



Watts Happening

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 28 #4/October - December 2011

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.

*Merry
Christmas*

Employees honoured for
national service

60 years of electricity service to
Tobago

Improved reliability for
customers





This is the time of year that people the world over focus on the goodwill and cheer of the Christmas season.

At T&TEC we celebrate not only the goodwill of Christmas, but the joy and appreciation we feel as employees of this titanic organisation. The biggest occasion to commemorate the latter is the Annual Employee Awards and Recognition Ceremony, the curtain raiser on the Commission's festive season where, this year, we marked our 65th year of national service. Annually, employees are recognised for their long service to the Commission but, at this year's milestone, it was also appropriate to commend all our staff on the contribution they made (and are making) daily, to the growth and development of this nation.

And even as we celebrate one milestone, we are quickly approaching another as Tobago is set to commemorate 60 years of

electricity service on the island, next year. We reflect on those occasions in this issue.

From November to December, employees are busy making plans for annual departmental 'family' festivities where colleagues share the spirit of the season with each other. But even as we end the year in a spirit of conviviality, there is more to appreciate, professionally, as the Commission continues to make strides in improving service delivery, internally and externally.

The Information Systems (IS) Department has been working quietly and intently behind the scene to develop software to make the process of resolving customer issues more efficient; as well as improving the management of other operational processes in the Commission. In this issue, IS has the focus turned on them as we learn about the new systems, as well as hear about their goodwill initiative.

Service reliability has also been improved with the energising of the Union Estate Substation and the commercial delivery of power from Trinidad Generation Unlimited (TGU) to T&TEC. Additionally, customers on the east/west corridor, especially those served by the Northern Area, are now benefiting from initiatives in wildlife mitigation and Substation upgrades that improve reliability.

So, the spirit of goodwill does not just refer to the sharing of food, drinks and good times with friends and family, for T&TEC it means another step in the continuous improvement of our service to our customers - a true gift, not only for Christmas, but for 2012 and beyond.

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Employees honoured for national service

The Ballroom at the Hyatt Regency was reminiscent of a vast flat plain dotted by transmission towers. The towers were the motifs for table centerpieces and set the stage for an impressive evening of celebration T&TEC style, as over 500 hundred guests, including employees and their families, gathered for the Commission's 57th Annual Employee Awards and Recognition Ceremony.

Held under the theme "65 Years of National Service", T&TEC's premier annual event did not disappoint guests, as the programme featured moments to honor staff, and inform and entertain.

Guests were taken on a nostalgic trip down memory lane, through a documentary on the Commission's "65 years of national service" and the events and people that helped shape the Commission into the entity it is today.



Nazir Mohammed from Distribution North and 40 year recipient makes a dashing picture.

General Manager, Glenford Cyrille, recalled T&TEC's early years during his welcome remarks, alluding to the historical theme; "it is through innovation and foresight that we have been able to steer through changing economic, social and political tides... That is perhaps the core of T&TEC's bedrock and has produced a behemoth, powered by almost 3000 employees, that lives the story of national service, dedication and pride."

In honouring the staff for their long service, the awardees who served for 40 years and more were, for the first time, featured in a filmed autobiography of their time at T&TEC. The appreciative audience applauded and laughed with the six awardees- Michael Lalla, Mac Arthur Douglas, Nazir Mohammed, Lawrence Darceuil, Mohanlal Bhagaloo and Kallipersad Samaroo- during the video.

Chairman, Omar Khan in his address, credited T&TEC's placement among the top performing public utilities "to the daily efforts of its employees, including management and general staff, and their commitment to duty."

Mr. Khan also highlighted some of the Commission's achievements over the past year and informed the audience of upcoming plans. He said "it is the aim of the Board and Management to continuously promulgate our Mission throughout the organisation in a sustained effort to remind all our employees - from top to bottom - of the need to align the Core Values of the Mission Statement to our Corporate

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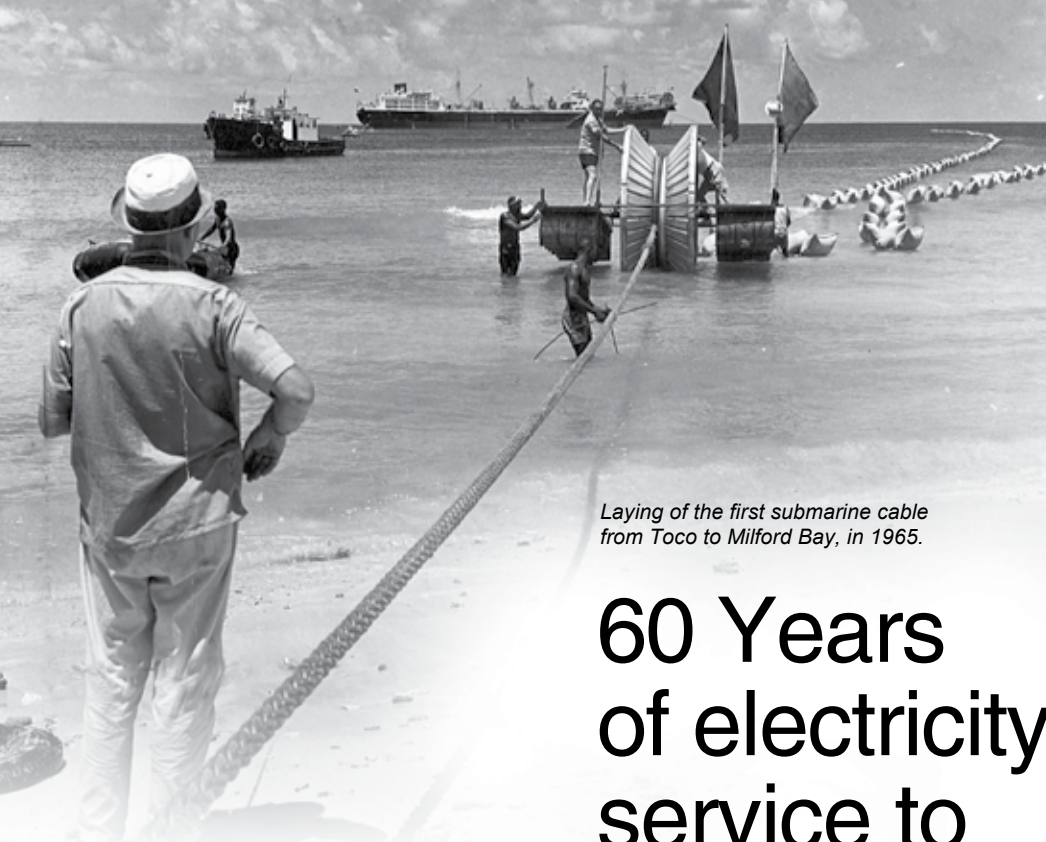
T&TEC Chairman, Omar Khan, delivers his speech.



Lawrence Darceuil of Distribution Central, collects his award for 40 years of service from Senator the Hon. Emmanuel George, Minister of Public Utilities.



Kallipersad Samaroo, Safety Officer of the HSE Department, who worked at the Commission for 44 years, accepts his award from the Minister of Public Utilities.



Laying of the first submarine cable from Toco to Milford Bay, in 1965.

60 Years of electricity service to Tobago

Sixty years ago, Tobago received its first supply of electricity. This significant development occurred on September 9, 1952 when the Power Station at Darrell Spring Road, with a generating capacity of 328 kW, was officially declared open.

Two hundred and fifty one customers were put on supply that day and Tobago has never looked back. This was the start of electrification across the island as T&TEC embarked on a journey to change the quality of life for all.

During the following years, several significant T&TEC milestones punctuated the development of Tobago. Among these were:

- The unification of rates in 1960; Tobagonians no longer had to pay higher rates than Trinidadians.
- The recovery from the effects of Hurricane Flora in 1963, when the Commission's entire network in Tobago was destroyed throwing 3,163 customers and 1,088 street lamps out of supply.

- Between 1962 and 1985 generating capacity at the Tobago Power Station was steadily increased to cope with a growing usage demand.
- In 2009 the Cove Power Plant was commissioned. This dual fuel eco-friendly 64-megawatt plant means that Tobago is not only self sufficient in power but has a generation surplus that can meet the future needs of Tobago.

Other areas of significant development in Tobago, over the last 60 years, include the sponsorship of the T&TEC New East Side Steel Orchestra; the lighting of the Claude Noel Highway; the construction of new Substations in Scarborough and Cove; the construction of 33kV transmission lines throughout the island and the expansion of the Milford Bay Substation.

Today, in 2011, T&TEC continues to make a significant impact on the economic development of this 300km² island, as it provides an electricity supply that meets the demands of its 150,000 customers.

