



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 32 #2/April - June 2015

**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.

- Another ISO Certification for T&TEC
- Reinforcing safety culture
- Balancing resources to keep things together
- A call to empower women



# Editorial

## Diversity and food for thought

Women's issues, quality management, organisational changes, health and safety and sports; the mix of stories in this edition of the Watts Happening exemplify the diversity of life at T&TEC and record the growth of the Commission over the last three months.

Of note is the article on the field offices. In all of T&TEC's locations these offices are invaluable in keeping our field operations humming. Their role in achieving the Commission's strategic objectives may often be over looked, but we give you a look "under the hood" to better understand their contribution. We will continue this series with other departments/sections in upcoming editions.

Perhaps for the first time, the Commission hosted a foreign speaker for International Women's Day who spoke on a topical and sensitive topic for men and women. Her advice, as well as the comments of Chairman Susilla Ramkissoon-Mark, provide food for thought for all of us.

*Read on!*

## Front Cover:

### ISO Certification for Central

After two years of work, and several audits by the National Quality Assurance (NQA) USA, Distribution Central is now ISO 9001:2008 certified.

T&TEC's General Manager, Kelvin Ramsook congratulated staff at Distribution Central for their efforts towards this milestone achievement as he joined with them in proudly display the ISO certificate, which is valid for three years from June 17, 2015.

Central is the second Distribution Area to be awarded ISO 9001 registration. Distribution North, East and Tobago are all going through audits and refinement of their procedures in an effort to receive certification as well.

*Photo shows: Kelvin Ramsook, General Manager, flanked from left to right by Devecar Basdeo, Corporate Support Manager (Ag); and Distribution Central's Richard Sitahal, Assistant Area Manager and Shazard Mohammed, Area Manager.*

**Back Cover:** *photo showing T&TEC employees taking off for the annual 5k and 10k road races, on Saturday May 9, at the Queen's Park Savannah.*

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# Reinforcing safety culture



*Vivian Narine (right) Engineer II attached to Construction and Maintenance, demonstrates the use of the DBI Sala harness, while a representative from the Distributor looks on during a session held at Distribution Central's HSE Week observances.*

The annual World Day for Safety and Health at Work, April 28, helps organisations to inculcate a Health Safety and Environment (HSE) culture. In commemoration of this day, Transmission Division and Distributions North and Central arranged a number of programmes to engage employees visually and orally during the week of April 27-May 1.

Opening the week at the Transmission Division, Assistant General Manager, Ravi Shukla, stressed that

“human resources are our most valuable resource and we need to ensure that a safe working environment is created to maintain the protection of all.” This guided the discussions for the rest of the day, which covered topics such as the Occupational Safety and Health (OSH) Act, led by Inspector Franz Brisbane; Driving Under the Influence by Road Safety Officer of Trinidad and Tobago Police Service, Brent Batson; and the Emotional, Financial and Physical Effects

of Accidents by Safety Consultant, Sherman Ragbir.

These topics were addressed by T&TEC's General Manager, Kelvin Ramsook, who emphasised that much more can be done throughout the Commission to save people from accidents. He used a multimedia presentation to highlight a few incidents that occurred in the field which he said, in most cases, were the result of carelessness. Jacqueline Cheesman, Assistant General Manager - Human Resources and David

St. Clair, HSE Manger, were also present and addressed employees on the HSE theme.

Similarly, employees of Distribution North were engaged in discussing operational risk through a series of talks centred on the theme **“Join in building a Culture of Prevention on OSH”**. Among the topics discussed were Hazard Prevention, the Role and Value of Procedures, and Managing the Quality, Inspection and Reliability Processes within the energy industry. These topics were targeted to specific staff as it related to their core functions.

Also targeted were the field employees of Distribution Central who, in response to an issue they raised regarding safety harnesses, were educated on the proper use of the equipment. The distributor for DBI Sala harnesses was invited to fit several sizes of safety harnesses for employees and display new fall protection equipment. Presentations were also made by Alcoholics Anonymous and Arrive Alive.

### Operational Risk Framework



*The Operational Risk Framework, used by Distribution North to represent the philosophy and approach to managing risk. Each element of the wheel is translated into procedures, programs and policies that impact work execution. Central to this is improving our culture. Surrounding our culture is our risk appetite, this represents the risks we are willing to accept and the risks that we are unwilling to accept. This is also supported by an increase in communication.*

Following these activities, it is hoped that employees would now be better informed and updated about the safety rules and procedures of the organisation. Let us continue to promote and preserve a safe and accident free environment for all.

## ••••• Illumination upgrades



*T&TEC capped off the first half of 2015 with the illumination of the 29th Recreation Ground for the year, the North Eastern Recreation Ground, Sangre Grande in East Trinidad. In the photo above, Jacqueline Cheesman, then Acting General Manager, congratulates Terry Rondon, Chairman of the Toco/Sangre Grande Regional Corporation, after they unveiled a plaque to mark the commissioning of the lights. Mrs. Cheesman had earlier delivered remarks. Looking on is Krishanna Badaloo, Office Manager for the MP for Toco/Sangre Grande.*

# T&TEC's Board appointed for another term

Susilla Ramkissoon-Mark has been re-appointed Chairman of the Board of Commissioners of T&TEC. The appointment was announced on April 22, 2015 by the Minister of Public Utilities, the Honourable Nizam Baksh, as he presented instruments of appointment to renew the tenure of the eight-member Board for another three years.



