



Watts Happening

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 33 #1/January - March 2016

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.

- 70th Anniversary
- Distribution East ISO Certified
- SSA Registers First Collective Agreement



Editorial

Strength for tomorrow

Our cover photo is a composite of the chimneys at the now defunct Port of Spain "B" Power Plant capturing two moments in time, 42 years apart. Very little has changed of the scene except the name of the company emblazoned on the metal. But, as T&TEC commemorates its 70th anniversary, the close focus on the weathered current-day version of the monolithic structure reminds us of the perpetual nature of the electricity industry.

From that uneventful January 1st 1946 - the story advising of the start of operations was featured on the inside pages of the daily paper, with no mention on the front

page - to today, T&TEC has quietly made its mark on the national landscape. The path of national development can be closely traced with the Commission's growth, as infrastructure, ancillary services and human capital were developed to anticipate and match the needs of business and individuals.

A synopsis of our story is captured on pages 12 to 15* and shares the fortitude of men who were thrown, without warning, into managing the company after the exodus of expats in the sixties; the expansion of operations prompted by high demand; the genesis of the training facilities; customer service improvements and plans for the future.

More recent achievements shared in this edition include new strides in the planned introduction of renewable energy; Eastern Area's ISO certification; the growing number of female engineers joining the company and pole top rescue training for linesmen.

Each day, some notable activity transpires in T&TEC. Some may go with little to no fanfare, but the importance of the work is not diminished. Backed by the power of 3,000-plus employees, and the lessons from our predecessors there is much more we can accomplish in the next 70 years!

** More comprehensive coverage will be featured in a national newspaper supplement in coming months.*

Credits

EDITOR-IN-CHIEF

Annabelle Brasnell

EDITORIAL COMMITTEE

Zainool Mohammed

Gary Singh

Gerard Emmanuel-Rodriguez

WRITERS

Annabelle Brasnell

Judyann Babwah

Ayesha Scott-Hinkson

Osei Holder

EDITORIAL SUPPORT

Diandra Gomez

CONTRIBUTORS

Alicia Evelyn

Lester Lal

Zainool Mohammed

Lauren Moore

National Archives

LAYOUT AND DESIGN

Judyann Babwah

Reyad Khan

Eliza Lee Poy

CIRCULATION

Diandra Gomez

Ricky Sewnath

PHOTOGRAPHERS

Cecil Chambers

Glen Doyle

Edwin Edwards

Trevor Felix

Joseph Francis Lau

Naalri's Photoplanet

Limited

Jennifer Watson

Marlon Rouse

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

Feedback and Contributions can be sent to:

Corporate Communications
Manager, T&TEC
63 Frederick Street
PORT OF SPAIN
Tel: 623-2611 ext. 2170
Email: abrasnell@ttec.co.tt

Distribution East ISO certified



General Manager Kelvin Ramsook and Area Manager, Distribution East Wayne Soloman are joined by the staff of the Area's ISO team for a photograph of the certificate.

Distribution East is the fourth and latest addition to T&TEC's prestigious family of ISO 9001:2008 certified Distribution Areas. The Area was awarded certification in December 2015 following the completion of audits by the National Quality Assurance, (NQA) USA. The Eastern Area now takes its place among the other globally recognised ISO 9001 companies, including its counterparts in Distributions North, Central and South.

Certification for Distribution Tobago is expected to follow soon and the Quality Assurance Unit is working closely with employees to monitor and provide feedback on any non-conformances arising from audits conducted in the Area. The final hurdle is a stage 2 audit to be conducted in April by the NQA.

As T&TEC moves ahead towards Commission-wide certification, 19 Departments

have already submitted procedures to be reviewed and approved by the end of April. At the same time, the procedures and forms used in the Distribution Areas are being harmonised to standardise the documents. This exercise, managed by Harold Lee, Area Manager - Distribution Planning and Support and supported by the relevant staff from each Area, is expected to be completed by the end of April.



Service and revenue guide Commercial Department

Fourteen Service Centres serving just over 463,000 customers, generating an average revenue of about three and a half billion dollars yearly. This is the end result of the Commercial Department's focus on customer service excellence and supporting the efforts towards financial viability.

Considered front line players in the success of the Commission's operations, the Areas' and the Department's staff utilise a suite of applications - including specialized systems

for Requests for Service, Customer Information and Cash Receipting - to provide a fast and accurate response to requests that range from application for an electricity supply, general queries and electricity bill payment. These systems are necessary components to support the achievement of the Commission's Strategic Objectives three and four, which speak to customer service and the bottom line.

The Commercial Department is headquartered at Head Office and is directly managed by

Strategic Objectives three and four

- To achieve the highest level of customer satisfaction through excellence in customer service.
- 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.

the Commercial Manager. The Department provides policy, technological support, revenue collection and quality oversight to all other Customer Service Centres across the Commission's five Distribution Areas.

customers. These interactions are guided in part by the Department's standards for service which, in relation to customer waiting time, requires that no customer should wait more than 10 minutes before receiving

attention. This supports the objective for "customers [to] be attended to in an efficient, professional and friendly manner." Video monitoring, as well as personal checks by floor supervisors, allows for dynamic redeployment of staff to cater for real time adjustments in customer flow.

Mr. Latchman also noted that "routinely we also provide preferential service to the elderly, disabled and pregnant customers."

Behind the scenes, a unique integrated information technology architecture facilitates key processes that earn revenue. One such process is the billing system, which starts on the field when a cell control unit collects consumption data from a customer's meter throughout the day. Employees monitor the data in real time and it is

eventually fed to the billing section via technical and manual interfaces, including the Customer Information System (CIS). The CIS allows commercial staff access to customers' account information and payment and billing records.

Mr. Latchman acknowledged the success of this and similar collaborative operations, saying that the solid team work among the Commercial Department, the Areas' Commercial and Utilisation Sections, the Information Systems and Metering Services Departments, enable his Department, and ultimately the Commission, to meet its objectives. "We work very hard to ensure our customer service is of a high level", he said, stressing that "every transaction is important to us; we are constantly looking for ways to make our customer service experience a better one."

The Commercial Department is currently working on an electronic billing system which will allow significant cost savings for the Commission as costs associated with mailing invoices to customers, will be reduced. There are also plans to further upgrade the Customer Information System in the near future .



Each Area has a commercial section that has a dotted line relationship to the Commercial Department. All commercial staff are guided by the same service standards but some operations are customised according to the location.

According to Rodney Latchman, Commercial Manager, on a daily basis, staff from the Department and sections monitor and service all aspects of the accounts of the Commission's Industrial, Residential, Commercial, Street Lighting and Pole Rental

T&TEC moves ahead with Renewables



A wind turbine on a wind farm overseas.

The Trinidad and Tobago Government has stated its commitment to the protection of the environment and to the promotion of renewable resources to increase energy security and reduce dependence on fossil fuels. Ten percent of electricity generation from Renewable Energy (RE) resources has been identified as the 2021 target. According to the Minister of Energy and Energy Industries, the Honourable Nicole Olivierre, this equates to approximately 177 megawatts of generation capacity. The Minister made this disclosure at the Energy Chamber's Annual Energy Development Conference at the Hyatt Regency in Port of Spain on January 18.

T&TEC's Assistant General Manager – Engineering Courtenay Mark attended the conference and was one of a four-member panel that led discussions on the topic "To what extent is 10% achievable". Mr. Mark told the energy sector audience that "T&TEC's support is realizable...we do not foresee any technical challenges

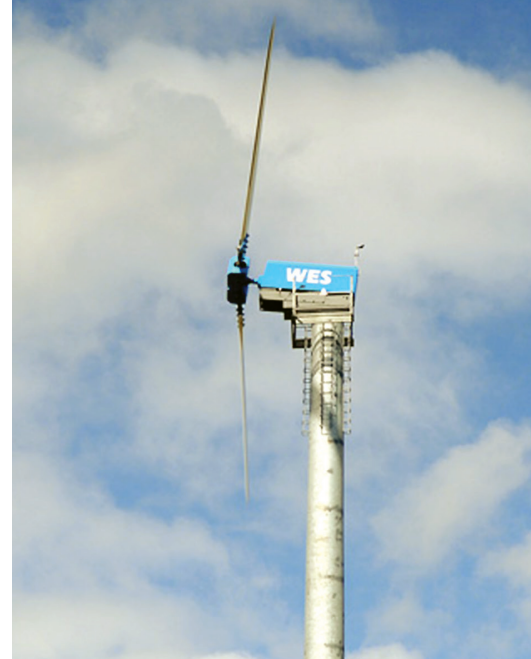
with interconnectivity from having 10% of energy from RE sources onto the grid. However, he pointed out that "any challenges would be related to changes in legislation to allow interconnectivity and, more importantly to the regulatory mechanism that would allow T&TEC to cover revenue displaced from renewables."