Look out for a special section in the *Watts Happening* January – March 2012 edition as T&TEC commemorates its 60th Anniversary as an electricity supplier in Tobago.

- The completion, in February 1966, of the submarine cable installation which linked the Toco Switching Station in Trinidad, with the Milford Bay Reactor in Tobago.
- In 1972, a second submarine cable was installed. This cable was connected to the transformers on the Distribution Area Compound in Darrell Spring Road in Tobago.



The stacks of the exhaust gas silencers at right, tower next to the warehouse and the engine hall at left, at the Cove Power Station.



Kelvin Ramsook acts as General Manager of T&TEC

Kelvin Ramsook is the interim General Manager of T&TEC. This appointment, by T&TEC's Board of Commissioners, became effective on November 21, 2011 following Glenford Cyrille proceeding on pre retirement leave.

Mr. Ramsook's substantive position is Assistant General Manager – Distribution and is a member of T&TEC's Senior Executive.

Mr. Ramsook, an Electrical Engineer, has over 25 years experience at T&TEC. His progressive career path includes tenures at three of the five Distribution Areas in the Commission.

Mr. Ramsook was the Senior Area Engineer at Distribution East and Distribution Central, with subsequent promotions to Assistant Area Manager and Area Manager at Distribution Central. He was transferred to Distribution South as Area Manager in 2007. He was appointed Divisional Head, responsible for electricity distribution in Trinidad and Tobago, in 2008.

Mr. Omar Khan, Chairman of T&TEC's Board of Commissioners, in an internal communiqué said "the Board kindly request the full support and co-operation of all staff members as you continue to deliver an efficient and reliable supply of electricity to the nation."

Acting Appointments

Three acting appointments in the Distribution Division were announced by the acting General Manager, Kelvin Ramsook. These appointments took effect in November this year.



Zainool Mohammed was appointed to act as Assistant General Manager (AGM) – Distribution from November 21.

Mr. Mohammed, a 28 year veteran at T&TEC, is an Electrical Engineer, with a Diploma in Management Studies.

Mr. Mohammed has also undergone an extensive list of engineering and management courses to aid in his career development.

Mr. Mohammed's substantive position is Area Manager, Distribution Central.



Also effective November 21, Area Manager, Distribution North, **Richard Kissoon**, took up a temporary lateral appointment at

Distribution Central.

Mr. Kissoon joined T&TEC in 1982 as part of the Engineer-in-Training programme. His appointment as

Area Manager, Central completes a full circle having now worked at all five T&TEC Distribution Areas.



Harold Lee, Assistant Area Manager – Distribution East, has been appointed to act as Area Manager, Distribution North

from November 28.

Mr. Lee's career at T&TEC began as an Engineer-in-training and spans 28 years. He has held several senior positions in Distributions North, Central and East.

Mr. Lee holds a Bachelor of Science degree in Electrical Engineering and a Master of Science degree in Power Systems.

T&TEC energises highest voltage substation

History was created when the Trinidad Generation Unlimited (TGU), new Power Station in La Brea, provided for the first time, a commercial supply of power to T&TEC on August 1, 2011.

This additional supply means that T&TEC has an improved capacity to meet demand and provide a more reliable supply for customers.

Readers would recall that the 220 kV bus at the Union Estate 220/66 kV substation at La Brea was energised

in October 2010 making it the first substation to be energised at 220 kV in the Commission.

This substation was initially conceived as a 132/66kV substation but was later upgraded to 220 kV. It is now the interface substation with the T&TEC grid and was used recently to provide 220 kV voltage power to test the substation equipment constructed to connect to the grid.

Union Estate Substation, La Brea.



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Employees honoured for national service

Goals and to be on the same page in the areas of safety, reliability, cost effectiveness and commitment to customer satisfaction.”

T&TEC’s role in national service and development was endorsed by the feature speaker, the Minister of Public Utilities, Senator the Honourable Emmanuel George. He said that “Trinidad and Tobago’s economy and the welfare and quality of life of our citizenry are dependent on the work of the Commission,” adding that “while acknowledging the rich history of T&TEC, we must continue to raise the bar, to strive for greater discipline, greater productivity and greater efficiency as the Commission seeks to meet the nation’s ever-growing demand for electricity.”

The evening culminated with a high energy performance by 3 Canal, dinner, and additional entertainment by the T&TEC Luces Brillantes and T&TEC

Gayatones. Employees also enjoyed performances by T&TEC songbird Marisa Diaz, Neval Chatelal and Rhythm and Style Dance Company.

see story on page 15



Patrick Q. Douglas accepts the award on behalf of his father, Mac Arthur Douglas, for 40 years of service.

New additions to T&TEC's fleet

They are commanding, modern, heavy-duty yellow utility trucks specially configured for T&TEC and, from October, three of them became part of the Commission's fleet assigned to Distributions South, Central and East.

The 7400 International 30 ton lift truck has upgraded features designed for the users' comfort and safety, including air conditioning, automatic transmission, and an ergonomic and spacious cab. The trucks have been specially retrofitted with hydraulics and reinforced Aerial Lifts. They also meet international standards on vehicle emissions and have GPS capability.

Management and employees, together with representatives from

Tracmac Engineering and Hydraulics Components Limited, were on hand to participate in a simple handover ceremony of the new trucks at Tracmac's Chaguanas compound on October 17.

Amidst some rain showers, Pundit Bramdeo Maharaj and Herbert Peters from Distribution Central blessed the trucks. Assistant General Manager – Distribution, Kelvin Ramsook in his brief remarks, acknowledged the role of the Field Controllers in the process to acquire the new trucks.

As he explained some of the trucks' enhanced capabilities, Mr. Ramsook said, "These new vehicles will enable us to carry out more hotline work, thereby minimising interruptions to customers' supply.

The powerful looking trucks are also able to lift 3-ton concrete poles, making pole replacements easier.

Mr. Ramsook urged Drivers to become familiar with the new trucks as they are a well recognised symbol of T&TEC's service delivery, as well as a functioning tool for its operations.

Area Manager for Distribution Central, Zainool Mohammed, added his caution for Drivers to take care of the new vehicles. He urged them to utilize the training opportunities so as to "fully maximise the special features of the new trucks."

T&TEC expects to purchase 350 new trucks over the next 10 years.



New software systems give efficiency a boost

The Information Systems (IS) Department has been developing new systems to meet the needs of internal and external customers and improve the Commission's overall efficiency and productivity.

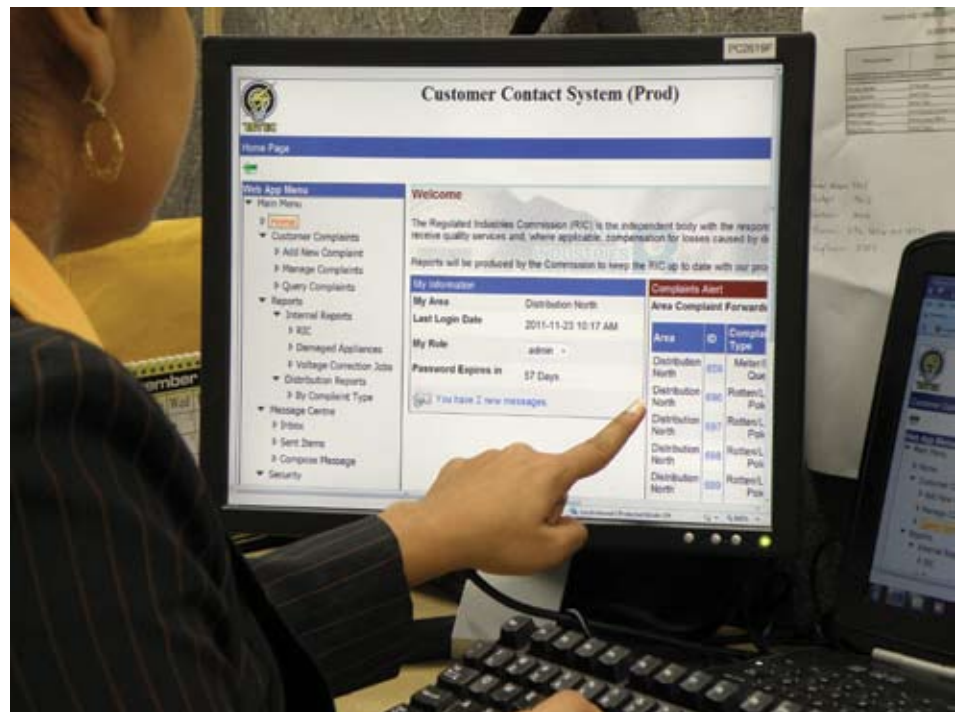
Four new software systems have been added to a growing list of computer applications presently used by T&TEC: Customer Contact System (CCS); Industrial Meter Installation Details System (IMIDS); Major Contracting System (MCS); and Supplies Workflow Tracking System (SWTS).

