as a result of their reports.

The stated objectives of both policies are:

1. The elimination of the occurrence of fraud and/or corruption by reducing the possible level of risk. This is attained by establishing mechanisms through which acts of fraud and/or corruption could be prevented and, where occurring, would be detected and communicated to relevant personnel in the Organisation.
2. To put in place structured arrangements to facilitate staff to report, in confidence, concerns of wrong doing within the Commission to nominated officials.

The Commission has identified five transgressions which will be classified as fraud or corruption:

- Theft
- Bribery and Corruption
- Deception
- False Accounting
- Insider Information

The Commission has pledged to fully investigate alleged incidents of fraud or corruption.

Investigations will be undertaken by the Internal Audit Department, the Audit Committee of the Board of Commissioners, or a specially designated third party and the Board.

Proven instances of fraud or corruption will be treated with the utmost seriousness and disciplinary action, which may lead to dismissal, will be taken against any member of staff involved. The Commission will also pursue vigorously the recovery of any losses incurred. In addition, criminal action could also be taken against persons involved in wrong doing.

Dedicated Hot Line: 645-7372 • Email: whistleblow@ttec.co.tt

Vacation Employees

T&TEC's vacation employee programme for 2011 saw some 65 students being selected for a three-month employment stint. The students were placed in various Departments across the Commission's five Distribution Areas, and at Departments in Head Office and Mt Hope.

Watts Happening solicited the aid of our "WH correspondents" from across the Commission to ask some of these vacation employees "How has this experience (working at T&TEC) helped you with your life and career goals?"

Here are their responses:



Priyanka Ramdeen – a student at the Institute of Law and Academic Studies is studying for a Bachelors of Law degree. She was assigned to the Utilization Section, Distribution South. Her answer to our question was:

"My time here at T&TEC has been tremendously rewarding. I have learnt good work etiquette - being on time, conforming to time limits, respecting authority and those around you. Even in this field of engineering and electricity, I discovered that I may want to pursue Property Law or even Company Law."



Samira Gyan – assigned to Protection and Scada, Mt. Hope is pursuing a Bachelors in Education at the University of Trinidad and Tobago. Her response was:

"As my first job, working at T&TEC has been quite interesting. Working in a male-dominated Department has helped with my social skills. The use of the tools used in data entry and stock checking will help with my school and class assignments. I never liked accounting, but working here has helped me to appreciate the process."



Stefan Mc Hardy – Pursuing studies in Mechanical Engineering at the University of the West Indies, Stefan, assigned to the Maintenance Planning Section, Distribution East had this to say:

"I like working with machines, which led to my studying mechanical engineering. Before this job though, I didn't have an understanding about how T&TEC operated behind the scene. Now I have a little idea of the many work processes that lead to getting a job done."



Hathor La Borde - a student of the University of the West Indies, is studying Social Work. She was assigned to the Commercial Section, Distribution North and had this to say:

"Working in the Commercial Department has been a fantastic experience. I have mostly been doing data entry and filing, but what I love most about my experience is just how well everyone works together here. As a new employee, my co-workers took me in as part of their family – they were even concerned about my well-being away from the office. I have definitely learned how to be part of a team by working here."



Shay Smith – Studying Mathematics and Economics at the University of the West Indies, assigned to Distribution Tobago.

“Working at T&TEC has helped develop my discipline and self control. The fact that I have to get to work for a routine time

every morning will help me with getting up on time to go to my classes. I also believe that the discipline of time management and meeting deadlines will help me pursue my career as an Actuary or Economist.”



Nicholas Rambally Reading for a degree in Environmental Studies at the University of Waterloo, Canada is assigned to Distribution Central. He responded:

“Working at the Geographic Information System (GIS)

section has been an enriching experience in a couple of ways. Besides getting a salary, it has helped develop my skill in drafting. The use of the GIS technology will definitely be an asset towards my overall academic training.”

Health, Safety and Environment Week

Every year, employees at T&TEC look forward to the first week of October for Health, Safety and Environment (HSE) week. But, 2011 will be the last time this happens.

Come April 23, 2012, T&TEC can look forward to a renewed, invigorated HSE Week, as the Commission shifts HSE week to better align its activities with those of the International Labour Organisation (ILO) - World Day for Safety and Health at Work.

Because of the planned shift, the very popular HSE Quiz and Rhythmic Poetry competitions have been postponed to 2012.

For 2011 however, the week will be commemorated from October 3rd to 7th under the theme Effective Investigation and Action – Keys to Risk Reduction. The programme of activities will focus on three main areas - HSE Policy, Hazard identification and Control, Corrective/Preventative Action Implementation and Follow-up. Special emphasis will be given to Chair Safety, Vehicle Safety, Working Alone and Risks Assessment. The focus areas are under the umbrella of HSE – A Shared Responsibility.



According to David St. Clair, Senior Engineer, HSE Department,

deputizing for Manager, Wayne Solomon, the decision to focus on these areas was based on a review of the Commission’s accident reports over the last ten years and on the need to conduct more effective investigations towards a proactive safety culture.

Like previous years, the 2011 HSE Week’s activities will provide opportunities for individual and zonal participation at all levels of the Commission and will include competitions, training, seminars, medical screening etc.

Individual competitions include poster, photography and spot the hazard; while teams from each zone can join in a zonal mural competition.

Zones will compete for the very prestigious Best HSE Week challenge trophy and will be judged on, among other criteria, the level of employee and management participation in the HSE Week activities; programme design and content and execution as it relates to the 2011 theme and focal points. Many of these competitions were judged prior to the HSE Week.

More stripes for Security

Ottis Mills, Clint Jerry, Curtis Charles and Davis Thompson, employees in T&TEC's Security Department, each received a third stripe from Corporate Secretary and Head of Department – Legal and Secretarial, Grace Maharaj recently. This additional stripe signaled the promotion of these former Corporals to the rank of Sergeant.



Estate Sergeant Ottis Mills



Estate Sergeant Clint Jerry

Sgt. Mills, a 22-year veteran, is attached to Head Office; Sgt. Jerry joined T&TEC in 1981 and is at Distribution Tobago; Sgt. Charles, who has 30 years of service, is stationed at Mt. Hope and Sgt. Thompson, who joined the Commission in 1988, is stationed at Distribution Central.



Estate Sergeant Curtis Charles



Estate Sergeant Davis Thompson

The newly appointed Sergeants have been entrusted, by the Commission, to carry out the Mission of the Security Department

- to protect the Commission's assets, and ensure a safe and secure environment for its staff and customers in a cost effective manner.