To address these matters, the Government is working on establishing a legislative framework for the generation of electricity from renewable energy sources that would involve the review and amendment of the T&TEC Act as well as the introduction of a 'Feed-In-Tariff' (FIT) policy, which will involve both the RIC and T&TEC for successful implementation.

According to the AGM – Engineering, the Ministry of Public Utilities expects that significant strides will be made before year end, when Amendments to the Act to allow for the generation of electricity from renewable sources will be laid in Parliament. This as T&TEC continues to pursue

the second and final phase of data collection from its wind measurement stations in Tobago. Already, data collected from the two locations at Ministers Bay and Flag Staff Hill, overlooking Charlotteville, have recorded "optimistic readings". The data collection project was started last year and is expected to be completed by the third quarter of 2016. The findings are being collected by T&TEC's System Planning and Research (SPR) engineers. Shawnette Harris-Reid, Senior

Engineer from the SPR Department, explained that the data will provide a realistic assessment of the available wind energy which will guide the possible installation of a wind farm in Tobago and the specifications of infrastructure. The conversion of wind energy to electricity on a large scale is accomplished through the use of wind farms, a group of wind turbines producing electricity.



Senior staff gets first Collective Agreement



Over 170 employees, representing the Commission's managerial group, are benefiting from the first Collective Agreement between the Commission and the Senior Staff Association (SSA) for the three-year period, 2009 to 2011.

The soon to be registered Industrial Court Agreement formalises the previous "gentleman's agreement" regarding terms and conditions of employment, including remuneration arrangements for this bargaining group.

The registration is a significant achievement for the SSA as it now has legal standing for representation of its members.

Negotiations for the period in question began in 2010 and resulted in the signing of several Memoranda of Agreements for non-cost items, as well as other enhanced benefits for staff.

The Assistant General Manager – Human Resources, Jacqueline Cheesman led the negotiating team for the Commission, which included Industrial Relations Manager, Garth Garraway and Human Resources Manager, Gary Singh. On the SSA side, former Chairman, Ronald de Silva and present Chairman, Sean Mendonca led the team of SSA Executives.

Government Ministers visit Bamboo Substation

Last December, members of the Cabinet Planning Sub-Committee familiarised themselves with T&TEC's network with a visit to the Bamboo Substation in Caroni, preceded by talks with Senior Management.



Front row from left to right: Glenford Cyrille, Deputy Chairman, T&TEC; Major General the Honourable Edmund Dillon, Minister of National Security; Keith Sirju, Chairman T&TEC; the Honourable Camille Robinson-Regis, Minister of Planning and Sustainable Development; the Honourable Ancil Antoine, Minister of Public Utilities; Kelvin Ramsook, General Manager T&TEC and the Honourable Nicole Olivierre, Minister of Energy and Energy Industries.

Back Row from left to right: T&TEC's Sean Giles, Senior Engineer, Transmission Maintenance; Courtenay Mark, Assistant General Manager – Engineering and Chris Belle, Manager, Transmission Maintenance.

Women of power



Putting gender on the agenda - IWD 2016

International Women's Day (IWD) was held on March 8 under the theme, "Pledge for Parity", which asked partners to take concrete steps to achieve gender parity more quickly. The call came after the World Economic Forum estimated that at current rates it will take 117 years for gender parity to be achieved.

T&TEC's contribution to gender parity has been growing steadily over the years. The Commission's watershed moment happened 32 years ago, when its first female engineer, Helen De Silva, was hired. Ms. De Silva has long departed, but her breakthrough paved the way for many other female

engineers. As Lennette Buffong, T&TEC's longest-serving female engineer recalls, "When I joined over 26 years ago, there were only 2 or 3 female engineers, now there are 37."

Decades of championing for women's rights have positively impacted gender parity in

what is traditionally regarded as a man's profession. Helping local progress is the Equal Opportunity Act of 2008 (Ch 22:03), by which all employers, including T&TEC, are bound. The Equal Opportunity Commission's Handbook offers guidelines for employers to avoid pitfalls, such as distributing assignments or providing training opportunities based on particular characteristics, including gender. As Ms. Buffong shared, this has not been her experience. In fact "in 2006, [she] was the line manager during the final

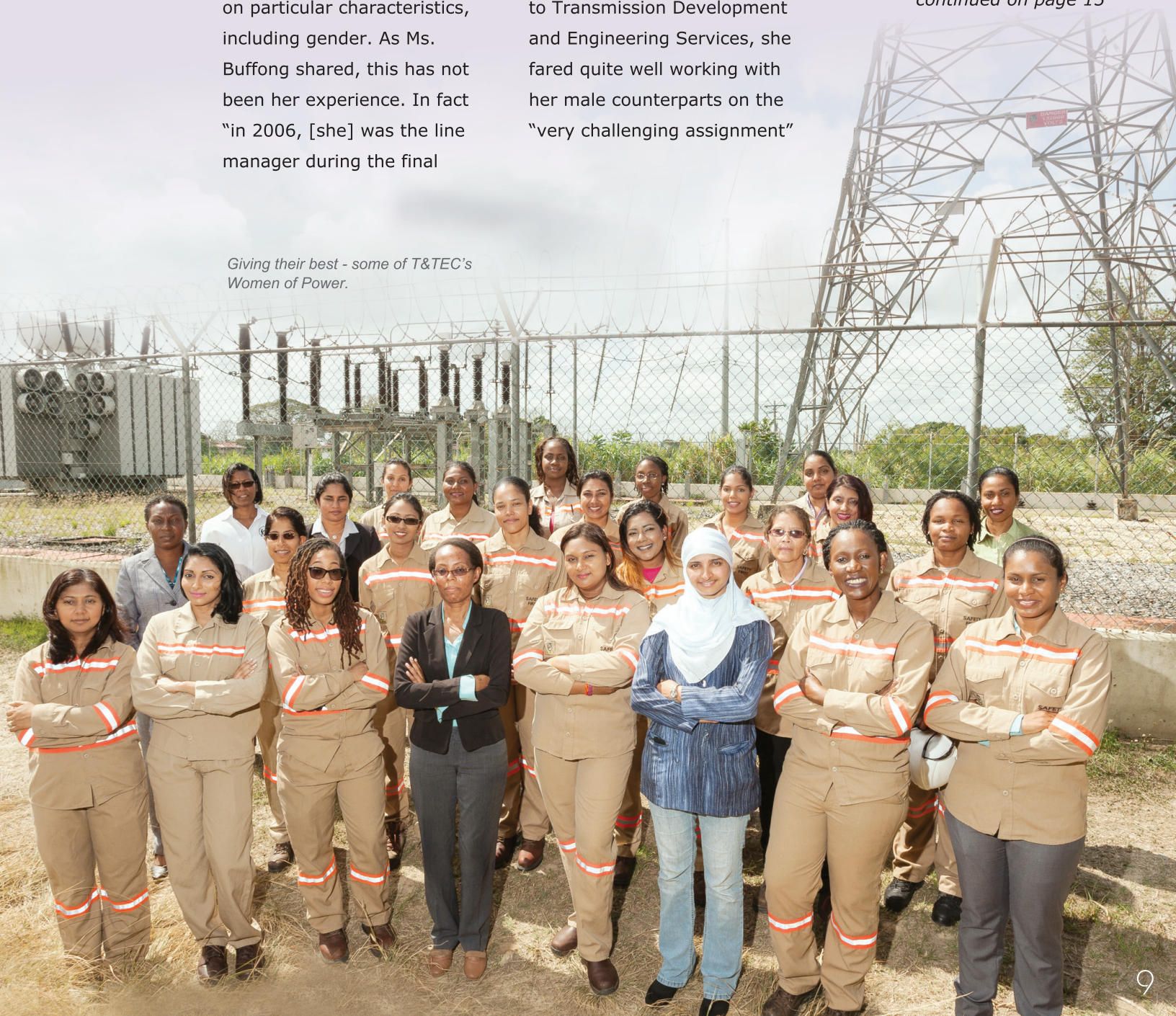
stages of the Head Office ground floor refurbishment and managed the exterior refurbishment through to completion." Today, a visit to Head Office fills her with pride as she sees the fruits of her labour. Carol Lee Sing-Kaloo also recalls with pride her contribution to a recent project the Commission had never embarked upon before. As a Civil Engineer assigned to Transmission Development and Engineering Services, she fared quite well working with her male counterparts on the "very challenging assignment"

to construct the underground duct bank to run the 132kV cables for the Gateway project.

