



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 33 #3/July - September, 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.

TOBAGO ISO Certified

- SSA signs collective agreement
- Another win for TX maintenance
- Drivers get improvement training



Editorial

The Distribution Division is celebrating today as Tobago's ISO 9001 certification has completed the first phase of certification for the Commission. The next step, which is in progress, is the harmonisation of procedures in all Areas, to be followed by certification of support Departments and Divisions. These are the remaining milestones for the Commission to be certified as a whole in ISO 9001, Quality Management Systems. T&TEC is now that much closer to having a system that will make its operations more efficient, improve productivity and help to meet its business goals.

The subject of standards is also important for service delivery and this edition of the

Watts Happening showcases more exemplary performances from employees.

The work of the Transmission Maintenance Department in designing and executing the upgrade of the Bamboo/ Barataria #1 and #2 132kV tower lines is noteworthy not just for the improved safety and quality of the circuit, but because there were no major system disturbances.

For internal customers the financial services section – payroll – has set a standard for efficiency that tends to go unnoticed. Our spotlight on the section is a reminder about yet another department that operates quietly in the background, but is critical to T&TEC's operations.

Even T&TEC's sponsored band, Tropical Angel Harps Steel Orchestra, has built a reputation for helping to nurture the Enterprise community by hosting an annual Spelling Bee that encourages children in their educational pursuits.

By the time you've read to the back cover you may well see this as the "standards edition", as each story highlights how T&TEC's employees are creating or maintaining high standards in every facet of our operations – even with the current financial constrictions.

Read on, see if you agree.

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Historic signing of first Collective Agreement for SSA

September 6 was a red letter day for 167 employees from T&TEC's managerial group with the signing of the first Collective Agreement between the Commission and the Senior Staff Association (SSA).

The historic signing of the Agreement, at the Stanley P. Ottley building, Mt. Hope, provides the SSA with legal standing for representation of its members. The Agreement, which covers the period 2009-2011, is to be registered at the Industrial Court and formalises the previous "gentleman's agreement" regarding terms and conditions of employment, including

remuneration arrangements for this bargaining group.

"Your members are criticalthis a good positive start... for the betterment of the organisation," Kelvin Ramsook, T&TEC's General Manager told the SSA. In response, Audra Ramsook-Samuel, Chairman of the SSA said "our struggles have been long ... we are glad to sign this document which clears up ambiguity about the rights of employees."

Both speakers expressed the hope that the signing of the Collective Agreement would pave the way for a better relationship between the parties.

Mr. Ramsook and Jacqueline Cheesman, Assistant General Manager – Human Resources led the signing team for the Commission, while Mrs. Ramsook-Samuel and Marvin Boochoon, Vice Chairman led the SSA team. Other signatories to the Agreement included members of T&TEC's Senior Executive and SSA's Executive members.

Below: T&TEC's General Manager, Kelvin Ramsook and SSA Chairman, Audra Ramsook-Samuel after signing the 2009-2011 Collective Agreement. Looking on are T&TEC's AGM-HR, Jacqueline Cheesman and SSA Vice Chairman, Marvin Boochoon.



Tobago completes ISO 9001 certification for Distribution Division



T&TEC's Senior Executives join the ISO team from Tobago after they were presented with their ISO certificate.

The award of ISO 9001:2008 Certification to Distribution Tobago on June 18 was a two-fold accomplishment for that Area. As the final Distribution Area to receive certification, Tobago has rounded off the first phase of certification for the Commission.

In recognition of Distribution Tobago's ISO achievement, then Acting General Manager, Courtenay Mark, presented a framed copy of the three-year certificate to Zainool Mohammed, Operations Manager, Tobago on July 20. The memorable occasion was witnessed by more than one hundred employees and included short remarks from Mr. Mark and Mr. Mohammed, Curvis Francois, Acting Assistant General Manager - Distribution and Jacqueline Cheesman, Assistant General Manager - Human Resources.

Mr. Mark praised employees, especially the Area's ISO Team, for their dedication and determination in successfully completing the Quality Assurance audits. The process took less than one year to complete. "Providing the highest quality of service to customers is important to continuous improvement," Mr. Francois said in his remarks, stressing that "it is important to maintain certification." Mrs. Cheesman endorsed this standpoint as she drew reference to the Commission's Vision and Mission. While the Tobago certification does not include the Cove Power Station, Mr. Mohammed assured that the process to acquire certification has begun.

The Southern Distribution Area was the first Area at T&TEC to gain ISO Certification in 2010.

Distributions Central, North and East followed in 2015.

Under the guidance of the Corporate Support Department and the ISO Consultants, the remaining Divisions are working zealously towards completing their Quality Procedures in preparation for ISO 9001:2008. This process has already begun in several Divisions and Departments including the Engineering Division - Protection and SCADA, Communications, System Control and Generation Interface; Transmission Division, Public Lighting Department, and Central Warehouse. The goal of this exercise is to achieve certification for T&TEC under a multisite certificate.

Ministers visit Cove Power Plant

T&TEC's Chairman, Keith Sirju, and General Manager, Kelvin Ramsook led the Minister of Public Utilities, the Honourable Brigadier General (Retired) Ancil Antoine and the Minister of Energy and Energy Industries, the Honourable Nicole Olivierre, on a familiarisation tour of the Cove Power Plant, Tobago on June 22.