Estate Police Inspector Sterlin Harriot receives his letter of promotion from T&TEC's Corporate Secretary, Grace Maharaj.

Estate Sergeant, Sterlin Harriot, was promoted to Estate Police Inspector effective August 10, 2011. Inspector Harriot has over 23 years service at T&TEC, starting in 1987 as an Estate Constable. Over the years, his career has taken him to the Central and Eastern Distribution Areas.

In 2010, Inspector Harriot was awarded his Bachelor of Science degree in Management Studies, with a minor in Criminology, from the University of the West Indies.

Departmental News

Registry outfitted with new motorcycles

The well-oiled assembly that is the Registry Department at Head Office got a boost recently with the purchase of two new motorcycles.

The red, shiny Yamaha 125 RX models are to be used by the four Messengers in that Department to make their daily rounds in and around Port of Spain. Registrar, Susan Birbal-Khan, said the new motorcycles will “assist the Department in providing an efficient mail delivery and courier service to support the Commission in achieving its overall mandate.”

The new bikes come with added features such as protective cases, better gripping tyres and a higher fender for a smoother ride.



Messengers Kern Noel, Lawrence Dwarika and Nigel Ochasingh with the new bikes. (Missing is Rawlson Daniel).

Volta River Authority representatives visit T&TEC

T&TEC gave senior representatives from Volta River Authority (VRA) Ghana an insight into the operations of its Port of Spain Training Facility during a visit on August 29th.

Acting Assistant General Manager, Distribution, Rene Austin led the T&TEC team which included Richard Kissoon, Manager, Distribution Support; Goutam Heeraman, Acting

Human Resources Officer - Technical Training; and Paul Jacob, Supervisor, Port of Spain Training Facility.

The VRA representatives were interested in getting hands-on knowledge on the functioning of the technical training environment. The one-day tour included a look at classroom work, the curriculum, lab work and the team was given an overview of the Commission's on-the-job training and performance management systems.

The T&TEC visit was part of a 7-day visit to Trinidad and Tobago by the VRA team to better understand our

national model, with regard to gap analysis and strategies in capacity development among the operators (generation, transmission and distribution).

Volta River Authority (VRA) is the state-owned power company of Ghana, Africa. VRA is the sole power generator for Ghana, supplying power, using primarily hydroelectric, through a regional arrangement to other neighbouring countries such as Benin, Togo and Cote d'Ivoire.

Recent natural gas finds in Ghana however has meant a shift in the energy source to be used in the expansion of their electricity grid. This development has presented some challenges for Ghana with respect to the availability of skilled personnel and adequate services requiring them to rapidly build capacity.



Officials from Ghana's Volta River Authority during their visit to the Port of Spain Training Facility.

Recreation lights installed at grounds in the east and south

Recreation Grounds at Brazil and Penal were the latest beneficiaries of lights under the Public Lighting Programme.

Infrastructure at the Brazil Recreation Ground was officially commissioned on July 9, to signal the launch of the La Horquetta/Talparo Windball Cricket League.

On August 29, two illumination ceremonies, at Wilson Road and Penal Rock Road Recreation Grounds, in Penal, were attended by the Honourable Kamla Persad-Bissessar, Prime Minister of Trinidad and Tobago.

Scores of residents, including community pioneer and former West Indies Women's cricketer Brenda Solzano-Rodney, were on hand to witness the event at Brazil. Speakers included the Member of Parliament for La Horquetta/Talparo, Honourable Jairam Seemungal; T&TEC's Chairman Omar Khan; and T&TEC's General Manager Glenford Cyrille. Team T&TEC and national cricketer, Rayad Emrit also spoke. He encouraged League participants to excel and use sports as a means to, not only develop themselves, but also make their community and country proud.

In Penal, despite torrential showers, the Honourable Kamla Persad-Bissessar led a contingent of officials that

included the Minister of Public Utilities, Senator the Honourable Emmanuel George, and Mr. Khan, at the Wilson Road and Penal Rock Road Recreation Grounds' illumination ceremonies.

The Prime Minister thanked the residents for their patience and support during the venture, recalling that her last visit to the Penal Rock Road Recreation Ground was in March, and the residents who came out to meet her were "in total darkness." Mrs. Persad-Bissessar congratulated the Minister of Public Utilities and T&TEC for delivering the projects in such a timely manner.

At all the ceremonies, Chairman Khan reiterated the Commission's commitment to improving the quality of life of citizens, by providing opportunities for recreational activities for extended hours. He stated that the Commission "will continue to expand its public lighting programme as part of its priority service delivery list."

The illumination of the Brazil and Wilson Road and Penal Rock Road Recreation Grounds was executed by T&TEC's Public Lighting Department (PLD), and funded by the Ministry of Public Utilities' Public Sector Investment Programme.



Left to right: Member of Parliament for La Horquetta/Talparo, Hon. Jairam Seemungal; T&TEC Chairman, Omar Khan; and T&TEC General Manager, Glenford Cyrille listen to T&TEC and national cricketer, Rayad Emrit, at the Brazil Recreation Ground.



All eyes are directed towards lights at Brazil Recreation Ground, as T&TEC Chairman, Omar Khan, flips the switch. From l-r: T&TEC General Manager, Glenford Cyrille; Councillor, Rana Persad; Manager, PLD, Ian Ramrattan; Mr. Khan; and the Hon. Jairam Seemungal



Prime Minister of Trinidad and Tobago, Hon. Kamla Persad-Bissessar, switches on the lights at Wilson Road Recreation Ground, while (l-r) T&TEC Chairman, Omar Khan; President of the Clark Road United Cricket Club, Baldath Mahabir; and Minister of Public Utilities, Sen. the Hon. Emmanuel George look on. Councillor for the area, Vishnu Ramlakhan is partly hidden

Employee Profiles



After 10 years, Jenifer Christo Samaroo, Senior Clerk, Distribution South, credits her ability to do her job on the relationships she has built with the various members of the T&TEC Family.

Ms. Samaroo told *Watts Happening*, “Although I embrace opportunities and can easily adapt to change, I recognized, from the onset, that my knowledge, on the job, could be fast tracked if I learnt from others”.

Jenifer Christo Samaroo

This was evident, she said, during the four years she spent at the Pt. Fortin Depot as part of its customer service team. “There, I gained invaluable information about the technical and non-technical side of the electricity business,” she said “This general

understanding allowed me to offer the best solutions to customers and to improve my performance.”

In 2009, Mrs. Christo Samaroo was promoted to Senior Clerk at Distribution South’s Administration Section. Here, her responsibilities, as Paymaster, included petty cash, salaries, wages, pay and pension. In July 2011 she returned to the Area’s Commercial Section. When *Watts Happening* interviewed Mrs. Christo Samaroo she was acting as Sub Section Leader responsible for Meter Reading in this Section.

