



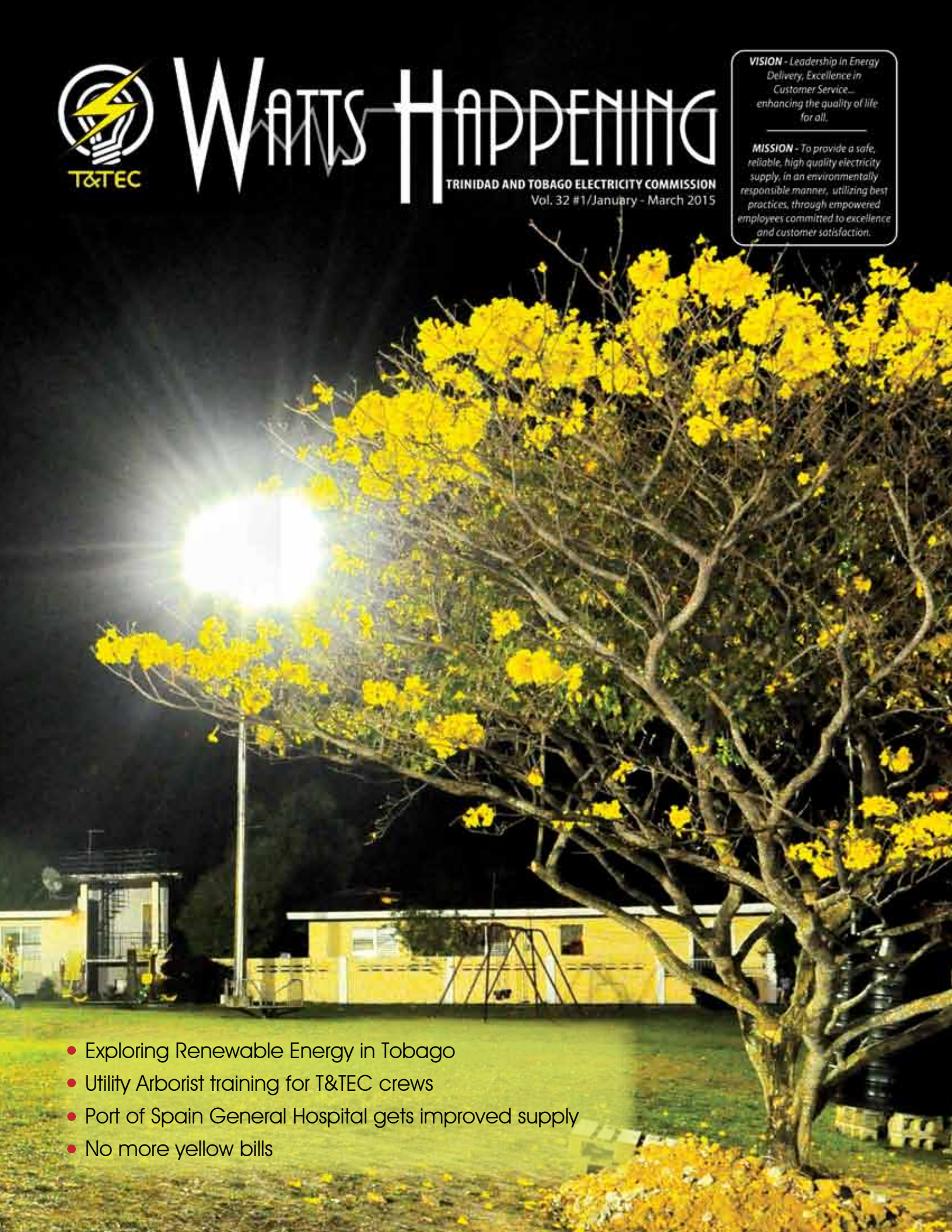
# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 32 #1/January - March 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.

- 
- Exploring Renewable Energy in Tobago
  - Utility Arborist training for T&TEC crews
  - Port of Spain General Hospital gets improved supply
  - No more yellow bills



# Editorial

## It's all about you

Last year we profiled the Human Resources Division and highlighted some of the lesser known aspects of their work, as well as how employees' daily duties align to the Commission's Strategic Plan. This quarter we commence the return of the series with the Revenue and Payments sections.

It is very easy to see how the front-line jobs, related to light and power, are necessary to achieve our strategic objectives, particularly numbers one and two, which speak to providing generation capacity and the development of the

transmission and distribution infrastructure. What is sometimes more obscure is how some "office" and back-line field jobs contribute to the same objective. In profiling departments we will explain the processes behind the scenes and shed some light on how each job is relevant to us achieving our strategic objectives, so read pages 18 and 19 and look out for more profiles in the coming editions. In addition to the featured sections, this issue also highlights other operations across the Commission the prove the powerful commitment of our employees to delivering quality service to

customers, as well as lighter moments that help balance work and life. (Be sure to see how to make a chickie chong on page 30).

### COVER PHOTO:

Composite photograph shows newly illuminated recreation grounds in Pt. Fortin and El Dorado, following ceremonies to commission their lights in 2014.

# Credits

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# Exploring Renewable Energy potential in Tobago

Having conducted considerable research into, and testing of, solar energy as a source of renewable energy (RE), T&TEC has expanded its research into other RE options, namely wind energy. Tobago's strong winds made the island an ideal location to do the research.

Since January this year, two wind measurement stations on Tobago's windward coast have been gathering data around the clock, as T&TEC evaluates this renewable energy option that could feed into Tobago's distribution grid and power the northern regions of the island.

The two stations, one located at Ministers Bay and the other at Flag Staff Hill overlooking Charlotteville, are intended to be operational for no less than one year.

Generation Interface engineers monitoring the readings have recorded wind speeds of seven meters per second and above. This team will analyse the

year-long data and conduct further research that will provide the Commission with a more realistic assessment of the available wind energy. This will help guide the possible installation of a full scale wind farm in Tobago.

Installation of the wind measurement stations has been described by the cross departmental project team as challenging, unique and unlike any other the Commission has ever experienced. Through the dedicated efforts of this team from the System Control and Generation Interface; System Planning and Research and Communications Departments, as well as Distribution Tobago, the project, from design to installation, was successfully completed in two years.

The conversion of wind energy to electricity on a large scale, requires the use of wind farms that constitute wind turbines connected to a power grid. Collecting wind data is a pivotal step by the Commission towards determining the economic and environmental benefits of the proposed wind turbine system to the island.

Flag Staff Hill

Ministers Bay



# Audits underway in lead up to ISO certification

Pre assessment audits of two of four Distribution Areas - North and Central - have yielded "encouraging results" as T&TEC forges ahead with ISO 9001:2008 certification.

The audit exercise is being undertaken by the ISO Consultants and T&TEC's ISO Internal Auditors. The results from these audits, and the timely corrective action of any major non-conformities, will dictate the state of preparedness and pace of advancement into the next stages for each Area, said Franklin Sankar, of the Quality Assurance Unit, who is guiding the process internally.