In addition to improving service delivery, these electronic systems reduce the Commission's paper usage - one of the objectives of its ISO: 14000 standards. They are all web-based, which makes them easy to access and use.

Customer Contact System (CCS)

The Customer Contact System (CCS) satisfies the requirements of the Regulatory Industry Commission(RIC) to implement a system for recording and reporting on customer complaints.

The system tracks any customer's complaint - walk-in, phone, letter, email etc. – that requires follow-up action through a simple two-step process. It has eliminated the need for customers to make a report in their service area. Assigned T&TEC staff members, can take a report on a problem in any Distribution Area. The complaint is logged in and



forwarded to the Area/Department in which the customer is located, for follow-through.

The CCS will improve the response time to customers' requests and tracks the progress up to successful completion.

The system provides statistics such as length of time for resolution, amount and type of contacts and other similar information that allows the Commission to evaluate its responsiveness to customers.

Users of the CCS span all Distribution Areas and the Commercial Department.

Industrial Meter Installation Details System (IMIDS)

Launched in August 2011, the Industrial Meter Installation Details System (IMIDS) aims to improve

overall process efficiency in the Metering Services and Commercial Departments.

The system allows for:

- Automatic generation of Industrial Meter Installation Details (IMIDs)
- Workflow tracking
- Digital signing of IMIDs as the workflow progresses
- Automatic email notifications
- Process time reports and other ad-hoc reporting
- Synchronised meter inventory and customer information for seamless integration and data integrity.

Major Contracting System (MCS)

The Major Contracting System (MCS) automates the manual process to improve efficiency in operations and reporting capabilities. It was piloted in Distribution North for six months in 2009 before it was rolled out to the entire Commission.

Like with the Customer Contact System, a record/report on the Major Contracting System can be made by assigned CSR, in any Service Centre. Once a payment is received and logged, the system will automatically send an email to the Utilization Section of the Area to which the job is assigned. Processing of the job begins immediately.

Job estimates are automatically generated for standard jobs and maintained by the Utilization Department.

The MCS “speaks” to the PeopleSoft Financial System through an

interface that allows for actual expenses to be tracked and compared to the budgeted costs.

Supplies Workflow Tracking System (SWTS)

The Supplies Workflow Tracking System (SWTS) was designed to improve the overall processes of the Supplies Department to allow easy tracking of the status of a request for stock. This system will improve the total turnaround period for re-ordering materials and equipment.

The SWTS introduces a new and dynamic workflow engine which is the flagship for future similar system design and development.

It is the first system in the



Commission that utilises digital signatures to improve the processing efficiency.

If you are interested in learning more, or need to request access to these systems, please contact the IS service desk at ext. 2629/2639 or via email to “IS Service Desk”.



Correction

*In our article covering T&TEC’s Eid observances in the last issue of the **Watts Happening**, we erroneously listed Mt. Hope as third place winners in the display competition.*

The third place winner was actually Head Office.

We apologise for the error.

Assistant General Manager – Human Resources, Jacqueline Cheesman, presents Zaira Mohammed of Head Office’s Eid team, with their prize.

Improved reliability for customers on the east-west corridor

T&TEC customers along the east west corridor, served by the San Juan and Laventille Substations, now have the benefit of an improved and more reliable electricity supply through projects being undertaken by Distribution North and which are co-ordinated by the Area's Project Section.



Laventille Substation

Wildlife that come within range of energised conductors electrical fields can become energised and, in some cases, cause electrical circuits to trip resulting in outages and dead animals.

So when pigeons were identified as causing outages at the Laventille Substation, animal guards were installed on the substation 33kV bus bar to prevent them from coming into contact with it.

This wildlife mitigation approach has since then reduced power outages to customers in Laventille, Morvant and Barataria areas.

A long term solution to correct this problem is the reconstruction of the Laventille Substation and the installation of an indoor 33kV bus bar. This project is carded to begin in 2012.

San Juan Substation

Over 2000 T&TEC customers, in Aranguez, Barataria, Santa Cruz, San Juan and Petit Bourg, will receive an improved supply of electricity when work on the San Juan 33kV Substation is completed during the 3rd quarter of 2012.

The major challenge during upgrade work at this Substation was to continue to provide a reliable supply to customers.

To circumvent this challenge the following was done:

1. A tap was taken from the newly constructed Mt. Hope – Champs Fleur 33kV bypass transmission line.
2. An elevated 33kV circuit breaker was installed to replace the metal clad 33kV circuit breakers carded for removal. This is the first time in the history of the Commission that such an activity was undertaken.
3. A ring main unit was installed to replace the 12kV board at the Substation. Four autoreclosers were used.



The upgrade of the San Juan 33kV Substation is one of the major projects being undertaken by Distribution North through its Project Section, headed by Derick Davis, Technical Assistant I.

The team included Ambrish Tiwari, Engineer in Training, Jeffery Debique, Senior Foreman and Crew comprising Denroy Peters (Hotline Foreman) Gary Gomez, Rudy Gobin, Sheldon Beam, Devin McVorrán, Andell Cudjoe, Tyron Bickram and Martin Martinez.

GLOSSARY

Bus Bar – Tubular hollow section conductors

Autoreclosures – Circuit Breaker designed for installation in a pole with programmable features to allow automatic restoration of supply for transient faults.

Ring Main Unit – A bank of switches connected within an enclosure to conduct power to user, with the ability to trip under stated conditions and to provide for isolation in the event work is to be done in any of the circuit connect to it.

A crew at work to install the elevated 33kV circuit breaker at the San Juan Substation.



Substation upgrades in the east

Three of T&TEC's key installations at Distribution East, Sangre Grande, Mathura and Trincity Substations, are some of the installations at T&TEC that were given a facelift recently.

General upkeep and improvements of these Substations including minor civil work, painting, cleaning, installing signage and upgrading toilet facilities were undertaken.

Work was completed in less than a month and the result is an aesthetically pleasing, safer, work environment for employees.



A revamped Sangre Grande Substation (Also photo above).

Christmas Greetings from members of the Electric Family



"We hope that 2012 will bring prosperity to T&TEC and by extension, its workers, and that the spirit of the yuletide season will be reflected throughout the year, and that those outstanding critical issues like negotiations, job evaluation, outstanding

promotions, etc., will be resolved amicably and speedily, in the interest of the workers and the Commission.

The year 2011 was a very challenging one for the OWTU and its members at T&TEC. Workers have been placed at a very serious disadvantage because of the lack of progress in negotiations. The fact that they were not paid the COLA due to them and are still living on 2008 salaries and wages have put them under severe hardship.

The OWTU reiterates the call for Management to work with the Union in order to ensure that the workers are treated with equity and fairness and that the Commission puts its employees first."

Peter Burke
Executive Vice President
OWTU



"I must thank Almighty God for his mercies and blessings that He has given the T&TEC family throughout the year and the privilege to wish you, on behalf of the Estate Police Association and the T&TEC Security Department, a merry Christmas.

I wish to also take the opportunity to specially mention our General Manager, Mr. Glenford Cyrille... thank you for everything."

Corporal Dean Richards
President, Estate Police Association



"I wish to extend Greetings to all employees of T&TEC and in particular the members of the Senior Staff Association. Have a wonderful Christmas, but remember the true meaning of Christmas. As prices go up and salaries have remained the same, let us go back to the old

days when Christmas was less about the spending on material things and more about the time with family and friends. Do not drink and drive, do not overload electrical outlets and spend time not money.

Let us all continue to work diligently together to make 2012 an even more profitable year for the Commission.

Have a Merry Christmas and a Happy New Year!"

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



"It is with great pleasure and pride that I embrace this opportunity to say thanks to all who contributed and continue to contribute to the great success of our beloved Credit Union over the years. It is our vision that our Credit Union will be the premier organization satisfying

the needs of our members, so we continue to recognize our special niche and special responsibility needed to achieve this objective. I therefore implore all members to give us the opportunity to improve your standard of living.

I am also pleased to inform you that as we continue to develop, our new Credit Union office building at Barataria is well on its way and it is expected to be completed by the end of this year.

The festive season is once again upon us, so on behalf of all serving officers, manager and staff of Tateco Credit Union, and on behalf of my family and on my own behalf, I wish all of you God's richest blessings. Have a holy Christmas and a productive and prosperous New Year, 2012."

Foster Giles
President, Tateco Credit Union (North)



"A special yuletide greeting to you all. I still can't believe the season is upon us once again. As we look forward to the year 2012 with ardent anticipation, we hope that Santa remembers our pending negotiations due in Court in the first quarter of the New Year and leaves with

us at least 10% of his goodies, as we were all very nice throughout the year. That way, employees may feel better inclined to participate in our 2012 sporting programme of events. The year 2011 posed many challenges for the General Sports and Cultural Club,

as this unresolved issue continues to adversely affect our activities.