The re-appointed Board comprises (from l-r) Carlyle Dick, Naveeta Ramdass, Deputy Chairman – Aaron Henry, Chairman – Susilla Ramkissoon-Mark, Jaishama Chadeesingh, Princess Smart, Moriba Kwamina and Shaheed Mohammed.

## Executive Appointment

Ian Ramrattan has been appointed in the position of Assistant General Manager - Administration, with effect from June 1, 2015.

Mr. Ramrattan, who has acted in this position previously, has a BSc in Electrical and Computer Engineering and a Masters in Business Administration.

Mr. Ramrattan joined T&TEC's Engineer-in-Training programme in November 1990 and was confirmed as an Engineer II in 1992 in the Distribution Division where he worked until 1998.

Mr. Ramrattan has held the positions of Shift Control Engineer and Senior Control Engineer - Control Department; Manager - Public Lighting Department and Manager - Communications Department.

He has also acted as Manager – System Planning and Control; Manager – Protection and SCADA; Assistant General Manager – Human Resources and Assistant General Manager – Distribution.



# Executive Appointments



After almost 33 years with the Commission, Electrical Engineer William Gilbert has been appointed Communications Manager. This appointment, effective June 1, 2015, follows several acting stints in the position.

Mr. Gilbert joined the Engineer-in-Training Programme in 1982 and on successful completion in 1985 he was assigned as an Engineer II to Distribution South. One year later he was transferred to Distribution Central where he worked until his promotion, in 1996, to Technical Assistant II in the System Planning and Control Department. In 2006 Mr. Gilbert was promoted to Senior Engineer in the same Department, and held that position until his current promotion.

Murvie Charles' appointment as Assistant Area Manager, Distribution Tobago became effective on April 1, 2015. Prior to this appointment he was Acting Assistant Area Manager at Distribution South and had previously acted in the position in Distribution East.

Mr. Charles holds a BSc in Electrical and Computer Engineering and a postgraduate Diploma in Business Administration. He is currently reading for his MSc in Electrical Power Systems from the University of Bath.

Mr. Charles joined the Commission in 1998 as an Engineer-In-Training and was appointed to Distribution East as an Engineer II in 2001. Mr. Charles remained in this Area, receiving several promotions as Technical Assistant III in 2004, Technical Assistant II in 2006 and Technical Assistant I in 2008. He was transferred in this position to Distribution South in 2012.



# New structure to manage Pensions and Investments



*Manager, Pensions and Investments,  
Lisa Sargeant*

Managing the country's and perhaps the region's largest pension plan fund is a colossal task. For the employees of T&TEC's Pensions and Investments Department and members of the Pension Plan Management Committee, they can approach this task more strategically, following the recent restructure of the Department.

Manager, Pensions and Investments, formerly known as the Pension Plan Administrator, Lisa Sargeant, said the restructure was needed since a new Occupational Pensions Plan Act is being developed and is expected to soon become law. Additionally, there are a growing number of investment options available for consideration. The

expected outcome of these changes is an increase in the workload, "as the Commission will have to do a lot more reporting to its regulatory body, the Central Bank of Trinidad and Tobago, as well as to the members of the Pension Plan."

As for the administration of investments, the volume and quality of information required for the Committee to suitably select high quality, low risk investments has also grown.

"It therefore necessitates a significant amount of research and networking within the investments market," she said.

Already, the Department has installed a new software system to capture information, assist with generating reports and empower staff to comply with the requirements of the impending Act. This system is important, as Ms. Sargeant cautions, because non-compliance with the reporting requirements will incur stiff penalties.

Three new positions have been created in the Pensions and Investments Department to facilitate the expanded responsibilities. The most senior of these is a Benefits

Coordinator, held by former Supervisor Charmine Shoy, who will oversee benefits administration, including applying benefits to employees who leave, outreach services for members and payroll for pensioners. The Benefits Coordinator is also responsible for managing a new fund which is to be administered for employees who attain 31.1 years of pensionable service.

The other two positions handle the administration of the investments of the Plan. Investment Assistant, Colleen Lodge, and a still-to-be filled position of Investment Clerk, will analyse potential investments, more closely monitor the performance of the Plan's current investment portfolio and assist the Pensions and Investments Manager in providing a presence in the market.

As to how the changes have affected the staff of her Department, Ms. Sargeant is encouraged, "things are still new but the good news is that they are a young staff, and they have embraced the change," she said. "In fact, they look forward to it and are enthusiastic about what's to come."

# Legal Department poised for greater service



*Corporate Secretary, Grace Maharaj*

The volume of legal work arising from the Commission's expanding operations and a demand for closer scrutiny in all matters have led to an expansion and restructure of its Legal Department.

Corporate Secretary, Grace Maharaj, who heads this Department, explained that it had become challenging to meet deadlines and demands of the Commission's litigation portfolio, provide in-house legal advice and participate

in investigations. "Some of these duties require prolonged preparation and negotiation, she said, citing pole rental, dark fibre leases and the review of pre-tender packages as some of the demanding issues that require extensive negotiations with contractors and departments.

Another issue demanding a significant amount of the resources of the in house legal team is the acquisition of land along various transmission corridors in Trinidad. Managing the processes for land acquisition has posed some challenges as the titles and sale of over 560 parcels of land are proving to be tedious and time consuming, but necessary in the regularisation of properties and leases.

It is also expected that the enhanced Legal Department, comprising four Legal Officers – Rhonda Cummins, Kandice Rampersad, Sharmilla Williams

and Naseema Cassim and one Senior Legal Officer, Denise Badree – will reduce litigation-related risks through the early detection of potential problems.