The scope of T&TEC's certification covers Trinidad and Tobago as separate entities and will include - 'the design, provision of electrical infrastructure, transmission, and distribution of electricity to residential, commercial and industrial customers in Trinidad.' In Tobago, generation is added to the scope.

While each Area is being prepped for certification individually, they are all working together to prepare a master list of documents that will later be used for the Commission to be certified as a whole. The experiences of the Southern Distribution Area, which received QMS certification in 2010, are being used to guide their preparation. Distribution South has been continuously improving its quality procedures and processes since 2010 - a principle sanctioned by the International Standards Organisation- and its templates will be used as the basis for the master list of documents, along with the "best from every Area and Department".



This "harmonisation" of documents has been the most gruelling part of the process thus far, as Mr. Sankar said "it is a tedious, meticulous task that requires accuracy, verification and authentication." Procedures and processes from the key support Departments - Commercial, Information Systems, Human Resources and Supplies - will be included in this round of certification along with the Distribution Areas. All other Departments will be included in the final phase of certifying the entire Commission.

Mr. Sankar and his team, which includes Padmini Maharaj, responsible for documentation, and Nizam Baksh, Quality Officer, told Watts Happening that they were optimistic that, with the co-operation of the Areas and support Departments, ISO 9001:2008 certification for T&TEC would be successfully completed, as projected.



*The Minister of Public Utilities, the Hon. Nizam Baksh and Minister of the Arts and Multiculturalism, Dr. the Hon. Lincoln Douglas shake hands after flipping the switch. Looking on are (L-R) President of Pan Trinbago, Keith Diaz; T&TEC's GM, Kelvin Ramsook; T&TEC's Chairman, Susilla Ramkissoon-Mark; Chairman of NCC, Lorraine Pouchet; Deputy Chairman of NCC, Don Sylvester; and Director of the National Operations Centre, Lt. Commander, Garvin Heerah.*



## T&TEC lights Savannah in record time

Masqueraders and visitors felt a greater sense of safety and security after T&TEC installed additional lights around the inner space of the Queens Park Savannah, just in time for 2015 Carnival.

The 96 -1500 watts lights, set on 18 poles, were put up in a record 15 days by crews from Distribution North and the Public Lighting Department, the latter of which did line work to facilitate supply to the new lights. The use of the high powered security lights will be controlled by the National Carnival Commission of Trinidad and Tobago, who made the request to have them installed on parade routes, on the south and north sides of the Grand Stand,



*Some of the enhanced lights installed by T&TEC.*

and the Paddock Area of the Savannah.

The new lights were commissioned on January 29 by the Minister of Public Utilities, the Honourable Nizam Baksh, along with the Minister of the Arts and

Multiculturalism, Dr. the Honourable Lincoln Douglas. The Ministers were joined by several stakeholders from T&TEC, the National Carnival Commission, National Security Council and Pan Trinbago.

# Executive Appointments



Distribution North's new Area Manager is Curvis Francois. This appointment became effective on January 1, 2015.

Mr. Francois holds an EMBA degree, a BSc degree in Electrical Engineering and certification in Reliability Engineering.

He began his career at T&TEC in 1986 as an Engineer-in-Training. Upon completion, he was assigned to Distribution Tobago as an Engineer II. After spending the next 20 years at various progressive positions in this Area, Mr. Francois was reassigned, in

2006, to Distribution Central as Assistant Area Manager.

Mr. Francois' appointment as Manager in 2009 saw him head various Departments at different times, including Public Lighting, Supplies and Distribution Planning and Support. He was also the Project Manager for the Geographic Information System. He returned to Distribution North in 2014, and remained there until his recent appointment.



Alvin Ramsaran was appointed Manager - Projects, Distribution Division from January 1, 2015. He is currently assigned to the Public Lighting Department.

Mr. Ramsaran joined the Commission in January 1994 as an Engineer-in-Training and was subsequently appointed Engineer II at Distribution North in 1995. His move up the ranks at this Area saw appointments from Technical Assistant II in 1997 to Assistant Area Manager in 2006.

Mr. Ramsaran has acted as Area Manager at Distribution North and Distribution Central. He also worked in Distribution Tobago on some relatively

large projects to improve the reliability of supply to the customers there and has acted as Manager - Metering Services Department.

Mr. Ramsaran has a BSc and MSc degrees in Electrical and Computer Engineering.



Vishnu Seetaram's appointment as Area Manager, Distribution South became effective on January 29, 2015.

He holds a BSc degree in Electrical and Computer Engineering.

Mr. Seetaram joined the Commission as an Engineer-In-Training in 1992. He was assigned to Distribution South in 1994. Eight years, and several promotions later, including acting stints as Assistant Area Manager at Distribution South, Distribution Tobago and Distribution East, Mr. Seetaram was promoted

to Assistant Area Manager at Distribution South in 2007. From 2014 until his recent promotion, Mr. Seetaram acted as Area Manager at Distribution Central.



After almost twelve years at T&TEC, Vijai Ramnanansingh was appointed Assistant Area Manager on February 1, 2015. He is assigned to Distribution North.

Mr. Ramnanansingh, an Electrical Engineer with a Bsc degree, joined T&TEC in 2003 as an Engineer-In-Training. On completion of the 2-year programme, he was assigned to work at Distribution Central. Mr. Ramnanansingh remained in this Area until 2011, receiving several promotions and acting as Assistant Area Manager.

In 2012 Mr. Ramnanansingh was reassigned to Distribution North as Technical Assistant I. From 2013, until his recent

appointment, he acted as Assistant Area Manager in this Area.



# Tree trimmers undergo Utility Arborist training



T&TEC's Gangers and Climbers/Line Clearers are participating in a first time Vegetation Management Programme to bring the job to a professional level, aligned with international standards. The training is critical to managing risk and operating costs associated with tree contact and overgrown vegetation, a major cause of faults on the Commission's overhead line system.

At the start of the training programme on January 20, Rene Austin, Assistant General Manager- Distribution told the 100 'young and fit men', that "my vision for the programme is for the team to manage tree trimming exercises safely with little disruption to the electricity supply as possible." He continued, "this would require crews to operate

as a single team, from one location so as to maximise use of resources and that necessitates one electricity outage."

The four and six week programme is being conducted by Canadian-based utility arborists, Electrical Industry Training Institute Global (EITI Global). Several levels of line clearing staff, including trainees, were prepared for the EITI Global programme with in-house introductory training and follow up sessions held in August 2014. The EITI Global training includes practical and classroom sessions covering areas such as tree inspection, climbing and overhead line safety. The Line Clearers would be certified on completion of the training programme. EITI Global will also make

*Composite photo showing Troy Hudson, Lead Instructor from EITI Global, addressing trainees on the first day of the Vegetation Management Programme, while Area Manager, Harold Lee, and AGM - Distribution, Rene Austin listen.*

recommendations for improving the Commission's existing vegetation management procedures.

Arborists generally focus on the welfare of individual plants and trees. A Utility Arborist's scope of work covers specific knowledge and practices about safely working near power wires.



# No more yellow bills

Since January, the look of T&TEC's bills has been changed to a cleaner, simpler black and white look. The change from yellow to white is a prelude to the Commission's electronic bills, or e-bills, expected to be introduced later this year.