Notwithstanding all this, I would like to wish you all a bright and prosperous Christmas and a New Year. May God's grace richly bless us all in the New Year and beyond."

Gilbert Taylor
President of T&TEC's
General Sports and
Cultural Club



Crossword solution

ACROSS: 6.cuatro, 8.horseracing, 9.aguinaldo, 11.pastelle, 12.crazy

DOWN: 1.parranderos, 2.sorrel, 3.punchacreme, 4.poinsettia, 5.paramin, 7.santacruz, 10.glowing, 11.parang

Central's green hands

Employees at the Central Distribution Area have embarked on a new initiative that has resulted in healthy benefits and a tranquil environment.

Flanked by flowering plants and benches, a lush kitchen garden consisting of lettuce, chive, celery and shadon beni or bandaña was started.

Main caretakers of the garden, Amarnath Sahadeo, Labourer and Abigail Bengochea, Clerk III, recently harvested over 160 heads of lettuce and 34 bundles of seasoning. These were distributed to Central Distribution employees.

The next crop is expected to be patchoi!



A green gift - Amarnath Sahadeo and Abigail Bengochea reaping the crops.



Trainees rise to the challenge

The transmission tower is symbolic of the electricity industry and is widely found crisscrossing the landscape of Trinidad and Tobago. The tower is used to connect power lines from one area to another.

So it seemed fitting that a replica of the transmission tower was used as the centerpieces at the Commission's 57th Awards function held in November.

The pieces were "handcrafted with pride", by T&TEC's trainees from the Port of Spain and Penal Training

Facilities. Constructed from wood and painted silver to mimic a real tower, the project took just under three weeks to complete.

The trainees took on the challenge to do the 80 pieces, as a demonstration of the construction skill that resides in the Commission.

Patrick Brown, Human Resources Officer I - Technical Training, coordinated the effort which involved staff from both Facilities. Mr. Brown explained the Trainees' involvement in the project; "Each Batch is required to leave a legacy project before graduation. This project encompassed both the mechanical

and manual dexterity skills acquired during training at the Facility."

Congratulations guys, great job!



Above: Putting the pieces together – trainees at the Penal Training Facility.

Left: The trainees at the Port of Spain Training Facility at work.



Distribution Central - T&TEC's Best Performing Area for 2011



Internal Audit Manager, Ainsley Stewart, accepts the Millennium Award from T&TEC's General Manager, Glenford Cyrille.

The 57th Annual Employee Awards and Recognition ceremony was a proud time, not only for individual awardees, but for several Departments and Areas that were singled out for special commendations.

Congratulations to the employees of these Areas and Departments who continue to live the tenets of excellence and customer satisfaction and for helping the Commission achieve its strategic objectives.

The 2011 Awards recipients are as follows:

- **Millennium Award (Chairman's Award) – Ainsley Stewart, Internal Audit Manager.**
Mr. Stewart was selected for the Award because he demonstrated the commitment to managing according to principles of accountability, transparency and probity and made several proposals to ensure the Commission meets those standards.
- **Best Performing Area overall - Distribution Central**
- **Most Service-Oriented Area - Distribution South.**
The following criteria were used to select the winner:
 - Number of trouble reports received per 1,000 customers
 - Average response time to trouble reports
 - Average response time to connections and reconnections

- Reliability – CAIDI - Customer Average Interruption Duration Index, SAIDI - System Average Interruption Duration Index, SAIFI – System Average Interruption Frequency Index, ASAI – Average Service Availability Index
- Hotline works
- Autorecloser operations
- Circuit breaker operations
- **Best Performing Area - Safety Distribution Central.**
The winning Area is determined by frequency, incidence and severity of incidents were considered.
- **Most Cost Effective Area - Distribution Tobago.**
The Distribution Areas were assessed on the total variance for the period, as well as on the following items of 'controllable' expenditure:
 - Materials
 - Overtime
 - Small Tools
 - Contracted services
 - Telephones and Telefaxes
 - Stationery
- **Most Cost Effective Department/Division (Small) - Internal Audit.**
- **Most Cost Effective Department/Division (Large) - System Planning and Control (SCADA)**
Assessments of the 'Large' and 'Small' Departments were based on annual recurrent budgets of over \$6M and up to \$6M respectively.



Proud employees of Distribution Central with their awards. From l-r, Area Manager, Zainool Mohammed; Acting Assistant Area Manager, Vijai Ramnanansingh; Assistant Area Manager, Kendel Francis; and 40-year award recipient, Lawrence Darceuil.



T&TEC's 57th Annual Employee Awards and Recognition Ceremony

65 Years of National Service.

"T&TEC's history is punctuated with employees who, through their talent, hard work and dedication, have left their mark on several milestones at the Commission and, allows us to say with pride, 'I work at T&TEC'."

- T&TEC's Chairman, Omar Khan

Two hundred and thirty-three award recipients were recognised at T&TEC's 57th Annual Employee Awards and

Recognition Ceremony in the following categories: Safe Driving for 5, 10, 15, 20 and 25 years; Best Performing Employee from each Department and Distribution Area; and Long Service recipients serving 15, 20, 25, 30, 35, and six employees serving 40 and over years at T&TEC.

Here are some of our Award recipients:



Stacy-Ann Mc Carthy, of Transmission, receives her award for 15 years service from the Assistant General Manager – Transmission, Charles Inniss.



Best Performing Employees for 2011 pose for a group picture.



Hugh Labadie, Commercial Officer of Distribution Central, is presented with his token for 30 years service from the Assistant General Manager – Human Resources, Jacqueline Cheesman.



Joan Guerra of Distribution South, accepts her token for 25 years service from the Assistant General Manager – Finance, Colleen Licorish.



Wesley Brereton of Distribution South, receives his token for five years safe driving from the Assistant General Manager – Distribution, Kelvin Ramscook.



Assistant General Manager – Administration, Neil Williams, receives his award for 30 years service from the Assistant General Manager – Human Resources, Jacqueline Cheesman.



Distribution Tobago's Jason Crawford, is congratulated by the Assistant General Manager – Engineering, Courtenay Mark for 20 years service.



Distribution South's Toolsie Seujattan, receives his 35 years service award from the General Manager, Glenford Cyrille.



Forty-four years service award recipient, Kallipersad Samaroo, is greeted by Registration Co-ordinator, Yvonne Gentle-Langdon.



Assistant General Manager – Engineering, Courtenay Mark, greets the son of Kevin Yorke-Ventour of Distribution North, who received an award for 20 years service.



T&TEC Commissioner, Kenneth Patino and his wife are greeted by usher Carol Brown.



Zainool Mohammed, Area Manager - Distribution Central is congratulated by T&TEC's Deputy Chairman, Susilla Ramkissoon-Mark.



First customer uses T&TEC's credit card payment option

Just a few days after the Commission introduced its automated credit card payment facility, T&TEC facilitated the first automated bill payment by a customer.

The history making event took place on August 26, 2011,

when the first customer signed up for the service. The transaction which followed was a collaboration between the Commission and Republic Bank Limited.

The automated credit card service is available to holders of valid VISA and Mastercard cards, regardless of the issuing bank, local or foreign.

The payment facility allows the Commission to submit daily requests, to the Bank, for processing customer payments. Upon approval, payment is automatically deducted and the customer's account is immediately updated.

The automated credit card facility is an easy option to pay your electricity bill. Customers using this option will have several advantages, including: elimination of the need to visit a physical location; entitlement of credit card incentives (miles/points/cash back) as offered by their bankers; less worry about paying electricity bills on time; and protection from disconnection for non-payment.

Customers interested in accessing the automated bill payment option can email their enquiries to T&TEC at: billingenquiries@ttec.co.tt.

Rules about shoes

T&TEC's Safety Rules have been developed for the guidance, safety and protection of all the Commission's employees and compliance with the rules is mandatory.

An amendment to Safety Rule – Section 7.0 titled Dress Code, was approved by the Commission's Executive HSE Committee recently. This Section directs employees on appropriate wear for a professional business environment. It advises that "employees should maintain a neat well-groomed appearance during work hours."

Section 7.3 provides guidance on appropriate footwear as follows:

"Employees shall not wear any type of clothing or footwear that may restrict their ability to move freely or quickly especially in cases of emergency.

Footwear must be worn at all times. Shoes shall be closed toed and have a support strap at the heel. Shoe heels shall not exceed a height of 7.5 cm and the lift at the base of the heel must cover a minimum of 3 cm². No open toe shoes or slippers will be permitted."

Here are some examples of sanctioned footwear.