Mrs. Christo Samaroo is one of 3 employees from Distribution South to have been awarded the prestigious title of Best Performing Employee 2010.



Not many T&TEC employees can boast of knowing the exact locations of the 12 kV feeders and transmission circuits in their Distribution Area, but Saheed Mohammed, Foreman – Line Clearer of Distribution East knows them all.

This unique trademark may have helped earn Mr. Mohammed

the distinction of being awarded the Best Performing Employee for this Distribution Area on two occasions, in 2005 and 2010.

Saheed Mohammed

When *Watts Happening* interviewed Mr. Mohammed, it was easy to understand the reasons for this accomplishment. His vast knowledge and expressions of enthusiasm for his job were evident during the interview. Mr. Mohammed explained “I like being outdoors so going into rugged terrain and heavily forested areas is easy for me.” This is true as, in several instances, he was called upon to visit the less-traversed areas of

Maracas, St. Joseph, Manzanilla and even Matelot.

Mr. Mohammed explained, “the maintenance of right-of-way for overhead lines is important to maintaining a reliable electricity supply to our customers ...my role is to ensure that the tree cutting contractors, hired by the Commission, complete jobs within T&TEC’s standards. I deal with all the details to make this happen.”

Mr. Mohammed joined T&TEC in 1994 as a Labourer in the tree trimming Section. Known to many as “Joe” and often referred to as “Mr. Dependable” and “Rapid Response”, Mr. Mohammed’s impressive work ethic is sure to earn him many more successes at T&TEC.

Celebrating Emancipation, T&TEC Style

They call them a triple threat; someone who can sing, dance and act. It's usually reserved for superstars, but on the night of August 13, it was clear that at least two T&TEC employees are superstars.

Billed as the 'Return of the Queens', the African Emancipation Queen Show, which had a six-year hiatus, showcased the talents of T&TEC's employees. Contestant number one Nicole Childs of Head Office was the first threat to appear, doing a hybrid song/dance/dramatic monologue for her talent piece.

Soon after, contestant number eight Nadine Small, from Distribution Tobago, showed the same skills as she depicted Winnie Mandela. In the end, it came down to the two of them to battle for the top spots.

The T&TEC African Emancipation Committee staged a coup this year, filling the auditorium of Trinity East with supporters who were happy for the return of this

loved event. The Committee, which has education, through entertainment, as one of its main goals, flipped the Queen Show script and asked each queen to



Nadine Small of T&TEC Tobago takes in her moment of glory as she is named T&TEC African Emancipation Queen 2011.

do a presentation on a prominent African woman (living or dead), instead of the typical 'intelligence' questions.

The strategy paid off as, it was clear from the moments of rapt attention, murmurs of understanding, laughter and applause, that guests left with new knowledge on African history.

The audience learned that Queen Nzinga from South West Africa converted to Christianity and changed her name to an Anglo Saxon one, for military/political reasons; Harriet Tubman was christened Maria Anderson and was the granddaughter of a successful African Singer; Queen Cleopatra married her 12 year-old brother in order to keep her right to the throne, as Egyptian law required her (as a woman) to have a co-ruler. Queen Hatshepsut (1479 – 1457 BC) defied the customs of her time by declaring herself Pharaoh when her husband died and ruled for years after.

The blend of first person, dramatic monologues, song and dance (Jeunesse Andrews' cart wheeling dance flip, Tyjondah Antoine's vibrant dance and Trini accented



Nicole Childs – Head Office



Tyjondah Antoine – Distribution East



Jeunesse Andrews-Marcel – Distribution Central



Natasha Ramsome – Mt. Hope



Lauren Noel – Distribution North



Samora Samuel – Public Lighting Department

skit and Nadine Small's fluent, staccato pronunciation of polysyllabic African words) all lent to a popularly entertaining evening.

The show was the penultimate event of the 2011 African Emancipation Celebrations in T&TEC. The final event, the annual community outreach programme in Tobago was postponed to later in 2011, because of unavoidable circumstances.

The 2011 season was launched on July 22 at the Stanley P. Ottley Building, Mt. Hope under theme "2011 - year of people of African descent." The theme, which was adopted from the United Nations, was also the basis for a panel discussion hosted at the UWI Open Campus on August 5.

At the queen show, General Manager, Glenford Cyrille, in his opening remarks, said he was happy to see the return of the show, and, judging from the cheering supporters, smiles and comments, most people agreed with him.

Though points for 'formal African wear' didn't contribute to the overall final score, this ever popular segment didn't fail to excite.

Dresses ranged from a bejewelled bra top with matching layered skirt; to western styled evening gowns in afro centric fabric and a head wrap made of braided hair and fabric.

In the end, Marielle Thomas from Distribution South, wearing a two-toned pink outfit won the judges nod for best formal wear.

But it was the talent of Nadine Small, Nicole Childs and Tyjondah Antoine that placed them on top overall, in first, second and third places.

Small's supporters ended the show with a mini jump-up in front the stage, on the announcement of her win, and as the General Manager presented her sash and crown. Her son David proudly joined her on her throne to capture the moment in photos.



Marielle Thomas – Distribution South



Denelle Nelson - Supplies



Devorah John – Transmission

Big things in store for T&TEC FC

Anticipation is fever pitch this football season with T&TEC FC making its debut in the Digicel Trinidad and Tobago Professional League, which started on September 9. The team is set to leave a permanent mark after a 2-1 win over North East Stars in its first game at the League's opening double-header at the Marvin Lee Stadium, Macoya.

T&TEC FC was elevated into the T&T Pro League after winning the National Super League and Knockout titles in 2010.

At a media launch on August 22, T&TEC formally introduced the players and its technical and management staff to the public.

T&TEC's Chairman, Omar Khan, in delivering remarks at the team launch said, "as Chairman of an organisation that considers itself a leader in not only energy delivery... but also in putting people first, I see it as our corporate responsibility to help further the dreams of those aspiring young sportsmen and sportswomen, and help build our nation in the process."

Mr. Khan revealed the team's plans to "find and nurture young talent" through the T&TEC youth football team. He disclosed that the team's management is currently in talks with Neil Holloway, General Manager of Ocean City FC in the United States, and Lee Herron, Director of Youth





Football at Reading Football Club in England, about a potential partnership with T&TEC FC.

According to Joel Bailey, Assistant Coach, the Club intends to “set the bar in Trinidad and Tobago for not only professional football, but professional sports in general [and] hopes to revolutionize the sport entertainment industry in Trinidad and Tobago.”