Ms. Maharaj also noted that the increase in staffing has improved the Department's capacity for legal services in areas such as procurement, land acquisition, litigation, and industrial relations, as well as the identification of possible deficiencies in their existing processes.





*Mentors and mentees gather for a photo-op at the start of this year's mentorship programme.*

# Mentorship Programme

## grows after initial success

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T&TEC's mentorship programme, which was reintroduced in November 2013, has helped to shape thirteen successful Engineers and two Software Developers in their T&TEC careers. Following this success, 38 employees indicated an interest in participating in the programme this year and former beneficiaries have signed up to give back to the programme. Because of the number of qualified persons in-house, this year's beneficiaries – fifteen Engineers-in-Training (EITs) and two Accountants-in-Training (AITs) - were selected from employees across the Commission.

In assessing the suitability of applicants, the Human Resources Department interviewed persons who possess a BSc in Engineering degree for the EITs and for

AITs, ACCA qualification. For mentors, most of whom freely offered to participate, they would have had to commit to providing individual attention to the mentee, an important element in the success of the programme.

Coming out of the evaluation of the 2013 programme, a more methodical approach was adopted to match mentors and mentees this year. A consultant analysed the personalities and backgrounds of mentors and mentees so a better match was made. In addition, the mentors were sourced from a more diverse portfolio which now includes Technical Assistants I, II and III.

Human Resources Officer II, Nalini Rampath, who is co-ordinating the programme, is eager about the continuation of the programme, "I am very

passionate about this...even though there may be challenges, there is nothing I cannot handle and bring to fruition," she said. The mentors, too, are quite excited about what they can bring to the programme. Technical Assistant III, Susan Sookdeo shared that since she also benefitted from the programme as an Engineer-In-Training, she wants to give back and is willing to go the extra mile to ensure that she grooms her mentee well.

These sentiments were echoed by the other participants in the programme, which provides an invaluable approach to employee development. They all expect a win-win outcome for both the organisation and employees when it is concluded in about one year.

We wish them well in their training.



## Field Offices - balancing resources to keep things together



It is no easy task balancing the human and other resources of T&TEC. Flexibility and the ability to prioritise are required to effectively manage the daily balancing act that occurs in the Field Offices.

On a typical morning, before the regular office staff settles in for the day, the Field Office is abuzz with activity as the crews prepare to set out for the day. Trucks need drivers and supplies, maintenance jobs dispatched and problems need to be solved. To the uninformed, the cacophony of countless instructions and requests can seem overwhelming. For the Field Controller, it is the busiest time of the day, but familiarity with the staff and knowledge of the vehicles and tools at

his/her disposal, make the job much more manageable.

In order for the Commission to achieve its strategic objectives, Field Offices, located in each Distribution Area and the Transmission Division, perform an important role in T&TEC's operations. These Offices are profoundly service-oriented – coordinating, controlling and optimising the use of the Commission's vehicles, supplying tools and materials and ensuring that buildings are safe and comfortable – all so that employees are able to execute their duties.

As the Department with overall responsibility for the management of T&TEC's fleet and buildings, for instance,

the Office ensures that all vehicles are road-worthy and available for use, and that the buildings and compounds are properly maintained. This is done according to an annual Planned Maintenance schedule for all the vehicles and buildings under the jurisdiction of the Distribution Area. Vehicle maintenance is arranged along a scale from minor checks, that take place monthly, to major services done annually. Building maintenance involves maintaining the physical building, compound and its appurtenances like air conditioning units, cleaning, and chair inspections.

These are important for all employees as the field office undertakes three of

six strategic objectives: **one** – to develop, operate and maintain T&TEC’s transmission and distribution infrastructure; **two** – to achieve the highest level of customer service and **three** – to ensure that we operate under HSE, security and quality management systems. The Field Office is managed by a Field Controller who reports to the Assistant Area Manager, Operations (in Transmission, the Senior Engineer), and is supported by a Mechanical Assistant, a Maintenance and Services Assistant, Clerks, Labourers and numerous Drivers to serve all other Departments. This involves planning and following the maintenance schedules, assigning drivers, mechanics and labourers, and ensuring that employees receive the necessary tools and Personal Protective Equipment to function.

During the day, the Field Controller is constantly facilitating requests. As one Field Controller puts it, “Once crews are out there and buildings are occupied, you will always have matters to deal with.” These can range from issues relating to the buildings’ air conditioning, lighting, pest control, plumbing, and grounds; broken-down vehicles, internal mail delivery and managing contractors and suppliers. There are also ‘softer’ issues which may arise, such as personnel matters like dealing with employees who are injured, sick or bereaved.

Although the core functions of the Field Offices are the same in all Distribution Areas, there are some differences related to geography, fleet composition, and management style. The ISO 9001 Quality Management System and General Instructions are therefore critical tools employed in the Field Office to keep processes, procedures and work instructions according to T&TEC’s standards.

Thanks to T&TEC’s six Field Controllers – Ina Anthony (Tobago), Afzal Hosein (North), Ainsley Jackman (Central), Roydon Jailal (East), Peter Mohan (South) and Andrew Briggs (Transmission) – and hundreds of knowledgeable and committed staff, the jobs get done. From the Utilization and Administration sections, linesmen to tree trimmers, emergency crews and disconnection clerks, the Field Office is the glue that holds everything together.



