



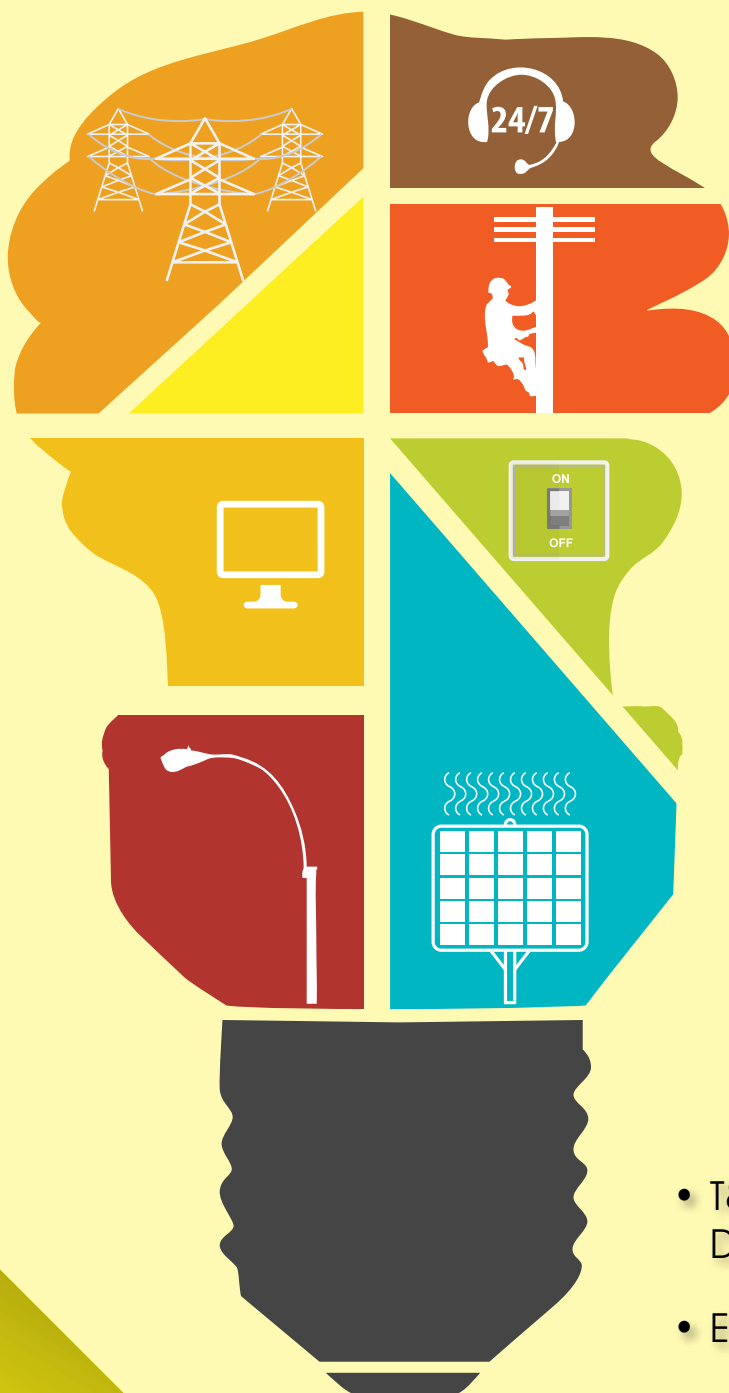
# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 33 #2/April - June 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.



- T&TEC reviews Strategic Direction
- E-bills to launch soon
- Employee converse about HSE

# Editorial

## Starting at the end

It is not normal that we show a lighter side on the back cover of the Watts Happening, but we just couldn't resist this particular one as it ends this edition on a relatable and amusing note.

Now that you know what the end holds, I expect that you will be reading with some anticipation in mind. This is the same approach needed for our strategic plan.

Starting with the end in mind is the moment when you get to visualise where you want T&TEC to go and how to get there. With the coming

consultation on the revised Strategic Plan employees will once again get to contribute to shaping the guiding philosophy that would shape how we work for the next strategic period (typically five years, according to standard business practice) and beyond.

"End point visualisation" also works with improving our safety culture and could go a long way in creating the personal awareness required to tackle the top three Health Safety and the Environment (HSE) areas as identified on behalf of the General Manager at the HSE Conversation series.

But, moving from visualisation to the actual end, this quarter we once more see several instances of employees rallying to get the job done to ensure that T&TEC could deliver the best service to our customers. Off the job they played just as hard, completing the annual road races and several indoor sports competitions hosted by the GSCC.

The full details of all these stories are, of course, just past this page. And if you prefer, you can start reading at the end.

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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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# Action and efficiency guide

## T&TEC's strategic direction

Senior management recently reviewed the existing strategic plan for 2010 - 2016 to assess and, where necessary, revise the Commission's long term focus in keeping with good business practice. This is a move that is made more significant, given T&TEC's critical role in national development and the current dynamic economic environment.

In revisiting the Mission, Vision and Core Values, the senior team determined that while the general direction and character of the strategic plan should remain the same, the existing values should be amended to emphasise commitment, action and efficiency, communication and trust.

These amendments have been included in an updated plan for 2016-2020 which will be communicated to all employees within the coming weeks. The Corporate Support Department will lead the roll-

out exercise, visiting staff to solicit feedback.

Having a well-defined strategic plan, supported by measurable objectives, is necessary for an organisation to successfully chart the way forward. Simply put, it describes where you want to go and shows you how to get there by outlining the roles and expected outcomes of every department, and by extension, every employee.

It is expected that as the Commission works on aligning its resources

towards the new strategic direction, employees will embrace the value to produce quality work that meets customers' needs on-time and within budget, remembering that as employees we are here to provide a reliable electricity service.



# Executive Appointments

Thirteen employees were recently appointed to new portfolios in the Executive, as T&TEC realigned its human resources to maximise operational productivity.