Although the colour has been adjusted, all the information on the bill remains unchanged. This is important to note, Commercial Manager, Irwin Thompson said as he responded to how the conversion has impacted customers. "We have gotten mixed reviews...the main concern was on the bills' authenticity, so we have had to assure our customers that the bill is really nothing more than an invoice." Mr. Thompson also gave his assurance that T&TEC's bills will continue to be accepted by all commercial banks and independent payment centres (Surepay, Bill Express). He encouraged customers who had concerns to contact the Commission for clarification.

Among the benefits of the lack of colour is the promotion of green business practices, since this reduces the use of ink and is more environmentally friendly. Additionally, as e-bills become available to customers, the use of

paper will be reduced. Mr. Thompson also pointed out "with the introduction of e-bills customers will also receive their bills in a more timely manner."

He said that the Commission is already working on upgrading its billing application, with a target date to produce and transmit e-bills by year end. "We have already started sourcing the email addresses of our customers who come

into the service centres," Mr. Thompson said.

For now, the change in the bill colour applies only to T&TEC's residential and commercial customers (Rates A and B).



## T&TEC and RIC visit TGU



*Israiell Ali (right), with the members of the RIC and employees of TGU and T&TEC.*

On December 9, 2014, members of the Regulated Industries Commission (RIC) joined T&TEC employees on a visit to the newly constructed Gandhi Village Substation, Debe and the Trinidad Generation Unlimited Power Plant in Union Estate. The visit was arranged for the RIC to become familiar with the infrastructural works being conducted by T&TEC to facilitate receipt of the bulk power being supplied by TGU. Israiell Ali, Acting Manager, Regulatory Compliance Department, viewed this visit as a "golden opportunity to forge closer ties between T&TEC and its regulator the RIC, which will allow for a greater understanding of the capital and other related costs to T&TEC in making its operations more efficient and cost effective."

# POSGH among customers to get improved supply

Customers and employees in the Northern Area are set to see an improvement in their electricity supply and a safer working environment, as T&TEC works to meet and exceed the ever increasing demands of customers. The benefits come courtesy three projects in Port of Spain, St. James and Diego Martin, under the purview of the Northern Distribution Area, and assisted by the Protection and SCADA Department.

After two months of work, the supply to the Port of Spain General Hospital (POSGH) was transferred to the Keate Street 33kV Substation in December 2014, removing the safety and reliability challenges that came with the aging infrastructure at the 6.6kV Master Substation (Master Sub) as well as the old 6.6kV supply cables. According to

Area Manager, Distribution North, Curvis

Francois, these upgrades mean that

one of the Commission's major and critical customers now has a more reliable and safe supply, thereby contributing to the improvement of the health sector in our nation.

The hospital project is part of a larger thrust to upgrade aging infrastructure in Distribution North.

This phase comes after the acquisition of a 33/12kV Areva

20/25MVA transformer and five 12/6.6kV pad mounted

transformers at Master Sub on Flament Street last August.

Master Sub will eventually be de-commissioned when this upgrade exercise is completed.

*The pad mounted transformer (left) and the ring main unit bank arrangement (right) at the POS General Hospital.*







*The ongoing reconstruction of the St. James Substation.*

Another significant project is the major upgrade of the St. James Substation. This substation is one of the oldest in our country and its aged infrastructure has outlived its useful life.

To date the old switch house has been completely demolished. However, customers were not inconvenienced because of the installation of a temporary bypass arrangement. This arrangement consisted of a specially outfitted 20-foot container that housed the Protection and SCADA equipment. At the end of this project a two storey building will be constructed to house a new 33kV Gas Insulated Switchgear (GIS) and the installation of two new 33/12kV transformers. The end result will be a safer more reliable supply for the thousands of customers serviced by this substation.

Work on the new Diego Martin 33kV substation, located at St. Lucien Road, is further ahead than the St. James Substation, as the civil construction phase was completed in January 2015, making way for the installation and commissioning of a new 33kV GIS Board and a 12kV Board. The upgrade of this substation

will also involve the installation of new 33/12kV transformers, increasing capacity for customers. This project is expected to be completed by August 2015 and will enhance the overall quality of supply to our customers in the Diego Martin, Petit Valley and Maraval areas.



*The completed Diego Martin Substation building.*

Through these projects the Area continues to fulfill its mandate of providing a safe, reliable and high quality electricity supply to its 90,000 customers and meet the ever increasing demands of our important stakeholders.

# Fifteen join Engineers-in-Training programme

T&TEC's latest batch of Engineers-In-Training (EIT) includes a former Senior Foreman from Distribution North, a Clerk 1 from the Transmission Division and a Supervisor from the Penal Training Facility. "This mix of experience and knowledge will auger well for team building," Gary Singh, Human Resources Manager told the group on their first day on January 26.

T&TEC's two-year EIT programme is considered to be a preferred opportunity for first degree tertiary graduates in electrical engineering. The programme began in 1956 under the tenure of George Ford, who at the

time was acting as Area Superintendent, and saw it as a useful programme for young engineers. In those days, engineers, after completing their theoretical studies in the UK, were required to do an internship before returning to Trinidad. Mr. Ford, who retired as Deputy General Manager in 1978, used the opportunity to modify the internship programme to make it relevant locally and end the overseas training. Over time, the programme's content was expanded to support the evolving objectives of the Commission.

The twelve men and three women will spend their first

three months learning more about the Commission's operations via presentations from Heads of Departments, visits to the training facilities and generation sites (PowerGen, Trinity Power, TGU and Cove, Tobago). The EITs are also exposed to business etiquette, team building and customer service training. Additional guidance is offered to them through the Commission's Mentorship Programme "to better prepare them for transitioning from trainee engineers to supervisors," Nalini Rampath, Human Resources Officer, and coordinator of the programme, explained.

*The latest batch of employees to enter the two-year EIT programme.*





**The 2015 batch of EITs, and where they came from:**

|                         |   |   |
|-------------------------|---|---|
| 1. Navindra Kissoon     | - | General Manager's Office                          |
| 2. Stephen La Guerre    | - | Distribution East                                 |
| 3. Adrian Warren        | - | Distribution East                                 |
| 4. Vickram Balbadar     | - | Distribution Planning and Support                 |
| 5. Amit Dipnarine       | - | Transmission Development and Engineering Services |
| 6. Kevin Ramsook        | - | Transmission Development and Engineering Services |
| 7. Issah Lendor         | - | Distribution Tobago                               |
| 8. Jeffrey De Bique     | - | Distribution North                                |
| 9. Navin Rampersad      | - | Distribution Planning and Support                 |
| 10. Darren Nelson       | - | Transmission Development and Engineering Services |
| 11. Christopher Rennie  | - | Administration Division                           |
| 12. Jayantee Ramkissoon | - | Distribution Planning and Support                 |
| 13. Deleshia George     | - | Transmission Division                             |
| 14. Nafeesa Khan        | - | General Manager's Office                          |
| 15. Darriel Mungal      | - | Human Resources Department                        |

T&TEC's two-year  
EIT programme,  
a preferred  
opportunity  
for first degree  
tertiary graduates  
in electrical  
engineering.