This is certainly possible, with the likes of last season’s Super League’s top scorer Kevon Neaves; captain Brent Garcia; brothers Akeem and Akini Adams; Tobagonian Kerlon Ferguson; Vurlon Mills; Sylvester Teesdale, Anthony Noriega and Kerron Benito; and with a number

of high-profile signings including Clayton Morris, Technical Director; and Clayton Ince, Goalkeeper/Assistant Coach.

Following the team’s official launch, a weekly trivia competition and a fan song competition were run in-house to encourage more support from employees.

Staff can keep in the loop about the team’s progress by regular updates and match fixtures via the Intranet. If you own a Blackberry, you can join the T&TEC FC BBM group – by emailing your PIN to ttefc@ttec.co.tt

We look forward to a successful season and wish our Electricity Boys all the best!



Front Row left to right: Desta Francis, Romauld Aguillera, Danile Garcia, Kerlon Ferguson (Tobagonian), Melvin Springer (Asst. Manager), Dexter Cyrus (Head Coach), Clayton Morris (Technical Director), Kevon Neaves, Coneal Thomas, Vurlon Mills (Guyanese International), Marc Hunte

Centre Row left to right: Desmond “Darko” Bailey (Asst. Coach), Adarayll John (Trainer), Javed Mohammed, Jamal Ayres, Akeem Adams, Akini Adams (Goal Keeper), Anthony Noreiga, Clayton Ince (Goal Keeper/ Asst.Goal Keeper Coach), Weslie John, Simeon Augustus, Andrie Pacheco, Nikosi Roberts, Joel Bailey (Asst. Coach/ Asst. Team Coordinator)

Back row left to right: Jefferson George (Goal Keeper Coach), Tigana Sparks, Bevon Bass, Kelvin Modeste, Brenton De Leon, Cebastian Bailey, Timothy John, Bevon Lewis, Kern peters, Brent Garica, Sylvester Teesdale, Eustace Darius

Islamic display an educational success

The S.P. Ottley Building, Mt. Hope, was transformed into a place of learning for the second installment of T&TEC's Eid Committee's Islamic Expo and Display competition.

Held on September 10 under the theme "the contributions that Islam has made to the world," participants selected from among eight topics: Engineering, Chemistry, Mathematics, Medicine, Oceanography, Architecture and Geography to form the centre of their presentations.

Employees did not disappoint. From elaborately decorated booths to a "faux" cave, visitors were not only enlightened by the information received, but also visually stimulated by their efforts.

T&TEC's General Manager, Glenford Cyrille, expressed his pleasure at the quality of the displays. He said, "the great Islamic contributions to academics, art, science, literature and culture are not widely appreciated, so I am happy that the Islamic Committee has centered its activities with an educational thrust."

Deputy Chairman, Susilla Ramkissoon, reminded us to "keep the spirit of Ramadan alive...to enrich others of the legacy and teachings of this ancient faith."

These were sentiments expanded upon by feature speaker, Maulana Dr. Waffie Mohammed, Principal

and Director at the Markaz al Ihsaan Institute of Islamic Theology. Making reference to the various topics covered in the display presentations, he captured the contributions of Islam, from the golden ages, to the present day.

T&TEC is exploring ways to share the displays with the country through roving expos.

After the formalities, the results were announced as follows:

- 1st Place** - Distribution East
- 2nd Place** - Distribution Central
- 3rd Place** - Mt. Hope



Molana Dr. Waffie Mohammed during his speech.



T&TEC General Manager, Glenford Cyrille, joins Deputy Chairman Susilla Ramkissoon-Mark to present the winning trophy to members of the Distribution East team.



The spectacular cave display constructed by Distribution East.

T&TEC invests over \$90,000 in employees' children

It has become customary that children of T&TEC employees, who were successful in the SEA examination, receive a tangible show of appreciation.

This year for the first time however, the tokens of appreciation were in the form of a Children's Investment Starter Plan (CISP) account from the Unit Trust Corporation.

The CISP portfolios, valued at \$1,200 each, were presented to 78 children at a ceremony in July titled "Passport to your Future" at the Crowne Plaza Trinidad. Each child was also provided with a USB drive, a useful accessory for

their Government-issued laptops.

T&TEC's General Manager, Glenford Cyrille, described the investment as a "seed fund of \$93,600 to give our children a head start" and to encourage the children to continue to strive for excellence in their academic lives.

Also for the first time, special awards were presented to T&TEC's highest scoring SEA girl and boy. The recipients of these inaugural awards were Gabrielle Brittany D'Andrade, daughter of Danielle and Gregory D'Andrade, both T&TEC employees working at Distribution East. Gabrielle tied with Sue Ann Deosaran, daughter

of Sunil Deosaran of Distribution South for top SEA girl (s).

The top performing T&TEC boy was Marc Mahabir. His father, Narvin Mahabir, is attached to the Human Resources Division.

T&TEC's Chairman, Omar Khan encouraged the children to "pull from the values that have brought you to this point – perseverance, hard work; discipline... let these principles continue to guide your actions and decisions and you will see success as you have done at the SEA."

Employees' children performed exceptionally well in the 2011 SEA, with five T&TEC children placing among the nation's top 100 SEA students.

T&TEC's annual SEA Awards ceremony was conceived in 2008 out of an appreciation for the value placed on employees' children, members of the Electric Family.



Top three: T&TEC General Manager, Glenford Cyrille (left); Permanent Secretary, Ministry of Public Utilities, Terrance Jurawan (centre); and T&TEC Chairman Omar Khan (right); pose with T&TEC's top SEA performers: Sue Ann Deosaran, Gabrielle D'Andrade and Marc Mahabir.



Part of T&TEC's SEA class of 2011.