Four of the managers are new to the Executive grade, while the others were either promoted within the group or laterally appointed.



Wendell Bhagirath was appointed Assistant Area Manager, Distribution North on March 1. This latest promotion follows 18 years of advancement in the Commission. Mr. Bhagirath previously held positions at Distribution South, Distribution East, Transmission Maintenance and Supplies. He holds a BSc degree in Electrical and Computer Engineering.

Johann Rackal is the new Assistant Area Manager at Distribution Tobago. This appointment is effective March 1. Mr. Rackal joined T&TEC in 1992 and spent most of his career in progressive positions at Distribution Central. He holds a BSc degree in Electrical and Computer Engineering.



Ravi Ramsaran was promoted to Assistant Area Manager, Distribution South on March 1. He holds a MBA, in addition to his BSc degree in Electrical and Computer Engineering. Mr. Ramsaran joined T&TEC in 2009 and has worked at Distribution Central and the Public Lighting Department.

Wendell Mayers is the new Head Manager, Regulatory and Compliance Department. He was acting in this position since September 2015. Mr. Mayers is a Chartered Accountant (FCCA) and holds a MBA, specialising in Finance. He joined T&TEC as an Accountant –Financial Planning in 1994. His experience spans acting stints as Senior Accountant – Management, Special, Projects and Finance. He has also acted as Chief Accountant, Pension Plan Administrator and Assistant to the General Manager.



Eight Managers and one Assistant Area Manager were also appointed to new portfolios:



**Alvin Ramsaran**  
*Area Manager, Distribution East, from May 23.*



**Shaun Chase**  
*Area Manager, Distribution Central, effective May 23.*



**Zainool Mohammed**  
*Operations Manager, Tobago from March 8.*



**Gerard Emmanuel-Rodriguez**  
*Head, Corporate Support from April 1.*



**Shazard Mohammed**  
*Manager, Public Lighting Department, from May 23.*



**Nigel Bobb**  
*Supplies Manager, effective May 23.*



**Frank Chatee**  
*Manager – Power Stations (designate) at the Cove Power Station. This appointment was effective from November 18, 2015.*



**Curtis Panchorie**  
*Assistant Area Manager, Distribution East from April 1.*



**Richard Sitahal**  
*Head of Projects – Distribution from March 1.*

# Work ongoing to boost reliability in Tobago

T&TEC's commitment to providing a safe, reliable electricity service for its customers in Tobago continues through ongoing efforts towards maintaining its aging infrastructure. With a total of 12 generating units in various stages of wear servicing the island (half of which are not in service), it means a continuous balancing act to schedule maintenance works and arrange 'offline' times in a way that minimises disruptions in the system. The latest project in which employees were engaged was the 36000 run hour major service on the 5.5MW Scarborough number 7 machine.

Prior to the commissioning of the Cove Power Plant, the diesel-run number 6 and number 7 machines at the Scarborough Substation, installed in 1999, served as alternatives to the undersea cables that provided the island with electricity. They would later prove invaluable following the failure of the number two submarine cable in 2009, and were put into

full service until Cove Power Station was commissioned. However, due to the high operating costs of the diesel-run units at Scarborough, they are now only used in cases of emergencies, providing a back-up when a unit at Cove is unavailable when certain feeder maintenance works take place. While the number 6 has since been de-rated, running at a lower capacity than was originally rated, servicing of the number 7 was critical since it was its first major overhaul since its installation.

The overhaul exercise involved servicing all major components by fine tuning and calibrating to conform to OEM standards. About 7000 man hours were spent stripping the unit of the cylinder head, piston and connection rod; removing and cleaning cylinder liners; changing seals; replacing the crankshaft main bearing and replacing fuel injection pumps and oil and water pumps.



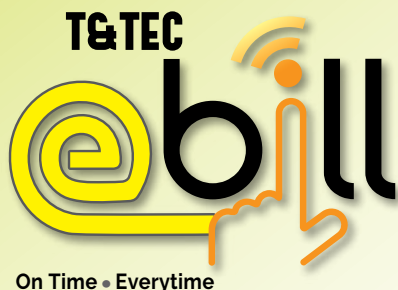
*Employees at work removing the cylinder heads from the Scarborough number seven unit.*

Challenges like a broken crane pulley that had to be refurbished in Trinidad, and transporting spares and parts back and forth between the machine shop at Cove and Scarborough were logistically demanding, but did not daunt the team. The

**Continued on page 13**



# New e-bill promises on time delivery



In keeping with contemporary business practices to adopt more efficient, paperless methods of operations, T&TEC has launched its much anticipated electronic bill, or e-bill service. Customers can sign up for the service from July, to start receiving e-bills in August.

T&TEC e-bill customers will receive a bill summary via email, meaning no more missed due dates, and the risk of disconnection, since they will no longer need to wait to receive a paper bill in the mail.

In addition to e-billing, customers will still have access to the many ways available to pay their bills including at service centres, banks, Surepay and Bill Express. Those already registered for T&TEC's Automated Credit

Card Payment will still have their bill paid automatically on the due date or can make their payment online as a single transaction.

With the launch of this new billing method, customers will not only get their bills on time, every time, but the paperless processing of T&TEC's over 460,000 bills also provides a number of benefits including:

- **Convenience**

Customers can access their information anytime, anywhere, and from across many devices. This provides them with the flexibility to pay bills at their convenience and helps them avoid unnecessary late fees by better organising their finances and payment schedules.

- **Environmentally friendly**

Paperless billing significantly reduces paper waste and saves energy associated with printing, transport and delivery.

Corporate Communications Manager, Annabelle Brasnell, said that "while all new customers will be registered for e-bills, we encourage our existing customers to come in to update their records to become eligible for the service, as paper bills will eventually be phased out."