Research shows that being challenged at work plays an essential role in team engagement and improving one's competencies, both of which would help shape any female in a male dominated

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Giving their best - some of T&TEC's Women of Power.



Employee accommodations upgraded



The newly-occupied building at 35 Wrightson Road, complete with its fully utilised carpark.

A New Year brings new beginnings. And so it is for employees from Distribution North and Head Office, who respectively, now occupy the new offices at 35 Wrightson Road, and the renovated first floor at Frederick Street, Port of Spain.

The newly-constructed 12,000 square feet, two storey fenced building with a large carpark at Wrightson Road, houses 200 staff including 24-hour emergency personnel, telecom office employees and estate police. The merger of these various sections under

one roof provides a more comfortable and efficient work environment for employees.

Construction of the pre-engineered building began in August 2014 and, according to Curvis Francois, Area Manager, "was a suitable alternative to the traditional block and concrete construction, allowing for pre-casted walls and floor panels to be easily assembled onsite." The new building is outfitted with the essential accoutrements – air-conditioning, Information Services connectivity, communications and

public address and video surveillance systems - to make it functional and a safe place for employees. A new single storey building will also be built at this site to accommodate fleet mechanics.

At Head Office, the completion of the long anticipated refurbishment of the first floor was welcome news for the staff of the Accounts Department. The project started in 2014 and consists of two phases. Phase one - renovation of the southern side of the first floor – is already completed and employees of the Payroll

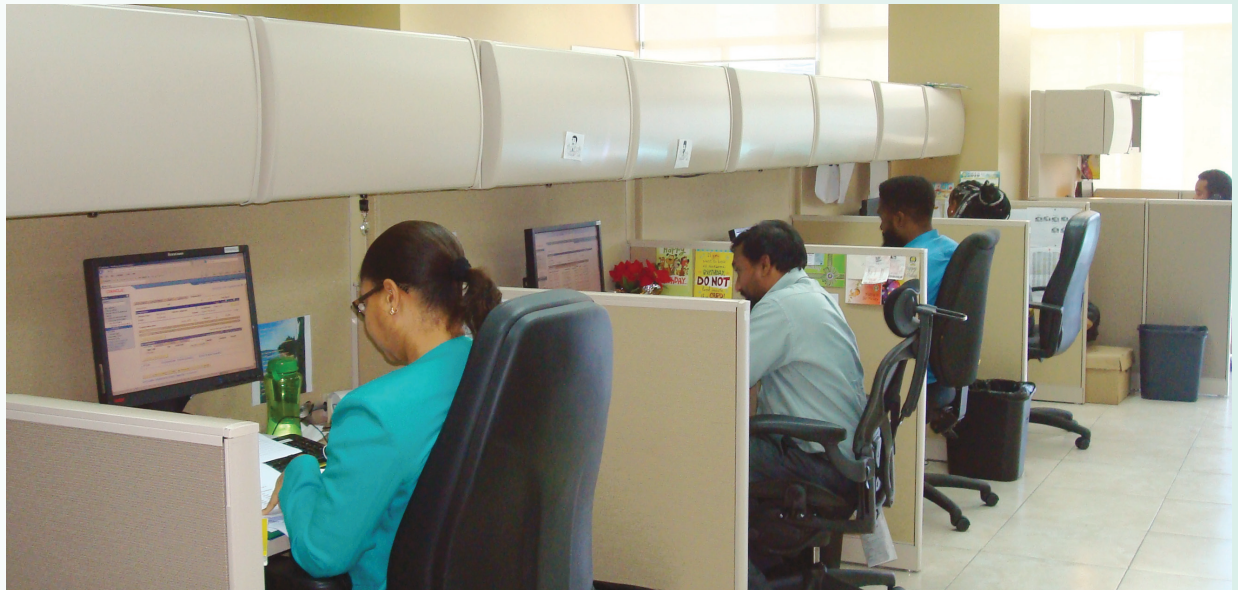
Section and the Chief Accountant have moved in. Phase two is underway and is about 70 percent complete. This renovation includes the other half of the floor, which will house employees of the Financial Services, Interface and Cash Management, Budget, Revenue and Costing Sections.

Visitors to the redone floor will note the welcoming beige colour scheme of the

workstations, as well as the partitions, floor finishes and ceiling works, which give a bright, open feel. Employees have expressed that it is quite an upgrade from their previous temporary accommodation at the CEB building.

The Wrightson Road project was managed by Distribution North and the Civil Engineering Section, which supervised the

construction, while the project at Head Office was led by the Maintenance and Services Section, supported by the Networking, Communications and Health, Safety and Environment Departments.



Employees of the Payments Section in their new spaces.

- CROSSWORD Answers:**
1. Trinidad and Tobago
 2. Ninety nine
 3. Twenty fifteen
 4. Point Lisas
 5. Leo Martin
 6. Magic
 7. Four
 8. Electrification Programme

70 years in 611 words



"It seems almost incredible but yet it is a fact... electricity can be useful... where power hitherto been supplied by coal, gas, or natural forces of wind or water"- The Port of Spain Gazette, 1885.

Back then, electricity seemed so unnatural that many described it as 'magic'. When T&TEC began operations on January 1, 1946, its mandate to electrify Trinidad and Tobago altered the course of the nation's history forever. The wide spread electrification programme facilitated an improved quality of life for all and the exploitation of the nation's oil and gas resources. Since then, T&TEC's growth has been continuous and exponential. Our customer base grew from 6,613 in 1950 to over 462,000 in 2016, with corresponding peak demands for electricity moving from 10.4MW to 1396MW.

The success of the Commission is credited to the performance of our dedicated employees, both past and present, whose efforts ensure that our

customers are kept on supply 24/7. This is in part a tribute to the focus on formal training programmes which were introduced and developed for craft trainees and engineers to ensure that technical competencies were always

As demand steadily grew, further upgrades in generation capacity, and to reliability, were facilitated by the divestment of the Commission's generation assets in 1994.



The 186 MW combined cycle generating plant at the Penal Power Station in 1985, built to serve the growing demand of customers.

available to sustain the rapid growth. T&TEC is especially proud of this contribution to the national skills bank, which remains part of the Commission's training plan to this day.

Today, the demand for electricity to sustain everyday lifestyles and facilitate commercial and business development, continues to steadily climb, peaking in 2015, at 1,396MW with a projected generation



The building located at 63 Frederick Street prior to its demolition to give way to T&TEC's Head Office.

requirement of 1,790MW by 2020. This pace of electricity demand has fast tracked future development works and challenged the Commission's financial resources to maintain operations. Adding to the challenge is the comparatively cheap cost of electricity in Trinidad and Tobago. Based on T&TEC's last rate adjustment for 2009-2010, the price of electricity is the second lowest rate per unit, among 28 countries in the Caribbean, where Suriname is the lowest.

One the other hand, Trinidad and Tobago's electrification rate of 99%, places T&TEC as a leader in electrical energy in the Caribbean region and in the same rating category

as countries such as Costa Rica, Chile and Brazil. We acknowledge however that to continue to provide a reliable quality service we must raise our efficiency standards. One initiative introduced is the acquisition of the ISO 9001:2008 Quality Management System. Already, four of five distribution areas have been accredited, with the fifth expected to be certified soon.

T&TEC's commitment to a higher standard also extends to projects executed under the Government-funded National Street Lighting Programme and those behind the preservation and protection of the natural environment.

T&TEC has become one of the few companies in the Caribbean region to invest in renewable energy, with ongoing testing of wind and solar energy as an alternative to electricity. It is expected that Amendments to the T&TEC Act will be laid in Parliament before the end of 2016.

After 70 years, the progress of electricity has gone past what many had envisioned, but the words archived in the Port of Spain Gazette still hold true today, "What ten or a dozen years back was believed to be impossible is now to become a matter of common use and the world has given up on being surprised at each new development in science".

As we celebrate another milestone as the sole supplier of electricity to the nation, we reaffirm the values of commitment, efficiency, safety and customer satisfaction that have brought the Trinidad and Tobago Electricity Commission to this time in its history, to guide us to a brighter future.



Former T&TEC GM, Leo Martin, at home in his garden.

In 1959, Dr. Eric Williams succeeded Albert Gomes to become the Premier of Trinidad and Tobago, calypsonian 'Striker' took home the Calypso Monarch title and T&TEC was in the throes of an extraordinary growth spurt. It was also the year Leo Martin joined the Commission, starting a 33-year journey that ended in retirement in 1992.

