



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION  
Vol. 32 #3/July - September 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.

**Emancipation  
celebration  
winners 2015**

- New Public Utilities Minister appointed
- Gateway cluster completed
- 300th ground illuminated

# Editorial

## Changing seasons

As we enter the last quarter of 2015, T&TEC's narrative records four new executive management appointments, even as a batch of dedicated employees retired from service.

Separately, a new Minister of Public Utilities has been appointed; customers in north/West Trinidad are poised to see even more reliability, as the Gateway changeover takes place; and our online portal has been updated. These changes come almost simultaneously, like the shifting of seasons and all that it brings.

We are also reminded of the infrastructural and human resource capacity of the Commission, as the feature on the Information Systems Department details the strategic strength and value of our technological backbone.

Combine all these accomplishments with employees' continuing dedication to the sporting and cultural fields (Eid, Emancipation, Beach Football and Cookout) and the coming season's forecast promises good weather for T&TEC.

Read on!

## SAVE THE DATE

Annual Employee  
Recognition and Awards  
Ceremony  
**Saturday 14 November**

Children's Christmas Party  
TOBAGO  
**Sunday 29 November**

Children's Christmas Party  
TRINIDAD  
**Sunday 6 December**

*Front Cover - African royalty – the winners of the T&TEC African Emancipation King, Queen and Calypso competitions, Brent Tuitt of Distribution East, Ayesha Scott-Hinkson and Shevelle Primus of Head Office (see story on page 20).*

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This edition of the *Watts Happening* is posted on T&TEC's intranet and website: [www.ttec.co.tt](http://www.ttec.co.tt)

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# T&TEC welcomes new Minister of Public Utilities



*The Honourable Brigadier (retired)  
Ancil W. Antoine, Minister of Public Utilities*

Brigadier General Ancil Wayne Antoine (retired), Member of Parliament for the constituency of D'Abadie/O'Meara, has been appointed the new Minister of Public Utilities, following the September 7 General Elections.

The new Minister has enjoyed one of the most distinguished and decorated careers in national service to Trinidad and Tobago. Having enlisted in the Trinidad and Tobago Defence Force in 1973, he moved up the ranks to reach

the highest rung of the military ladder.

In January 2002, the then Colonel Antoine was promoted to the rank of Brigadier and was presented with the instrument appointing him as Chief of Defence Staff, Trinidad and Tobago Defence Force. He held the position of Chief of the Armed Forces of the Republic of Trinidad and Tobago.

Brigadier Antoine also held the prestigious position of Director General of the Inter-

American Defense Board until his retirement in 2011.

Brigadier Antoine's distinguished military service is enhanced with the completion of several career-building training programmes conducted in Canada, United States, the United Kingdom and Israel. A trained administrator, he has also undertaken studies in a diverse range of subjects including Public Administration, Politics, Organisation Theory and Behaviour and Conflict Resolution, Christian Theology and Doctrine.

In addition to T&TEC, Minister Antoine will also be responsible for a number of other agencies:

- TTPost
- TSTT
- MET Services
- SWMCOL
- CEPEP
- WASA
- Water Resources Agency
- MTS
- Regulated Industries Commission (RIC)
- Electrical Inspectorate Division

# A hat trick of firsts

The longest and largest 132kV underground cable going into Port of Spain has been successfully installed in the country, earning the Gateway project historical reference and bringing down the curtain on this multi-million dollar investment by T&TEC.

The Gateway project facilitates the extension of the supply of electricity from the Bamboo Substation, Caroni, to the Gateway Substation in Port of Spain, via a two circuit system. Commonly referred to as the Gateway Cluster, it consisted of four projects which were under the charge of the Transmission Division, supported by specialised contractors.

Work on the last phase of the project, the transition of the circuits from overhead to underground installation, began in February 2015 with the arrival of Canadian contractor, EHV Power ULC, and specialised equipment. It was history in the making as installation of the largest 132kV cable – a 1600mm<sup>2</sup> XLPE cable which is just over 4 inches in diameter – began. The duct bank route,



*Joint Bay #1 (JB #1) under construction. Location - Port Authority of Trinidad and Tobago (PATT) compound*



*JB #2 under construction. Location – Maritime Preservation Limited*

which starts at Sea Lots to the Wrightson Road 66kV Substation, then across Wrightson Road to Flament Street, terminating at the Gateway 132/33kV Substation, was 1.8 kilometers – marking the second milestone in this phase with the longest cable

distance.

Construction of two 15m x 5m Joint Bays also commenced at the same time.

The construction of the two underground Joint Bays – a reinforced concrete



encampment at the Port and Maritime Preservation Limited – proceeded with “some delicate manoeuvres” to reduce disruption to the Port Authority and other businesses in the vicinity. Andrea Dhanpaul, Technical Assistant III in the Transmission Development and Engineering Services Department (TD&ES) recalls: “The Port was a hive of activity as work on the Joint Bays, cable installation and jointing had to be coordinated with the activities on the Port and arrival of various cargo ships in order to avoid interruption to the Port’s activities. Eighteen lengths



*Completed 132 kV joints in JB #1*

of cable were installed in a process that was slow, steady and safe. Each reel contained between 565 to 800 meters of cable, weighed 15,010 to 20,390 kilograms and took several hours to be installed. Maintaining continuous two-

way radio communication and continuous monitoring of pulling tension during the operations was critical.”

Transmission Maintenance Department cable crews, working alongside EHV Power ULC, had a first-time opportunity and gained valuable experience in the preparation, installation, jointing and termination works associated with this project.

But even before work proceeded on this final leg, back in 2013 a faltering supply to customers in northwest Trinidad prompted the Commission to institute a temporary redesign, from underground to overhead lines. According to Anil Bujhawan, Senior Engineer, TD&ES, “notwithstanding that arrangement, all efforts were made to fast track the installation of the underground system.”

As the project approached its homestretch in July, 12 joints were completed, terminations were installed and the cables were prepared for testing. Transmission Maintenance Department Substation crews working alongside EHV and an Alstom Engineer prepared the Gateway 132kV GIS for the high voltage acceptance and partial discharge tests on the cables. Transfer of load to the

The project comprises two 132kV circuits and traverses a line route of 14km, linking the Bamboo 132kV Substation with the Gateway 132/33kV Substation. The Gateway project began in 2008 and was undertaken on a phased basis to minimise disruption to customers. It will improve the reliability of supply to customers in north western Trinidad and caters for future load growth as PowerGen prepares to decommission its Port of Spain power station at the end of 2015.

new 132kV cable took place at the end of September without incident.

# Executive Appointments



Rodney Latchman is the Acting Commercial Manager, with effect from July 17. His letter of appointment gives his confirmation date as October 01. This will be the retirement date of the incumbent Irwin

Thompson, who is on pre-retirement leave.

Mr. Latchman holds a BBA (Bachelor of Business Administration), an MBA and has just completed final exams towards a BSc in Information Technology.

His tenure at T&TEC, which spans just over 17 years, began as a Labourer at Distribution South. This preceded several promotions, including Clerk III in the Accounts Department and Distribution Central and Senior Clerk in the Internal Audit Department.