Existing customers can sign up for T&TEC's e-bill by completing a registration form online at [www.ttec.co.tt](http://www.ttec.co.tt); sending an email to [ebill@ttec.co.tt](mailto:ebill@ttec.co.tt); or completing a registration form, available at any of T&TEC's 14 Service Centres.



*Ronald De Silva, Manager, Risk Management Department (standing at right), has the attention of his staff at a recent meeting.*

## Risk Management Department plans for the 'what ifs'

"What if?" A question asked to explore and plan for what might be. What if a hurricane were to hit? What if there was a fire? What if someone slipped on a wet floor? In any work environment, especially one as high-risk as T&TEC, it is a question employees should ask every day.

The Risk Management Department, previously the Risk and Insurance Administration Section, works to address T&TEC's "what ifs", by doing just what it is named to do.

"The Commission has become more aware of the risks it faces in its day-to-day operations," said Manager, Ronald De Silva, "the advisory, insurance broking and claims management functions we provide seek to influence the holistic risk management consciousness of the organisation." To do this, the Risk Management Department is guided by the Commission's Strategic Objectives numbers three, four and five, and has been retooled "from one of processing to one of managing."

In T&TEC's context "managing" includes managing the insurance portfolio – from Workmen's Compensation to property loss, including Employee Home Ownership Programme homeowners insurance and motor insurance for travelling officers – and reviewing the insurances of contractors and pole renters. The Department also oversees placement of T&TEC's insurance portfolio through insurance brokers, on both the local and London markets.



Strategic objectives four and five, which speak to attaining financial viability and ensuring health and business continuity are kept in focus, since the Department is expected to “improve the Commission’s financial position by seeking to reduce risks, while ensuring that its assets are protected,” Mr. De Silva explained. The significant costs recovered from handling insurance claims in-house is validation. When the service was outsourced to brokers, the average annual recovery was \$250,000 but since it was taken over by the Department, over the past five years, they have recovered a total of \$6.2 million, at an average of \$1,242,860 per annum. The claims managed by the Department are associated with policies for worker injuries and death, vehicular accidents, substation fires and theft of laptops, as well as those associated with uninsured losses like damaged appliances, house fires and damage to T&TEC’s poles and lines by vehicles. The Department also conducts risk surveys and provides advice on reducing the possibility of losses occurring on matters, such as banners on poles, current stealing and injury payments.

With approximately 1,200 damaged appliances claims, 225 house fires and 150 employee injuries annually, and in light of elevated awareness of consumer rights, it is easy to see why quality customer service (strategic objective three) is critical for Risk Management. As the Department’s responsibilities have become more diversified, personnel with the required training and expertise have joined the ranks, building a team which includes six degreed professionals and two Associates of the Chartered Insurance Institute (ACII) of London. Coupled with improved systems for information management, the Department has “considerably improved the management of claims.”

The 11-member Department is based in the CEB Building, Port of Spain.

From all indications, they are ready to respond promptly to T&TEC’s risk management and insurance needs, and help the Commission achieve its objectives, through decisive action and well reasoned, clear and concise advice.

### Strategic Objectives four and five

- 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.
- To ensure that health, safety, security, environment, quality and disaster management systems are developed and integrated in all of T&TEC’s business operations.



# Increased capacity and new hotline room in Central

Burgeoning development over the past two years in Charlieville, Cunupia and Endeavour has doubled the load from a peak of 12MVA, leading to improvements to meet the expectations of its customers.

A JSB 66/12kV 20/25MVA transformer was installed at the Charlieville Substation on May 23 for the first time to ensure the Substation's capacity to meet load demands.

The success of this project augurs well for the installation of similar 20/25MVA JSB transformers earmarked for other distribution areas.

The Area is supporting improved capacity with less planned interruptions and is moving forward with hotline work. It has become necessary to ensure that the proper facilities were in place for both equipment and personnel, and as a result, a Hotline Room was installed for the storage of the hotline equipment. This facility is expected to improve the safety of employees when handling equipment and was completed in four weeks and within budget.

The hotline room project was spearheaded by the Assistant Area Manager – Operations and Maintenance, Derick Davis in collaboration with Field Controller, Ainsley Jackman and Maintenance Services Assistant, Anthony Ramdath.

The installation of the new transformer was completed by the hard work of the Substation Section as well as the Transmission, Maintenance and Protection Departments.

*Wash area for hotline sleeves*



*New transformer installed at Charlieville Substation.*



# T&TEC is ready for green energy



T&TEC is now structurally ready to offer customers renewable energy connectivity to its grid.

This comes after extensive testing of solar panels at the Commission's Mt Hope office and at the University of Trinidad and Tobago O'Meara Campus. Additionally, the second and final phase of wind testing in Tobago is nearing completion, with the first phase recording optimistic readings.

Standards have also been developed by T&TEC and the Bureau of Standards to guide customers on wiring for Renewables and the applicable wiring codes for Renewable Energy Systems and Interconnection.

This state of readiness by the Commission was addressed by Kevin Atwaroo, Technical Assistant II at System Control and Generation Interface Department at two public events recently, at the CARIRI Caribbean Green Tech Idea Generation Session on April 7 in Freeport, and the National



*T&TEC's Kevin Atwaroo (2nd from right) listens to a fellow panelist at the Caribbean Green Tech Idea Generation Session.*

Climate Outlook Forum III in Pointe-a-Pierre, on May 13.

Mr. Atwaroo drew reference to the steps T&TEC has taken to improve the resilience of its electrical infrastructure and reduce the carbon emissions that are driving up the planet's temperature. He outlined how RE could mitigate against growing climate risks, sharing that, "RE structures are more functional and durable than overhead transmission and distribution systems which are often susceptible to power outages as a result of inclement weather."

Renewable energy is a key component in making the electricity system more efficient in the short-term, and to curb climate change over the long-term. Renewable technologies like wind turbines and rooftop solar panels are small, distributed, and often weather storms and heat waves better than conventional power plants. Most renewable technologies utilise on-site energy sources such as wind and solar power, making them impervious to interruptions in fuel supplies.