Mr. Martin is one of the oldest surviving former executives of the Commission. Now a sprightly 84 years of age, he still has vivid memories of those early years.

The rapid growth in the demand for electricity in the 1970s was the culmination of a trend that was evident since 1949. The "oil boom era," was

notably marked by the buying power of citizens and, "in a typical village, the demand for electricity rose by as much as 100 percent and the overall demand increased by up to 25 percent in a year" Mr. Martin remembers. "In any other country this would have meant catastrophe."

It was the ultimate test for employees who, just ten years earlier, had taken responsibility for running T&TEC following the departure of expatriates. "We had a great team of local engineers", Mr. Martin recalls. "In generation there were Technical Assistant, Aldwyn Lequay and Senior Superintendent and later Chief Engineer, Emmanuel Guevara. In Distribution we had former GMs Karl Seheult

and Leslie Dookie and Deputy GM George O.A. Ford; and in Administration, Consumer Engineer/Head of Planning, Fenrick De Four. There were also many exceptional locals at the technician levels."

The quality of T&TEC's workers would prove instrumental to overcoming the challenges of the time. Pressure from the public because of the frequent outages was overwhelming and "despite not having had a rate increase between 1968 and 1984, we had to build the Pt. Lisas Power Station, installing new units every year!" In five years, about 600MW of generating units were installed. Mr. Martin said he relied on integrity and high quality service, "anything short of that was unacceptable". The Pt. Lisas Power Station,



Leo Martin remembers the growth spurt



commissioned in 1977, was the first major project of its kind undertaken by the locally-managed utility. Despite the difficulties, the historic project was a success because, as Mr. Martin puts it, "when challenges arise you cannot depend on anyone outside, you just have to buckle down and get the job done."

When the 1980s rolled around, Mr. Martin was overseeing T&TEC's expansive generation

and transmission development programme. Several significant projects were completed to improve the general level of reliability and quality of supply to customers, including the 132kV Bamboo Substation, the new 33kV sub-transmission line from Milford Bay to Scarborough and the expansion of the Port-of-Spain "B" Power Station. By the time he retired in 1992, the Cambridge University graduate

left T&TEC with a proud record of unparalleled growth.

On this, T&TEC's 70th anniversary, Mr. Martin sends his best regards. "Remember you are providing a service to the public," he said, "always give adequate service and be honest with yourselves and honest with the public."



Int'l women's day (cont'd)

environment. Hema Balwah, Senior Engineer in the System Planning and Research Department, agrees. Her role in designing and commissioning the Substation Demand Monitoring System, also known as Webreach, was an exciting and challenging opportunity to develop the system from concept to launch. "My interaction with my colleagues has been positive", she said of this and prior experiences.

From all accounts, T&TEC has not contradicted the doctrine of the Equal Opportunity Act. Nonetheless, the World Economic Forum in its Global

Gender Gap Report in 2015, predicted that it would take until 2133 to achieve global gender parity. In that same report, Trinidad and Tobago ranked 46th out of 145 countries in terms of a gender gap.

Although T&TEC's current complement of female engineers is its largest ever at 37, a gender disparity still exists. Male engineers at T&TEC currently number 111 and female engineers are yet to break into senior executive positions. Overall there are 862 women to 2305 men. However, the future looks promising, especially

for young females in the field. Engineer-in-training, Jayantee Ramkissoon says of her counterparts "we are all motivated and driven to meet our targets as a team... gender bias has not featured." She is looking forward to learning from the "methodological thinking and systematic approach" of the more experienced engineers.

As T&TEC continues to make concrete steps to achieve gender parity, is a female AGM Engineering or Transmission a real possibility? Ms. Lee Sing-Kaloo asserts, "It's only a matter of time!"



Power Monarch 2016, Ayesha "Ms. P.R." Scott-Hinkson, is presented with her trophy by T&TEC's GM, Kelvin Ramsook.

President of the GSCC, Cliff Ramsubag presents second place winner, Wesley "Blackberry" Brereton with his prizes.



Tobago's Nicola "Big Sexy" Phillip made an impassioned plea to employees to step up in these difficult times with a Brian London composition,

Fourth p

Calypso and soca vibes at Power Monarch 2016



Recession or not, there was no 'cutting back' from T&TEC's 14 calypsonians who gave their all in delivering one of the best calypso shows in the country. The 29th annual Power Monarch competition on January 29 was, as usual, of a high quality; the offerings comparable to those heard in the calypso tents had the crowd no less enthusiastic.

The annual Power Monarch was an exciting start to the General Sports and Cultural Club's (GSCC) calendar of activities. Employees from across the Commission came out in support of their colleagues as they delivered an eclectic mix of nation-building numbers, hard-hitting political commentaries and raw soca, backed this year by a new band, The Band Overdrive, led by Jason Dasent.

It was indeed a year of change. Not long after the last contestant, Mt. Hope's Kereem "R.R." Quashie exited the stage following his energetic performance of "First place," the results were announced declaring a new winner. Performing in position number three, Corporate

Communications' Ayesha "Ms. P.R." Scott-Hinkson, delivered witty lyrics in her self-penned, "Power Switch" and a strong performance, to get the judges' nod. The little lady with the big voice also tied with Head Office's Fellie "Strong Back" Noel for the People's Choice, to deprive the defending champion, Wesley "Blackberry" Brereton of winning the hat-trick. Brereton, of Distribution South, placed second with his contribution, "Seeing is Believing," a song that also earned him the prize for the Best T&TEC Calypso.

Tobago's Nicola "Big Sexy" Phillip made an impassioned plea to employees to step up in these difficult times with a Brian London composition,



The People's Choice winners, Ayesha Scott-Hinkson and Fellie Noel, are congratulated by Norman Bobb, President, TATECO Credit Union.

Best Soca winner, Ryan Affonso, collects the challenge trophy from Hon Secretary of the GSCC, Garth Garraway.



"Phillip, collects her third EC's AGM – Engineering, Courtenay Mark.

lace winner, Curtis "The Kemis" Braithwaite.



"Who'll answer the call." She placed third ahead of Curtis "The Kemis" Braithwaite of Distribution Central, whose own composition, "Bring it Back" was a catchy, retrospective tune that also earned him the Road March title. First time entrant, J'Leise Orr of Distribution Tobago gave a beautiful rendition of "Hold on Trinbago", also written by Brian London, to finish in fifth place.

The competition featured quality presentations from seasoned performers like Distribution East's Lloyd Harris, who declared proudly "I's a Trini"; South's Marielle

"Darkie" Thomas with her political commentary "Five More Years" and her colleague Bryan "BJ" Johnson with his "Nuttin eh change." Also entertaining were Brent "D'Vibez" Tuitt of Distribution East, whose soca, "Round de Block" received decent radio airplay during Carnival. The other first-time participant, Patrice Inglesbirth of the Transmission Division, exhibited exceptional vocal ability with her jazz-inspired "Mr. T."

Other special prizes, sponsored by TATECO Credit

Union, were awarded to Ryan Affonso of Distribution East, with his rock-influenced "Carnival Time" (Best Soca); and Darren Sandy of Tobago (Most Humorous), who created history by winning the title for the fifth consecutive year with "Alice".

Employees who remained to party after the results were entertained by Candice 'Jennel Ro' Roberts, an employee of the Distribution Division new to the soca front, and the T&TEC Gayatones.

Public lighting programme enters 11th year



It was a historic day for the people of Battoo Avenue, Marabella, who together with their sporting veteran, Raphick Jumadeen, welcomed new lights on the Marabella Recreation Ground on February 24.

The presence of the much admired cricketer and sporting administrator helped to highlight the significance of the project, the first sporting facility to be illuminated in 2016 under the National Lighting Programme as it enters its eleventh year.

The event drew a cadre of speakers that included the Minister of Public Utilities, Brigadier General (Ret'd) the Honourable Ancil Antoine. In his address the Minister spoke about T&TEC's important role as facilitator of these projects and the assistance given to the Ministry of Public Utilities in "laying some of the groundwork for success" in communities across the country.



Minister of Public Utilities, the Hon. Ancil Antoine, unveils the plaque at the Marabella Recreation Ground, while other dignitaries look on. From l-r T&TEC's Chairman Keith Sirju; Mayor Kazim Hosein, Minister of Trade and Industry, Sen. the Hon. Paula Gopee-Scoon; MP for Pointe-a-Pierre, Dr. David Lee and Councillor Arnold Soogrim.