*Ina Anthony, Distribution Tobago*



*Afzal Hosein, Distribution North*



*Ainsley Jackman, Distribution Central*



*Peter Mohan, Distribution South*

# T&TEC continues to upgrade fleet



*File photo for one of the new trucks expected to be added to the T&TEC fleet.*

T&TEC's drivers and labourers have received a major boost to safety and ease of doing work with the acquisition of 3-tonne payload double cab trucks. The trucks are equipped with rear-mounted hydraulic lifts – the first of its kind to be used in the Commission – which eliminate the need for lifting heavy equipment such as cables, SF6 bottles and earthing sets.

For now, three trucks have been added to the fleet at the Transmission Division. They were purchased as part of a Commission-wide fleet upgrade, where 33 new utility

vehicles were acquired. Another fifteen 3-tonne payload double cab trucks were also purchased, but these are outfitted with tool bins and ladder racks, to be used by tree trimming and substation crews. This batch has been assigned to the Transmission Division and Distribution Areas. Another fifteen 4x4 double cab utility vehicles will be used for off-road access by tree trimming and emergency crews.

A unique aspect of this fleet upgrade is the plan to refurbish existing vehicles. Some of the Commission's

older trucks, although derelict, still have functioning equipment like bunkers and aerial lifts installed. It is proposed that substantial savings can be made by purchasing the vehicle/chassis and mounting the functioning equipment from existing old vehicles. In this regard, tenders were awarded for the supply and delivery of ten double cab vehicle/chassis and the removal, refurbishment and re-installation of nine Terex aerial lifts and body assemblies. The refurbished vehicles will be used by the Public Lighting Department to reduce its response times.

Plans are also in train to purchase more vehicles and a tender has already been awarded for six 3-tonne payload single cab "lines trucks" and sixteen 55-foot insulated articulating/telescopic aerial lift trucks. The aerial lift trucks are expected to be delivered in the near future.



The new vehicles, delivered between April and May, were supplied by Ansa Automotive Limited and Massy Motors Limited, while the vehicle/chassis for PLD will be purchased from

Southern Sales and Services Company Limited, with the refurbishments to be done by Hydraulic Components Limited.

*Some of the new 4x4 double cab utility vehicles already in use.*





## T&TEC Employees take over the road

At 6:30 a.m. on May 9, 2015, 258 energised participants of T&TEC's 2015 road race were at the starting position opposite the National Academy for the Performing Arts, awaiting instruction. The scene ahead was several kilometres of asphalt, set against an overcast sky and a light drizzle. It would be a test of physical and athletic abilities as participants hoped to improve their times and, for those without training, test their endurance and stamina.

For the first time, the General Sports and Cultural Club-hosted event was opened to members of the public. This change made the event even more competitive and of a high standard, with some 10K runners making it to the finish line before their 5K comrades.

Individual timers electronically recorded participants' times as they crossed the finish line and the results were posted online almost immediately by the Odessey Timing Company.

As the event ended with the last runner coming in at 1 hour 34 minutes, the winners of the 5K and 10K had one distinctive quality in common - they all exercise regularly and have conditioned their bodies by consistently training, either individually or as members of a track club.

All in all it was a morning of camaraderie and fun which ended on a high note of achievement for all who participated.

***Congratulations everyone!***

## 5K RESULTS (T&TEC)

### SP Ottley (Male)

- 1st Kriss Gabriel  
(POS Training Facility)
- 2nd Reuel King  
(POS Training Facility)
- 3rd Michael Sobers  
(Tobago)



5K male winners (l-r) Kriss Gabriel, Reuel King and Michael Sobers.

### Judith Morris (Female)

- 1st Rhonda Villaroel  
(Eastern Area Sports Club)
- 2nd Ayesha Scott-Hinkson  
(Northern Area Sports Club)
- 3rd Julieann McDougall  
(Tobago)



5K female winners (l-r) Ayesha Scott-Hinkson, Rhonda Villaroel and Julieann McDougall.



(l-r) Hayden Kurban and Wayne Solomon and 10K winner Sandino Nero is congratulated at the finish line by GSCC Honorary Secretary, Garth Garraway.



## 10 K RESULTS (T&TEC)

### Orlando Cornelio (Male)

- 1st Sandino Nero  
(POS Training Facility)
- 2nd Hayden Kurban  
(Northern Area Sports Club)
- 3rd Wayne Solomon  
(Eastern Area Sports Club)

### Ingrid George (Female)

- 1st Melissa Guevara  
(Northern Area Sports Club)
- 2nd Marisa Byer  
(Northern Area Sports Club)
- 3rd Alvinelle Matthew  
(Southern Area Sports Club)

Hayden Kurban with his female counterparts (l-r) Marisa Byer, Melissa Guevara and Alvinelle Matthew.

# US psychologist makes call to empower women

T&TEC's African Emancipation Committee and the Mayaro-based Jenga Institute joined forces to host an inaugural International Women's Day forum, specially arranged for the Commission's female employees.

Held on March 27 at the S.P. Ottley Building, three weeks after International Women's Day, the forum was themed "Violence as it impacts women in our society" and featured United States-based psychologist and author, Dr. Tiffany Saunders.

In her welcome remarks, T&TEC's Chairman, Susilla Ramkissoon-Mark, said that she was "genuinely concerned" about the scourge of violence committed against women, adding that "putting the spotlight on [this] is one big step towards dispelling ignorance and providing empowerment to our sisters to free themselves from the binding chains of abuse."