# "Workplace Stress: A Collective Challenge"

"Safety is not an intellectual exercise to keep us in work. It is a matter of life and death. It is the sum of our contributions to safety management that determines whether the people we work with live or die". This powerful quote from Sir Brian Appleton formed part of the opening remarks from Jacqueline Cheesman, T&TEC's Assistant General Manager, Human Resources, at the Transmission Division's commemoration of World Day for Safety and Health at Work 2016. Mrs Cheesman spoke before General Manager, Kelvin Ramsook, who communicated action plans to improve employee performance, cautioning that more care must be exercised on the job. Her final statement, that "everyone is responsible for safety" was an apt introduction to the day's formalities.

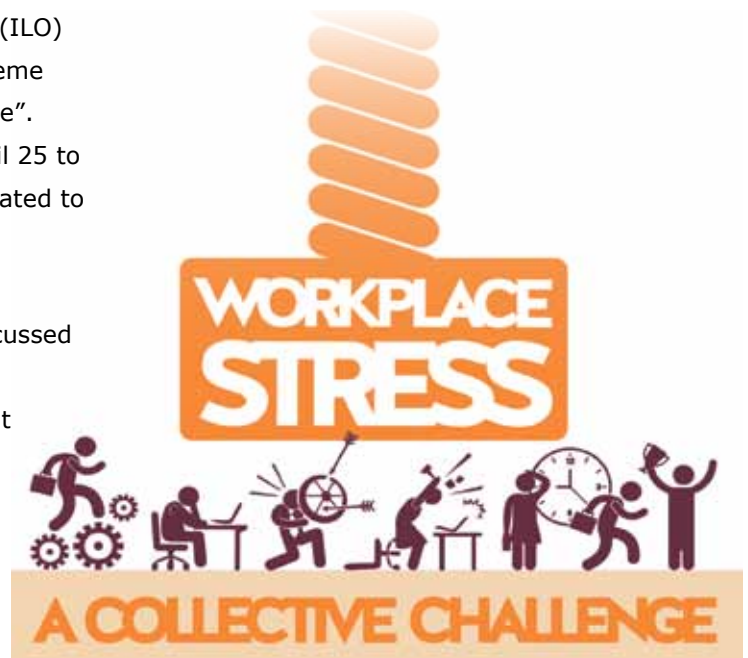
The Transmission Division was one of six T&TEC offices, Distributions South, East, North, Central, and Tobago included, to mark the International Labour Organisation's (ILO) annual safety observance, under the theme "Workplace Stress: A collective challenge". Area activities spanned the week of April 25 to 29 and addressed a myriad of issues related to stress on the job.

In Distribution South, Dr. William Li discussed risk factors for cancers and accidents, highlighting video research on foods that have been found to be more effective than cancer drugs. The research on

anti-angiogenesis showed that foods such as berries, veggies, green tea and garlic, have reduced and eliminated blood vessels that feed cancer cells.

Mitigation measures were also discussed in Distribution East, but in the context of reducing financial stress. Hannah Mohammed, a lecturer at the School of Business and Computer Science (SBCS) shared daily cost saving tips and encouraged entrepreneurship as a means of setting up an alternative stream of income.

In Tobago, oral traditions were added to the mix as the Area hosted a novel extempo and quiz competition. They even designed their own Health Safety and Environment (HSE) logo to represent the strength and unity of the office in its fight against health and safety issues beyond HSE week.



Other issues covered in the other Areas included workplace stressors, causes, coping mechanisms, and lifestyle habits that impact stress levels, in Distribution North; and emotional intelligence, and avoidance/ management of violent situations at the office, in Distribution Central.

The hosting of individual Area events gave staff the opportunity to internalise the different messages, as they got intimately involved in the planning and were able to focus on relevant topics. In the end, they had a better appreciation and understanding of the challenges involved in workplace stress and are now able to take appropriate actions to overcome them.



*The winning poster on workplace stress created by Electrician 'B', Nicholas Gordon, for Distribution East's HSE poster competition.*

## Work ongoing to boost reliability in Tobago

**Continued from page 6**

exercise was successfully completed in early-April, thanks to a collaborative effort among the mechanical and electrical teams at Cove, including the stores section, Maintenance and Services and the Health, Safety and the Environment Departments, and manufacturer, Wärtsilä.

It could not have been better timed; the Cove number 1 unit experienced a fault on April 29 just after the servicing and the Scarborough number 7 was brought back online temporarily.

Servicing of all the units at Cove Power Station is

also due soon, as per the plant's planned maintenance schedule, which made the successful completion of the #7 unit project even more significant.



# T&TEC's champions of the road



Accompanied by the strains of Dwayne Bravo's "Champion" over loudspeakers, runners sprinted, jogged or in some cases, walked triumphantly past the finish line to successfully complete T&TEC's grueling 5K and 10K road races.

Close to 170 participants, including a mix of seasoned athletes, fun seekers and those in between, accepted the challenge for the long distance endurance test, which took place on the morning of May 14 at the Queen's Park Savannah.

First off were the 10k runners. Numbering about 30, these

athletic men and women were clearly serious about running. By the time the larger group of 5K runners was off, the 10Ks were long out of sight. Serpentine Road, St. Clair, was the point along the route where the gaps started to widen and the winners began to move ahead. The challenge however, was far from over for the runners who afterwards met with an unrelenting sun as they made their way past the Botanical Gardens.

Relief followed with Memorial Park in sight indicating that the end was near. Crossing the finish line first was Tobago's Keron James, who completed the 5K in 21:33 minutes, followed by Central

Area's Reuel King and Olumide Williamson. The first female to finish the 5K was also from Tobago – Julieann Mc Dougall – followed by Stacy Richards and Northern Area's Abigail Sabad-Drakoulakou.