An ayodha of lights as T&TEC celebrates Divali

T&TEC's Deputy Chairman, Susilla Ramkissoon-Mark said it best when, in explaining the rationale behind the Commission's Annual Divali celebrations, she said that the Commission is committed to raising national consciousness to higher and nobler values, particularly as it relates to the preservation of culture and family ties.

And 2011 was no different as it was another successful year for T&TEC's Divali celebrations which attracted thousands of employees, families and friends to the Mid Centre Mall car park on October 22.

The 14th T&TEC Divali celebrations, a must-attend for many, was also broadcast live on television and radio.

Often referred to as "T&TEC's Divali Nagar", the mini village featured traditional bamboo bending displays,



Divali Queen 2011, Marina Brown, centre, is flanked by second place winner Radica Ramlal (right) and third place winner, Nalene Ramgoolie-Ramgoolam.

music of sponsored bands – T&TEC Gayatones and T&TEC Malick Tassa Drummers, and the beauty and talent of eight Queens representing different T&TEC Departments/Areas.

General Manager, Glenford Cyrille, in his remarks noted that the Divali celebrations have "now become one of the biggest, most highly anticipated Divali commemorations in the country."

Also commending the Commission for its "forward-thinking policy of multiculturalism" was the Minister of Public Utilities, Senator the Honourable Emmanuel George.

In the end, T&TEC's Supplies Department showed that it is becoming the T&TEC Divali powerhouse with its clean sweep, for the second year running, of the T&TEC Divali Queen and Bamboo Bending competitions.

Full results for the competitions are as follows:

Queen competition:

- 1st Place – Marina Brown, Supplies Department
- 2nd Place – Radica Ramlal, Distribution South
- 3rd Place – Nalene Ramgoolie-Ramgoolam, Head Office

Bamboo-Bending competition

- 1st Place – Supplies Department
- 2nd Place – Distribution Tobago
- 3rd Place – Distribution Central

Congratulations to all winners!



Employee update

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Candice Dedier	Clerk III	Human Resources
Christa John	Typist	Secretarial
Crys Sanichar	Clerk III	Metering Services
Dale Rampersad	Labourer	Transmission Maintenance
Darren Jeatto	Labourer	Distribution East
Devon Simon	Draughtsman III	Transmission Maintenance
Dion Mohammed	Labourer	Transmission Maintenance
Dwain Henry	Estate Constable	Secretarial
Gene Spencer	Helper	Distribution Tobago
Imran Mohammed	Clerk III	Transmission Maintenance
Julien Castle	Chainman	Distribution North
Karryl Jeffrey	Typist	Commercial
Ken Ramnarine	Clerk III	Transmission Maintenance
Keon Phillips	Helper	Distribution Tobago
Kevin Castle	Network Administrator III	Information Systems
Kwesi Young	Clerk III	Human Resources
Lydia Gajadhar	Clerk III	Commercial
Makeda Villafana	Typist	Human Resources
Marika Mc David-Allen	Clerk III	Finance
Marina Browne	Clerk III	Supplies
Melissa Persad	Typist	Communication
Narendra Ramkissoon	Clerk III	Transmission Maintenance
Nigel Campbell	Clerk III	Distribution East
Sahadeo Sobie	Estate Constable	Secretarial
Sasha Darsan	Clerk III	Transmission Maintenance
Sasha Sadoo	Clerk III	Commercial
Shane Harry	Meter & Relay Mechanic II	Metering Services
Stefan Corridor	Labourer	Distribution East
Tessa Dwarika	Clerk III	Transmission Maintenance
Tricia Melville	Draughtsman III	Distribution Central

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Abigail Joachim	Clerk II	Accounts
Adrian Ransome	Driver – Aerial Lift Truck	Distribution Central
Ajay Sinanan	Instructor I	Human Resources
Alvin Bhanan	Driver – Vehicles less than 25,000 lbs.	Distribution Central
Amarnath Sahadeo	Driver – Lorry Loader / Lift Combination	Distribution Central
Amelia Bagaloo	Clerk II	Protection & SCADA
Anthony Cyrus	Driver – Aerial Lift Truck	Distribution Central
Arnold Carrera	Linesman 'A'	Distribution East
Arthur Bellerand	Linesman 'A'	Distribution East
Azad Mohammed	Driver – Pole Hole Borer Combination	Distribution Central
Berol Patterson	Consumers Investigator	Distribution Tobago
Candice Warner	Safety Inspector	Health, Safety & Environment
Chaitram C.D. Pollard	Linesman 'A'	Distribution East
Curtson Thomas	Linesman 'B'	Distribution Tobago
Denzel Mc Conney	Linesman 'C'	Distribution Tobago
Devindra Kangal	Driver – Aerial Lift Truck	Distribution Central
Devon Edwards	Linesman 'C'	Distribution Tobago
Duane Bala	Technical Assistant II	Metering Services
Gary Thomas	Driver – Lorry Loader / Lift Combination	Distribution Central
Hardath Gookool	Driver – Aerial Lift Truck	Distribution Central
Hayden Ross	Systems Analyst III	Information Systems
Jagdish Bansee	Driver – Vehicles less than 25,000 lbs.	Distribution Central

NAME	POSITION	AREA/DEPARTMENT
Jaggernaut Lutchman	Linesman 'A'	Distribution East
Jason Castello	Electrician 'C'	Distribution Central
Jason Williams	Linesman 'C'	Distribution Tobago
Kent Subero	Driver – Aerial Lift Truck	Distribution Central
Kevin Boxie	Driver – Aerial Lift Truck	Distribution Central
Larry Seales	Driver – Aerial Lift Truck	Distribution Central
Lennox Toby	Mechanic 'A'	Distribution Tobago
Marcus Cordner	Linesman 'B'	Distribution Tobago
Matthew Henry	Driver – Aerial Lift Truck	Distribution Central
Michael Paul	Driver – Aerial Lift Truck	Distribution Central
Nari Persad	Linesman 'A'	Distribution East
Nicanor Irvine	Linesman 'B'	Distribution Tobago
Nickel Apparicio	Clerk II	Distribution North
Nicole Dillon	Safety Inspector	Health, Safety & Environment
Nigel Forde	Linesman 'A'	Distribution East
Niguel Romeo	Linesman 'B' (Hotline)	Distribution Tobago
Noel Bascombe	Driver – Aerial Lift Truck	Distribution Central
Praim Sookdeo	Technical Assistant III	Transmission Develop. & Eng. Serv.
Rajesh Jaimungal	Crew Foreman	Distribution North
Rajesh Mungroo	Driver – Vehicles less than 25,000 lbs.	Distribution Central
Rana Persad	Driver – Aerial Lift Truck	Distribution Central
Ravindra Bhagga	Meter & Relay Mechanic I	Metering Services
Rayaz Mohamed	Meter & Relay Mechanic I	Protection & SCADA
Renais Charran	Technical Assistant II	Protection & SCADA
Reuben Alfred	Linesman 'A'	Distribution Tobago
Ricardo Dillah	Technical Assistant III	Distribution South
Rishi Bunsee	Driver – Vehicles less than 25,000 lbs.	Distribution Central
Roger Rampersad	Linesman 'A'	Distribution East
Roger Ramsey	Linesman 'C'	Distribution Tobago
Ryan Joefield	Linesman 'C'	Distribution Tobago
Sarah Gopaul	Clerk I	Distribution South
Sarvesh Nandee	Technical Assistant III	Communications
Seepersad Seemungal	Mechanic 'A'	Distribution Tobago
Selwyn Scott	Linesman 'A' (Hotline)	Distribution East
Shaun Byjoo	Driver – Aerial Lift Truck	Distribution Central
Sheldon James	Electrical Assistant	Distribution Tobago
Sheldon Thomas	Driver – Aerial Lift Truck	Distribution Central
Sherwin Steve Francis	Driver – Aerial Lift Truck	Distribution Central
Simeon Francis	Driver – Aerial Lift Truck	Distribution Central
Sterlin Harriot	Estate Police Inspector	Secretarial
Steve Mattook	Driver – Aerial Lift Truck	Distribution Central
Terrence Haynes	Chainman	Distribution East
Trevor Ali	Clerk II	Accounts
Valmiki Seepaul	Technical Assistant III	Transmission Develop. & Eng. Serv.
Vasishti Noyan	Senior Clerk	Distribution South
Vishnu Rajgir	Driver – Aerial Lift Truck	Distribution Central
Wendell Avis	Chainman	Distribution Central
Wendell Smith	Welder/Fitter (Dist.)	Distribution Tobago
William Douglas	Assistant Chief Security Officer	Secretarial

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Bria Hosein	Clerk III	Commercial
Donalize Thompson	Telecom Operator	Distribution East
Ephraim Morrison	Consumers Investigator	Distribution East
Johnson La Foucade	Estate Constable	Secretarial
Julian Apparicio	Electrician 'B'	A.G.M. - Distribution
Kussial Seemungal-Singh	Crew Foreman	Distribution East
Mohanlal Bhagaloo	Senior Foreman	Distribution Central
Omar Ali	Driver – Vehicles Less than 25,000 lbs.	A.G.M. – Distribution
Renwick Lewis	Stores Attendant	Supplies
Surujdath Bisram	Linesman 'B'	Distribution South
Tommy Boodoo	Safety Officer	Health, Safety & Environment

See intranet for full list of Employee Update.