The EITs will be placed on a three-month rotation schedule within the Distribution, Engineering and Transmission Divisions and

Metering Department, for the remainder of the first year. The four groups will be rotated every three months with progress interviews

conducted after each quarter. The outcome of these interviews will guide the final placement of these EITs.

## Meet Jeffrey De Bique

Jeffrey De Bique, a former Senior Foreman, joined the Engineer-In-Training programme with the most technical field experience in the group. He has shown a continuous drive for success throughout his career, starting in 1995 as an Electrician 'C' at Distribution East. Seven years later, he entered the Senior Foreman-In-Training programme. His appointment as Senior Foreman in 2004 in Distribution North provided him with tremendous experience in the overall running of the 'yard', checking jobs beforehand, dispatching crews and giving out work permits, among other duties. He also participated in several internal training courses to further enhance his professional development. As a Senior Foreman, Mr. De Bique was required to train new employees, including new Engineers, so his valuable experience is sure to bring a unique quality to the group.





# Projects to improve reliability and load capacity

The upgrade of two transmission circuits - Gateway-Keate Street and the New Circuit Board - Carmaille Road will improve the capacity and reliability of supply to customers in Maraval, St. James, Mucurapo and environs.

The new Gateway-Keate Street #2 33kV circuit is one of the steps required to separate the north-east ring into smaller rings. The re-configuration will improve the reliability of supply to several substations that are served by this ring, to better manage the increased load to overhead lines and cables circuits.

Simultaneous upgrade work is also being undertaken on the NCB - Carmaille Road 33kV circuit. It entails the installation of a new Osprey conductor and the replacement of forty-year old cables with

porous and brittle insulation with 630mm<sup>2</sup> underground cross linked polyethylene cable. The combination of overhead and underground work, through the Lapeyrouse Cemetery, up Stanmore Avenue and across to Albion Street, will increase load from 365 to 700 Amperes on the inner west ring, under single contingency conditions.

Project works are being carried out under the supervision of the Transmission Maintenance Department. It began in March this year and is expected to be completed within three months. A third project, the upgrade of the underground cable between the Queen's Park Savannah and Carmaille Road Substation, is expected to commence later this year.



# Woman power

'Make It Happen' the 2015 International Women's Day theme.

March 8, International Women's Day, annually recognises ordinary women who have had an extraordinary influence in their communities, society and organisations. And this is no different for the 850 females who are part of the 3000 plus T&TEC workforce.

One of the T&TEC women who "makes it work" is Ina Anthony, Field Controller at Distribution Tobago. As the only female in this position, Ms. Anthony, follows in the history making footsteps of Sheila Williams who was the Field Controller in Tobago from 1998 to 2002.

Ms. Anthony's 35 years of service with the Commission earned her several promotions, all of them within Distribution Tobago. After years of periodic acting as Field Controller, she was promoted into the position in 2003. She describes her 12 years of working in the male dominated position as demanding but rewarding. "A leader must assess people's personalities and competence levels before assigning tasks," she said. She challenges herself to greater achievements, pushing her

staff to do likewise. In that regard, Ms. Anthony also known as 'Ms. I' motivates some of her male staff by saying "Boy, today we have to go out and work with the Borer, you ready? Remember safety first."

Ms. Anthony's responsibilities as Field Controller are to ensure that vehicles are operational and available for crews to service all Tobago customers, and supervision of Drivers, Welders and Mechanics. She solves challenges by smiling and using soft words of encouragement and enforcing T&TEC's rules and procedures, to keep everyone on the right track.

Outside of work, Ms. Anthony mentors youths at her church. She is married with four children, all of whom are successful in their

individual pursuits. "Women can multitask and plan," she said with conviction, "I am an example of this". She urges women to step out and be all they want to be.

Several female employees have been credited in the Commission's 69-year history for breaking barriers in traditionally male dominated disciplines. Female engineers and communications technicians, for instance, like Ms. Anthony, now stand shoulder to shoulder with their male counterparts, contributing to T&TEC's Vision and legacy for the future.

# 'Black Berry' tops Power Monarch again



*Above: T&TEC's Chairman, Susilla Ramkissoon-Mark, poses with the Power Monarch 2015, Wesley 'Black Berry' Brereton after presenting him with his trophy.*

Wesley 'Black Berry' Brereton's performance was filled with "miss-appropriation", "miss-management" and "miss-behaviour", but the judges certainly did not "miss-take" his first placing, as the crowd was chanting his name even before the announcement was made.

T&TEC's 27th Annual Power Monarch Competition was an event filled with friendly picing and bacchanal, but the T&TEC family spirit was evident among patrons and among the 13 contestants who were seen aiding and encouraging one another during performances.

Representing Distribution South, Brereton's composition,

'Woman Again,' gave him his second consecutive Power Monarch title, just out-performing the 2013 champion, Tobago's Dionne 'Big Sexy' Phillip, who delivered an emotional rendition of 'Save the Children' for second place. In third place and the overwhelming 'People's Choice' was Bryan 'BJ' Johnson, who had the crowd roaring when he called for some to use Vicks for their 'Cough Virus.'

Other contestants included Northern Area Sports Club's Fellie 'Strong Back' Noel, who again took the Road March title with his composition, 'Madness'; Distribution East's Lloyd Harris, who expressed that 'Is time we get we money' and Transmission's Diana 'Brighter' Maraj, who shared similar feelings with her song 'Ah just want meh money'. Distribution South's Marielle 'Darkie' Thomas expanded on her colleagues' concerns with her song 'Ah cyar sing dat.' Marielle tied for fifth place with Tobago's Darren Sandy, who entered the stage with no-holds-barred and won the Most Humorous Calypso titled with 'Sale'. Delivering lyrical licks were Rydell Prescod and Ryan Affonso aka 'Heckle & Ryde' from Distribution East, who delivered their composition 'Dirty Laundry' in the 'Santimanitay' style.



All four newcomers this year performed well and two of them were even awarded trophies – Northern Area's Ayesha 'Ms. PR' Scott-Hinkson placed fourth and won Best T&TEC Calypso with her own composition, 'Five years,' and from Distribution East, aspiring soca artiste, Brent Tuitt aka 'Brent-Tee' won Best Soca with his performance of 'Trini Girls', backed by his provocative dancers. Also from East was Marcus Ballantyne aka 'Mr. Marcus,' who inspired with his positive 'T&TEC Dey,' while Mount Hope's Kereem 'RR' Quashie energised the stage with his jump and wine song, 'The Power to Make it Work.'

In attendance was T&TEC's Chairman, Susilla Ramkissoon-Mark who delivered opening remarks; General Manager, Kelvin Ramsook; President of the GSCC, Cliff Ramsubag; and other executive members.

After an enjoyable night of free expression, Skinny Fabulous took the stage, followed by Farmer Nappy and DJs Private Ryan and Kevin, who entertained the crowd to the end of the night.