Employee update

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Amrit Primsingh	Estate Constable	Secretarial
Anil Sooknanan	Electrician 'B'	Distribution North
Arlene Seales	Typist	Accounts
Avin Panchorie	Engineer II	Trans. Dev. & Eng. Serv.
Brandon Harribhajan	Linesman 'B'	Distribution East
Bryan Ali	Electrician 'B'	Distribution East
Carlton Frank	Electrician 'B'	Distribution North
Cliff Orr	Mechanic 'B'	Distribution Tobago
Clint Beroog	Labourer	Distribution South
Daaron Khan	Linesman 'B'	Transmission Maintenance
Devin Mc Vorrان	Linesman 'B'	Distribution North
Dmitri Meyers	Linesman 'C'	Distribution East
Donna Patrick	Typist	Finance
Hollis Carrington	Linesman 'B'	Distribution East
Jabari St. Rose	Clerk III	Commercial Department
Joel Harold	Labourer	Distribution East
Kehron Cojer	Helper	Distribution Tobago
Keron Wilson	Communications Mechanic II	Communications
Keron Wilson	Labourer	Distribution East
Kevin Briceno	Linesman 'B'	Distribution East
Kevin Greene	Linesman 'B'	Transmission Maintenance
Kieron Griffith	Helper	Metering Services
Kyle Crichlow	Estate Constable	Secretarial
Leslie Francis	Electrician 'B'	Distribution East
Lyndon Williams	Electrician 'B'	Distribution North
Marae Padilla	Estate Constable	Secretarial
Marlon Thomas	Helper	Distribution Tobago
Michael Harewood	Linesman 'B'	Distribution North
Mitra Ramkissoon	Clerk III	Industrial Relations
Oranzo Henry	Clerk III	Distribution East
Raquel Lewis	Typist	Distribution Tobago
Ronald Mohammed	Linesman 'B'	Distribution East
Ryan Affonso	Clerk III	Distribution East
Ryan Naipaul	Labourer	Distribution East
Sean James	Linesman 'B'	Distribution East
Shawn Arjoon	Maintenance & Services Assistant	Distribution East
Stephen Mohammed	Linesman 'C'	Distribution East
Vernon Duncan	Labourer	Distribution East

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Adwin Burrell	Technical Assistant III	Communications
Akida France	Communications Technician II	Communications
Akil Thomas	Jointer 'C'	Distribution Tobago
Alyssa Homer-Harrison	Safety Inspector	Health, Safety & Environment
Anand Sudama	Safety Inspector	Health, Safety & Environment
Andell Alleyne	Electrical Assistant	Distribution Tobago
Annette Seetaram	Subsection Leader	Distribution South
Anton Joseph	Technical Assistant II	Protection & SCADA
Avalene Solomon	Senior Clerk	Distribution South
Brian Adams	Communications Technician II	Communications
Camille Dindial	Insurance Assistant II	Finance

Candace Peters
 Charlene Garcia
 Cherry-Ann De Freitas
 Colette Daly
 Curtis Charles
 Damion Harrylal
 Dana Baird
 Daryl Cameron
 Davis Thompson
 Donna Beharry
 Donna Michell Mc Donald-Forgenie
 Garth Garraway
 Gary Cyrille
 Gary Singh
 Herman Charles
 Jon Mahabir
 Karen Ragbir
 Lyndon Joefield
 Marvin Boochoon
 Mavreen Jacob
 Michael John
 Nakeisha Noel
 Natasha Walker
 Negel Lall
 Nicole Alfred
 Nigel Marquez
 Noelyn Smith-London
 Norman Bobb

Clerk II
 Clerk I
 Subsection Leader
 Clerk Typist
 Estate Sergeant
 Clerk II
 Clerk II
 Communications Technician I
 Estate Sergeant
 Technical Assistant III
 Technical Assistant III
 Senior Human Resources Officer
 Linesman 'A'
 Senior Human Resources Officer
 Communications Rigger
 Clerk II
 Clerk I
 Driver – Vehicles less than 25,000 lbs
 Technical Assistant II
 Storekeeper I
 Jointer 'C'
 Safety Inspector
 Human Resources Assistant
 Clerk II
 Stenotypist
 Industrial Relations Officer
 Clerk II
 Line Foreman (Hotline)

Distribution North
 Distribution East
 Distribution South
 Secretarial
 Secretarial
 Distribution Central
 Accounts
 Communications
 Secretarial
 Trans. Dev. & Eng. Serv.
 Trans. Dev. & Eng. Serv.
 Human Resources
 Distribution East
 Human Resources
 Communications
 Distribution North
 Distribution South
 Distribution Tobago
 Protection & SCADA
 Distribution Tobago
 Distribution Tobago
 Health, Safety & Environment
 Human Resources
 Distribution South
 Distribution East
 Industrial Relations
 Distribution South
 Distribution East

MOVING ON

NAME

POSITION

AREA/DEPARTMENT

NAME	POSITION	AREA/DEPARTMENT
Allister Julien	Linesman 'B'	Distribution South
Alwyn Guy	Crew Foreman	Distribution North
Anthony Boyce	Crew Foreman	Distribution Central
Ashton Bando	Senior Foreman	Distribution East
Bibiano De Freitas	Telecom Operator	Distribution East
Bisham Ramkissoon	Driver – Aerial Lift Truck	Distribution South
Brian London	Labourer	Distribution South
Cedric Neptune	Chief Security Officer	Secretarial
Charissa Ceballo	Clerk II	Commercial
Cintra Marchong	Administrative Assistant III	Internal Audit
Cyril St. Louis	Internal Auditor	Internal Audit
Desmond Giles	Jointer 'A'	Distribution South
Donald O'Connor	Estate Corporal	Secretarial
Eugene Bruce	Driver – Aerial Lift Truck	Distribution Tobago
Johnson La Foucade	Estate Constable	Secretarial
Judith Sebastian	Clerk III	Distribution South
Kallipersad Samaroo	Safety Officer	Health, Safety & Environment
Lloyd Ramanansingh	Communications Supervisor	Protection & SCADA
Mac Arthur Douglas	Crew Foreman	Distribution North
Michael Patrick	Driver – Lorry Loader / Lift Combination	Distribution North
Nazim Hosein	Meter Inspector	Distribution South
Nazir Mohammed	Cable Supervisor	Distribution North
Norbert Williams	Transport Labourer/Lorry Loader/Borer/ Lift Combination	Distribution North
Oswald Webster	Estate Constable	Secretarial
Ramdath Deosaran	Crew Foreman	Distribution South
Raymond Jordan	Driver – Distribution Line Truck	Distribution South
Vashti Mohamed	Subsection Leader	Accounts
Vivien Wilson	Clerk II	Distribution East



EAW celebrates golden years of excellence

The Electrical Association for Women (EAW) 50th Anniversary continued over this last quarter, with several activities to mark the occasion and, as reported in the last issue of *Watts Happening*, the highlight of this year's celebration was the EAW's gala function held at Crowne Plaza, Port of Spain on June 25. The occasion was dual purpose, to formally celebrate 50 years as an organisation and to hold its 42nd Annual Conference.

T&TEC's General Manager, Glenford Cyrille, who offered congratulatory greetings to members of the Association, said he was humbled by the T&TEC/ EAW partnership, noting that "a quick glance over this half century shows that eight T&TEC General Managers, 17 EAW Presidents and six T&TEC

Liaison Officers" have been a part of this long, fruitful relationship."