Mr. Latchman's career in Commercial commenced in 2006 when he was promoted to Commercial Officer at Distribution North. He was subsequently assigned to Distribution East in 2009 and, from 2012, acted on several occasions as Senior Commercial Officer. In 2014 Mr. Latchman was transferred to act as Inventory Co-ordinator in the Supplies Department. That same year he was again transferred to the Commercial Department, at Head Office, and was promoted to Commercial Co-ordinator, a post he held until his recent promotion.

Acting Information Systems Manager, Charlene John will also be confirmed in her position on November 02. She has been acting in this position from July 10 after the incumbent, Kenneth George, proceeded on pre-retirement leave.

Ms. John holds a BSc and a MBA with specialisation in Strategic Planning and is a Certified Project Management Professional. She joined T&TEC in 2000 as a Computer

Programmer in the Information Systems Department. Ms. John was promoted to Senior Programmer in 2001 and System Analyst I in 2009. Over the next year, she acted at various times as Senior Analyst until her appointment to the position in 2010. That same year, Ms. John was transferred to the Commercial Department to act as Senior Commercial Officer and, after four months was confirmed in the position.







Devecar Basdeo was appointed Internal Audit Manager effective August 12, 2015.

Ms Basdeo, a Chartered Accountant (C.A., F.C.C.A.), joined the Commission in 1998 as the Internal Audit Supervisor. She is also a graduate of the Institute of Chartered Secretaries and Administrators (GradICSA) and is awaiting her certificate having recently completed M.B.A. (Distinction), with a specialism in Strategic Planning from the Heriot-Watt University.

Ms Basdeo held several progressive acting appointments, including Accountant - Financial Services and Accountant- Financial Planning. She was appointed to the latter position in 2006 and later promoted to the post of Corporate Planner in 2011. Ms Basdeo acted as Head-Corporate Support on several occasions from 2012 to 2014, prior to her appointment as the Internal Audit Manager.

Ronald De Silva has been promoted to Risk Manager with effect from August 25. This appointment comes after almost 14 years at T&TEC as Risk and Insurance Administrator.

Mr. De Silva holds a BSc in Economics, Associationship of the Chartered Insurance Institute (ACII) and is

a Chartered Insurance Practitioner.

In 2009 Mr. De Silva worked, for a brief stint, as Assistant to the General Manager. He is the former Chairman of the Senior Staff Association.





*A composite photo of the Information Systems staff.*

## Technology a strategic driver for T&TEC operations

Instant is a word that often describes customers' demand for goods and services. This new norm has been influenced by the information revolution, prompting businesses around the world to respond by incorporating technology into their operations.

T&TEC, because of its wide geographic, intricate business operations and greater customer usage, has introduced and utilised technology in many of its processes, providing a foundation for almost all technical and support departments to perform their functions.

Within the last 15 years the growing investment in hardware and software has

resulted in the modernisation of several work functions and the introduction of new services in the Commission's operations. Charlene John, acting Information Services (IS) Manager explained that technology has influenced communication, data management, inventory management, customer relationship management, information and the management of information systems at T&TEC.

Seventy percent of its Commission's employees use some aspect of technology for information sharing and operations control

The IS portfolio is expansive with key functions – information technology operations, networking, software services and systems database administration – having far reaching influences in the business progression of the Commission.

With direct influence on several of T&TEC's six strategic objectives, the Department's development of systems that focus on achieving the highest level of customer satisfaction, financial viability and business continuity, speak directly to objectives number three, four and five.

Through its backbone support for recently introduced electronic payment and account management services





like the Customer Web Access (CWA) and Automated Credit Card Payment Facility (ACCPF) for the Commercial Department, the IS Department has supported the Commission's strides in customer service and financial viability, by giving customers hassle free bill payment and regulating cash flow through the automatic payments. Perhaps the most influential objective of the three has been its contribution to business continuity management, with the ongoing roll out of a Geographic Information System (GIS). The ESRI ArcGIS will soon be coupled with the Milsoft's Outage Management System, Porche IVR and the Advanced Metering Infrastructure (AMI) System, to provide real-time notification of system disruptions and access to customers' information from any location.

The Industrial Meter  
Installation Details tracking

system (IMID) is a successful example of a technological development that supports all three strategic objectives. The system was developed by the IS Department in 2011 to ensure the timely processing of bills from current transformer-type industrial meters. It is utilised by the Distribution Areas, Commercial Department and the Metering Services Department. Its function is crucial to the Commission's monthly revenue collection from 3664 industrial customers; representing 55 percent of total earnings.

As the organisation advances with an eye on the bottom line and improved customer service, the IS Department will remain an essential pillar in determining appropriate technology, providing and maintaining information services and the requisite IT infrastructure for its survival.

**Strategic Objective three :** to achieve the highest level of customer satisfaction through excellence in customer service.

**Strategic Objective four:** to ensure that T&TEC attains financial viability through the application of economic tariffs, cost consciousness and the promotion of a culture of revenue enhancement and protection.

**Strategic Objective five:** To ensure that health, safety, security, environmental, quality and business continuity management systems are integrated into all of T&TEC's business operations)

# New user-friendly website unveiled

T&TEC's redesigned, modern website, [www.ttec.co.tt](http://www.ttec.co.tt), went live on August 3. The upgrade facilitates a faster, more convenient means of interaction between the Commission and its growing online customers.

As the number of internet users in Trinidad and Tobago and around the world skyrocketed with the advent of smart phones and tablets, customers have come to expect more services and information online. In order to meet these growing demands, the website had to be revamped to provide easy access to information and offer a convenient way for customers to pay their bills and report problems.

Nichelle Jagdeo, Systems Analyst III, Information Systems (IS) Department, who has oversight for the project, explained that one of the aspects of the website's new design is the upgrade, re-organisation and revision of information and content, and the use of striking, high quality photographs. Another notable improvement in the user-friendly layout is the addition of online services, such as reporting of problems, request for services and subscription to notices.



Customers conducting business online will also appreciate the emphasis placed on the Online Bill Payment and Customer Web Access (CWA) facilities. On the homepage, for instance, a new 'Your Account' menu was added with links to login, register, and quick payment options, while an 'Online Payment' section with an option to 'Pay Now' was also included. Additional new features to report problems and request a service, where customers can simply complete the online forms and click 'submit', will further help with T&TEC's customer service delivery.

As to how the new website is managed, Ms. Jagdeo explained that the upgraded site was developed using the content management

system, Wordpress. "This allows flexibility, so that quick changes and updates can be made on the site through a user interface extended through protocols to persons outside of the IS Department.

The IS Department will continue to make improvements to the new site to ensure it remains current and appealing. For now though, taken together, all the features of this upgrade make for a more responsive, more user-friendly website, which translate into better service for customers.



# Students gain work experience

Three months later, ninety tertiary-level and craft students returned to their classrooms more experienced about the world of work, having completed T&TEC's Vacation Training Programme 2015.