"Women need balance... We are not superwomen."

It was an informal setting, but Dr. Saunders, author of the book, "My purpose is for real" delivered a serious message that women



*Feature speaker, Dr. Tiffany Saunders, shares some of the tools from her book to help women of abuse and she was also available to sign copies.*



take up leadership roles in society, including the workplace. During her talk, she made reference to T&TEC's first female Chairman to emphasize the point that "Empowered women can contribute to the success of an organisation; oppressed women prevent the growth of a society." Dr. Saunders also fielded questions from the audience and provided some tools to help female victims of abuse.

The engaging facilitator ended the interactive session by reminding participants that the most important gift women can give themselves is to take care of themselves and each other. "Women need balance," she said. "You have to learn to say 'no' and filter out those around you who constantly take from you. We are not superwomen."

## Chairman expands...

Speaking after the function, Chairman Ramkissoon-Mark, who was approached by the African Emancipation Committee for the Commission to host the forum, expanded on Dr. Saunders' commentary on women in leadership.

Having referenced the 800-plus women employed in the Commission during her remarks, the Chairman said "I thought this forum was important because even though women are the minority of T&TEC's workforce, it is my desire to see issues peculiar to them highlighted. As T&TEC continues to evolve, I expect that women will continue to take up leadership roles and this is a first step in sensitising staff to gender issues."

She noted that issues of gender bias, sexism and sexual harassment are frequently faced by women, particularly those in leadership positions. Using herself as an example, Mrs Ramkissoon-Mark, the youngest and first female Chairman of T&TEC recalled disparaging comments that have been made publicly



*T&TEC's Chairman, Susilla Ramkissoon-Mark, during her speech.*

about her that ignored the results of her stewardship and instead sought to belittle her as a woman, using less than subtle innuendo. "Such disrespect is unwarranted and should not be tolerated in any organisation" she said. "I intend to ensure that T&TEC, as a state enterprise, leads the way in gender equity and protecting the rights and interests of women." She reiterated Dr. Saunders' call for women to speak out in situations of abuse and harassment and stressed the need for women, especially professionals, to support each other at all times.

# Relax, it's all about you

Imagine standing on a balcony, looking at the scene below, as ocean breezes cool you. This was the ambience that greeted the Commission's administrative professionals at Playa Del Este, Salybia, the venue of this year's Administrative Professionals Day observances.

From as early as 8 a.m. approximately 95 "Admins" gathered at various pick up points for their journey to north east Trinidad. "The maxi taxi ride gave us an opportunity to catch up", said one "Admin", who was dressed down in preparation for a relaxing day of activities centered on the theme "It's all about you".

Family Feud, a talk on health and fitness, a lecture and demonstration on proper juicing, a fashion show and a selection of relaxing experiences including of a makeup tutorial, mini massages and express manicures and pedicures kept the group engaged in a day that brought many smiles and nods of approval.

One of the more popular activities was the makeup tutorial by established makeup artist Yvonne Popplewell, a retired employee of T&TEC. "You should always be prepared when leaving home; you never know who you might see", Ms. Popplewell told her attentive audience as she demonstrated ways to perfect your look for work, play or formal events.

*The view enjoyed by Admin Assistants, as seen from a balcony at Playa Del Este.*





*Admins were given pointers on keeping fit*



*Makeup session by Yvonne Popplewell*

The massages and accompanying music was such a stress reliever and so well patronised that some women almost got left behind at the end of the day. While they awaited their turn, several could be found munching on cookies and engaging in friendly chatter as they got to know one another. Making new connections with 'phone' friends or reconnecting with others is one welcome feature of the annual commemoration, as Administrative Professionals are spread across the Commission and rarely get to meet their counterparts.

Those who preferred a more intimate, relaxing moment with their thoughts retreated to the 'hammock shed' at the water's edge. The day's activities closed with a fashion show featuring a collection of evening wear from Peter Elias, modelled by some of the ladies. Before they left, the guests of honour received gift vouchers of their choice from various retailers.

"The theme was well represented as I really felt it was all about me, I was well pampered," said Wendy Jarrott who, together with her fellow Admins, departed from Salybia feeling relaxed, renewed and ready to face the challenges of another work day.

Administrative Professional Day is celebrated worldwide. It was started in 1952 to honour secretaries worldwide for an often thankless job.



*Relaxing manicures to help relieve stress*



*The ladies showed their appreciation for the trendy outfits modeled by their colleagues.*

# Brain games

The annual inter-area scrabble, draughts and chess competitions hosted by the General Sports and Cultural Club made for an exciting day of 'brain games' at the Eastern Area Sports Club on March 28.

Among the mental strategists were some familiar faces. In fact, the top three winners from last year's scrabble competition were retained for 2015, albeit in a different order. Defending champion, Central Area's Saidah Hosein, was relegated to third place

by winner Anthony Modeste of the Eastern Area Sports Club and Northern Area's Jonathan Samuel. Last year, the men placed second and third respectively. Jonathan Samuel also had the highest single play, while the winner of the most bonus words was Anthony Modeste.

In a different board game, veteran Irvin Byer also retained his title of draughts champion. Representing T&TEC's Retirees Association, he successfully beat

challengers Bainet Hamlet of Tobago Sports Club and Northern Area's Randolph Pierre into second and third places.

It was also an historic day with the hosting of T&TEC's first ever chess competition. With pawns, knights, rooks, bishops and of course, the king and queen in place, the battle was set. After the final game it was TATECO Credit Union's Aditi Soondarsingh who reigned supreme, followed by Eastern Area's Ashram Sitram and Tracy Shields.