The feature speaker, Akiya Uzoma-Wadada challenged the women to share their successes among all Branches and use their sorrows and struggles to build the character and self esteem of members and young people of their communities.

T&TEC's Corporate Communications Manager, Annabelle Brasnell installed the newly elected EAW Officers for the 2011-2012 term.



Marcia Fermin, of the Sangre Grande Branch, accepts the winning trophy for the Stanley P. Ottley Award for Excellence from T&TEC's General Manager Glenford Cyrille.



Ladies of the EAW express their enthusiasm during the programme.

President	Selma Chevalier
Vice President	Cherry Ann Nichols
Secretary	Gail St. Louis-Nedd
Assistant Secretary	Julia Andrews
Treasurer	Jenny Moren Rawle
Public Relations Officer	Helen Mahon
Committee Members	Yvonne Tash - Port of Spain Linda Garcia - San Fernando Natasha Ottley - Cumana Dianne Campbell - Sangre Grande Margaret Telesford - Siparia Angela Davis - Tobago June George - Arima Margaret Jeffery - (Pt. Fortin)

Among the Awards presented to Branches at this function were:

Collin Matthews Award for Community Service:

1st Place	Sangre Grande
2nd Place	Sangre Grande
3rd Place	Arima

Stanley P. Ottley Award for Excellence:

1st Place	Sangre Grande
2nd Place	San Fernando
3rd Place	Arima

Challenge Trophy for New Membership:

1st Place	San Fernando
2nd Place	Arima
3rd Place	Sangre Grande

One year later, Distribution South exceeds ISO objectives



(l-r) Assistant Area Manager, Richard Sitahal, Area Manager - Dist. South, Rene Austin and Assistant Area Manager, Vishnu Seetaram at the ISO audit wrap up meeting.

Southern Distribution Area's Quality Management System (QMS) objectives for 2011 were tightened, yet they were all met and exceeded.

This achievement earned high praise from Stephen Marquedant, National Quality Assurance (NQA) Associate Auditor and his recommendation for continued registration of ISO 9001:2008 for this Area.

The comments were made at a presentation of a final report on September 15, by Mr. Marquedant, following a three-day Surveillance Audit of the Southern Distribution Area.

Area Manager, Rene Austin told the group at the presentation, "this achievement is through your dedication." He acknowledged the efforts and long hours that were required for the project to progress to this level, "despite industrial and other challenges."

Mr. Marquedant was in high praise for this Area that "exceeded industry standards with its steady and quick progress". He singled out customer service as a good performance area. He rated the Area's performance as "overall very positive". One of the areas identified for improvement was vehicle maintenance records. He suggested that Distribution

South consider adopting a holistic approach to managing paper work.

Mr. Marquedant advised the Distribution team to continue with its root cause analysis and corrective actions as part of the continuous improvement of its operations.

Surveillance Audits are a yearly requirement to determine the level of compliance of the Quality Management System and are used to verify the scope of the registration – 'The design of the electrical infrastructure and the distribution of electricity to residential, commercial and industrial customers in the Southern Distribution Area.' The next Surveillance Audit is scheduled for September 2012.

T&TEC bids farewell to PS

Members of the Board and the Senior Executive held an intimate dinner party to say adieu to former Ministry of Public Utilities' Permanent Secretary, Jacqueline Ganteaume-Farrell in June.

The T&TEC team, which worked closely with PS Ganteaume-Farrell during her tenure, used the opportunity to say goodbye, tie up loose ends and to meet the then Acting Permanent Secretary Victor Jones.

General Manager, Glenford Cyrille, presented Mrs. Ganteaume-Farrell with a gift from T&TEC, after a toast was raised in her honour. She said she was touched by the gesture of friendship and appreciated her time working with T&TEC.



Former Permanent Secretary, Ministry of Public Utilities, Jacqueline Ganteaume-Farrell, is all smiles as she accepts a gift from T&TEC General Manager, Glenford Cyrille, at a farewell dinner held in her honour.



Doing our part in Coastal Cleanup 2011

Four hundred and sixty six pounds of trash were collected from the Caura River by a contingent of volunteers led by T&TEC, at Ocean Conservancy's 26th Annual International Coastal Cleanup (ICC) on September 17 .

The cool Caura hills provided ample shade for the approximately 80 volunteers who arrived early at the three pools. Joining the T&TEC environmental 'activists' were volunteers from Rotaract St. Augustine West and Kirk Sinnette's Boxer Construction Limited.

Before venturing out, Corporate Communications Manager, Annabelle Brasnell, briefed all on the importance of not just picking up garbage, but also sorting what was collected. She said, "the data collected from sorting the trash into the different categories [plastic/cans, glass and miscellaneous] helps authorities with the drafting of proper legislation for the disposal of waste and environmental protection mainly in the US." The sorted debris was either recycled or disposed of appropriately.

By the time the midday sun appeared, the popular liming spot was clear of debris and back to its original

pristine nature.

And on October 1, T&TEC also participated in the beach clean up in Tobago, joining forces with Digicel and members of the public to clean up Grand Courland Bay, Black Rock, one out of six beaches cleaned up on the island.

T&TEC's involvement in the annual ICC effort goes back to 2002. On the third Saturday in September, every year, our volunteers join with millions of others, from 152 countries, to clean lakes, rivers, streams and the ocean.



Avianne Ali of the Corporate Communications Department, assists some volunteers with registration.



All hands, and all ages, were on deck.



Volunteers record and sort trash for pick up.

Who wants to be a linesman?

When T&TEC participated in the Cotton Tree Foundation's Early Childhood Centre's programme to explore the "people in their neighbourhood", they may have veritably influenced an entire class of preschoolers to become Linesmen (and Lineswomen).

T&TEC's team, lead by Worrell Jacob, Linesman Training Supervisor, got the ball rolling when he appeared dressed in protective gear and armed with tools of a T&TEC Linesman.

The children were kept interested, and fascinated, by Mr. Worrell who got 'up close and personal' as he explained the various tools used by Linesmen on the job.

But what really sent the kids into frenzy was the bucket truck demonstration put on by Distribution North employees - Sheldon Beam, Linesman C and Marlon Leacock, Aerial Lift Driver.

To end the visual learning experience, and put some "icing on the cake", T&TEC's mascot, Watty greeted the children and distributed tokens of stationery items to them.

It was no surprise then, that when the children were asked "what would you like to be when you grow up?" a linesman was a popular choice.



Much to the children's excitement, Linesman Training Supervisor, Worrell Jacob, directs their attention to the linesman high above in the bucket truck.



T&TEC's mascot Watty is mobbed by the happy kids.