While the young employees were generally placed and assigned duties within their area of study, several of them were given opportunities to participate in Commission events. Denisha Pierre, assigned to Corporate Communications, assisted in customer appreciation day and public lighting activities. Of her experience she said "I appreciated the opportunity to put the theory I learnt into practice and enhance my writing skills."

Ms. Pierre is a second year Literature and Communications Studies student at the University of the West Indies. She is one of four friends who have had previous vacation employment experience together. "Working at the same organisation has encouraged us to keep in contact, share our experiences



*Vacation employee, Deneisha Pierre, interviews customers on Customer Appreciation Day. She was assigned to the Corporate Communications Department.*

and learn from them", said Leah-Marie Thompson, who was assigned to Payments at Distribution South. Another group member, Industrial Relations Department employee, Latisha Toolsie, commented on how grateful she was to make friends beyond her age group and be exposed to different work paths.

On the craft side of the Programme the views were similar. Servol trainees, Mitiaz Khan, Welder and Kaloum Mitchell, Mechanic, were stationed at Distribution North and were among ten

craft trainees selected to participate in this year's vacation programme. Mr. Khan felt privileged to have been chosen to enter the programme saying "I had to meet strict criteria of regularity, punctuality, respect and exceptional performance." He credited these ethics for making his experience at T&TEC a beneficial one.

As the vacation employees bid farewell to the T&TEC Family on August 28, they left with memories of interesting work and friendly employees. We wish them a successful future.

# Customers give appreciation day thumbs up

As employees of T&TEC, we promise to be accessible and responsive to our customers, serve them with humility and value their comments. Of course, we do this on a daily basis, but for at least one day of the year, Customer Appreciation Day, we give our customers extra special attention.

The day set aside this year for this annual event was July 31. Customers visiting T&TEC's 14 service centres welcomed the customary tokens and, those who paid their electricity bills in full, were given the opportunity to win mini appliances. Other customers, who paid their bills using the Automated Credit Card Payment Facility, were automatically entered into the draw, prompting one customer, Alfred Bibby, to email his thanks for being recognised. Even the former Minister of Public Utilities, the Honourable Nizam Baksh,

participated in the day of appreciation with a visit to the south service centre at Cipero Street to pay his bill and engage with staff and customers.

It was a lively atmosphere at all the service centres with lunch time entertainment and special attention from T&TEC staff throughout the day. Most customers were quite appreciative of the experience, expressing how good it is that T&TEC maintains a relationship with its customers and giving feedback on areas that could be improved. Some customers expressed concern about the late receipt of bills from the postal service and emergency response times but all in all, T&TEC received a satisfactory rating for its customer service.

Forty-two lucky appliance winners, including members of staff (who were part

of a separate draw), were announced in the weeks following customer appreciation day. They were as follows:

## **San Fernando Service Centre**

Ryann Pierre  
Vernon Hillaire  
Ashley Orie  
Ishmeal Ali  
Liselle Salazar - Employee  
Satayash Ramgoolam - Employee

## **Point Fortin Service Centre**

Sookdeo Sooknanan  
Reynold Carrington

## **Penal Service Centre**

Parbatie Cooper  
Shyra Rosan

## **Marabella Service Centre**

Nadia Ramsumair-Mahabir  
Terry Marcelle  
Carl Khabay



From far left, Wendell Bhagirath, Assistant Area Manager – Administration and Brian Bachoo, Commercial Officer with Vishnu Seetaram, Area Manager – Distribution South (2nd from right) and the hamper winners from San Fernando Service Centre.





Area Manager, Distribution North, Curvis Francois, presents employee, Steve Gomez with his prize.



Members of T&TEC's Aids Committee, Alicia Labadie and Jenelle Forde, were on hand at the Arima Service Centre to share AIDS related information with customers.



The then Minister of Public Utilities, Nizam Baksh, at the San Fernando Service Centre, where he dropped by to pay his bill.



Manager, Tobago Operations, Zainool Mohammed, joins his colleagues (from left) Curtis Panchorie, Sheila Williams and Curtis Harry, for a photograph with the (seated) winners from Tobago.

#### **Rio Claro Service Centre**

Gangadeen Babooram  
Christendath Ramroop

#### **St. James Service Centre**

Bertram Alexander  
Hayden Hernandez  
Steve Gomez – Employee

#### **Couva Service Centre**

Sooklal Ramsaran  
Arjoon Debedial

#### **Chaguanas Service Centre**

Chandra Ramoutar  
Patricia Kent

#### **Arima Service Centre**

Shurland Hoyte  
David Stowe  
Collin Blackman - Employee  
Cornell Graham – Employee

#### **Sangre Grande Service Centre**

Thomas Amede  
Satnarine Indoi

#### **Curepe Service Centre**

Natalie Mayers  
Anne Soodoo

#### **Tobago Service Centre**

Luke Stewart  
Sharon Davidson  
Laurel Baird  
John Quashie - Employee

#### **Head Office Service Centre**

Dadeo Babolal  
Charmaine Moreno  
Hugh White  
Audrey Jordan  
Ashley Elliott-Nicholas  
Nikeshia Ali – Employee

#### **Broadway Service Centre**

Camille Clinton  
Philius Lawrence - Employee





## GM leads exit interview for long serving employees

The exit interview is an important transition ritual for T&TEC employees as they proceed into retirement. Its purpose is to thank these long serving employees for their hard work and to solicit feedback and suggestions on improvements, given their extensive experience.

An exit interview and luncheon was held on July 16 at the Stanley P. Ottley Building, Mt. Hope and was hosted by General Manager, Kelvin Ramsook. Assistant General Manager - Human Resources, Jacqueline Cheesman expressed appreciation for their service, telling the retirees to "enjoy the part of life you would not have been able to while working. Congrats on this milestone and on reaching this stage healthy and alive."

As the retirees engaged in discussion about their time at the Commission, they addressed their former Heads with compliments and criticisms. Crew Foreman Remy Johnson admitted that despite some concerns, T&TEC was the best place he ever worked. This sentiment was echoed by Substation Foreman Vernon Griffith "... the time I have worked at T&TEC was very nice and I will miss T&TEC too bad". However, he cautioned, safety was a major concern and more safety gear was needed. In response to this concern and a retiree's comment that some senior ranked people behave in an unfavourable manner toward their employees, Ms. Cheesman gave assurance that the Human Resources Department had already started to implement

*Above: GM Kelvin Ramsook and AGM Human Resources, Jacqueline Cheesman, with employees preparing for retirement, from l-r, Remy Johnson, Vernon Griffith, Indarjit Ramoutar, Nigel Holder and Shahid Pooran.*

preventative and counteractive measures to address the issues in procurement and management through supervisory training and managerial counselling.

The cordial session concluded as Mr. Ramsook thanked the retirees for yeoman's service saying "a generation is leaving that has paved the way for younger ones to come in. The journey of each person was essential to the future of the Commission." His response to the feedback was "we have adopted recommendations from retirees before, and we will do it again."