Also speaking were Senator the Honourable Paula Gopee-Scoon, Minister of Trade and Industry; Dr. David Lee, Member of Parliament for Pointe-a-Pierre and first citizen of the City of San Fernando, Mayor Kazim Hosein. T&TEC was represented by Chairman, Keith Sirju, Deputy Chairman, Glenford Cyrille and General Manager, Kelvin Ramsook.

Flament Street goes silent

After generations as a critical power generator, the Port of Spain 'B' Power Plant ceased operations at midnight on January 14, 2016.

The decommissioning of this plant ended an era that dates back to the 1960s under T&TEC. Its historical significance corresponds with the development of the city of Port of Spain and, later, with the electrification of wider Trinidad and Tobago.

The Port of Spain 'B' Power Plant was built adjacent to the then existing Port of Spain Power Station on Wrightson Road, the site of the first Port of Spain Power Station built by Edgar Tripp, circa 1895.

The Port of Spain 'B' Power Plant was initially equipped with two 50 MW generating units, the largest in the country at that time. Subsequent upgrades in the 1960s and 1970s resulted in an increase in power capacity to 260 MW. In 1984, two 24,000 kW Rolls Royce Gas Turbine-driven generators further increased the plant's generation capacity. In December 1994, the Government divested T&TEC's generation assets and the Plant became part of the newly formed Power Generation Company (PowerGen). T&TEC

retained 51% shareholding in this company, divesting the remaining 49% of the shareholding.

With the final stages of the de-commissioning PowerGen 'B' Power Plant completed in January, the four distinctive stacks on Wrightson Road are, for now, a quiet reminder of its place of pride in our country's development, as the first power generation infrastructure.

The four chimneys of the Port of Spain "B" Power Station as they appeared in 1974.



Employees in D' Carnival

Employees' continue to make their mark on the local Carnival scene with their contribution in artistry and music. We feature two of our colleagues who captured the attention of the national community.

Marlon Rampersad

One of the country's top performing Kings of Carnival is our own Marlon Rampersad, Welder 'B' at Distribution South. Mr. Rampersad, the King of the Kallicharan Carnival Band, has been portraying King of the Band costumes since 2011. He has won the South King of Carnival every year since 2014 and has been a finalist in the National King of Carnival for the past four years.



This year, his costume, "Drums of War," portrayed a Persian chief signaling to his troops the start of war by beating his drum, a presentation which earned him ninth place at the finals at the Queen's Park Savannah. The costume was designed by his mother Gloria Dallsingh and is based on the 2016 Kallicharan Band's theme "Call to duty."

Mr. Rampersad attributes his love of carnival and knowledge of costume construction to his mother, a prolific costume designer and

builder in south Trinidad and a multi-winner in her own right. "I began to work on the craft from the age of 14 years," he said proudly. Marlon, who is also instrumental in constructing Distribution South's bamboo displays for Divali celebrations, is especially proud after sweeping the South King and Queen titles for the 3rd consecutive year. These days it's truly a family affair, with his wife and five-year-old son also competing in the national Queen and Junior King competitions.

Nishard Mayrhoo

Popular 3veni vocalist Nishard Mayrhoo is holding his own among the country's best, placing second in the 2016 chutney competition on January 23. Mr. Mayrhoo, a Draughtsman III at Distribution South, delivered an electrifying performance of his self-penned tune, "Therapy", to earn 490 points, nine points behind the winner, fellow 3veni vocalist, K.I.

Nishard M, as he is known in the music world, had placed third in the national Chutney Soca Monarch competition in 2015 and is considered a strong contender in the arena.

"I have been singing since I was 8 years old," he said...music has always been my passion and I grew up listening to and loving Bollywood music in particular," he said. After becoming

a member of 3veni, Nishard, a T&TEC employee since 2011, was exposed to different genres of music and now he has been singing Chutney Soca music for about 6 years. As a member of the Band he tours extensively and has been able to build his brand and solo career in the hope of winning the Chutney Monarch title one day. "I hope that I will have the support of all my fellow brothers and sisters of T&TEC as I don't only do what I do as artiste, but also as a proud employee of the Trinidad & Tobago Electricity Commission," he said.



East Side



Photos taken from www.pantrinidad.co.tt

Proudly flying the T&TEC banner for Carnival, sponsored band, T&TEC East Side New Dimension Steel Orchestra secured the points to enter the Panorama finals after almost two decades knocking at the door. With their energetic performance of the Mighty Sparrow's "Both ah dem," the band from Belle Garden finished in seventh place in the small category. It was a much anticipated next step from their

frequent semi final placings. Band Manager, Joycelyn Blackman-Muir, attributed their long-awaited placement to a restoration of the passion, energy, and youth that led to their success in previous years. She described the experience as "wonderful, tiresome and fruitful," ending with a message to her sponsors and supporters, "This year you smiled, but trust me...next year you will jump!"

Chairman encourages sporting values on the job



Chairman, Keith Sirju, as he delivered his address.

The crème de la crème of T&TEC's sporting and cultural fraternity took some time off from their schedule of fixtures and events to socialise off-field at T&TEC's 19th annual Presentation of Prizes and Awards ceremony.

The General Sports and Cultural Club (GSCC) hosted event took place on March 5 at the Couva/Pt. Lisas Chamber of Commerce Conference Hall, Couva, with an official programme followed by dinner and dancing.

It was the first time that T&TEC's Chairman, Keith Sirju, met with sports club members collectively. Mr. Sirju took the opportunity, in his feature address, to

commend the sporting stars and GSCC executive for their commitment, which "gives life to the philosophy that when the values of sportsmanship are applied to all spheres of life, including work, the quality of the human experience is enriched, as we become each other's keepers, rallying together at all times."

According to the Chairman, those values extend to our relationships with customers, colleagues and team mates, where things like on-time restoration or on-time arrivals for games are so common place, they would require no rule book."

Prior to Mr. Sirju's thought-provoking address, President of the GSCC, Cliff Ramsubag welcomed the audience to

the event and Honorary Secretary, Garth Garraway gave an account of the last year's activities and future plans for the GSCC. General Manager, Kelvin Ramsook, congratulated everyone on their achievements and urged Club Executives to encourage wide participation from all members in all events.

In all, 60 awards were presented to club members in 14 categories, including the 5K and 10K road races, scrabble, cook-out and beach football, pool and all-fours. After the formalities, which included entertainment by vocalist Patrice Inglesbirth of Mt. Hope Sports Club and dancer Ebony Baird, the awardees and their guests partied to the live sounds of Mayaro the Band.



A representative of the Tobago Sports Club accepts the trophy for the 5-a-side football competition from the AGM - Administration, Ian Ramrattan.



GSCC President, Cliff Ramsabag, presents the trophy to Hassan Ali, who collected on behalf of Eastern Area's Anthony Modeste, winner of the Inter-Area Scrabble competition.



President of the Northern Area Sports Club, Ian Serrette, accepts his Club's trophy for winning of the Inter-Area Windball Cricket competition.



Winner of the 10K road race, Sandino Nero, collects his trophy from T&TEC's Chairman, Keith Sirju.



Rhonda Villaroel, collects her trophy for winning the female 5K from GM, Kelvin Ramsook.



Northern Area's Marisa Byer, winner in the 19-29 age category for the 10K (Female), collects the trophy on behalf of first place winner, Melissa Guevara, from the Chairman.



Members of the Eastern Area Sports Club with their trophies.

Eastern Area Sports Club squats to victory



Aerobics winners row (l-r) Northern Area's Sherry-Ann Williams, Eastern Area's Kevin Briceno and Tobago's Keron James.



Kevin Briceno of Distribution East squatted his way to a sixth win at this year's annual Aerobics competition hosted by the General Sports and Cultural Club (GSCC).

On January 23, close to 100 participants and a myriad of supporting family members of all ages challenged themselves to this annual event held this year at the Northern Area Sports Club.

Energetic music and enthusiasm from the kids motivated competitors to keep up to a good pace, but as the instructor introduced more complex moves, the numbers began to

dwindle as the best of the best competed to the finish.

After a strenuous 120 minutes, Kevin Briceno, Keron James and Sherry-Ann Williams were the last participants on the floor. As they began the final decisive rotations, Kevin strained his muscles into a third consecutive win. Kevin admits that the competition has been increasing in difficulty but despite this, his passion to win and his experience training with varied instructors were the main reasons for his success.

Hema Balwah, Senior Planning Engineer, Mt. Hope, who received the special prize

for Best Effort, said 'It was a really fun experience. I think I won because of my technique.' The youngest awardee of the night was 14 year old Nathaniel Kalicharan who delivered the best performance among family members.