Mr. Jacob demonstrates the use of hammer and other tools to the young students.



The brilliant Lady K

Fresh off her decisive win in the T&TEC Power Monarch competition, Khadja Antoine, aka “Lady K” has gone on to blaze a trail on the national calypso scene. At the urging of her coach, prominent calypsonian Brian London, Khadja has since taken her talent beyond the Power Monarch and secured success at three other competitions.



At the OWTU’s Labour Day Calypso Competition, held on Friday June 17 2011 at the Hall of the Revolution, Fyzabad, Khadja’s performed “Is We” and “The true meaning of Labour”. The Brian London compositions won her first place from among 10 contestants, and the only standing ovation for the night. Khadja also won prizes for the Best OWTU calypso, Best Dressed and the People’s Choice.

Two nights later, on June 19, at the highly-publicised Corporate King of Kings calypso competition, Khadja had the crowd at the National Academy for the Performing Arts eating out of her hands. Her rendition of “Is We” earned the biggest crowd response for the evening. Khadja finished in third place from among 17 performers representing various organisations including Angostura, Petrotrin, WASA, National Lotteries Control Board, Rhand Credit Union, Central Bank of T&T, Queen’s Park Cricket Club, Ansa McAl, and several Government Ministries.

On July 29, Khadja competed in the last of the three competitions – the National Action Cultural Committee and National Youth Action Committee’s Emancipation



T&TEC’s General Manager, Glenford Cyrille, presents Khadja Antoine, “Lady K”, with a floral arrangement at a prize giving ceremony for the Power Monarch competition.

Calypso Competition, held at the SWWTU Hall. In her presentation, “Ah had to...,” she portrayed a slave describing what had to be done to overcome oppression to pave a way for our modern day African heroes.

Brian London said he is proud of his protégé, “I am proud of the work she put into these competitions. Khadja could be the “new face” in calypso; she has the potential to be great because she has the right attitude and wants to be a part of promoting our culture.”

T&TEC is also proud of its rising star, and wishes her success at her future endeavours.

Another successful beach football and cookout competition



Judges (l-r) Mary Pitman, Aswad Forde and Simeon Watson sample a dish from one of the teams.



The 'chefs' of the Mt. Hope Sports Club with their winning dish.



The ladies of the Northern Area Sports Club.



Action on the turf with beach football finalists, Penal Training Facility and PowerGen.

A local version of a Food Network "challenge" took place at Maracas Beach in July 9, when the General Sports and Cultural Club (GSCC) hosted its 9th annual Hubert Maingot 5-a-side Beach Football and Cookout competition.

Spectators and participants were treated to a day of fun and entertainment at Maracas Bay, relaxing under blue skies to the aroma of this year's dish, the popular oil-down, and witnessing some interesting moves by the footballers.

From as early as 9:00 a.m., the smells wafted from bubbling pots as teams of 'chefs' from the Northern Area, Southern Area, Mt. Hope, TATECO and Penal Training Facility began putting together their masterpieces.

Simultaneously, the contest on the sandy turf was heating up,

with eight teams from North, South, East and Mt. Hope Area Sports Clubs, the Port of Spain and Penal Training Facilities, PowerGen and TATECO competing for a trophy and bragging rights as beach football competition winners for 2011.

After a scorching final between the Penal Technical Training Facility and PowerGen, the young men of Penal won the coveted title and scored another win for T&TEC.

By the time the judges, Simeon Watson, Aswad Forde, Mary Pitman and Joanne Jackman, made their rounds to the cookout tents, appetites were at peak. Following a sampling of the varying textures and tastes, the Mount Hope Sports Club emerged overall cookout winners.

Overall results at the end of the competition were:

Cookout:

- 1st - Mt. Hope Sports Club
- 2nd - Northern Area Sports Club
- 3rd - Southern Area Sports Club
- 4th - TATECO
- 5th - Penal Training Facility

Best Team Spirit - Southern Area Sports Club

Best Decorated Tent - TATECO

5-A-Side Beach Football:

- 1st - Penal Training Facility
- 2nd - PowerGen

Mt. Hope dominates Inter-Area Pool competition

The clinking of cue stick to ball and the intermittent spells of quiet tension, followed by raucous banter, set the tone at the Wave Pool Gallery, Maraval, when the General Sports and Cultural Club held it's Inter-Area pool competition on July 23rd.

By the end of the competition, the Mt. Hope Sports Club demonstrated its dominance over its opponents by taking three of the top four places.

The final results were as follows:

- | | | |
|-----------|---|-----------------------------|
| 1st Place | - | Clement Castillo (Mt. Hope) |
| 2nd Place | - | Herman Charles (Mt. Hope) |
| 3rd Place | - | Shivanand Bhagwat (Tobago) |
| 4th Place | - | Eric Daniel (Mt. Hope) |



Winners row: (l-r) Clement Castillo, Herman Charles, Shivanand Bhagwat and Eric Daniel.



Herman Charles (right) lines up his shot against Eastern Area's Ryan Churaman.

Watty Says – Focus on lights

The season for extensive use of decorative lights is fast approaching. So before you purchase new lights or put up existing ones, here are some Watty safety tips to consider:



1. Use lights that have been tested and deemed safe by a reputable testing laboratory. The best ones are UL (Underwriters Laboratories Inc) or ETL (ETL Testing Laboratories) tested.
2. Use lights that have fuses in the plugs.
3. Inspect each set of lights - old or new - for damage. Return or throw out any set with cracked or broken sockets, frayed or bare wires, or loose connections.
4. The packaging will note whether the lights can be used indoors, outdoors, or both. Do not interchange use of these lights.
5. Secure outside lights with insulated holders (never use tacks or nails) or run strings of lights through hooks.
6. When you leave home or go to bed at night, turn off your decorative lights.
7. Use extension cords properly. Outdoor cords can be used inside or outside. Do not overload extension cords - they can get hot enough to burn.

Memory Lane

The Construction of the Penal Power Plant started in 1950, with a 5MW steam turbo generator. By 1957, a 20MW Steam Turbine unit went into service. A larger volume of cooling water was needed to power the turbine and as a result, the Moora Dam was built in 1958. Between 1960 and 1961, two more 20MW Steam Turbine units were constructed and in 1967 two 20MW Simple Cycle Gas Turbines were added.

The Pump House, as shown in photo, was used to pump the cooling water from the Moora Dam to the Turbines.



Pump House, Penal Power Plant, Penal. 9th March 1960

Automated bill payment by credit card

T&TEC has expanded its payment options to include automated payment using credit cards. This is the second recent venture to increase payment options, the first being with Bill Express in June.