Northern Area Sports Club would also claim the top three spots in the 10K, with 29-year old Sandino Nero retaining the title for the fourth consecutive year. He crossed the line at 39.27 minutes, four minutes ahead of Hayden Kurban and the female winner, Melissa Guevara. The second and third place females were Marisa Byer and Zana Hypolite.

Congratulations to T&TEC's road champions!

Female 5K winners:  
Abigail Sabad-  
Drakoulakou (3rd),  
Natasha Gayadeen (4th),  
Stacy Richards (2nd) and  
Julieann Mc Dougall (1st)



5K winner, Keron James (centre), flanked by second and third place winners, Reuel King (right) and Olumide Williamson (left).



Female 10K winners (l-r) Zana Hypolite, third place; first place winner, Melissa Guevara and second placed, Marissa Byer.



First and second place 10K winners, Sandino Nero and Hayden Kurban (right and center, with Tobago's Darren St. Clair.



# Luncheon for Administrative Professionals



Over 80 administrative professionals from T&TEC's offices across Trinidad and Tobago celebrated Administrative Professionals Day on April 29 with a relaxed lunch at Buffet King in Chaguana. Amidst the friendly banter during the meal, the ladies were presented with pre-selected gift vouchers from skincare, cosmetic and other establishments, presented by Corporate Communications Manager, Annabelle Brasnell, on behalf of the Commission.



Administrative Professional week formally recognises the contribution of these workers to the organisation. It is celebrated every year during the last week of April.

Ice Cream, Curry Duck, Currants Roll, Coconut Drop and Tamarind Bawl

Fun page answer:

# Female uniforms add light to the offices



*In the photo, Head Office employees (l-r) Pat Loregnard, Arlene Seales-King, Yamanda Kungebharry, Karen Brooker and Stacy Mc Lean look professional and stylish in their new uniforms.*

It is said that colours are important in our lives as they directly influence our well being and mood. It was not surprising on May 1 when the bright pink, navy and red, olive green and sky blue hues of T&TEC's new female uniforms were seen from a distance; they brightened the offices and faces of employees as they performed their duties. The new uniforms also included a set in T&TEC's signature black and yellow, from Janouras Career Women collection.

As it was the second bulk order of uniforms in the current design, many employees took the opportunity to rearrange their two and three-

piece ensembles by adding a dress option or swapping pants for skirts. Mixing and matching or modifying the uniform is not permitted, but one employee remarked, "the new colours were a welcome way to add new life to our work staples."

The distribution of the uniforms was facilitated by the Human Resources' Benefits and Services Section, which also managed arrangements for uniforms – shirts and pants – for male members of staff.



*The happy young men and women on their first day as T&TEC vacation employees.*

## Vacation employees enter the workforce

Despite the current challenges, aspiring professionals can still depend on T&TEC to provide them with opportunities to gain valuable work experience through its annual Vacation Training Programme.

With a smaller-than-usual intake of 40 tertiary-level students, this year's programme began with the customary orientation session on May 27 at the Stanley P. Ottley Building, Mt Hope. The students from local, regional and international universities were welcomed and addressed by General Manager, Kelvin Ramsook, Assistant General Manager - Human Resources, Jacqueline Cheesman and

senior staff of the Human Resources Department.

The session helped to inform the students of the Commission's functions and corporate culture, as well as on some key developmental projects, such as investments in renewable energy. Many of the students indicated that they had no prior work experience and hoped to develop personally and professionally at the Commission over their June-August vacation.

Over the years the programme has contributed to the Commission's work force and has produced quality

employees such as General Manager, Kelvin Ramsook; Area Manager, Distribution North, Curvis Francois; Manager-Transmission Development and Engineering Services, Sahadeo Latchmepersad; and former Operations Manager, Tobago, Ganesh Narine. Cumulatively, those individuals have provided the Commission with over 100 years (and counting) of service and direction.

Look out for these young professionals in the coming months. The group of 40 was split into two groups, with each working for six weeks throughout the Commission's Distribution Areas and Divisions.

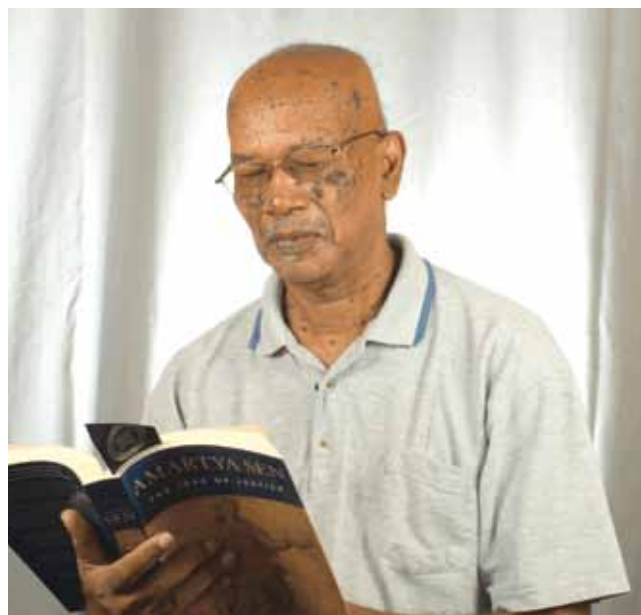


# A former employee writes

T&TEC is known for its cadre of technical and non-technical professionals, but consider that from among the engineers, accountants, linesmen and control operators emerged an author/historian.

Lennie M. Nimblett retired in 1999 as T&TEC's Control and Communications Manager, and after retirement became known for his commentary on politics, economics and finance in the Trinidad and Tobago Review magazine. Mr. Nimblett has since written two works of non-fiction, the more recent being "Massa Day Done," published in January.