It was an evening of family spirit and friendly competition and every participant displayed a valiant effort to challenge themselves. The event concluded with many exhausted but satisfied faces of people who were able to achieve more than they imagined physically possible.

The following are the official results of the 2016 Aerobics Burnout Competition:

Overall Results:

1st Place -	Kevin Briceno (Eastern Area Sports Club)
2nd Place -	Keron James (Tobago Sports Club)
3rd Place -	Sherry-Ann Williams (Northern Area Sports Club)

Special Prizes:

Most Effort -	Hema Balwah (Mt. Hope Sports Club)
Family Member -	Nathaniel Kalicharan

Age Categories

17-25 -	(F) Malkia Cazoe (TATECO Credit Union)
26-35 -	(M) Kevin Briceno (Eastern Area Sports Club) (F) Marisa Byer (Northern Area Sports Club)
36-49 -	(M) Hayden Kurban (Northern Area Sports Club) (F) Sherry-Ann Williams (Northern Area Sports Club)
50+ -	(M) Cliff Ramsubag (Mt. Hope Sports Club)

Extending some cheer

Expressions of gratitude were bestowed on T&TEC's staff as they distributed toys and hampers, during the Christmas season, to the less fortunate. One recipient, Trudy Griffith from Moruga said "I wish more companies remembered the needy. I am very thankful and wish T&TEC and their staff a blessed 2016."

Another recipient, Daniel Ince, a father of six who was presented with a hamper from Distribution Tobago said that this 'could not have come at a better time ...I can look forward to Christmas and the New Year without worry.'

The Corporate Communications Department also dispatched food hampers to families, many in serious need of a helping hand. A mother from Arima, overwhelmed with gratitude, wrote a letter of thanks, saying that the gesture made her kids 'really happy.' (See page 31)

Coordinating the distribution activity was Gerard Emmanuel-Rodriguez, Acting Head Corporate Support assisted by Stacy Castillo and Andail Hackett. Also lending support in the gesture was Zainool Mohammed, AGM/f/



One of the happy families after receiving their toys.

Operations Manager-Tobago; Lester Lal, Senior Corporate Communications Assistant, Distribution South and Lauren Moore, Corporate Communications Assistant, Distribution East. Many staff members also selflessly aided in bringing relief to these families.

Crews to benefit from rescue training

Edwin Edwards, Supervisor, Penal Training Facility, will be training the Commission's Linesmen, Crew Foremen and other field employees in emergency rescues. This latest safety initiative is in keeping with the Commission's aim to minimise injury and damage should accidents occur.

Mr. Edwards received certification in Pole Top Rescue and Bucket Truck Rescue at a CARILEC Linesman Symposium held in November, last year, in St. Lucia. The specialist training was conducted by United States-based Tony Boyd, a Certified Occupational Safety Specialist and Mack Turner, a Certified Utility Safety Professional.

Mr. Edwards' knowledge and competency to perform emergency rescues in these two critical areas will be applied to a "train the trainer" exercise to benefit Training Facilities Instructors and the Linesman Training Supervisors. They, in



Participants practice rescuing a linesman from an aerial device or bucket truck, using the rescue block.

turn, will train all members of Overhead Line Crews throughout the Commission.

Mr. Edwards explained that the new training is important because "in the event of an emergency while working on top a pole, crews will know how to conduct proper pole-top rescues using a cross arm, screwdriver, a three half hitch knot and the pole hardware." For conducting rescues from a bucket truck, employees will be taught the basic procedures in different scenarios, such

as when the bucket has a tilt lever or quick release device, or using the hand line on the pole and a ladder or climbing gear to reach the bucket, or applying the 'rescue block' method (using special rescue (rope) blocks attached to the upper boom). Training is expected to continue throughout 2016.

Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Aaron Maharaj	Linesman 'A'	Distribution North
Ainsley Paul Stewart	Clerk II	Distribution East
Andre Wilson	Driver – Aerial Lift Truck	Distribution North
Andy Morales	Linesman 'A'	Public Lighting
Cecil Ollivierre	Dispatcher	Supplies
Colin Edwards	Technical Assistant III	Distribution Central
Darwin Anthony	Linesman 'B'	Distribution South
Daryl Thorne	Mechanic 'A'	Distribution South
Daveanan Jagmohan	Substation Foreman	Transmission Maintenance
Deo Ramlal	Driver – Aerial Lift Truck	Distribution North
Duane Bala	Senior Engineer	Metering Services
Fergus Cudjoe	Linesman 'A'	Distribution North
Gerron Mc Knight	Ganger	Distribution South
Henry Francis	Ganger	Supplies
Jason Williams	Linesman 'B'	Distribution Tobago
Jerome Jordan	Ganger	Distribution South
Kenny Ramlochan	Ganger	Distribution South
Keron Roberts	Linesman 'B' (Hotline)	Distribution South
Kurt Pathay	Ganger	Distribution South
Marvin Springer	Linesman 'B'	Distribution South
Maurice Jackson	Linesman 'A'	Distribution South
Melissa Guevara	Clerk Typist	Information Systems
Mervin Taylor	Driver – Aerial Lift Truck	Distribution North
Mitra Rajaram	Communications Mechanic I	Communications Department
Natoya Murray	Clerk II	Distribution Tobago
Neil Darceuil	Linesman 'B'	Distribution Central
Neil Keizer	Linesman 'A'	Distribution Central
Nelton Lewis	Engineer-In-Training	Human Resources Department
Nicholas Jones	Linesman 'B'	Distribution Central
Niguel Romeo	Consumers Investigator	Distribution Tobago
Pete Lambert	Consumers Investigator	Distribution Central
Ramdath Bissessar	Senior Foreman	Distribution South
Ravel Ramlakhan	Linesman 'B' (Hotline)	Distribution North
Rian Ramrattan	Network Technician II	Information Systems
Roberto Mendoza	Linesman 'B'	Distribution South
Roger Shim	Linesman 'B'	Distribution Central
Ronald Ross	Substation Foreman	Distribution East
Roopnarine Ramdhanie	Crew Foreman	Distribution South
Ryan Joefield	Meter Inspector	Distribution Tobago
Sandra Ragoonanan	Senior Clerk	Distribution South
Sarah Gopaul	Senior Clerk	Distribution South
Sean Maharaj	Linesman 'B'	Distribution North
Sean Telesford	Senior Foreman	Distribution South
Shakar Ramlal	Electrician 'A'	Distribution North
Shane Harry	Meter & Relay Mechanic I	Metering Services
Sharla Ramkissoo-Ramjohn	Clerk II	Supplies
Shawnette Harris-Reid	Senior Engineer	System Planning and Research
Sherry-Ann Adams	Stenotypist	System Control & Generation Interface
Shevon Williams	Software Developer II	Information Systems
Shirvani Mahase	Clerk II	Distribution Central
Sieon Bethel	Linesman 'B'	Distribution South
Suliman Salick	Customer Services Officer	Distribution East
Tarun Ramlal	Electrician 'A'	Distribution East
Timothy John	Ganger	Distribution South
Tyran Bickram	Driver – Aerial Lift Truck	Distribution North
Umar Paul	Meter & Relay Mechanic II	Metering Services

Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME

Yuraj Rooplal
Zyde Salim

POSITION

Linesman 'B'
Substation Foreman

AREA/DEPARTMENT

Distribution South
Distribution Central

DEPARTURES

NAME

Broderick Alexander
Christopher Charles
Cotrell Sylvester
Devanand Ramlakhan
Eustace Millington
Julian George
Kassim Mohammed
Nirmal Rajkumar
Nizam Mathura
Patricia Howard
Rosalind Shairsingh
Russellyn Samuel
Stephen Gregory
Steve Ragbir
Surrendra Ramroop
Trevor Julien
Uric Jagrup
Victor Pollonais

POSITION

Ganger
Crew Foreman
Senior Foreman
Crew Foreman
Crew Foreman
Meter Inspector
Ganger
Trans. L/Lry.Ldr/B/Lft. Comb
Driver – Dist. Line Truck
Subsection Leader
Administrative Assistant II
Senior Clerk
Crew Foreman
Mechanic 'C'
Section Leader
Driver – Aerial Lift Truck
Surveying Assistant
Meter Reader

AREA/DEPARTMENT

Distribution Tobago
Distribution Central
Distribution North
Distribution South
Distribution East
Distribution Central
Distribution Central
Distribution South
Chief Accountant
AGM – Transmission
Commercial
Distribution Central
Distribution South
Distribution Central
Distribution East
Distribution South
Distribution South

Passing of employee Anthony Williams

The T&TEC family was saddened by the passing of our colleague, Crew Foreman, Anthony Williams on February 16, 2016 after a short illness.