# Employees encouraged to invest in their future

The three-day sessions on planning for retirement routinely hosted by the Human Resources Department include life cycle financial planning and other advice from internal technicians and external stakeholders. In order to complement this training, the Human Resources Department took the initiative to host a series of Retirement Fairs for employees aged 50 years and over.

One hundred and fifty-six employees from Distributions North and East, Head Office and Mount Hope were invited to attend the first retirement fair on Friday July 10. The two half-day sessions were held at the Employee Wellness Center, Central Warehouse, King Village and featured representatives from the Commission's Pension and Human Resources Departments,

RBC Bank, Republic Bank, Guardian Group, SAGICOR Investments, the National Insurance Board and TATECO Credit Union. They all provided a wealth of information relating to investment and savings options.

Participants received pertinent information from the Pensions Department on how benefits are calculated at the time of retirement, how EHOP is financed and re-financed and were introduced to Life Certificate Forms which they would need on retirement. Additionally, the Human Resources Department reviewed all the benefits under the Medical Plan that remain available to employees and their spouses after retirement.

The Office of the Financial Services Ombudsman (OFSO)

was also on hand to offer advice on wise spending habits and the prudent financial decisions to make while still employed. The OFSO representative gave advice on having a plan of action for retirement,

## Retirement FAIR

not only financially, but emotionally and physically. Employees were reminded that, although it is best to start saving for retirement early in your career, it is never too late to start investing into your future.

The Pension Ready Department of the National Insurance Board (N.I.B.) was also present to check the contribution records of employees to ensure they were up to date. TATECO Credit Union and the banks assisted employees to draft their financial goals and develop a plan to accomplish them.

Employees, in turn, were very appreciative of the opportunity to receive the information to begin planning for the next phase of their lives. They left the sessions knowing how to set personal goals, develop a personal financial strategy, plan for the future and transition from an active employee to a retiree.

A second fair is planned for the fourth quarter of this year to accommodate the remaining departments.



*T&TEC employees as they participated fully in the Retirement Fair put on by the Human Resources Department.*

# A STUDENT'S MAP TO SUCCESS

Many people want to achieve a big dream but have no plan on how to do this. Maybe they are afraid of taking risks and are more comfortable playing things safe. Your journey begins with two parts, one requires determination and the other starts with apathy, but the choice is yours. Don't be a quitter!

We encourage you to try this useful pull out – a Road Map to take you to "Success Boulevard". Customise it to fit your specific goal/s and you will be well on your way to achieving success!

*Hold on.  
There's still  
time*

*Focus is  
the Key*

*Courage*

**Start Of School**

**DETERMINATION LANE**

**APATHY TRACE**

*the chances  
you miss  
when you don't  
even try*

*Believe in yourself  
there is something  
inside you, greater  
than any obstacle*

*The greater the  
obstacle, the  
more glory in  
overcoming it*

**PREPARING FOR**

**OBSTACLE AHEAD**

*Success doesn't  
come to you,  
you go to it*

**Assignment Done Late**

**SHORTCUTS**

*To escape fear  
you have to go  
through  
it, not around.*

*Give it  
another try*

**Assessment**

**BUMPY LANE**

**Course Work/assignments**

**HARDWORK ROAD**

**HOME**



Give it **EVERYTHING** you've got!

Success is 99% attitude and 1% aptitude

## Doing Your Best In Exams

### PASSION LANE

# ALMOST THERE SQUARE

PERSEVERANCE AVENUE

Using Time Wisely

RELUCTANT STREET

Wasting time Procrastination



### Cramming / Last Minute Studying

This is an opportunity to try harder

### OVERCOME STREET

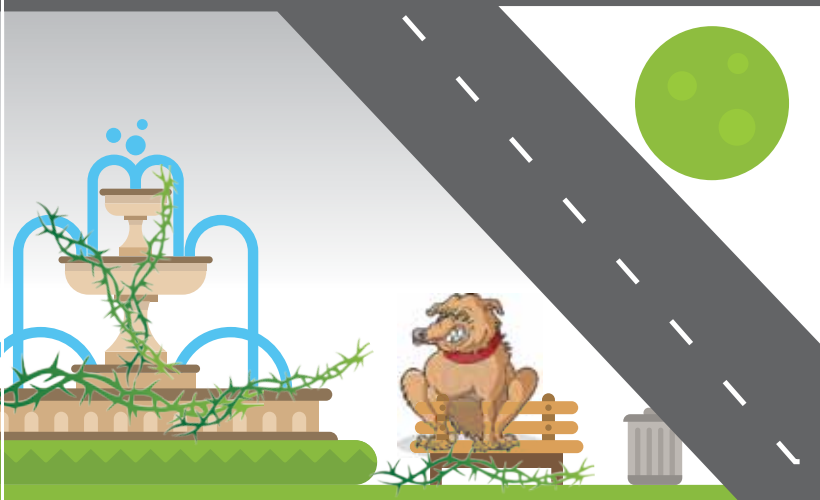
Real difficulties can be overcome

DEFEATED STREET

Unprepared For Exams

st Minute/incomplete

## TO SUCCESS



### Failure Road

you only fail when you stop trying



### QUITTERS VILLAGE

# Hundreds attend Eid celebrations

T&TEC's annual Eid celebration on August 8 was well attended, despite some inclement weather at the start of the Family Day and Grand Expo. The Mid Centre Mall car park was transformed into a layout of creatively decorated tents that offered visitors a wide array of activities. Hosted by the T&TEC Islamic Committee, the venue was also the end point of a car rally which started in the north and south.

Themed "Muhammed (Peace Be upon Him) mercy to Mankind", the celebration featured exhibitions put on by employees from Distribution East, Transmission Division, Distribution North, Head Office, Public Lighting Department, Distribution

South, Distribution Tobago and Mt. Hope, which depicted nine dimensions of the life of the Holy Prophet (Peace Be upon Him).

The former Minister of Public Utilities, the Honourable Nizam Baksh; T&TEC's former Commissioner, Jaishama Chadeesingh; and Chairman of T&TEC's Islamic Committee, Haseeb Ali spoke during the formal segment of the programme. Mr. Chadeesingh told the gathering "[T&TEC] sees these observances as important to everyone as it recognises the diversity of our nation, and by extension, our employees."

Throughout the evening, Master of Ceremonies, Sheik Hisham Mohammed, created a lively atmosphere with his colourful descriptions, prompting the intrigued crowd to engage in fun games - go cart, a petting zoo, horse riding, face painting and the kids favourite, the bouncy castle and participate in health booths.

Attendees were also treated to a range of entertainment, including story time by Sofiyya Hassanali and a musical performance by popular Islamic singer Raef Haggag.

*Devotees gathered under a tent for prayer*





The first-time Eid Committee car rally and treasure hunt was enjoyed by 20 participants using two routes. South route second place winner, Nichelle Jagdeo shared her team's experiences: "collecting treasures was the best part of the memorable journey, our driver got soaked, we climbed a stranger's mango tree, after getting permission of course, and caught fish with a plastic bag at the side of the highway."

The Family Day and Expo was the final event in T&TEC's Eid celebrations, but a women's seminar entitled Body, Mind and Soul, held the day before at the Stanley P. Ottley Building, Mt. Hope launched the 2015 activities.