## Northern Area 7-A-Side Windball Cricket Champs



*The jubilant members of the Northern Area Sports Club cricket team after their victory.*

Central Area Sports Club was the venue for the annual 7-a-side windball cricket competition on April 18. The final two teams to survive the knock out stages were the Northern Area Sports Club and Penal Training Facility. For their final match, Penal batted first and tallied 36 runs.

Northern Area, captained by Kevon Ramdhanie, easily met the target, reaching 38 runs for 2 wickets in 5 overs.

In third place was the Mount Hope Sports Club.

Congratulations to all winners!



## Young people start vacation employment

T&TEC's annual Vacation Training Programme continues this year with the induction of 90 young men and women into the T&TEC family. As part of T&TEC's history of providing opportunities to a new generation, the programme affords tertiary-level students employment with T&TEC during the June-August school vacation.

The employees' T&TEC stint began on May 29 with an orientation session hosted at Mount Hope, where they were addressed by the

General Manager, Kelvin Ramsook and senior staff of the Human Resources Department who informed them of T&TEC's operations and culture.

Employees left with a new appreciation for T&TEC and they were hopeful that their time here would be a memorable and informative one.

Look out for more information on their experiences in the next issue of the Watts Happening.

## Little Mr. T&TEC?

*Two year old Aizaiah Gomez, son of Diandra Gomez of the Corporate Communications Department, likes to dress up like a T&TEC worker. His grandmother, Pat Gomez, who also works at T&TEC, arrived home with her safety hat which Aizaiah promptly donned. He seems to be well on the way to follow in their footsteps.*



# Employee Update

## Appointments, Promotions, Moving On and Accomplishments

### APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Anil Rambhajan	Software Developer-In-Training	Information Systems
Brendon James	HSE Co-ordinator II	Distribution North
Devanand Ragoonanan	HSE Co-ordinator II	Distribution East
Nick Thompson	HSE Co-ordinator II	Distribution Central
Samdath Silochan	HSE Co-ordinator II	AGM - Transmission

### PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Adesh Harridass	Linesman 'A'	Public Lighting
Ainsworth Mills	Dr – Vehicles < 25000 Lbs.	AGM – Administration
Alvin Ramsaran	Head of Projects – Dist.	AGM – Administration
Amde Maule	Linesman 'A'	Distribution South
Amy Boodram	Clerk II	Commercial
Aneela Ratan	Clerk II	AGM – Finance
Anthony Guerero	Linesman 'A'	Distribution South
Anthony Haynes	Linesman 'A'	Distribution South
Awadha Beepphan	Substation Foreman	Distribution South
Brooke Basdeo	Clerk II	Supplies
Carl Rajkumar	Linesman 'A'	Distribution South
Carlos Joseph	Linesman 'A'	Distribution South
Celina Tuitt	Subsection Leader	Distribution South
Chrystal Joseph	Technical Assistant III	Distribution South
Clint La Foucade	Linesman 'A'	Public Lighting
Curt Pope	Crew Foreman	Distribution Central
Damian Ramdeo	Substation Foreman	Distribution Central
Deoraj Samaroo	Clerk II	Commercial
Derrick Johnson	Substation Foreman	Distribution Tobago
Dion Ramsundarsingh	Linesman 'A' (Hotline)	Distribution South
Donny Loutan	Linesman 'A'	Distribution South
Epsyon Cooper	Linesman 'A'	Distribution South
Eustace Bedeau	Comm Technician I (Trv)	Communications Department
Floyd George	Driver – Aerial Lift Truck	Distribution Tobago
Francis Pollonais	Dr – Lr. Ldr./Lift Comb.	Distribution South
Heidi Sumair	Clerk I	Distribution Central
Herod Karim	Substation Foreman	Distribution South
Ian Ramrattan	Asst. Gen. Mgr. – Adm.	AGM – Distribution
Jeanelle Forde	Clerk II	Distribution East
Jerome Jodha	Linesman 'A'	Public Lighting
Joel Dhanpaul	Clerk II	Commercial
Julien Leotaud	Linesman 'A'	Public Lighting
Kamal Rambharose	Technical Assistant III	Distribution South
Karla Mohan	Technical Assistant I	Transm Devel & Eng Services