The phrase "Massa Day Done" is often credited to our nation's first Prime Minister, Dr. Eric Williams who, during the fight for Independence, famously described Massa as a "symbol of a bygone age... Massa Day Done connoting a political awakening and a social revolution." With its thorough analysis of the Trinidad and Tobago Constitution, the book itself is a sober account of our nation's departure from colonialism. As renowned historian Professor Selwyn Ryan wrote in the Sunday Express, February 21, " 'Massa Day Done' integrates political theory relevant to the Caribbean as well as political history. In attempting to do all those things in one volume, Mr. Nimblett has produced...a bit of good Caribbean stew consisting of a



*Lennie M. Nimblett*

well-rounded political understanding of Trinidad and a similar analysis of Tobago."

This latest publication follows Mr. Nimblett's first book published four years ago, "Tobago: The Union with Trinidad 1889-1899: Myth and Reality," which describes the developments that led to Tobago forming a unitary colony with Trinidad in 1889.

For the discerning reader interested in the early days of our nation's history, both books are available at T&TEC's library, on amazon.com and bookstores nationwide.

# GSCC on the board



The General Sports and Cultural Club continues its activities leading up to its 25th anniversary in November with its scrabble, draughts, chess and table tennis competitions.

It was a battle of vocabulary wits and strategy at the scrabble, chess and draughts tournament hosted on March 12 at the Eastern Area Sports Club. Club member Anthony Modeste made a clean sweep in the scrabble competition, taking first place, Most Bonus Awards and Highest Single Play. In draughts, Northern Area's Randolph Pierre did not settle for the second place disappointment of last year as he maneuvered his way into first, defeating Bainet Hamlet and Wendell Caberra. Also in chess, Eastern Area's Tracey Shields was a master strategist, outwitting his competitors and capturing first place over Ashram Sitram and Avinash Harripersad.

On April 29, competitors at the Northern Area Sports Club were armed with rackets and ping pong balls as they battled for leading spots in the GSCC's 2016 ping pong competition. Victorious was Northern Area's Allan Thomas, whose speed and agility outmatched his competitors Naomi Garraway and Andy Taylor, who placed second and third respectively.

Look out for more GSSC activities as the year progresses.

***Congratulations to all the winners!***

## Draughts

- 1st Place -** Randolph Pierre  
(Northern Area Sports Club)
- 2nd Place -** Bainet Hamlet  
(Tobago Sports Club)
- 2nd Place -** Wendell Caberra  
(Southern Area Sports Club)



*Players in deep concentration during the draughts competition.*

## Scrabble



- 1st Place -** Anthony Modeste  
(Eastern Area Sports Club)
- 2nd Place -** Jonathan Samuel  
(Northern Area Sports Club)
- 3rd Place -** Saidah Hosein  
(Mt. Hope Sports Club)
- Most Bonus Words -** Anthony Modeste  
(Eastern Area Sports Club)  
Jonathan Samuel  
(Northern Area Sports Club)
- Highest Single Play -** Anthony Modeste  
(Eastern Area Sports Club)  
Saidah Hosein  
(Mt. Hope Sports Club)

## Chess

- 1st Place -** Tracy Shields (*centre*)  
(Eastern Area Sports Club)
- 2nd Place -** Ashram Sitram (*right*)  
(Eastern Area Sports Club)
- 3rd Place -** Avinash Harripersad (*left*)  
(Southern Area Sports Club)