Ayesha 'Ms. PR' Scott-Hinkson, collects her prize from the GM, Kelvin Ramscook.



Hon. Secretary of the GSCC, Garth Garraway, presents Brent Tuitt, aka 'Brent-Tee' with his trophy for Best Soca.



Third place winner and the People's Choice, Bryan 'BJ' Johnson, receives his prize from T&TEC's Commissioner, Princess Smart.



President of TATECO Arima, Norman Bobb, presents their sponsored trophy, for Most Humorous Calypso, to Darren Sandy.



Dionne Nicola Phillip, aka 'Big Sexy' receives her 2nd place trophy from Commissioner, Moriba Kwamina.



Road March winner, Fellie Noel, receives his prize from Corporate Communications Manager, Annabelle Brasnell.



Marielle Thomas, who placed fifth, accepts her trophy from AGM Engineering, Courtenay Mark.



Diana 'Brighter' Maharaj



Kereem 'RR' Quashie



Lloyd Harris



Ryan Affonso and Rydell Prescod, 'Heckle & Ryde'



Marcus 'Mr. Marcus' Ballantyne





STRATEGIC  
OBJECTIVE  
#3

STRATEGIC  
OBJECTIVE  
#4

PAYMENTS

REVENUE

OTHER  
FUNCTIONS

## Competency, dedication and knowledge power Revenue and Payments

balancing act as they seek to meet the Commission's Strategic Objectives related to financial viability and customer satisfaction. These are not the only employees concerned with strategic objectives three and four, but their experiences provide a glimpse into the little known work that goes into the back end operations of T&TEC.

Balancing cash flow, revenue collection, payment and administration of some employee-related benefits; meeting contractual obligations and financial reporting deadlines; making on-time payments for goods and services, and ensuring that the Commission's debts are serviced, are some of the general functions of the Revenue and Payments Sections. According to Yvette Bobb-Morris, Senior

balance between revenue collection and payment of bills, as the Commission grapples with a 'difficult financial situation'.

Explaining the process in simplified terms, Mrs. Bobb-Morris said revenue is generated from light and power billings, pole and transformer rentals, capital contributions, major contracting and street lighting. Before any payments for goods and services and employee related benefits — such as employee car and computer loans and payment and recovery of insurances related to the Employee Home Ownership Plan — can be made, both revenue and payment commitments must be recorded, processed, monitored and analysed using the Oracle financial platform. This is to ensure timely, accurate payments, and for financial reporting

**Electricity is a high tension business, but the high wire acts are not just reserved for the top of the pole.**

At the Revenue and Payments sections, two of nine sections under the Finance Division, with their base at the CEB building in Port of Spain, the staff are engaged in a

Accountant

– Finance, and Manager of the two sections, the broad spectrum of interests that form their portfolio require that "we have to be on the ball with weekly analysis of projected expenditure and revenue collection." This is the best way to maintain a

purposes. At every stage of every process, facts and figures are checked and verified.

Turnaround times are set, some mere days, others within a month, to avoid



penalties and ensure business continuity. These are guided by international accounting standards, the local regulatory framework and the Commission's General Instructions. Revenue and expenditure are reconciled on a monthly basis, giving a black and white perspective about the Commission's finances. The findings pinpoint emerging challenges and prompt appropriate actions to regularise them. Keeping in regular contact with customers and giving advice to the various Areas/Departments have also been effective in the smooth operation of the sections.

Mrs. Bobb-Morris was quick to recognise the contributing efforts of the 26-employees who are integral to the balancing act, saying "their competency, dedication and knowledge ensure the Commission's obligations are met." While, to some, the work might appear tedious, with an average of 1500 payments being processed monthly, the employees are well aware that their performance has far reaching implications for the smooth operation of the Commission and so they remain up to the challenge!



*Yvette Bobb-Morris (far right) poses with some of the staff from the Revenue and Payments Sections.*



# Another one for the history books



*Night football at the El Dorado Gardens Recreation Ground.*

T&TEC continues to make a difference in the quality of life of citizens and, in 2014, expanded its reach with a record 53 grounds were illuminated under the Public Lighting Programme. This was accomplished, for the most part, through the dedicated efforts of T&TEC's Public Lighting Department (PLD), which earned public accolades from several quarters, including users.

The Kumar Recreation Ground, for instance, is experiencing an unbelievable demand for use, which is exciting for residents of Williamsville. One enthused

resident and user, Councillor Vashti Sookoo announced the many events that can now be held like Divali, Independence Day, Christmas, 1st Division Cricket, Night Football and Cricket. And in Moruga, residents were pleased to note the unity of the youth under the lights of the La Lune Recreation Ground, which was illuminated in June last year. "People no longer have to feel rushed to get to the park or leave, they can take their time and exercise properly and even relax. I am so grateful", said one resident.

The installation of lights in rural and urban communities across the country averaged one ground per week. This took a tremendous effort by PLD employees, as several projects were being undertaken simultaneously and some challenges, such as weather conditions, shortages of material and staff changes were experienced. But the engineers and five-man crew led by Foster Giles and supported by contractors, forged ahead with their mandate.

The benefits to residents are worth the efforts, Manager, Projects, Alvin Ramsaran stated. Users of El Dorado Recreation Ground agreed with this sentiment as they expressed their feelings of security with the lights helping to keep away suspicious behaviour and undesirable people from coming around the facility. At the Aranguez Cricket Field, there has been a reported increase in



*A spirited game of night cricket gets underway at the Aranguez Cricket Field.*

entrepreneurial activity since the field's illumination, with vendors now experiencing sales for later hours because of the lights. A runner who practises at the La Horquetta Phase II Recreation Ground also commented that in his area neighbours could now see more of each other, as well as exercise and relax a little.

The recreation grounds are lit by specially positioned high powered lights on poles to give maximum illumination to the activities being played on the ground. Newly constructed infrastructure provides support

and includes cables, a switch house and automatic timer. "Each ground required its own considerations", explained Imran Mohammed, Engineer at PLD.

As each illuminated ground was formally commissioned, residents, their Members of Parliament, the Minister of Public Utilities, the Honourable Nizam Baksh, T&TEC's Chairman, Susilla Ramkissoon-Mark and General Manager, Kelvin Ramsook all came out to witness the community space upgrade.

The work done by the Public Lighting Department, with financial support from the Ministry of Public Utilities, has improved the lives of many, promoting positive outcomes for family, community and the nation and has continued to do so in 2015 with over 17 grounds already lit for the year.

## Correction

In the last issue of the Watts Happening, the page 15 photograph of the Fatel Razack bamboo display was erroneously captioned as being part of Distribution East's presentation. This display was actually created and put on by employees of Distribution North. We apologise for the error.





# Fair play at the heart of Sports Awards

The achievements of T&TEC's 'top brass' in sports were formally recognised at the General Sports and Cultural Club's (GSCC) main event for the year, its 18th annual Presentation of Prizes and Awards ceremony. Trinity College East was once more the venue for the February 28 affair which was themed "Fair Play In Sports, Towards Unity."