Keisha Yates	Clerk Typist	Distribution North
Keith De Freitas	Draughtsman III	Distribution Central
Kelley Mackenzie	Stenotypist	Protection & Scada
Kervon Debisette	Electrician 'B'	Distribution Central
Keston Harradan	Clerk II	Commercial
Kevin Garcia	Linesman 'A' (Hotline)	Distribution South
Kwane Radix	Instructor I	Human Resources Department
Lance George	Dr –Vehicles < 25000 Lbs.	Distribution Tobago
Melissa Persad	Stenotypist	Corporate Secretary
Michael Lewis	Linesman 'A'	Public Lighting
Michael Peters	Linesman 'A'	Distribution Central
Michelle Beddoe	Clerk Typist	Commercial
Murvie Charles	Assistant Area Manager	Distribution Tobago
Natasha Gayadeen	Clerk II	Chief Accountant
Nickel James	Engineer II	Distribution Central
Nizam Babwah	Linesman 'A'	Public Lighting
Peggy Joseph	Senior HR Officer	Human Resources Department
Rajiv Bissessar	Instructor I	Human Resources Department
Randolph Pierre	Subsection Leader	Distribution North
Raymond Williams	Electrician 'A'	Distribution South
Ria Ali	Draughtsman II	Distribution South
Roger Moorally	Linesman 'A'	Public Lighting
Rogger Deoraj	Maintenance & Services Assistant	Transmission Maintenance
Rudolph James	Foreman – Line Clearer	Distribution Tobago
Shazam Mohammed	Technical Assistant III	Distribution South
Sheldon Guy	Crew Foreman	Distribution Central
Sheldon Fabien	Linesman 'A'	Distribution South
Shernel Edwards	Senior Clerk	Distribution Tobago
Shevelle Primus	Clerk II	Chief Accountant
Sideek Mohammed	Electrician 'A'	Distribution South
Sterlin Wren	Dr – Lr. Ldr./Lift Comb.	Distribution South
Terrance Ali	Linesman 'A'	Distribution Central
Terrance Sahatoo	Substation Foreman	Distribution Central
Theratraj Nandlal	Linesman 'A'	Public Lighting
Timmy Baptiste	Crew Foreman	Distribution Central
Trinell Solomon	Senior Instructor	Human Resources Department
Zaid Ali	Linesman 'A'	Public Lighting
Zainool Mohammed	Asst. General Manager – (PTH)	General Manager

## DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Adolphus Elbourne	Estate Constable	Security – Distribution East
Carl Edwards	Telecom Operator	Distribution East
Carl Henry	Crew Foreman	Distribution Tobago
Indra Awai	Telephonist	Distribution North
Joseph Mc Lean	Crew Foreman	Distribution Central
Jugmohan Moonilal	Meter Reader	Distribution South
Krishna Lalgee	Estate Constable	Security – Distribution North
Lester Gomes	Driver – Aerial Lift Truck	Distribution North

# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Lochan Ramoutar	Driver – Aerial Lift Truck	Distribution Central
Michael Shepherd	Estate Corporal	Security – Distribution Tobago
Motilal Boodram	Dr – Vehicles < 25000 Lbs.	Distribution South
Rene Davidson	Dr – Lr. Ldr./Lift Comb.	Distribution Tobago
Reuben George	Climber / Line Clearer	Distribution North
Samal Gosine	Ganger	Distribution South
Stephen Checkley	Crew Foreman	Distribution East
Vernon Griffith	Substation Foreman	Distribution Central
Vincent Johnitty	Crew Foreman	Distribution South
Winfield Mc Leod	Ganger	Distribution South

## T&TEC mourns the passing of two employees



Kieron Ramkhelawan, an employee of Distribution North, died tragically on Saturday April 4, 2015. He was 31 years old.

Mr. Ramkhelawan joined T&TEC in 2008 as a Labourer. He worked at Distribution South until his transfer, in the same position, to Distribution North in 2011. In

March 2014, Mr. Ramkhelawan was promoted to Driver – vehicles less than 25,000 lbs, following several months of acting in the position of Driver – Aerial Lift Truck.

Mr. Ramkhelawan will be remembered as an excellent worker, whose dedication, willingness and team spirit extended outside of his normal duties. Many would especially recall his contribution to Distribution North's presentations at the annual Divali celebrations.

T&TEC extends deepest sympathy to Mr. Ramkhelawan's parents, relatives and friends.



Roger Romain, an Acting Linesman 'C', also died under tragic circumstances on Sunday May 17, 2015.

Mr. Romain, who lived at Penal, joined T&TEC in 2012 as a Labourer and was assigned to Distribution South where he remained up to the

time of his death. He was 36 years old and was the son of former employee, Rawle Romain, Substation Foreman, who retired last year.

Mr. Romain (Roger) will be remembered as a very dedicated and reliable employee who was always willing to assist his colleagues when asked. He was also a skilled footballer, and often represented Distribution South and the wider Commission in the sport.

T&TEC extends deepest condolences to Mr. Romain's family and colleagues on his untimely passing.





Are you  
Prepared?

## Watty Safety Tips:

Quick thinking and fast action are requisites in times of an emergency. A disaster preparedness plan gives you the added advantage of coping with these situations, minimise risk, even save lives.

Here is a brief checklist to guide you in your preparations as we approach the hurricane season.

**First Aid Supplies** – ensure that your kit contains hand sanitiser, medical gloves, scissors, cold pack, antiseptic wipes, non-prescription and prescription medicine supplies and medical support equipment such as medication for chronic diseases, pain relief, antacid and vitamins.

**Sanitation and hygiene supplies** including toothpaste and tooth brush, toilet paper, disposable diapers, feminine supplies, heavy duty plastic garbage bags, washcloths, towels and insect repellent.

**Equipment and tools** – plastic sheeting, batteries, duct tape and scissors, matches or lighter, flash light, pliers, wrench and shovel.

**Water for at least 3-5 days** – one gallon per person per day, canned and boxed juice, milk, cereals, soups, and high energy food such as peanut butter, nuts, fruit bars and trail mix. Provide for those with

special dietary needs.

**Clothes and bedding supplies** - sheets, pillows, rain gear, extra clothes, underwear, socks and sturdy shoes, folding cot or lawn chair.

**Documents and keys** – personal identification, cash and coins, photographs of valuables, extra set of house and car keys.

**Photocopies of important documents in waterproof plastic bag** – driver's licence, passport, birth and marriage certificates, inventory of household items, academic certificates and bank, insurance, wills and deeds, and immunization records and prescriptions.