Presenter Nadine Abu-Jubara, the US-based President of Nadoonaextreme, advised the audience to "set achievable goals, regulate your metabolism, keep a food journal, eat healthy and exercise often."



The inviting entrance to Distribution Central's booth

## Results of the Car Rally and Treasure Hunt

### North

Position	Driver	Navigator
1st Place	Darin Boochoon	Adwin Burrell
2nd Place	Wendel Boodhai	Rian Ramrattan
3rd Place	Marcel Charles	Marina Browne

### South

Position	Driver	Navigator
1st Place	Karima Ali	Aronie Bahadoor
2nd Place	Vishal Rajpaulsingh	Nichelle Jagdeo
3rd Place	Surendra Ramnath	Janice Ramnath

## Area with Most Participation Challenge Trophy

Head Office





*Drummers from the Northwest Laventille Cultural Movement*

## Celebrating Africa and its emancipated Diaspora

Any reservations expressed by some about taking T&TEC's gala Emancipation show outdoors, were quickly erased once it got underway at the Trincity Mall Carpark on August 15. The biggest Emancipation celebration ever hosted by T&TEC, featured an amalgam of an Emancipation Calypso Competition, African King and African Queen Competition, and was a fitting way to bring the curtains down on T&TEC's month-long Emancipation celebrations.

General Manager, Kelvin Ramsook, who encouraged the venue change, said "it gives us the space and visibility to give back to our thousands of customers", while former Commissioner Carlyle Dick, shared the hope "That the evening would prompt some

introspection and help to make us all better citizens."

Planned and executed by the T&TEC African Emancipation Committee, led by Chairman Ruthvin Charles, the site was transformed into a veritable Emancipation cultural village, complete with food court, a grand stage and throngs of persons dressed in traditional African wear. They braved the inclement weather and gathered to take in the beauty and grace of our queens, the strength of our kings and the vocal mastery of our calypsonians – all portrayed by employees of T&TEC.

Bright yellow costumes and energetic moves in the opening act, a choreographed dance by the Queen and King delegates, received

enthusiastic applause from the crowd, setting the stage for other top quality performances. Anticipation was high for the ensuing calypso segment - a new addition to the annual Emancipation programme - consisting of original compositions sung by employees based on African-related topics. Performances included Reparation, by Wesley Brereton; Violence against blacks, by Fellie Noel; Sterling Kent's "The Spirit of (Uriah) Butler"; Curtis Braithwaite's song on Malcolm X and a Nelson Mandela tribute by J'Leise Orr.

In the end, Head Office's Ayesha Scott-Hinkson's thought-provoking rendition of "The Middle Passage" was declared the best among





*Wasafoli dancers on stage*



the nine contestants. Her presentation, which began with a short video depicting the horrific treatment of slaves during the slave trade, set the tone for a gripping performance that also earned her the People's Choice prize.

Tobago's Nicola Phillip placed second with her instructive "Truth about Gaddafi and Libya", while Distribution South's Bryan Johnson's powerful delivery of "African Liberation Day" earned him third place. His colleague, Marielle Thomas, placed fourth with her emotional presentation "Haiti shall rise."

Masters of Ceremonies, Shabaka Kambon and Morisha Ramsome kept a commentary on the Queen and King show that followed. In pairs, the nine men and nine women regally portrayed intricately-made African-inspired styles, bringing the crowd to their

*Below: The nine Kings and nine Queens cut a stunning picture*







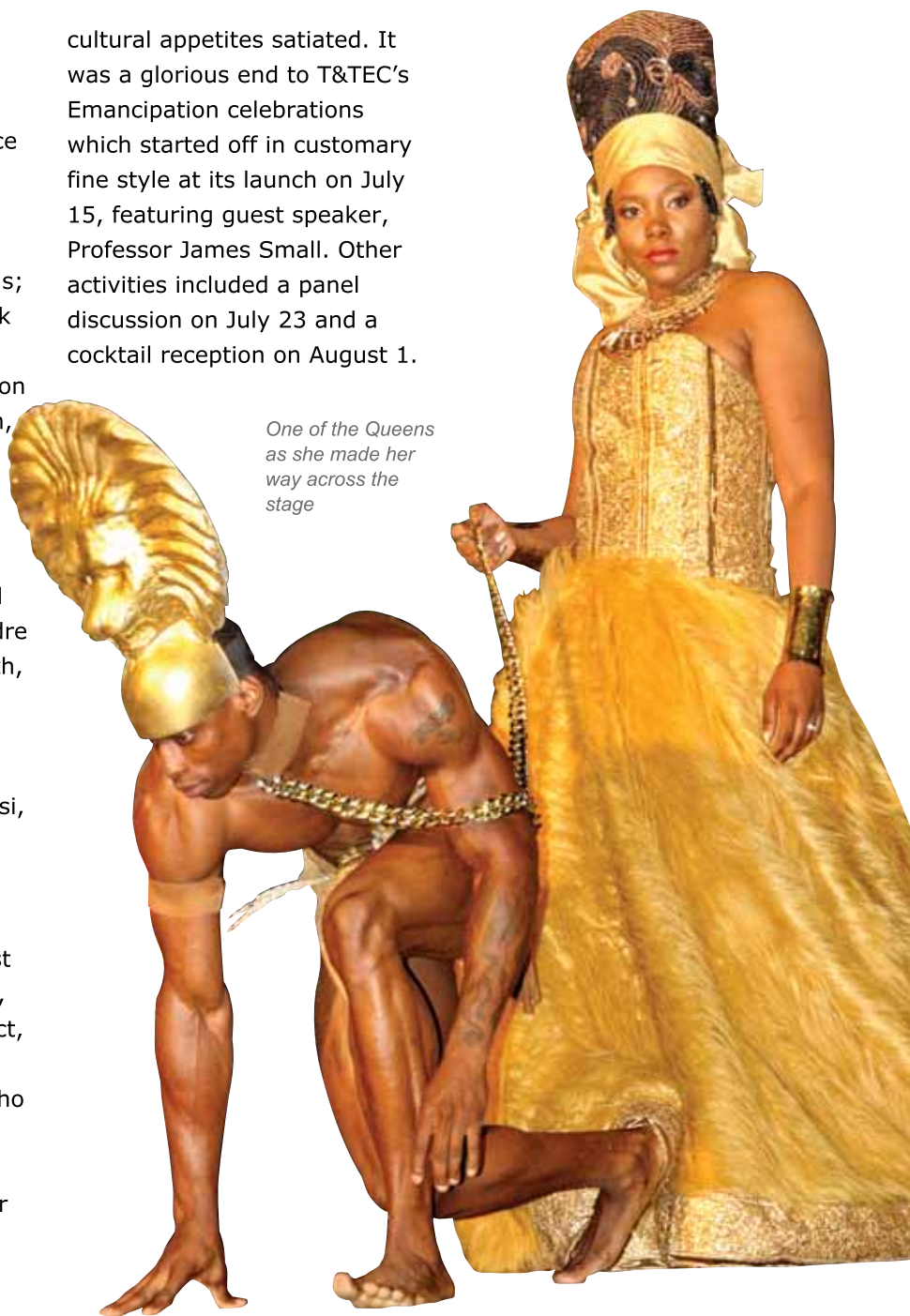
*Above: The runners up and dignitaries flank the winning Queen, Shevelle Primus; King Brent Tuitt and Calypsonian, Ayesha Scott-Hinkson.*