Mr. Williams joined the Commission in July 1976 as a Labourer at the Port of Spain Power Station. During his 40 years of service he worked at several progressive positions at Distribution Central including Electrician 'C', 'B' and finally in his last position as Crew Foreman.

Mr. Williams will be remembered as someone

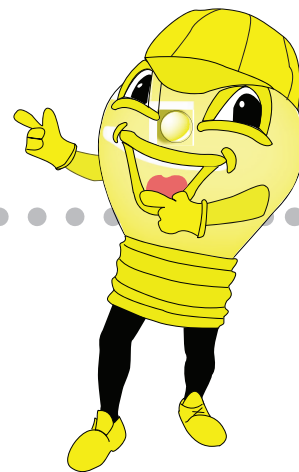
who was always helpful and would go out of the way to assist anyone who needed his help.

The Commission extends condolences to Mr. Williams' three children, daughter, Shurelle, and sons Tyrrel and Raesen – an employee at Distribution Central.

May his soul rest in peace.



Watty Conservation Tips:



While the main goal in saving electricity might be altruistic, with a desire to help the environment and reduce impact on natural resources, the personal benefit is money saved by using these tips for conserving electricity.

Light up your life - Replace incandescent bulbs with compact fluorescent bulbs that use less energy and emit little heat. Turn off lights when not in use.

Choose LEDs - Shield your home with shades and tint to help lower cooling costs. Make sure that the air conditioning unit is the proper size for the room it is cooling.

Fan me! - For maximum coolness, set ceiling fan blades to rotate counterclockwise. Ceiling fans keep the air circulating and help reduce the overall air conditioning costs.

'Strip' smartly - Instead of trying to unplug multiple gadgets (cell phone and other electronic equipment rechargers) simply use a power strip to connect and turn off these phantom power drainers when not in use.

Don't over heat - Set your water heater thermostat no higher than 49°C.

Check the label - Use energy efficient appliances. Look for the yellow Energy Guide Label when buying appliances. Turn off appliances completely when not in use.

Washing and Drying - Wash full loads of laundry. For maximum efficiency keep the lint screen in your dryer clean.

How low can you go? - Refrigerator temperatures should be kept between 2°C and 5°C and freezer temperatures between -15°C and -18°C. Make sure refrigerator and freezer doors are sealed tightly.

Flat bottoms rule - Use flat-bottom pans for best contact with the heat and tight fitting lids to retain heat.

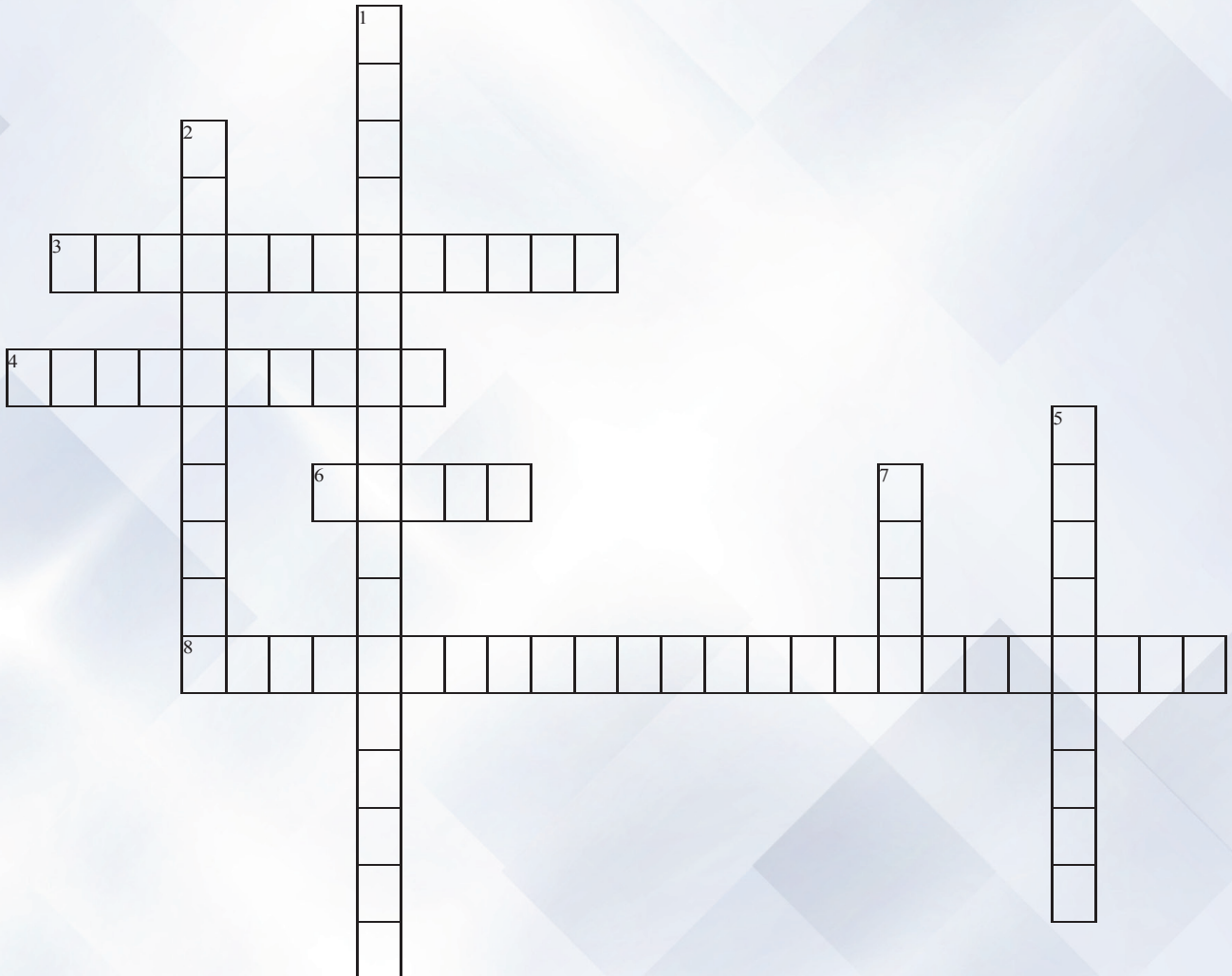
Screened off - If a room in your home gets direct exposure to sunlight, keep heat from entering your home with a wide selection of energy efficient sun blocking curtains, solar screens, window tinting or shutters. These techniques can help you save up to 20 percent off your energy bill.

Do it in the shade - Find the areas of your home that get the most sun exposure and plant your favorite types of trees there. This is not an instant fix, but in a few years shady trees could help save you big time on your home cooling costs.



70th Anniversary Crossword

To commemorate T&TEC's 70th anniversary, this crossword highlights significant events that occurred over the last seven decades. The answers to this crossword can be found in the articles titled 'A look back at T&TEC's 70-year journey' and 'Leo Martin remembers the growth spurt,' included in this issue of Watts Happening.



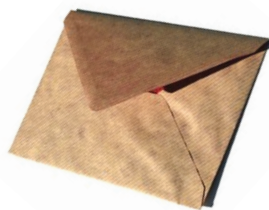
Across

3. The year that the demand for electricity peaked at 1,396MW.
4. One of the first major power stations to be commissioned in the seventies.
6. The word used to describe electricity in the 1800s.
8. The widespread programme that facilitated an improved quality of life for all.

Down

1. The country with the second lowest electric rate in the Caribbean.
2. The percentage of Trinidad and Tobago's electrification rate.
5. The name of the person who served as T&TEC's General Manager from 1975 to 1992.
7. The number of distribution areas that have attained ISO 9001:2008.

Letters



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

September 15, 2015

Ms Annabelle Brasnell
Corporate Communications Manager

I would like to highly commend T&TEC for an exceptional service during the month of August. On July 31, 2015 my home began experiencing some inconsistencies in the supply of electricity and a report was made to the Rio Claro Department.

My call was taken by a very pleasant Mr. Ronald Ramnarine who assured me that the matter will be dealt with expeditiously the same day. The crew members visited me around 4:00 pm and did the necessary repairs, however, the problem was found to still be in existence the following days. Another call was made to Mr. Ramnarine who was very empathic and told me he would investigate the matter further.

Within a half hour I got a call and he told me the Area Senior Foreman, Mr. Ramdath Bissessar would be visiting my home to do a full check on the overhead lines in the area. After investigating, Mr. Bissessar, a very passionate worker, revealed that the overhead lines needed to be changed and the very next day your crews were busy having remedial works completed.