**Pet supplies** – extra food, labeled pet carrier, cleaning supplies, leashes, collars, muzzles and medication.

**Be prepared!**

Prepare supplies for home, work, and vehicles.  
Emergencies can happen anywhere.

Infographic courtesy:  
[emergency.cdc.gov](http://emergency.cdc.gov)

# A few good things - Avoiding Phishy Business

Online crime has grown significantly in recent years especially since every type of business and service imaginable has an online presence. In fact, global cybercrime is estimated to cost about US\$400 billion annually.

One of the most common cyber-attacks comes from an action called Phishing or Password

Harvesting Fishing. Phishing is online fraud that involves criminal attempts to obtain information through telephone calls, fake website URLs and content pages. It may involve inserting a dangerous HTML code in an already established web page in order to deceive the user, and obtain bank and credit card numbers, passwords and other information.



## These are some suggestions to avoid phishing attacks:

- Manually enter website URLs, do not click on unfamiliar links and be observant of the address in your browser.
- When shopping online, carefully identify the authenticity of the URL to avoid being a victim of fraud.
- For unfamiliar website links, assume it's a phishing site, so carefully screen it for authenticity.
- All strange website links to mobile devices via short messages can be defaulted to phishing.
- Pay attention to spelling and grammar, as most scammers have poor command of the English language and will often make a myriad of mistakes.
- Bank and other financial websites transfer user information through an encrypted network protocol. So the bank website page at the beginning must have "https://" rather than "http://".
- Ensure you enter the websites primary domain name, for example, the combination of characters before a '/' like http://www.taobao.com/ and not a phishing name.

## A phishing attack has four steps:

1. A fake website similar to the main one is created.
2. The attacker sends the link of the fake website to many users, organisations, and companies using email spoofing and tries to encourage users to visit his website.
3. Victims enter their information when visiting the fake website.
4. The attacker steals victims' information and starts fraud.

# Fun Page

## A touch of clarity

We challenge you to try this easy experiment. Your apparatus is simply a bottle of coke or other coloured soft drink and a small quantity of milk.

***Follow the simple steps below.***

### Invisible Soda

**You need: 20 oz bottle of brown softdrink, 2% milk**



#### START

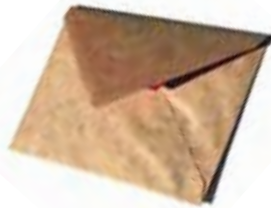
1. Take a sip of soda, and then pour a small amount of milk into the soda bottle
2. Screw the cap back on
3. Let the bottle sit for about an hour



#### END

4. The soda turns clear!

# Letters



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

March 20, 2015

Mr. Vishnu Seetaram,  
Distribution South

We at Christ the King RC Church, wish to thank you very much for your prompt and efficient service.

Your T&TEC team carried out a timely and well executed job and we are quite happy with the results that are now evident in our sound system.

Victor Young On  
CTK Council

April 7, 2015

Mr. Kelvin Ramsook, General Manager

I refer to two recent issues when we lost all power in our plant due to our transformers and other line problems on 23 and 25 March, 2015.

I wish to thank and compliment the prompt, full and efficient attention given to us to restore the power in the earliest possible time. Your crew responded immediately, and analysed the problems and worked diligently to resolve them in the shortest time.

I compliment the following Engineers, Ashmeed Ali, Christopher Seemungal and Eustace Millington who were exemplary in their service, among several others.

Your division always takes and relays our calls, keeps us fully informed and always follow up after restoration of the power supply.

I commend T&TEC for many years of good service to us and whenever there is a

supply problem, which is very rare, we are given the best service. So much so, that in all our considerations for 'stand by generators' we found that unnecessary.

I kindly ask that you commend the Engineers and crew for their service and extend our appreciation.

Ronald L. Grosberg  
Diana Candy Company Limited

April 21, 2015

Mr. Alvin Ramsaran, Public Lighting Department

Re: T&TEC's Response to Street Lighting Complaints

The Regulated Industries Commission (RIC) wishes to commend you and your team of the Public Lighting Department for the relatively quick response in addressing street lighting complaints.

The RIC has been receiving a lot of positive feedback from the members of the public regarding PLD's response time. Further, our Customer Services Department appreciates the professionalism that you and your team have brought to the process, especially the feedback to the RIC.

A review of T&TEC's performances as indicated below shows that for 2015, there has been a 100% increase, in the number of complaints that has resolved within seven days when compared to 2014. Of the fifty-six (56) complaints resolved within seven days in 2015, forty-eight (48) or 86% was

resolved within two days.

The RIC would like to sincerely congratulate you and your team for the excellent performance.

Mohan Chadee  
Customer Services Manager  
Regulated Industries  
Commission

May 1, 2015

Mr. Viren Ramrekersingh and his team (Distribution East).

Thank you very much for your kindness and thoughtfulness extended to me and my church family on Palm Sunday, March 29, 2015.

We highly appreciate all the assistance given to us by you and your team, by arranging a generator to keep the church supply on the day of the planned outage.

Special thanks to Aaron Ramlogan for his assistance. The kindness of the maintenance crew was inconceivable.

May God Bless you all

The Parishioners at St. Francis of Assisi Church, Sangre Grande and Ms. Cooseelal

23 May 2015

Registrar - TTEC

Thank you Nalini. Nandalal and his crew came Friday night and not only fixed the three bulbs but saw another one that needed to be replaced. I'm 100% satisfied with your customer service!!!!

Nikisha Richards.