It was a theme repeated throughout the evening by the key speakers, including Brian Lewis, President of the Trinidad and Tobago Olympic Committee and Courtenay



*GSCC Honorary Secretary, Garth Garraway (right) presents GSCC President, Cliff Ramsbag with his trophy for winning the 50+ age category in the 2014 Aerobic Burnout.*

Mark, Assistant General Manager - Engineering, who spoke on behalf of the General Manager, Kelvin Ramsook, who was unwell and did not attend.

In his address, Mr. Mark reflected on those two important tenets – fair play and unity – which help us as team players to "gain the true benefits of participating in sports and recreation by observing the rules and respecting our colleagues." Mr. Lewis, in referencing the varied activities

on the GSCC calendar of events, gave an inspirational talk about fair play being "a complex notion that comprises a number of values... fundamental, not only in

*Below: Members of the Mt. Hope Sports Club*





sport but in everyday life. Values like equality, integrity, solidarity, tolerance, excellence and joy...all of which can be brought to life on and off the field."

The ceremony also included a report on the GSCC's goals for the year, delivered by the Honorary Secretary, Garth Garraway, who indicated plans to complete and roll out the GSCC's strategic plan, and the introduction of technological initiatives to streamline its accounting practices.

Most in attendance were impressed with the quality of the gala affair, which included entertaining performances by aerialist, JC Blandin; vocalist Samuel Stewart and Mayaro the Band.

Approximately 60 employees received prizes for a number of sporting and recreational activities, including cricket, football, table tennis, pool, basketball, video gaming, scrabble and other disciplines during 2014.



*Aerialist, JC Blandin, executes a challenging move with ease.*

## Northside Tobago



Composite photo of two sections of the Northside 12kV feeder, from Castara to Englishman's Bay, which was commissioned on January 19. This marked the completion of the first phase of a 12-month project to reconstruct and relocate 21km of the electricity network out of the Scarborough Substation, to improve the reliability of the electricity supply to customers Runnemedo to Cambleton, Charlotteville.

# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## APPOINTMENTS

| NAME           | POSITION                               | AREA/DEPARTMENT |
|----------------|--|-----------------|
| Natalie Caesar | Senior Accountant – Financial Projects | AGM – Finance   |

## PROMOTIONS

| NAME                    | POSITION                            | AREA/DEPARTMENT              |
|-------------------------|-------------------------------------|------------------------------|
| Adrian Warren           | Engineer – In – Training            | Human Resources Department   |
| Amit Dipnarine          | Engineer – In – Training            | Human Resources Department   |
| Amit Ramoutar           | Human Resources Assistant           | Human Resources Department   |
| Anita Singh             | Accountant-In-Training              | AGM - Finance                |
| Christopher Mc David    | Linesman 'A'                        | Distribution South           |
| Clyde Khan              | Electrician 'A'                     | Distribution North           |
| Curvis Francois         | Area Manager                        | Distribution North           |
| Darriel Mungal          | Engineer – In – Training            | Human Resources Department   |
| Deleshia George         | Engineer – In – Training            | Human Resources Department   |
| Dellon Samaroo          | Electrician 'A'                     | Distribution North           |
| Denroy Peters           | Senior Foreman                      | Distribution North           |
| Ganesh Narine           | Operations Manager – Tobago         | Distribution Tobago          |
| Garth Blenman           | Cable Supervisor                    | Transmission Maintenance     |
| Imran Ali               | Consumers Investigator              | Distribution South           |
| Jayantee Ramkissoon     | Engineer – In – Training            | Human Resources Department   |
| Jeffrey De Bique        | Engineer – In – Training (Trv)      | Human Resources Department   |
| Jenifer Christo Samaroo | Subsection Leader                   | Distribution South           |
| Jeremy Kailah           | Clerk II                            | Distribution Central         |
| Khary Simon             | Telecom Operator                    | Distribution East            |
| Kishan Jaggan           | Electrician 'A'                     | Distribution North           |
| Krystal Smith           | Stenotypist                         | Distribution North           |
| Leisha Dhoray           | Systems Analyst I                   | Information Systems          |
| Louis Castillo          | Linesman 'A'                        | Distribution South           |
| Nafeesa Khan            | Engineer – In – Training            | Human Resources Department   |
| Navindra Kissoon        | Engineer – In – Training            | Human Resources Department   |
| Nizam Baksh             | Quality Officer                     | Head – Corporate Support     |
| Ravideo Maharaj         | Accountant-In-Training              | AGM – Finance                |
| Stephen La Guerre       | Engineer – In – Training            | Human Resources Department   |
| Usha Ramcharan          | Snr. Corporate Communications Asst. | Corporate Communications     |
| Vernon Duncan           | Telecom Operator                    | Distribution East            |
| Vijay Ramdath           | Linesman 'A'                        | Distribution South           |
| Yogindra Arjoosingh     | Technical Assistant II              | System Planning and Research |

## DEPARTURES

| NAME                 | POSITION                           | AREA/DEPARTMENT                |
|----------------------|------------------------------------|--------------------------------|
| Antoine La Croix     | Shift Control Engineer I           | System Control & Gen Interface |
| Anupe Gajadhar       | Senior Software Developer I        | Information Systems            |
| Ardene Hart          | Senior Foreman                     | Distribution Central           |
| Arjoon Jagoo         | Linesman 'B'                       | Distribution Central           |
| Balram Jaikaran      | Ganger                             | Supplies                       |
| Calvin Moses         | Maintenance Technician II          | Distribution East              |
| Christopher Ferguson | Estate Constable                   | Security – Distribution South  |
| Dave Dalrymple       | Senior Research & Support Engineer | System Planning & Research     |
| Fitzgerald James     | Crew Foreman                       | Distribution Central           |
| Kalipersad Hargobin  | Substation Foreman                 | Distribution North             |
| Kenrick Wildman      | Duplicating Machine Operator       | AGM – Administration           |
| Khimraj Primsingh    | Telecom Operator                   | Distribution North             |
| Matthew Pascall      | Estate Constable                   | Security – Distribution East   |
| Motilal Boodram      | Dr – Vehicles < 25000 Lbs.         | Distribution South             |
| Narine Chariandy     | Meter Reader                       | Distribution North             |
| Nyron Joefield       | Messenger                          | Distribution Central           |

# Employee Update

Appointments, Promotions, Moving On and Accomplishments

Peter Monsegue  
Richard Kissoon  
Shahid Pooran  
Stephen Taitt

Crew Foreman  
Area Manager  
Linesman 'C'  
Dr – Lr. Ldr./Lift Comb.

Distribution North  
Distribution North  
Distribution South  
Distribution South

## ACHIEVEMENTS

### NAME

Omilia Jarrott  
Ayesha Scott- Hinkson

### ATTAINMENT

BA Strategic Administrative Management  
MA - Communication, Media and Public Relations

## PASSED ON

### NAME

Mr. Ashram Sankar  
Mr. Lionel Harvey  
Mr. Milton Peters

### POSITION

Senior Foreman, Distribution Central  
Crew Foreman, Distribution Central  
Labourer, Supplies Department

### LENGTH OF EMPLOYMENT

35 years  
37 years  
8 years

# HR duo attains US certification

Two employees from T&TEC's Human Resources (HR) Department, Nigel Marquez and Nalini Rampath, have been certified in their field by the United States-based Society for Human Resource Management (SHRM). They are the Commission's first employees to hold this internationally-recognised qualification.