feet in appreciation for the intricate designs. In the end the results were: Crowned Queen and the People's Choice – Shevelle Primus of Head Office, in her gown "Khalifa". Second to fourth places went to Tobago's Quencyann Tobias; Transmission's Passion Patrick and Mt. Hope's Alicia John-Ackie, respectively. Distribution East's Brent Tuitt, as Pharaoh, King of Egypt, captured the King title. His entrance of a dance, borrowed from the Michael Jackson video, "Remember the time," placed him above second placed Andre Archibald of Distribution South, Ryan Louison of King Village who placed third and fourth, Lindell Brooks of Tobago. People's Choice was Chuma Isi, of Distribution North.

Quality entertainment by the 2 Cents Movement, Northwest Laventille Cultural Movement, Wasafoli and the headlined act, King David Michael Rudder, added to the milieu. Those who remained until the last note was sung and last morsel of food consumed, left with their

cultural appetites satiated. It was a glorious end to T&TEC's Emancipation celebrations which started off in customary fine style at its launch on July 15, featuring guest speaker, Professor James Small. Other activities included a panel discussion on July 23 and a cocktail reception on August 1.

*One of the Queens as she made her way across the stage*





# Women of love, light and power

Presentation of awards was among the agenda items at the Electrical Association for Women's (EAW) 54th anniversary celebrations and 46th annual conference held at The Fortay Restaurant, Clifton Hill Beach Resort on June 27. The event was held under the theme "Acquiring excellence through Team Spirit." The Arima Branch received the Stanley P. Ottley Award for Excellence with the other top award, the Collin Matthew Award for Community Service, bestowed upon the Siparia Branch.

Feature speaker, Marilyn John De Gale, retired Manager, Patient Services and Quality Improvement, South-West Regional Health Authority (SWRAH) focused on the 'Five traits of team building' - commitment, consensus, communication, empowerment and shared responsibilities. She reinforced some of the many benefits that can be derived from working in teams. On an individual level, "team members experienced a sense of accomplishments... and see and understand their team's output and how it related to

the organisation's output as a whole. For an organisation, teams can make significant contributions to growth, development and profitability."

T&TEC's Assistant Corporate Communication Manager, Clare Cooper-Vincent, extended greetings on behalf of the organisation. She referred to the group as 'women of love, light and power' and commended them on their work in sensitising and educating consumers about the safe and economical use of electricity. She challenged the Association to be creative towards increasing its membership, suggesting that technology be used as the catalyst for attracting young members leading to the formation of a youth arm.

The evening ended with a scrumptious dinner, renewed friendships and members motivated to move with their goals for another year.

*Asst. Corporate Communications Manager, Clare Cooper (far left) with the members of the EAW's Central Executive team.*



# Central Area scores in SIS League



*Player Sekon Alves receives his medal.*

The Central Area Sports Club gave a strong showing at the recent Industrial Football League hosted by Super Industrial Services. The event took place on July 30 at Gilbert Park, Couva and included a number of teams representing several companies from the Point Lisas Industrial Estate.

Captain Ryan Stroude led T&TEC's Central boys to victory in all their games, including the opening day's round-robin competition, to make it to the final match against Arcelor Mittal. The team gave a valiant effort but in the end went down 1-0 against the men of steel.

Their \$6000 winnings and the prize for the most goals scored capped off a credible performance by the Central boys.

Well done, guys!



*Central boys in action at the Industrial Football League.*





*Football dexterity at play in the rain*

# Beach Football and Cookout

The Tobago Sports Club was a dominating force at the General Sports and Cultural Club's 13th annual Hubert Maingot 5-a-side Beach Football and Cookout competition. The competitions ran simultaneously as three teams participated in the cookout competition and seven teams in the football competition.

The event was held at Maracas Beach on June 27 with a cookout menu that could rival any Chinese restaurant and a beach made for some fancy footwork. It was a day of laughter and camaraderie as teams gave their best efforts to the encouraged cheers of supporters.

The Northern Area Sports Club proved to have the best Chinese chefs with their winning version of fried chicken, chicken wantons,

chow mein and fried rice.

The football competition took an interesting twist when Tobago's two teams, after topping their respective groups, battled it out in a friendly faceoff for first and second place.

## Here are the official results:

### **Cook-Out**

- 1st Place - Northern Area Sports Club
- 2nd Place - Tobago Sports Club
- 3rd Place - Mt. Hope Sports Club

### **5-A-Side Beach Football**

- 1st Place - Tobago Sports Club
- 2nd Place - Tobago Sports Club



*Above: The judges about to sample the fare from the Tobago Sports Club*



*Below: The winning chefs of Northern Area Sports Club*

# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Adelle Joseph	Technical Assistant III	Transmission Maintenance
Akin Pritchard	Technical Assistant III	Distribution Tobago
Anderson Abdullah	Linesman 'A'	Distribution Central
Anderson Beharry	Linesman 'B'	Distribution South
Andrew Spencer	Human Resources Officer II	Human Resources Department
Ann Marie Braithwaite Niles	Clerk II	AGM – Distribution
Antoinette Forde	Section Leader	Distribution North
Arnold Carrera	Crew Foreman	Distribution East
Ayanna Mitchell	Clerk II	Distribution South
Benedict Andrew	Linesman 'B'	Distribution Central
Calliste La Croix	Substation Foreman	Transmission Maintenance
Carlene Branche – Dick	Senior Clerk	Distribution North
Cassandra Noel	Subsection Leader	Distribution East
Che Hall	Electrician 'A'	Distribution Tobago
Christian Sandy	Senior Clerk	Supplies
Chrystal Kanchan	Communications Mechanic I	Communications Department
Cleavon Joseph	Mechanic 'C'	Transmission Maintenance
Cleon Patrick	Electrician 'C'	Distribution Central
Cliff Orr	Mechanic 'A'	Distribution Tobago
Curtis Harris	Crew Foreman	Distribution South
Daaron Khan	Linesman 'A'	Transmission Maintenance
Dane Mc Kenzie	Mechanic 'C'	Distribution Tobago
Daniel Lively	Linesman 'A' (Hotline)	Distribution North
Denise Badree	Senior Legal Officer	Corporate Secretary
Derek Gomez	Linesman 'A'	Distribution Central
Devecar Basdeo	Internal Audit Manager	Internal Audit
Dexter Mahabir	Crew Foreman	Distribution South
Dexter Seecharan	Line Foreman (Hotline)	Distribution South
Dion Ewing	Technical Assistant III	Distribution Tobago
Donny Balvin	Linesman 'B'	Distribution South
Dorson Stewart	Electrician 'A'	Distribution Tobago
Ettiene Maingot	Linesman 'B'	Distribution Central
Gabrielle Bernard	Clerk Typist	Distribution Central
Gerard Noel	Electrician 'C'	Distribution Central
Hollis Peters	Foreman – Line Clearer	Distribution Central
Ilan Telesford	Linesman 'B'	Distribution South
Jacon Salick	Linesman 'A' (Hotline)	Distribution North
Joel Badrie	Linesman 'A'	Distribution South
Johnathan Hinkson	Subsection Leader	AGM – Distribution
Kaleem Mohammed	Clerk II	Supplies
Karan Soorajbally	Electrician 'C'	Distribution Central
Keafe Sennon	Linesman 'B'	Distribution South
Kent Weekes	Linesman 'A'	Distribution South
Kern Nibbs	Linesman 'A'	Distribution South
Kern Chase	Electrician 'A'	Distribution Central
Kern Julien	Electrician 'B'	Distribution Central
Kevon Bryce	Electrician 'B'	Distribution Central
Kelya Williams	Clerk II	AGM – Finance
Keon Mc Neil	Welder 'C'	Distribution South
Keston Wiggins	Linesman 'B'	Distribution South
Kevin Greene	Linesman 'A'	Transmission Maintenance
Kris Jacob	Linesman 'B'	Distribution Central
Kyle Moona	Human Resources Officer II	Industrial Relations
Leanna Gobinda	Clerk II	Commercial
Leon Abdullah	Linesman 'A'	Distribution South
Leslie Hobson	Line Foreman (Hotline)	Distribution South
Loren Bayne	Crew Foreman	Distribution South
Marielle Thomas	Clerk II	Distribution South
Marlon Rampersad	Welder 'B'	Distribution South



# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
David Webber	Estate Corporal	Security – Distribution Central
Dwight Cruickshank	Senior Foreman	Distribution Tobago
Everod Williams	Dr – Vehicles < 25000 Lbs.	Distribution North
Indarjit Ramoutar	Driver – Aerial Lift Truck	Distribution South
Jerome Paul	Crew Foreman	Distribution East
John Lennard	Driver – Aerial Lift Truck	Distribution North
Julien Isaac	Meter Reader	Distribution North
Larry Goodridge	Substation Foreman	Distribution East
Leeberth Belle	Linesman 'C'	Distribution East
Matthew Pascall	Estate Constable	Security – Distribution East
Michael Richards	Estate Constable	Security – Distribution North
Mynee Maharaj	Clerk Typist	Distribution Central
Nigel Holder	Estate Corporal	Security – Head Office
Paula Self	Estate Sergeant	Security – Distribution East
Philip Pierre	Maintenance & Services Assistant	Distribution Tobago
Premchand Rajkumar	Foreman – Line Clearer (T)	Distribution Central
Remy Johnson	Crew Foreman	Distribution East
Stanley P. Jones	Estate Constable	Security – Mt Hope

*See intranet for full list of Employee Update.*

## Mc Kree passes on

The T&TEC Family was again thrown into mourning with the news that Senior Foreman Kenneth Mc Kree passed away.

Mr. Mc Kree, who had been at hospital receiving continuous care after suffering second degree burns in an accident in June 2014, died on September 18, 2015. At the time of the accident he was attached to the Northern Area.

Fifty-two year old Mr. Mc Kree joined T&TEC in 1984 as a

Labourer. He saw progressive appointments through his tenure, from Linesman 'C' to 'B' (Hotline) and then Linesman 'A'. In 1994 he was promoted to Crew Foreman and his appointment as Senior Foreman was made in 2004. He was well regarded as a dedicated worker and amiable colleague.

Mr. Mc Kree leaves to mourn his parents, Henry and Nellie Mc Kree (his father, a former employee of T&TEC); his wife Jacqueline, son Jaden,



daughter Kelly and step daughter Leigh Ann Davis (both employed with the Commission).

Our thoughts and prayers are with the Mc Kree family as they go through this difficult time.

May his soul rest in peace.

# Community safety improved with more lights

Safety, security and a quality way of life were the propelling factors behind the installation of street lights by T&TEC's Public Lighting Department at two major roadways - Farm Road Extension, Curepe and Connector Road, Charlieville.

The 23 poles, 23 lights and four transformers along 900 meters of the farming community of Farm Road Extension, were installed over a record-breaking five days. At a commissioning ceremony on August 17, T&TEC's Chairman, Susilla Ramkissoon-Mark said, "Farmers can now get to their properties in relative safety, at early morning and late evening...and get their produce to market, allowing T&TEC to contribute to our national food security." The historic event was witnessed by the then Minister of Trade, Industry, Investment and Communications, the Honourable Vasant Bharath, T&TEC's General Manager Kelvin Ramsook and members of the Curepe Farmers Association.

T&TEC's Public Lighting Department, executing agency for the national Public Lighting Programme, also installed brand new lighting infrastructure along Connector Road in Charlieville, providing drivers with enhanced road use. The lights were funded by



*Former T&TEC Chairman, Susilla Ramkissoon-Mark and former Minister Vasant Bharath, joined by members of the Farm Road Farmers Association and other residents of Curepe, shake hands following the commissioning of the lights on Farm Road Extension.*

the Ministry of Public Utilities and were commissioned on July 28.

Reports are that the project, which took six weeks to complete, has also improved the safety and security of users of Connector Road, a main artery that connects Pierre Road to Chaguanas Main Road, Felicity. It involved

installing seventy-three 150-watts streetlights along fifty-eight 12-meter poles on the western side of the roadway.

A similar project was also completed along Soogrim Trace, Endeavour, Chaguanas on August 27.



# Mahaica Oval 300th recreational facility illuminated

Almost two years after the 200th recreation ground was lit in Malgretoute, Princes Town, another landmark under the Public Lighting Programme was achieved when T&TEC illuminated its 300th recreation ground at the historic Mahaica Oval, Point Fortin on September 1.

Congratulations for this milestone came from the Mayor of Point Fortin, Alderman Clyde Paul; then Minister of Public Utilities, the Honourable Nizam Baksh and T&TEC's General Manager, Kelvin Ramsook, who were joined by satisfied residents to stick a commemorative cake.

The project was executed and managed by T&TEC's Public Lighting Department in just under two months and was funded by the Ministry's Public Sector Investment Programme.



# Employees CEM qualified

Four employees of T&TEC are among the first group of local professionals to be qualified by the Association of Energy Engineers (AEE) with the Certified Energy Manager (CEM) designation.

Senior Manager, Rates and Regulatory Compliance, Gerard Emmanuel-Rodriguez; Senior Engineer, Shastri Gayadeen; Technical Engineer I, Keron Seebaran and Clerk III, Anya Narine-Maraj joined their counterparts from Petrotrin, Industrial Plant Services

Limited, PCS Nitrogen and the Ministry of Energy and Energy Affairs, among others, to attain the prestigious credential, awarded by the United States-based Association.