World Aids Day “Getting to zero”

World Aids Day was observed around the world on December 1st under the United Nations AID’s strategy “getting to zero”, a vision of “zero new HIV infections, zero discrimination, and zero AIDS-related deaths.”

At T&TEC, the AIDS Committee arranged a series of activities to commemorate the occasion, culminating with a breakfast meeting on December 13.

Other events were held at various T&TEC offices and focused on education, HIV testing and outreach.

Employees, were also given the opportunity to contribute on a personal level by purchasing polo shirts. The proceeds of which, would go towards non-governmental organizations involved in HIV prevention and care.



Coastal Cleanup - Tobago

Following the effort in Trinidad on September 17, 2011, volunteers from T&TEC’s Tobago offices, on October 1, cleaned up Grand Courland Bay and Black Rock in observance of Ocean Conservancy’s 26th Annual International Coastal Cleanup.

Grand Courland Bay was one of six beaches cleaned in the island. T&TEC volunteers teamed up with Digicel and members of the public to pick up and sort the trash according to plastic/cans, glass and miscellaneous items. The garbage was either recycled or disposed of appropriately.



Meet the Mount Hope **GREEN**gineers

The GREENgineers is an environmental group established by a team of Mt. Hope employees committed to green living and the promotion of green technologies.

Led by William Gilbert, Senior Engineer – Standards and Specifications, System Planning and Control as Group technical advisor, GREENgineers also includes Engineers Purdy Mohammed, Alden Henry, Daryl Ramkissoon and Marcus Choo Ying.

The group is seeking to apply engineering solutions to address the issue of ecological preservation and environmental protection. They hope that this concept will spread throughout the Commission.

Their first task as GREENgineers is to modify the Stanley P. Ottley Building into a 'green' edifice by first completing the "automatic de-energisation of lighting circuits." When not in use, and with the use of motion sensor light switches and other controls, lights would automatically switch off, thereby assisting in reducing energy consumption.



T&TEC's Greenengineers, from left: Daryl Ramkissoon, Marcus Choo Ying, Purdy Mohammed, William Gilbert, Zandra Dharam and Alden Henry.



Photo shows solar light panel used to power decorative Christmas lights on a local tree.

As we're in the midst of the Christmas season, the GREENgineers have provided some energy saving tips for the festivities:

1. Consider purchasing solar Christmas lights to decorate your outdoor trees this year.
2. Purchase rechargeable batteries and a charger for all your gifts that require batteries. Almost 40% of all batteries are bought during the Christmas season. Batteries contain toxic chemicals, are not bio-degradable and are difficult to recycle.
3. When shopping this Christmas, forget the plastic bags and take along a reusable shopping bag.
4. Bake as many items as possible at the same time. Turn off the oven 15 minutes before cooking is done. The temperature will be retained, allowing cooking to continue with the residual heat. Avoid opening the oven door; at least 20% of the heat is lost when this is done.
5. Consider switching your traditional Christmas lights to LED lights. LED lights use up to 90% less electricity than standard Christmas lights and last a considerably longer time.

Have a safe, "green" Christmas!



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

- ✱ When purchasing Christmas lights pay attention to the packaging as this will indicate whether the lights can be used indoors, outdoors or for both.
- ✱ Use only approved lights and no more than 3 strings linked together.
- ✱ When stringing lights outdoors, keep ladders away from overhead power lines.
- ✱ Do not overload electrical circuits.
- ✱ Check and replace any worn or damaged light sets.
- ✱ Ensure that electrical cords are completely insulated.
- ✱ Unplug lights before you go to bed and before you leave your home.
- ✱ Make sure there are working smoke detectors in your home.

A safety message from T&TEC

T&TEC careers on show at Skills Expo

Visitors to T&TEC's booth at the recently held Skills Expo, were impressed by the range of career opportunities that are available, especially in the technical field, at the Commission.

The Expo was hosted by the Ministry of Science, Technology and Tertiary Education and the National Training Agency and was held on November 2 to 3 at the Centre of Excellence, Macoya.

This was the latest in a number of externally arranged career fairs to include T&TEC's participation. Other organisations which solicited the Commission's expertise within recent times include the Trinity East High School, Mucurapo West Secondary School, the University of the West Indies and the Ministry of Public Administration.

The Skills Expo included participation from organisations such as the National Gas Company, Water and Sewerage Authority, School of Business and Computer Science, the University of the West Indies and the

Accreditation Council of Trinidad and Tobago.

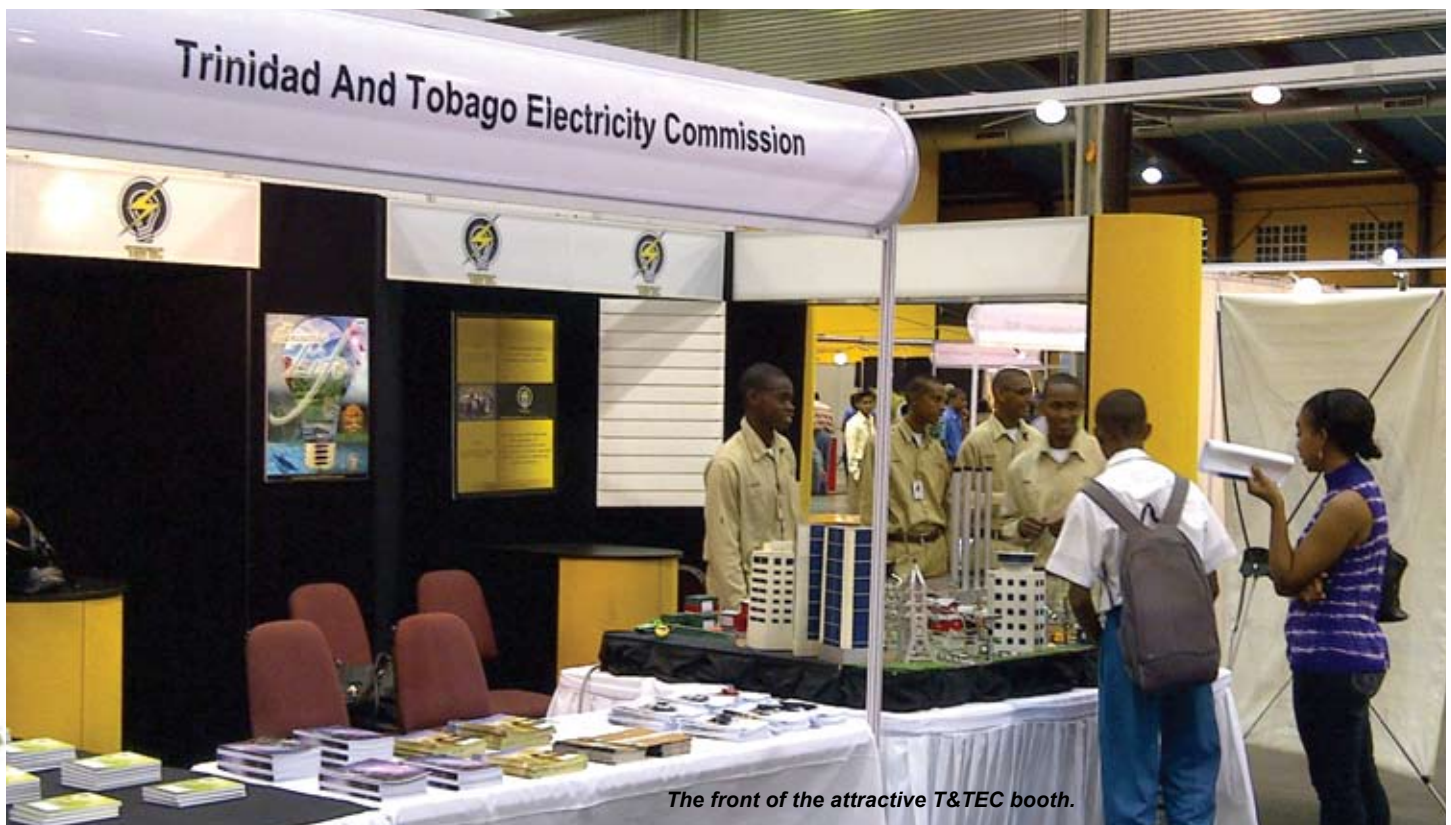
T&TEC's booth focused on its Technical Training Programme and attracted the avid interest of many secondary and vocational school students.