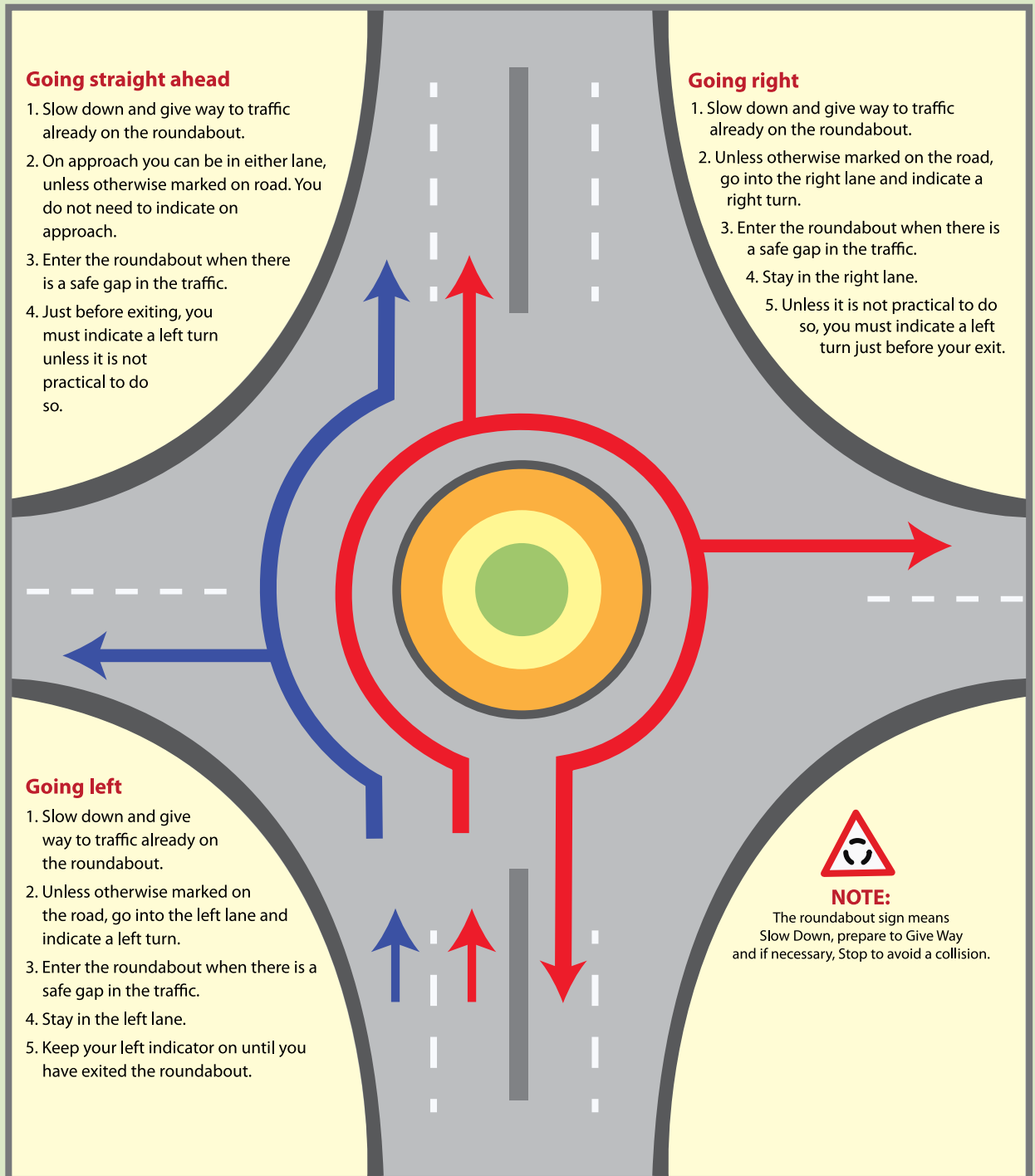
## Table Tennis

- 1st Place -** Allan Thomas (*left*)  
(Northern Area Sports Club)
- 2nd Place -** Naomi Garraway (*right*)  
(TATECO Credit Union)
- 3rd Place -** Andy Taylor (*centre*)  
(Tobago Sports Club)

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# Driving in circles

Several close calls with drivers (some T&TEC employees) using the Mt. Hope roundabout outside the Stanley P. Ottley building have highlighted the need for better general understanding about using roundabouts. The Risk Management Department compiled the data for the infographic below.



# Employee Update

## Appointments, Promotions, Moving On and Accomplishments

### APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Johann Barrow	HSE Co-ordinator II	Distribution Tobago

### PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Alison Paul	Subsection Leader	Transmission Maintenance
Allister Thomas	Meter & Relay Mechanic I	Protection & Scada
Anant Balkaran	Electrician 'A'	Transmission Maintenance
Andrew Miguel-Douglas	Meter & Relay Mechanic I	Protection & Scada
Anya Narine-Maraj	Clerk II	Distribution Tobago
Arlene Garnett-Turton	Clerk I	Communications Department
Colin Guevara	Driver – Fork Lift	Public Lighting Department
Courtenay Legendre	Senior Corporate Comm. Assistant	Distribution North
Curtis Harry	Senior Corporate Comm. Assistant	Distribution Tobago
Dale Hercules	Meter & Relay Mechanic I	Protection & Scada
Darren St. Clair	Electrician 'A'	Distribution Tobago
Daveanan Jagmohan	Substation Foreman	Transmission Maintenance
Deepak Ramdath	Meter & Relay Mechanic I	Protection & Scada
Edwin Bowlah	Ganger	Distribution Central
Joseph Singh	Foreman – Line Clearer	Distribution Central
Kern Williams	Meter & Relay Mechanic I	Protection & Scada
Keron Holder	Electrician 'A'	Transmission Maintenance
Keston Wallen	Clerk II	Public Lighting Department
Lauren Mohammed	Clerk II	Public Lighting Department
Leandre Yeates	Electrician 'A'	Distribution Tobago
Leon Martin	Electrician 'A'	Transmission Maintenance
Lester James	Cable Foreman	Distribution North
Marisa Victor	Subsection Leader	Transmission Maintenance
Michela Alexander	Stenotypist	Communications Department
Nalini Papan	Clerk II	Public Lighting Department
Omatee Maraj	Clerk II	Public Lighting Department
Omilia Jarrott	Subsection Leader	Distribution Tobago
Patricia Webb-Gomez	Senior Corporate Comm. Assistant	Distribution Central
Ramona Gonsalves	Clerk II	Distribution East
Ray Jolapersad	Meter & Relay Mechanic I	Protection & Scada
Reuel Ali	Meter & Relay Mechanic I	Protection & Scada
Sanjeev Rasul	Meter & Relay Mechanic I	Protection & Scada
Sayid Hosein	Electrician 'A'	Transmission Maintenance
Shawn Mohammed	Clerk II	Public Lighting Department
Somora Samuel	Clerk II	Public Lighting Department
Steve Ramtahal	Ganger	Distribution Central
Vanessa Peters	Clerk II	Public Lighting Department



# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Alison Elliot	Cashier	Commercial
Anthony Millington	Crew Foreman	Distribution East
Bernard Sammy	Line Foreman (Hotline)	Distribution North
Bertram Jordan	Payments Officer	Chief Accountant
Dane Brooker	Meter Reader	Distribution South
Ernon Sealey	Meter Inspector	Distribution South
Fellie Noel	Maintenance & Services Assistant	AGM - Administration
Hollis Peters	Foreman – Line Clearer	Distribution Central
Jai Ramroop	Meter Supervisor	Metering Services
Margaret Job	Administrative Assistant III	Distribution North
Marilyn Dolly	Section Leader	Distribution East
Patrick James	Maintenance Technician II	Distribution Central
Ramdeen Saran	Dr – Vehicles < 25000 Lbs.	Distribution East
Robert Sirjuesingh	Estate Constable	Security – Mt. Hope
Ronald Poon	Crew Foreman	Distribution North
Tackoor Bisramsingh	Customs Officer	Supplies

## Passing of employee Epsyon Cooper

The T&TEC family was saddened by the news of the passing of our colleague, Linesman 'A', Epsyon Cooper, who died peacefully in his sleep on May 21, 2016.

dedicated service and was due to retire in January 2017.



Mr. Cooper began working as a Labourer in 1982 at Distribution South, where he spent his entire career. He was promoted to Linesman 'C' in 1985, then to Linesman 'B' in 2012, and finally to his last position in 2015. Mr. Cooper provided the Commission with 34 years of

Mr. Cooper will be remembered as a devoted family man, who leaves to mourn his wife, Marilyn and three children, Kenute – an employee at Distribution South - Nikida and Aaron. T&TEC extends deepest condolences to them on the passing of their loved one.