It is with great pleasure, I extend heartfelt thanks to Mr. Ronald Ramnarine, Mr. Ramdath Bissessar and T&TEC for extraordinary service.

Yours sincerely
Dr. Joseph A. Laquis

January 08, 2016

Corporate Communications Manager
Good day Sir/ Madam

I am a 33 year old single mother of seven children, five boys and two girls. I live at La Retreat Road, Arima aka Dump Road. For a while I lived on welfare. I also work at the URP for ten days.

During the Christmas vacation, a nun with a very pleasant smile stopped and spoke to me. I told her about myself and she gave us bread and cakes. The next week she, and some people from the Santa Rosa R.C. Church, brought lunches and on January 5, she returned with a hamper from T&TEC. I was thankful for this, it made my kids really happy. The same night I made macaroni and cheese for them.

What I am trying to say is "THANK YOU" and may God continue to bless and keep you. You made a family smile.

Pixie Lares

February 16, 2016

The Corporate Communications Manager

On behalf of the Vestry and Congregation, I as Priest-In-Charge of the St. Crispin Anglican Church wish to express our heartfelt thanks for the prompt service rendered on Monday, February 15, 2016 as a result of a burglary.

Our request was made way into the night after a long day. Nevertheless, you placed service before self, enabling us to receive electrical supply after the breakers were damaged by the burglar.

Thank you for service rendered to us and the Nation as a whole.

Rev. Lyris Bailey
Priest-In-Charge

2016

Lighting your way to a brighter future

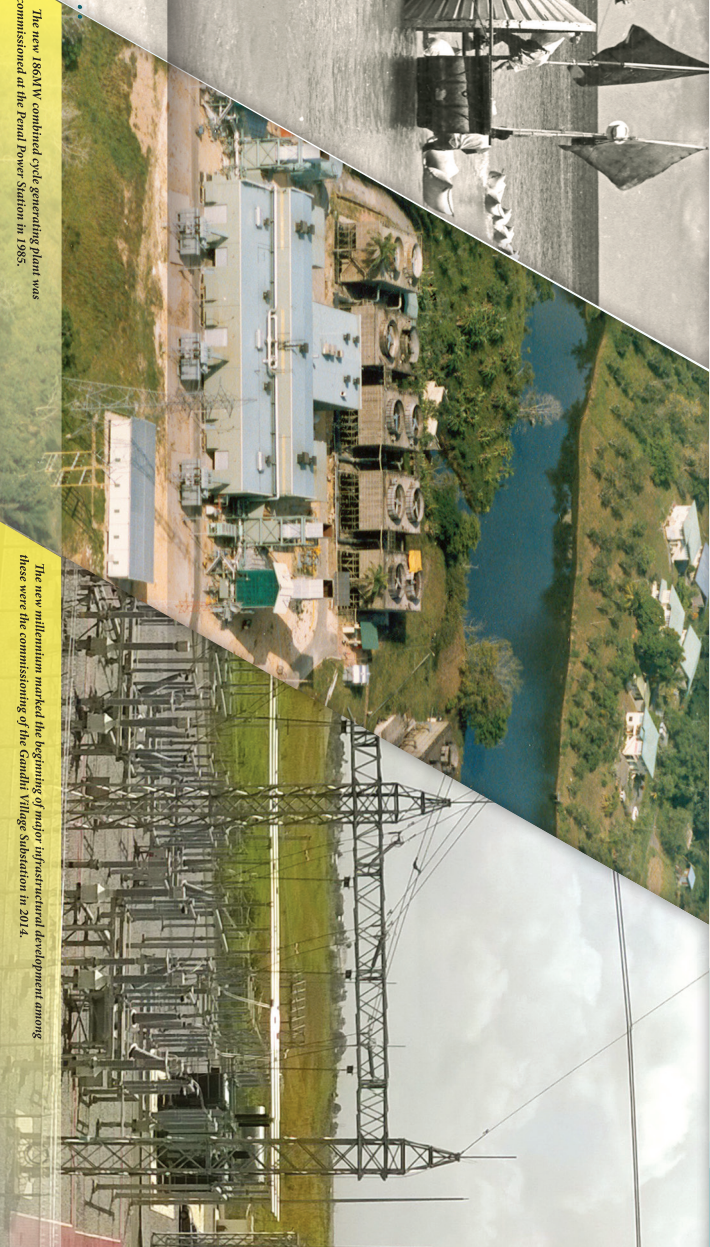
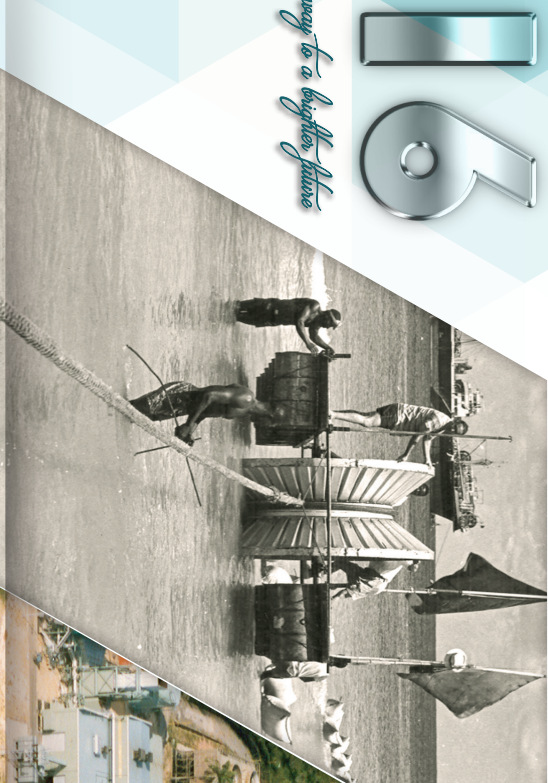


The first 6KV submarine cable, measuring 23 miles from Toco, Trinidad to Mijofed Bay, Tobago was energised in 1966 to provide Tobago with electricity.

Milestones over the decades...

The new 180MW combined cycle generating plant was commissioned at the Penal Power Station in 1985.

The new millennium marked the beginning of major infrastructural development among these were the commissioning of the Gashali Village Substation in 2014.



JANUARY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

FEBRUARY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

MARCH

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6	7	8	9	10	11	12
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20	21	22	23	24	25	26
27	28	29	30	31		

APRIL

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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24	25	26	27	28	29	30

MAY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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29	30	31				

JUNE

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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12	13	14	15	16	17	18
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26	27	28	29	30		

1st - New Year's Day
29th - 28th Annual Calypso Competition

8th - 9th Carnival Monday and Tuesday

25th - Good Friday
28th - Easter Monday
30th - Spiritual/Shouter Baptists Liberation Day

*1st, 10th and 28th Annual Sports, Cultural and Family Day - T&A.
26th - Corpus Christi
30th - Indian Arrival Day

19th - Labour Day

JULY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

AUGUST

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

SEPTEMBER

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

OCTOBER

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
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23	24	25	26	27	28	29

NOVEMBER

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

DECEMBER

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

29th - Customer Appreciation Day

1st - Emancipation Day

31st - Independence Day

24th - Republic Day

Divul - T&A.

5th - 62nd Employee Reception & Awards Ceremony
27th - Children's Christmas Party - T&A

1st - World AIDS Day
4th - Children's Christmas Party - TRINIDAD
25th - Christmas Day
26th - Boxing Day

Head Office
Phone: (888) 623-2611 (t261)
Northern Area Office
Phone: (888) 623-5070

Brookway
Phone: (888) 624-4720
St James
Phone: (888) 623-1705

Eastern Area Office
Phone: (888) 643-2433
Curaçao Service Centre
Phone: (888) 662-4028

Single Grande Service Centre
Phone: (888) 668-4429
Admiral Service Centre
Phone: (888) 664-4747

Chiquiana Service Centre
Phone: (888) 672-2026
Covea Service Centre
Phone: (888) 679-0707

Central Area Office and Customer Service Centre
Phone: (888) 650-3107
Southern Area Office and Customer Service Centre
Phone: (888) 657-2814

Penal Customer Service Centre
Phone: (888) 661-1223
Marabella Customer Service Centre
Phone: (888) 656-7547

Point Fortin Customer Service Centre
Phone: (888) 646-2719
Rio Claro Customer Service Centre
Phone: (888) 644-2476

Tobago Area Office and Customer Service Centre
Phone: (888) 656-5441
Public Lighting Department
Phone: (888) 800-BULET (282)

Trouble Reports: 800-TTEC (8832)
800-BULET (282)
Website: www.tteccast.com