Speaking for the group, Mr. Emmanuel-Rodriguez said that "The CEM Programme is an extensive one that covers from energy pricing and auditing to energy efficiency, and as such would have tooled participants with the technical knowledge and skills required to design,

cost and manage systems geared toward improvement of energy use."

The CEM credential, inceptioned in 1981, is the most widely recognised Energy Management certification around the world, with over 14,000 active CEM professionals.

Congratulations to them all on their achievement.



# Watty Safety Tips:

We are approaching the time of the year when decorative lights are substantially incorporated into the festivities, but as you enjoy these lights at Divali and Christmas remember to conserve energy as you take safety precautions.

Here is a table of average electricity usage and some tips to guide you in conserving energy. To calculate your own usage, change your figures based on your consumption. Use same calculations for both indoor and outdoor lights.

## EXAMPLE CALCULATIONS:

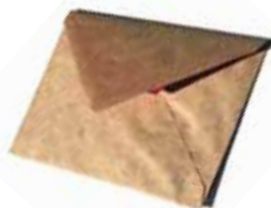
ITEMS / DESCRIPTION	HOURLY ENERGY CONSUMPTION (Watts)	DAILY ENERGY CONSUMPTION FOR 5 HOURS PER DAY (kWh) (Wattage x Hours used per day) ÷ 1000	BI-MONTHLY ENERGY CONSUMPTION (kWh) Daily kWh consumption x no. of days (60)	BI-MONTHLY COST (TT\$) Bi-monthly energy consumption x utility rate (\$0.26)
6' Christmas tree [Incandescent]  100 mini lights = 40.8 watts 6 strings = 40.8 x 6	244.8w	$(244.8 \times 5) \div 1000 = 1.224$	$.224 \times 60 = 73.44$	$73.44 \times 0.26 = 19.01$
Large Static Snow Globe	150w	$(150 \times 5) \div 1000 = .75$	$.75 \times 60 = 45$	$45 \times 0.26 = 11.70$
Wreath – lit with 1 string of 50 bulbs  1 string of 50 mini lights 2 strings of 50 mini lights	20.4w 40.8w	$(20.4 \times 5) \div 1000 = .102$ $(40.8 \times 5) \div 1000 = .204$	$.102 \times 60 = 6.12$ $.204 \times 60 = 12.24$	$6.12 \times 0.26 = 1.60$ $12.24 \times 0.26 = 3.18$
Wreath - lit with 5 strings of 50 LED bulbs  5 strings of 50 bulbs (.07watts)	17.25w	$(17.25 \times 5) \div 1000 = .086$	$.086 \times 60 = 5.16$	$5.16 \times 0.26 = 1.34$
9 ft Garland  2 strings of 100 mini lights (Incandescent)	81.6w	$(81.6 \times 5) \div 1000 = .41$	$.41 \times 60 = 24.6$	$24.60 \times 0.26 = 6.40$
Garland-LED 2 Strings of 50 mini lights	6.9w	$(6.9 \times 5) \div 1000 = .0345$	$.0345 \times 60 = 2.07$	$2.07 \times 0.26 = 0.54$
Incandescent Mini Lights (Outdoor trees)	1004.5w	$(1004.5 \times 5) \div 1000 = 5.023$	$5.023 \times 60 = 301.38$	$301.38 \times 0.26 = 78.36$

## Total Bill:

400 kWh x \$0.26	=	\$104	1-400 kWh at \$0.26 TT cents per kWh
464.68 kWh x \$0.32	=	\$148.70	401-1,000 kWh at \$0.31 TT cents per kWh
Customer Charge	=	\$6	over 1,000 at \$0.37 TT cents per kWh
TOTAL:	=	\$258.70	



# Letters



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

May 01, 2015

Manager,  
Distribution Tobago

I wish to extend our sincerest thanks and gratitude for the speedy removal of LP #415 to the opposite side of the road reserve. With these transmission lines removed, we are now able to safely and happily proceed in comfort with the extension of our dwelling.

I also wish to compliment you on the tree trimming and clearing work embarked on within the last months. Inevitably these improvements have proven extremely beneficial not only to the residents but to our thriving Tourism sector which plays an integral role in income generation within Castara and environs.

Thank you for your hard work and dedication.

Fitz Herbert Taylor  
Castara, Tobago

May 26, 2015

The General Manager,

On Friday 22 May at 10:00 a.m., I was informed that a prior job request was completed and to contact the Point Fortin Branch Office, where I learnt the procedure would take at least two hours to complete.

On Monday, May 25, at 10:00 a.m., I visited the Point Fortin office and was greeted by Ms. Hilary Duncan. I informed her about the nature of my visit and presented her with

the relevant documents, she was assisted by Ms. Sherry Ann St Louis Coutain. Twenty five minutes later, after being informed of some other services your organisation provides, and that both the Marabella and Penal offices were operated on Saturdays, I was told to pay at the Cashier, given the date for the connection and informed the transaction was completed.

I was surprised at both the professionalism and the time to complete [the transaction]. In my thirty three years of operating, this was by far the best service I have ever received from a public service company.

I wish to commend your staff for service provided and being results oriented.

Cuthbert Fullerton  
D Eattery, Point Fortin

July 21, 2015

Manager,  
Distribution Tobago

On July 20 T&TEC changed a rotten wooden pole situated at # 19 Riseland Gardens, Tobago. It was replaced with a brand new galvanized pole.

After the cables and wires were relocated by the cable and telephone companies onto the new pole, I must say "thanks a lot for a job well done!" to T&TEC for removing the old pole which was attacked by termites and leaning outward over the street.

Regards,  
Jens Helmark,

August 17, 2015

Manager  
Distribution North

I wish to highlight the exceptional service of your employee who truly understands your company's goal of being customer focused. I was very impressed with the support and service provided by Mr. Avinash Panday and wish to put on record my high commendation and appreciation for his efforts.

On August 6 at about 12:35 p.m I reported that I was experiencing power cuts throughout the morning. The officer who took my call reported that there were no other calls or complaints. However, a T&TEC service truck arrived at my home at about 9:35 p.m. that night and a burnt wire in the meter panel was found and my power supply was immediately disconnected. On August 7, Mr. Panday promptly assisted my electrician to get my records updated with T&TEC Inspection so that I could be reconnected that same day.

Mr. Panday's level of service and his deep commitment to excellence in customer service greatly impressed me. Here was someone willing to go the extra mile and give the assurance needed to a truly stressed out customer.

I wish to thank Mr. Panday who truly deserves to be commended and rewarded for providing outstanding customer service and support well beyond the expectations of my past experiences.

Marie Ayoung – Chee  
Maraval

# ISO Certification for North

Distribution North now follows Distribution Central to receive ISO 9001:2008 certification, following the completion of audits by the National Quality Assurance (NQA) USA this year.

T&TEC's General Manager, Kelvin Ramsook, was on hand to join with Northern Area Manager, Curvis Francois and employees as they received the ISO certificate on

September 23. He congratulated all involved for achieving this latest milestone for the Commission.

North is the third Distribution Area, after South and Central, to be awarded ISO 9001 registration. Certification is valid for three years from September 10, 2015.