Mr. Marquez, a Senior Industrial Relations Officer, attained the Senior Certified Professional (SCP) certification, while Ms. Rampath, a Human Resources Officer, earned the Certified Professional (CP) certification. Their participation

in the re-branded SHRM examinations helped set the global standard for the SCP certification, a competency-based examination; and the CP certification, a more theory and knowledge based examination.

As credential holders, it is important to keep their knowledge and capabilities current to maintain their SHRM certification. As such, they will be required to partake in a number of activities to earn credits to maintain their SHRM certification every three years.

Trinidad and Tobago was one of the few

countries chosen worldwide to participate in the certification pilot examination that encompasses a wider range of competencies required to function as HR professionals.





# T&TEC in de Carnival



T&TEC continues to be well represented in carnival activities, with the panorama success of sponsored band, T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) and employees Nishard Mayrhoo and Khadja Antoine making names for themselves in the chutney soca and calypso arenas.

"Angel Harps'" performance of Tony Barclay's "Pan for Beethoven" started with members dressed in national colours and Beethoven wigs. At the end, their delivery of the Clarence Morris arrangement was rated by supporters as "exceptional". The exhilarating "musical excursion", as described by TAHSO Manager, Clarry Benn, took them to sixth

spot, beating popular bands Desperadoes and Skiffle Bunch.

Of the experience, Mr. Benn said that he was "very proud" of the members whose sacrifice and hard work during the short season paid off.

"This has been our best performance in Panorama since sponsorship under T&TEC" he said. Their sixth placing qualifies TAHSO for an inaugural international panorama competition, to be staged in Trinidad in August this year.

Chutney soca singer, Nishard Mayrhoo, also copped a personal best for 2015. Many are unaware that the popular chutney soca song, "Mischief Maker," was written and performed by the Draughtsman III, aka Nishard M., attached to Distribution South.

As a vocalist with popular crossover band 3veni since 2008, Nishard has been performing for many years. He competed in last year's Chutney Soca Monarch competition, where he placed





fourth with "Mammy Say". But this year has definitely been one of his best as an artiste, with his epic performance at the 2015 competition earning him third place. "This carnival has been a very successful and enjoyable one for me," he said, adding that "T&TEC has been very understanding about the demands of a cultural ambassador and this has been very encouraging for me."

Khadja Antoine, or as she is known among her T&TEC family, "Lady K," has made the successful transition from the T&TEC stage to the national stage and is now a professional calypsonian, singing at the Generation Next calypso tent.

This year she entered the Stars of Tomorrow competition, where she placed 8<sup>th</sup> out of 21 contestants, singing "Water Confusion," written by Larry Harewood. Although she loves performing and even hopes to start composing her own songs one day, Khadja admitted that it is hard work. "Out there nobody spoon-feeds you, so if you don't have your act together, you could definitely be left behind. It's really competitive", she said.

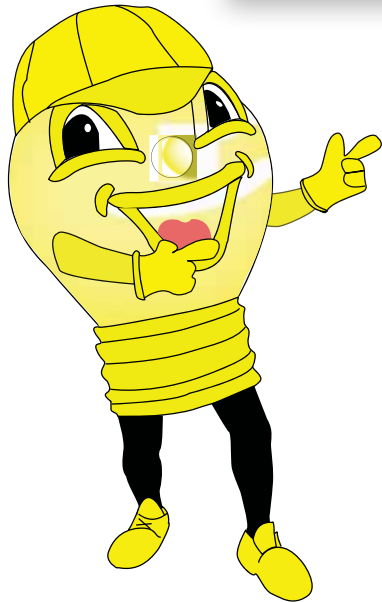
## A little Christmas cheer

T&TEC's hamper distribution, spearheaded by General Manager, Kelvin Ramsook, brought joy to several needy families during the Christmas season. The hampers were distributed by employees from the Commission's five Area offices to families in their communities.

Six families received hampers from Distribution East. Our photo shows Lauren Moore, Corporate Communications Assistant, presenting one of the Christmas hampers to a happy family.



# Watty Safety Tips:



The dry season is here and many people will take this time to enjoy recreational activities and engage in construction work. Here are some safety tips to guide you:

When engaging in construction or repairs please remember:-

- ✓ Stay at least 5 meters (15 feet) away from overhead lines when doing construction work, trimming trees, installing or removing an antenna or satellite dish, using a metal ladder or picking fruits.
- ✓ Do not tie animals to electricity poles or guy wires.
- ✓ When conducting repairs to your home that are near to overhead lines or the point of entrance, contact T&TEC to request a temporary disconnection to allow you to work safely.
- ✓ Before digging, contact T&TEC's Area offices to ensure there are no underground electrical conductors and cables. Contact with live and energised conductors can cause electric shock or death.
- ✓ Treat all electric lines with caution, even low-voltage electric lines and cords can be hazardous if damaged or improperly handled.



When flying kites, remember the dos and don'ts:-

- ✓ Do use dry string.
- ✓ Don't fly kites near electric power lines or other electrical installations and equipment.
- ✓ Don't fly kites in wet or stormy weather.
- ✓ Don't remove a kite if it becomes entangled in an electric power line or power pole.
- ✓ Do enjoy your kite flying but remember safety first.





# A few good things - resolutions

It is not too late to start, or get back on track with your resolutions for 2015. The following tips are courtesy the Trinidad and Tobago Mortgage Finance

## Simplify

Could you imagine trying to run 100 metres in one second? Sounds ridiculous? The truly ridiculous thing is that every time we fail to simplify, we're attempting to run the race in a single moment.

Here's a solution: As the old adage says "If a goal is not written down, it's just a dream" so write out your goal, and then your action plan, both in 10 words or less. When the goal has been achieved give yourself an appropriate reward.

Your three sentence list will become your Personal Finances Contract guiding how you're going to get to the finish line.

## Time yourself

If you're seeing your goal as a year-long project, be warned – you're still trying to finish that race in one second! We risk our goals when we think we can take an entire year to achieve them. Think, instead, of your goals as month-to-month mini-projects. For example, make January the month of more home-cooked meals so that you can invest those savings. Month by month, focus on making small wins that can add up in the long run.

## Invest in yourself

Don't become so consumed by your goals that they smother other areas of your life. Think of your contract as Project You: The Financial Well-being Edition. Invest in the whole you by carefully selecting your expenses. Are you naturally gifted with languages or craft? Invest in those skills and then find ways of creating new streams of revenue.

## Keep Going!

Personal Finances guru and bestselling author Suze Orman says "No one ever achieved financial fitness with a January resolution that's abandoned by February". Above all, remember that Project You, is like an endurance race and you will encounter many obstacles. There will be emergencies, unexpected purchases and unplanned spending but if you're going to make progress you're going to have to keep your goals alive with determination. Don't Quit! **STICK** with it!