Representatives from the Port of Spain Training Facility, led by Instructor I, Vinesh Lutchman, supported by the Corporate Communications Department, were on hand to answer questions about recruitment for the Training Facilities, as well as other career opportunities at the Commission.

Feedback from some of the hundreds of students, teachers and members of the public indicated that T&TEC was a preferred employer.



Trainees showing visitors around the model display.



The front of the attractive T&TEC booth.

HSE Week 2011 winners announced



Key note speaker at the launch of T&TEC's HSE Week 2011, Antonia Lucky, gives a 'thumbs-up' while discussing safety with T&TEC's General Manager, Glenford Cyrille; Assistant General Manager – Human Resources, Jacqueline Cheesman; and then HSE Manager, Wayne Solomon.

The T&TEC Health, Safety and Environment (HSE) Week 2011 came to a successful conclusion on October 7, with Distribution Central declared overall winner of the Best HSE Week programme competition.

The week started off on a high note, with a grand launch featuring key note speaker, Antonia Lucky, Corporate Lead, Environment, Health and Safety, National Gas Company.

Despite a reduced schedule of activities this year, because of the early date (April 23 - 27) planned for 2012, employee participation was not diminished.

The following are the top winners in the various categories of activities:

POSTER COMPETITION

Vehicle Safety

1st Place - Purdy Mohammed - Mt. Hope

Chair Safety

1st Place - Purdy Mohammed - Mt. Hope

Risk Assessment

1st Place - Purdy Mohammed - Mt. Hope

Working Alone

1st Place - Purdy Mohammed - Mt. Hope

PHOTOGRAPHY COMPETITION

Vehicle Safety

1st Place - Alisha Hilary Augustin – Public Lighting Department

Chair Safety

1st Place - Zora Sahai - D. South

Risk Assessment

1st Place - Roger Ghisyawan - D. South

Working Alone

1st Place - Alicia Labadie - D. East

SPOT THE HAZARD

Winner - Crystal Ramdial - D. Central

BANNER

1st Place - Mt Hope

MURAL

1st Place - D. Central

BEST HSE WEEK PROGRAMME

Winner - D. Central

Zainool Mohammed, Area Manager - Distribution Central (left) accepts the award for Best Performing Area overall from Kelvin Ramsook, Assistant General Manager – Distribution.



Look out for HSE Week 2012 at a new date - April 23 – 27.



New Executive member for TATECO

The TATECO Credit Union Co-operative Society Limited has announced a change in its 2011-2012 Executive following the resignation of its Secretary Kester Sealy.

On November 7, 2011, Ricardo Betancourt, a T&TEC employee from Distribution East, and a TATECO Director, was appointed as the new Secretary.

Mr. Betancourt, an experienced TATECO Executive commented on his appointment "I am hopeful that, in the very near future, the three credit unions at T&TEC could become one unit. This would strengthen TATECO's position within the Credit Union fraternity."

Sports Activities

Mt Hope wins again

The Mt Hope Sports Club took a clean sweep of the top places in the General Sports and Cultural Club-hosted Inter-Area One Day pool competition held on November 12 at the Wave Pool Gallery, Maraval.

Led by first place winner, Clement Castillo, the Mount Hope Sports Club repeated its dominance of July's competition; this time in the knock-out version of the game, taking home the top four spots.

The full results are as follows:

- 1st - Clement Castillo (Mt. Hope Sports Club)
- 2nd - Marcel Charles (Mt. Hope Sports Club)
- 3rd - Gary Chang (Mt. Hope Sports Club)
- 4th - Surendra Ramnath (Mt. Hope Sports Club)



Gilbert Taylor, GSCC President (far right) joins the victorious Mount Hope team (l-r), Marcel Charles, Clement Castillo, Surendra Ramnath and Gary Chang.

T&TEC FC Launches Junior Fan Club

The T&TEC FC continues to lead by example, in its continued support of development of young people in Trinidad and Tobago, both on and off the field. In November, the Club partnered with 18 Southern businesses to sponsor over 200 students from five primary and 11 secondary schools to induct them into its 'junior fan club'.

At a ceremony on November 16, T&TEC's Chairman Omar Khan; T&TEC's Assistant General Manager – Human Resources Jacqueline Cheesman; and officials

from T&TEC's football and cricket teams handed over kits to representatives from the schools comprising a T-shirt, a game ticket and game-day accessories.

Apart from garnering support for T&TEC FC from the young football fans, the motive behind the gesture was to encourage the children to get involved in sports in general and keep away from negative activities.

It is hoped that this move signals the start of a fulfilling relationship between T&TEC FC and the schools, to the benefit of sports, especially football, in the future.



Richard Sitahal, Assistant Area Manager, Distribution South, presents one of the kits to a student of the San Fernando Boys R.C. School.



T&TEC's Chairman, Omar Khan (centre) leads the panel of distinguished guests at the head table.

Children's Christmas Party



With carnival games, face painting, lots to eat and drink and, of course Santa's arrival, the children of the Electric Family had a grand time at T&TEC's children's Christmas parties in Tobago and Trinidad.

The Signal Hill Comprehensive School, Tobago was the venue for the first party on November 27, while hundreds more turned up at the Centre of Excellence, Macoya on December 4 for the party in Trinidad.



At both venues, T&TEC's Acting General Manager, Kelvin Ramsook, was on hand to greet the families as they arrived. He was joined at Macoya by Chairman, Omar Khan, and other members of T&TEC's Board and Executive to mingle with guests.

In all, close to 1200 children of employees enjoyed the delights of the parties, including 70 underprivileged kids who were hosted as part of the Commission's outreach programme.

As the pictures show, a great time was had by all, especially the kids.



Who is Watty?

Watty is T&TEC's mascot.

He is often seen at the Commission's major events and at T&TEC supported activities and is a favorite with children who are fascinated with his bulb-in-safety-gear appearance.

T&TEC launched Watty in 2000 as part of its National Electrical Safety Campaign.

At that time, Watty was an Ambassador for Health, Safety and Environmental Awareness. His name was created from the word Watt - a unit of power, equivalent to one joule per second.

Watty's popularity over the last 11 years has gained him an expanded role which includes corporate branding appearances at public events. Among these are career days, sports days and community activities, especially those involving children.



Watty with his young friends of the Cotton Tree Foundation's Early Childhood Care.



Watty in action at the media launch of T&TEC FC in August.

IS and Commercial departments team up to spread Christmas cheer

For children, December is a time of joy and anticipation for the treats to come on Christmas day. But what if being ill spoils that fun and a visit to the doctor interrupts play?

For some children who attend the George Street clinic in Port of Spain, the 'play' was at the health centre this year, thanks, in part, to the generosity of the staff of the Information Services and Commercial Departments.

By the very nature of their responsibilities, these departments often team together on work-related projects. It was easy for them to collaborate on the 'softer' project to bring Christmas cheer to children ages six months to eight years.

Following a request to the Commercial Manager, Irwin Thompson, (who was acting as IS Manager at the time), from Sister Aeleen Besson, on behalf of fellow Sister Deborah Randhanie - a nurse at the institution - staff quickly responded to donate 100 toys for the sick children. Within two weeks, they had purchased toys or

donated cash, wrapped, packaged and had the toys ready for delivery.

On November 25, the toys were handed over to Sister Aeleen, to be presented to the children when they visit the clinic from December 1.



Irwin Thompson, Commercial Manager, (3rd from left) presents Sr. Aeleen Besson with the donated toys. Joining them are some of the employees of the IS and Commercial Departments who helped on the project, (L-r) Jacqueline Harris, Ian Amoroso, Charlene John, Rosanna Abraham-Look Tow and Pat Huggins.

Year in Review



The Hon. Kamla Persad-Bissessar, Prime Minister of Trinidad and Tobago, flicks the switch to illuminate the Morne Diablo Fishing Centre in March. Looking on are Senator the Hon. Vasant Bharath, Minister of Food Production, Land and Marine Affairs and Senator the Hon. Emmanuel George, Minister of Public Utilities.



T&TEC's General Manager, Glenford Cyrille, presents Marcia Fermin of the Electrical Association for Women with the Stanley P. Ottley Award for Excellence at the Association's 50th Anniversary celebrations in June.



T&TEC's General Manager, Glenford Cyrille; and Deputy Chairman Susilla Ramkissoon-Mark present the Distribution East Eid team with the trophy for winning the expo and display competition in September.



T&TEC's professional football team, T&TEC FC, debuted in the TT Pro League in September.



T&TEC's Public Lighting Department illuminated scores of recreation grounds for the year, including the Brazil Recreation Ground in July.