# Employees converse on HSE

Three critical issues set the tone for session two of H.S.E. Conversations, an initiative of T&TEC's H.S.E. Department, held on May 6.

Previously identified as a top priority by General Manager, Kelvin Ramsook, the three areas—Job Hazard Analysis (JHA), supervision and motor vehicle accidents—were discussed in the context of addressing problem areas. In Mr. Ramsook's absence from the session, Assistant General Manager, Human Resources, Jacqueline Cheesman and Acting H.S.E. Manager, Michael Modeste led the talk on mitigation measures which include refresher training via workshops and new training modules in the identified priority areas.

This latest HSE Conversation took place at the Employee Wellness Centre, King Village, and brought together 40 employees from the Public Lighting Department, Distribution Areas Central and South, Transmission Division and the H.S.E. Department, in an informal setting to discuss ways to improve performance in the priority areas as well as enhance client-supplier relationships. Participants were



*Acting HSE Manager, Michael Modeste, at the podium during the latest installment of HSE conversations.*

also given the opportunity to share their H.S.E. related concerns.

The audience, comprising Assistant Area Managers, Senior Engineers, Engineers, Technical Assistants, and Engineers-in-Training openly shared on a number of topics moderated by Industrial Relations Manager, Garth Garraway. The topic of Risk Assessments explored ways to share assessment results and work with Zones to implement Risk Control Plans, but that spirit of co-operation has to be extended to resolving non-conformances too, as double jeopardy "nuisance non-conformances" have arisen when a non-conformance is not addressed within the agreed time and a subsequent citation has to be issued.

There was agreement on the need for faster response and easier access to HSE related data and a request from HSE for consolidation of contractor orientation requests to avoid overburdening the system and increasing costs.

Following the discussions, participants agreed that the H.S.E. Conversations are a positive step towards improving H.S.E. performance and customer satisfaction. Five other sessions are planned for Engineers, Technical Assistants, and Senior Engineers throughout the Commission.

The first session of H.S.E. Conversations took place in November 2015 for Area Managers, Assistant Area Managers and Transmission Division Heads of Departments.

# Watty Kids safety conservation tips:

Smart kids know how to play safely around electricity and alert their parents of danger. Follow these safety and conservation tips to be electricity smart:



## Safety

**Play safe** - Do not play near electricity poles and installations such as substations, meters, guy wires.

**Shocking truth** - Never touch appliances, plugs or cords with wet hands or feet. You can be shocked.

**Remove the power** - Do not touch anyone who is in contact with a power source. Unplug the appliance or turn off power immediately.

**Tell your parents** - Tell your parents when you see electrical cords that are cut, worn, broken or in dangerous places/locations.

**Smell and tell** - Always call the Fire Service if you smell smoke or see flames.

**Lead the way** - If there is a very small fire, put it out with a fire extinguisher or baking soda. Never use water. If the fire is too big; get everyone out of the house fast. Do not panic.



**Train the family** - Remind your parents to practice fire drills with the family. Fire drills save lives.



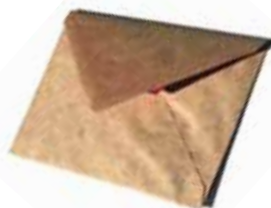
## Conservation

**Get cosy** - Always keep doors and windows closed when the air conditioning unit is on.

**Be brave** - Switch off the lights and electronics when they are not in use.

**Icy cold** - Open the fridge or freezer only when needed.

# Letters



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

March 15, 2016

I will like to expressly thank 'Scrapie' and the 173 Crew for their fantastic service on Monday 14th November 2015. The Foreman, Victor Lewis, was very professional and courteous, and the other man and Linesmen on duty displayed the same mannerism and were totally professional. Although the call was placed regarding my overgrown mango tree they took the initiative to trim the rest of trees in the area as well, totally going above and beyond.

To Scrapie and the 173 Crew, a heartfelt thanks for your prompt, efficient, courteous service. Please continue to be pleasant and engaging, the ability to interact and provide the human touch is truly exceptional.

Heather Franklyn

April 19th, 2016

Mr. Curvis Francois  
Area Manager  
Distribution North

I would like to take this opportunity to sincerely thank you and your team for your kind assistance and attention to the issue with the corroded power line at the point of entrance to our property. We greatly appreciate your prompt attention to this matter.

Your crew was thorough, efficient, knowledgeable and pleasant, in particular the technician who actually carried out the works. It is so refreshing to deal with such well-informed, friendly individuals.

Again we applaud you and your group for the kind assistance.

Lyndsay Auerbach  
Director  
Teak Vale Limited

May 03, 2016

I placed a call to the T&TEC hotline for the Eastern Area on Saturday April 23, 2016 around 10 p.m., to report that a transformer was sparking on a pole in the neighbourhood of Valsayn North and that some houses were without power.

A T&TEC representative responded with a phone call an hour or so later to get additional details about the report. Not too long after, a T&TEC crew showed up and was able to rectify the problem in a very short timeframe.

My family expresses thank you to the T&TEC crew on duty on the night of April 23rd for their professionalism, quick response and good work ethic and to T&TEC on the whole for the great customer service.

We hope that the team will be recognised or rewarded for their good work.

Kamini Maharaj  
via email



# T+TEC Hot Spot Crew

Five crew men named Ice, Curry, Currants, Coconut and Tamarind responded to an unscheduled interruption in their area. After successful restoration, while walking back to the truck, they heard loud unusual noises, coming from a nearby house.

*What did these bold, strong and able crew men do? Fill in the blanks below:*



Curry \_\_\_\_\_

Ice \_\_\_\_\_

Tamarind \_\_\_\_\_

Currants \_\_\_\_\_

Coconut \_\_\_\_\_