## Celebrate your success

Once you've stayed the course, return to your contract and check out your options for celebrating your success. By writing them down, and referring to your contract periodically, you will have enough data to measure your progress. Then, put limits on your celebration – you can't celebrate for the rest of the year when you've only accomplished January's goals!

Excerpts taken from:

[www.ttmf-mortgages.com](http://www.ttmf-mortgages.com)

# Fun Page

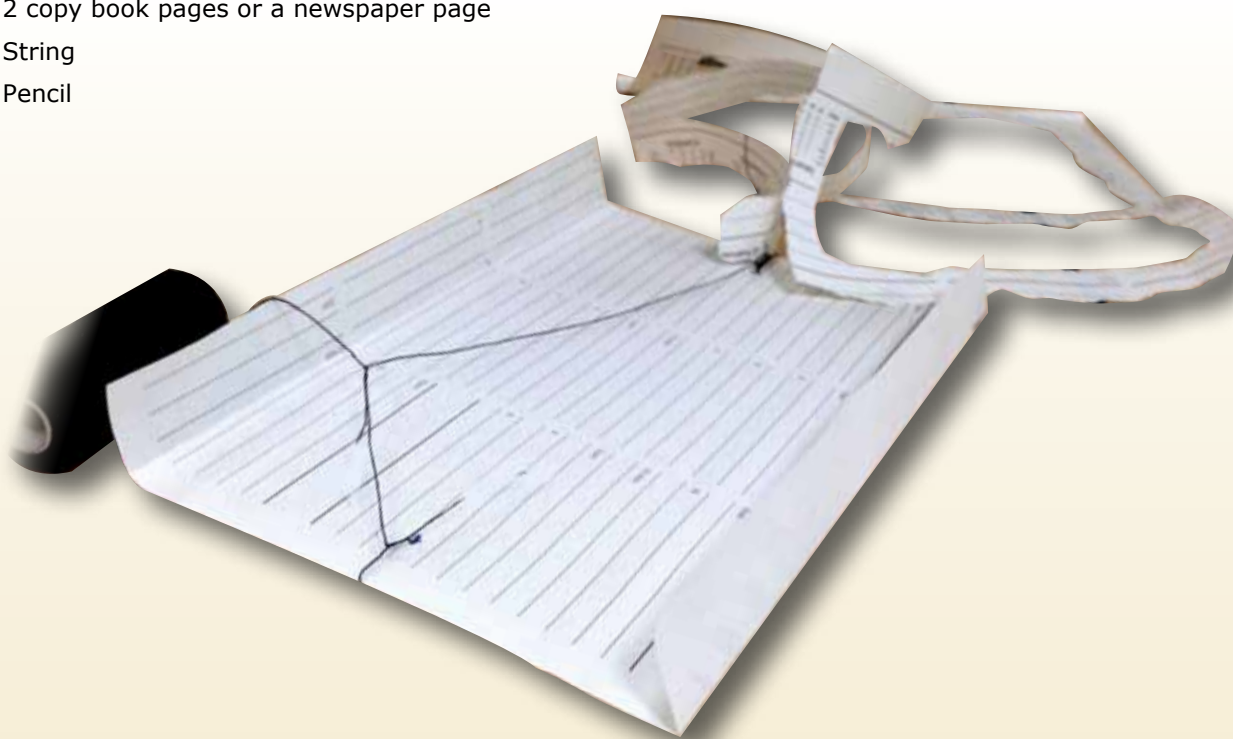
## How to make a chickie chong

Kite flying is a pastime that usually evokes fond memories of childhood, running up and down neighbourhood streets or savannahs until you have mastered the skill to have your kite climb to the heavens, sailing with the wind.

Kite flying season is upon us once more, so why not build a kite for nostalgia's sake? Our instructions below, show how to build a chickie chong, one of the easiest and simplest kites to build.

### You will need:

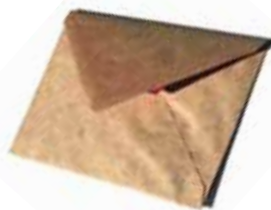
2 copy book pages or a newspaper page  
String  
Pencil



### Instructions:

1. Take one of the copy book pages and fold the two longer sides about a  $\frac{1}{2}$  inch from the edge.
2. Use a pencil (or pen) to punch two small holes on either end, top and bottom, of the kite.
3. To make the compass, tie one end of the piece of string through the hole at the top and the other end at the bottom hole, leaving about  $1\frac{1}{2}$  inches of slack. You should also have a few inches left over at the bottom to attach the tail.
4. Tie the thread remaining on the bobbin to the compass, about three inches from the top of the kite.
5. To make the tail, tear the other copy book page, going around the four edges to make a continuous length of tail. The tail should be about  $\frac{1}{2}$  to  $\frac{3}{4}$  inches in width, and about three to four feet in length.
6. Attach the tail using the string at the bottom end of the compass.
7. Happy flying!

# Letters



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

January 2, 2015

I made a trouble call to your company and spoke to one Mr. Simon and in less than half an hour a crew was in the area.

I would like to commend Mr. Brian Millington, Supervisor and Crew 753 on the magnificent job they did in rectifying an electrical problem to the residents of Santa Rosa Heights, Arima.

I personally think Mr. Millington and his crew should be congratulated for their outstanding performance of duty. I was impressed with their professionalism. I wish thank your company for outstanding service.

Gale Reason-Duke  
Resident  
Santa Rosa Heights,  
Arima

January 28, 2015

I would like to "thank you" for your prompt attention to the broken Street Light in Diego Martin. A crew was out last night and they rectified the situation.

Noble Ramdewar

February 02, 2015

I wish to express my sincere thanks and appreciation for your support given to the successful replacement of light pole #54 at Stewart Lane, Belmont, which took place on January 29th and was completed on the following day.

This has brought relief to my mother and several persons who are connected with electricity supply from that pole in the area.

Edgar K Seaton

February 23, 2015

I visited your Customer Service Department (Frederick Street) on January 30, 2015, for a reconnection at my address.

I was attended to by the duo of Ms. Roxann Johnson and Frances Benjamin who spent in excess of an hour assisting me with my problem; these ladies were courteous, cordial and caring.

In my opinion they went beyond the call of duty and reflected what customer service truly means. As a result I humbly recommend

that this commendation be put on their personal files.

Oscar Clarke

March 16, 2015

Sean Clarke's Facebook post

At about 3:15 a.m.[on March 16] a massive tree branch fell on my work property hitting the pole with the transformer, pulling down electric lines and putting three villas (in Tobago) out of electricity.

I relocated the guests and called T&TEC at 4 a.m. to make a report. I said it was not an emergency but wanted to be listed as one of the first jobs in the morning. Five minutes later I received a call advising that a crew would be here soon. They arrived twenty minutes later worked on the problem and power was restored to all 3 villas by daybreak.

Exceptionally courteous, friendly and efficient bunch of fellas. I am truly impressed and satisfied with this service and seeing we normally only talk up when we're complaining, I want to say hearty thanks, hats off to you, and keep up the good work.