T&TEC Malick Tassa Drummers, represented by Sanjeet Soogrim-Ram, were awarded the Humming Bird Medal (silver) for culture at the Trinidad and Tobago National Awards on Independence Day in August



The Union Estate 220/66kV Substation, the interface substation used to provide 220 kV voltage for the Trinidad Generation Unlimited (TGU) Power Station at La Brea. TGU started a commercial supply of power to T&TEC in August.



Assistant General Manager – Distribution, Kelvin Ramscook, receives the vehicle operating manual from a representative of Tracmac Engineering, for one of the three new 30 ton lift trucks acquired in October.



Anthony Mc Intosh, Area Manager for Tobago (left), and Shazard Mohammed, Asst. Area Manager (right) lead T&TEC's Commissioner Kenneth Patino, Chairman, Omar Khan and other Commissioners on a tour of T&TEC's key installations in Tobago in April.



Some of the delegates for T&TEC's African Emancipation Queen competition before they were presented at the launch of T&TEC's 2011 African Emancipation celebrations in August.



Patrons enjoy the display of craftsmanship at T&TEC's 14th annual Divali celebrations in October.



The winning team, representing the Mt. Hope Sports Club, at T&TEC's 9th annual Hubert Maingot 5-a-side Beach Football and Cookout competition in July.

Brain Cooler

A TRUE TRINI T&TEC CROSSWORD

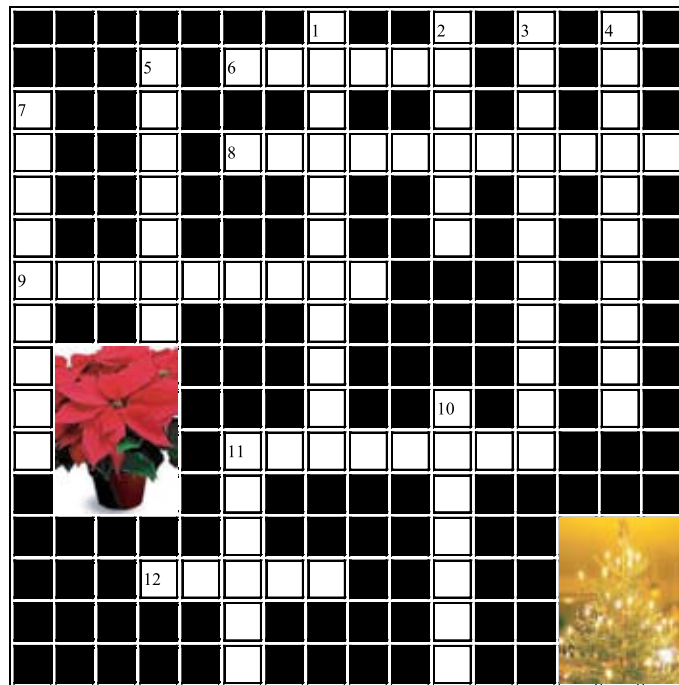
ACROSS

6. Four stringed guitar played in parang bands
8. Popular sport on Boxing Day... not boxing
9. Christmas carol, Spanish
11. Christmas delicacy wrapped in fig leaves
12. Original parang soca calypsonian

DOWN

1. Parang singers
2. Traditional Christmas drink made from this fruit

3. Calypso named after this popular Christmas drink
4. Popular Christmas plant
5. Popular parang village on the hills of the Northern Range
7. Holy Cross, meaning of Brian Lara's, the Bravo and of course the Lara Brothers' hometown
10. T&TEC, over 60 years and still _____ strong
11. Calypso is to carnival as _____ is to Christmas



Check your answers on page 13.

Courtesy: Nasser Khan

HOW THE INTERNET CHANGED MY LIFE



Stupid computer
keeps saying
"you've got mail"



Letters

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

September 06, 2011

Thank you very much for your input and prompt response in having a pole relocated.

Your communication to me was a great relief and positive. Very important was the result as you promised. I can now schedule the civil work required by me to complete the project regarding the entrance and exit to and from my premises.

I would also like to say thanks to the entire T&TEC Office Personnel and Site Crew who had an input in the accomplishment of relocating the pole, including all the receptionists (since they were different at times). I compliment their professionalism and courteous service.

Special commendation to the young man, who worked diligently, from morning to night, on the day that the wires were being transferred from the old pole. I looked on in amazement as he cautiously and meticulously moved wires, one after another in a positive and focused manner. It was as though this man had a plan in his head and was working his plan.

Thanks very much.

Regards
Steve Ramkissoon
Gasparillo

September 15, 2011

I am pleased to say that we, the residents of Union Hall are extremely happy with the response time of your repair crew with regards to the action taken during our recent power outage.

We have seen a marked difference in the attention paid to our area and we do feel like 'valued customers'.

Mr. Rajiv Parasram and his personnel have been highly efficient and we are grateful for their service.

Regards
Yashoda David
Union Hall

November 01, 2011

I wish to express Newsday's thanks for prompt and efficient service, when there was a problem with one of the transformers which supplies power to our building.

Special thanks to the Engineer in charge, Mr. Michael Popplewell, who worked very long hours to restore our service. He was always on site and available to answer our many anxious questions about the service and the safety of our premises.

We were all very impressed with the service and again express our thanks.

Therese Mills
Chief Executive Officer
Newsday

November 14, 2011

I wish to publicly extend commendation to the workers of T&TEC who responded efficiently to a call for the repair of a damaged electricity line in Cunupia early on Monday.

Within an hour of the call, T&TEC dispatched a crew to have the relevant repairs conducted. The crew's intervention was timely and professional, even pointing out that the damage was caused by a bird flying into the line.

This signaled to me that institutions of State are beginning to march in the right direction.

Ashvani Mahabir
Via e-mail

November 28th 2011

The Management of Metal Industries Company Limited would like to express our deep appreciation for your prompt response in assisting us with having electricity facilities for the opening of our "Helping You Prepare for Employment" (HYPE) O'Meara Centre.

We also wish to thank all members of your office who assisted in executing this request. Your efforts will certainly assist us in having a successful opening.

Once again, we sincerely thank you and look forward to continued positive relations with your company.

Subash Ragbir
Chief Executive Officer (Ag)
Metal Industries Company Limited



Celebrating the 60th Anniversary of the Trinidad and Tobago Electricity Commission in Tobago

Sixty years ago Tobago received its first public supply of electricity.

This significant development occurred on September 9th 1952 when the Power Station at Darrell Spring Road, with a generating capacity of 328 kW, was officially open.

The initial plant comprised an 110kW Crossley diesel, a 50kW Caterpillar diesel and a 165kW Blackstone diesel. Power was transmitted at 4,000V, the same as in Trinidad.



The demand made on the station within the first few months was small but this began to grow steadily but slowly. Unfortunately the cost of operating a very small diesel plant and the low rate of consumption made it necessary for the rates in Tobago to be higher than those in Trinidad, but the situation was remedied in 1960.

Since Tobago received its first supply of electricity the island has never looked back.



Head Office
Phone: (868) 623-2611 / 6291
Northern Area Office
Phone: (868) 623-5070

St James
Phone: (868) 628-1705
Eastern Area Office
Phone: (868) 643-2433





JANUARY 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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22	23	24	25	26	27	28
29	30	31				

FEBRUARY 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
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



MARCH 2012

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
APRIL 2012

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29	30					



MAY 2012

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20	21	22	23	24	25	26
27 	28	29	30 	31		





JUNE 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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



JULY 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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15	16	17	18	19	20	21
22	23	24	25	26	27 	28
29	30	31				

AUGUST 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 	2	3	4
5	6	7	8	9 	10	11
12	13	14	15	16	17 	18
19	20	21	22	23	24	25
26	27	28	29	30	31 	



SEPTEMBER 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30 						1
2	3	4	5	6	7	8 
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


OCTOBER 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

NOVEMBER 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8 	9	10
11	12	13	14	15	16	17
18	19	20	21 	22	23	24
25	26	27	28	29	30	

DECEMBER 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31					1
2	3	4	5	6	7	8
9 	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25 	26 	27	28	29

Sanjoe Grande Service Centre
Phone: (868) 668-6429
Chaguanas Service Centre
Phone: (868) 672-0955 / 6

Arima Service Centre
Phone: (868) 664-1474-7,
643-1638
Penal Customer Service Centre

Marabella Customer Service Centre
Phone: (868) 658-7594
Central Area Office and Customer Service Centre

Southern Area Office and Customer Service Centre
Phone: (868) 657-7281 / 4
Point Fortin Customer Service Centre

Rio Claro Customer Service Centre
Phone: (868) 644-2475 / 2262
Tobago Area Office and Customer Service Centre

Trouble Reports: 800-TTEC (8832)
Website: www.ttec.co.tt