This new system for electricity bill payment was launched in August. It is a time saving, safe and planned way for customers to pay their bills.



T&TEC customers can now register to have automated bill payments made from their VISA or Mastercard credit cards using any of the following options:

1. Have a predetermined amount automatically paid on their bill from their credit card every month.
2. Have the full amount of their bill automatically paid when the bill is due.
3. Pay their bill via 625-TTEC (8832) at any time.

Customers can register for this service at any of T&TEC's 14 service centres. They will be required to sign a contract authorising the Commission to deduct payments. There are no penalties for breaking the contract, and the customer can opt out at any time.

Interested in signing up for this new payment option? All it takes is three simple steps. Provide your:

1. T&TEC account number
2. Credit card
3. A valid form of photo identification

Brain Cooler



Diversity & national pride in Trinidad and Tobago

The observances of Emancipation day, Eid-ul-Fitr, Republic day and Independence day remind us of...



- CONSTITUTION
- CREATIVITY
- DIVERSITY
- EMPOWER
- FAITH
- FASTING
- FREEDOM
- FUTURE
- HOPE
- JOURNEY
- LEGACY
- PEACE
- PRAYER
- RIGHTS
- STRENGTH
- STRUGGLE
- WILLPOWER

Republic Day facts

Did you know?

- The Republic day holiday is observed on September 24, but Trinidad and Tobago actually became a Republic on August 1976. The holiday is held on the date when the first Parliament met under the new Republican Constitution.
- Prior to Republic Day, attorneys-at-law conferred with the honour Senior Counsel (SC), were known as King’s Counsel (KC) or Queen’s Counsel (QC).
- When the nation became a Republic, the voting age was lowered from 21 years to 18 years.
- The Republican Constitution replaced Trinidad and Tobago’s first written Constitution, called the Independence Constitution, which came into effect at the time of Independence in 1962.

Letters

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

July 07, 2011

On behalf of the South-West Regional Health Authority we would like to sincerely thank you for your prompt and expeditious service in providing adequate lighting to the entrance at Lady Hailes Avenue and the entrance to the Emergency Department, San Fernando.

Our deepest gratitude is extended to you the Chairman and the Trinidad & Tobago Electricity Commission.

Sincerely

Your Partners in Health
Dr. Lackram Bodoie
Chairman, Board of Directors
SWRHA

May 2011

For some time now, we have been experiencing a low voltage problem. On Thursday 12, May I called T&TEC to report the problem, when the crew came they found a burnt wire in the meter, which was promptly removed.

Reconnection was done the next day and one of your technicians suggested that the problem might be the wires coming into the building. The problem was not resolved and I again reported the matter on Monday 16, May.

Another crew came and checked the voltage which was low and stated that the transformer on the pole needed changing.

I would like to compliment T&TEC for the prompt response to my calls.

Sincerely

Nand K. Persad
Arouca

Editors Note - The Transformer was changed on June 14, 2011.

August 01, 2011

On behalf of all the Sisters here at St. Joseph's Convent, Torrecilla Gardens, Arima I would like to thank you and your staff for the assistance given to us in trimming the two poui trees on our premises.

We are deeply grateful to you and pray God's continued blessings on you.

Sincerely in Christ

Sr. Mary-Patrice Simmons
Administrator
St. Joseph's Convent, Arima

August 18, 2011

I visited T&TEC's office in St. James this morning to apply for service at a house I am building.

I was attended to by a very pleasant young man called Avinash Panday who was efficient and helpful. The whole transaction was completed in less than 30 minutes. I left with a smile on my face.

Most customers are fast to complain but slow to praise. On this occasion, I wanted to say "thanks" for good service.

With best regards.

Tim Kimpton
Bacon Woodrow & de Souza
Limited, Port of Spain

September 13, 2011

To: T&TEC's helpful staff

Almost 2 weeks ago my wife and I moved into an apartment and had not yet completed the transfer process for the electricity service to be moved from the previous tenant. Due to a lack of payment on the part of the previous tenant, the electricity service was cut last

Thursday afternoon. During Friday, the landlord and I worked with the staff at T&TEC to get the service restored and the transfer completed to prevent any further issues.

Whilst the service was not fully restored until Saturday morning, just before midday, due to a series of interesting circumstances, I must say that I am completely impressed by the level of professionalism and courteousness extended by the T&TEC staff. At no point did the assistance seem to emanate from a false position; people genuinely wanted to help and for that my wife and I are most thankful.

So bearing all this in mind we would like to commend all persons involved in the restoration process. These would include but are not limited to:

- Jennifer McCollin- Customer Services Officer, Distribution East
- Wayne Paul – Sub Section Leader, Arima Service Center
- Rachael Charles - Cashier, Arima Service Centre
- Charmain Baptiste - Chaguanas Customer Service Unit
- Rodney Latchman - Commercial Officer, Distribution East

In closing, it is my desire that we have this level of customer service across our state enterprises, and throughout the business landscape in our country. I am convinced that if we did we would most certainly have a much more progressive, industrious and integrated society.

Keep up the good work!

Regards,

André M Edwards
Caribbean Network Operators
Group

Congratulations

to T&TEC's cultural ambassadors

T&TEC Malick Tassa Drummers
awarded Humming Bird Medal
(Silver) for culture



(Above) T&TEC's Malick Tassa Drummer, Sanjeet Soogrim-Ram, receives the Humming Bird Medal (Silver) from His Excellency Professor George Maxwell Richards TC, CMT, Ph.D., President of the Republic of Trinidad and Tobago.

(Left) T&TEC's Malick Tassa Drummers: L-R, Anand Buchoon, Jeewan Seeram, Sanjeet Soogrim-Ram and Ranjeet Soogrim-Ram.

The Trinidad and Tobago Electricity Commission's (T&TEC) Malick Tassa Drummers have been creating pulsating rhythms for more than half a century.

Founded in 1956 by the late Soogrim Ramkissoon, a former employee of T&TEC, the band's leadership was passed on to his son Krishna, also a former T&TEC employee.

In 1993, Krishna was awarded the Humming Bird Medal (Silver) of Trinidad and Tobago for his contribution to local culture.

Today, T&TEC Malick Tassa Drummers' legacy continues through the leadership and talent of Soogrim Ramkissoon's grandsons, Sanjeet and Ranjeet, current employees at T&TEC Distribution North.

The group has performed for international dignitaries such as the Dalai Lama, Nelson Mandela, Prince Charles and Desmond Tutu, and at international events, including the Fifth Summit of the Americas held in Trinidad & Tobago in April 2009 and the Commonwealth Heads of Government meeting in November of the same year.



T&TEC... the power to make it work