As they toured the first dual-fuel power plant in the region, the ministerial team was educated by Frank Chatee and Nelton Lewis on the operations, plans and planned equipment upgrades of the Plant, as well

as its ability to run on both diesel and natural gas supplied by the National Gas Company (NGC). The move to natural gas as a primary fuel source has reduced T&TEC's carbon footprint by 2.5 million tonnes and saved approximately \$1.5 billion in fuel costs since the commissioning of the gas pipeline in November, 2013.

Subsequent upgrades at the power plant have led to a 99 percent increase in the reliability of electricity supply to the end of 2015. Improvements continue this year with planned maintenance

work that is expected to further boost reliability to over 26,000 customers in Tobago.

After the Cove visit, the Minister of Energy and her team toured the NGC's facility adjacent to the power plant and the Minister of Public Utilities commissioned a WASA well in Calder Hall.



Ministers Olivierre and Antoine during their tour of the Cove Power Plant, joined by Deputy P.S., Vashti Jitman, Chairman, Keith Sirju and General Manager, Kelvin Ramsook.

Another win for TX Maintenance



Linesman making preparations to begin the replacement of the aerial conductor.

Although a major upgrade on the transmission system was taking place, customers in Morvant, San Juan, Champs Fleurs, Laventille and surrounding areas remained oblivious to the work being done, as the Transmission Maintenance team skilfully completed the job with no major system disturbances to their electricity supply.

Dale Ramkissoon, Technical Assistant I and lead engineer on the project, said the uninterrupted supply was due to proper upfront maintenance, hypervigilance and continuous maintenance during the job. This was a major accomplishment, since it was the first time that the important Bamboo-Barataria #1 and #2 132kV double circuited tower lines were taken off supply under planned conditions.

The job, described as “replacement” work, involved the installation of a new 8-kilometre aerial conductor, refurbishment of 31 supporting structures, structural re-enforcement of the 25-year old tower circuit and improving lightning protection. The \$3.5

million project was carried out in two phases, beginning in 2015, and it was far from a singular effort. It took several departments four months to develop a supply configuration which ensured that no circuit was overloaded while work commenced on the double circuit line.

Mr. Ramkissoon acknowledged the valuable contributions of a cross functional technical team comprising employees from System Planning and Research, Protection and SCADA, System Control and Generation Interface Departments, as well as Distributions North, East and Central. The team conducted load flow studies and developed an overload scheme to ensure that the job could have been done during the week and to minimise the number of affected customers in the event of a system disturbance.

Civil works began on July 7 last year and was successfully completed within four months, without supply interruptions. The second phase, to replace the aerial conductor, was deferred to

2016 due to conflicts with outages associated with the decommissioning of the Port of Spain Power Plant. This last part of the project was successfully completed in July this year with the replacement of the aerial conductor with one that is more corrosion-resistant and installing "H" structures at two locations in

Barataria to provide greater conductor ground clearance. This achievement prompted then Acting General Manager, Courtenay Mark to praise the team for "their dedicated efforts" in the refurbishment of the Bamboo-Barataria #1 and #2 132kV double circuit tower lines.

Below: Workers spooling the new conductor by machine.



Getting your money to the bank

For many people, the most anticipated day of the month, payday, comes with either a sense of elation or relief. But most do not consider the workings of the Financial Services (Payroll) Section unless it impacts negatively on their bank account. Fortunately this is a rare case for the Section, which has a history of on-time salary payment, few complaints like incorrect wages or salaries from employees and is credited for making efficiency its hallmark.

Accountant II – Financial Services, Indra Budu Dass noted that “regardless of prevailing conditions – system problems, public holidays or staff shortages – employees expect to be paid on time.” This is the most stringent measure of customer service that can be applied to the Section, and is perhaps the reason that Reead Rahamut, Head of Department and Chief Accountant, says “providing excellent customer service, is paramount to [our] operations”. The third of T&TEC’s six strategic objectives, which relates to

customer service, is one of two that guides the operations of the Financial Services Section.

Customer service includes their interaction with other departments and sections, and a wide range of external institutions, including banks, the Board of Inland Revenue, the National Insurance Board, credit unions and insurance companies, to ensure deductions are correctly made.

Below: Chief Accountant Reead Rahamut (left) and Accountant II – Financial Services, Indra Budu Dass (right), with the staff of the Payroll Section.



Located at Head Office in Port of Spain, the Financial Services Section falls within the Finance Division. While its core function lies with processing of salaries and wages for weekly and monthly paid employees, it is also responsible for administering petty cash to Departments at Head Office and for the processing and payment of telephone bills for the entire Commission.

It is a statement of the obvious to say that accuracy, efficiency and timeliness are critical when processing recurring cycles of data to meet stipulated pay dates, but the importance to financial viability cannot be understated. Objective number four highlights the goal of financial viability through cost consciousness, as Ms. Budu Dass explained, overpayments and miscalculations can be costly, therefore paying accurate salaries and wages is very critical.

Although the wages and salaries processes differ, the Global Payroll software system is the conduit for both. This system provides payroll with real time changes to data like recruitments, terminations, acting, additional duties and NIS benefits that are generated by the Human Resources Department. These are just the basics.

Additional documents related to overtime, travelling allowances, loans, TD1's and other deductions—each different for every individual—and the complexities become more apparent. Variances of this data are calculated for 3130 employees who are paid each month. Fifteen members of the section are dedicated to entering this data into Global Payroll every day.

“providing excellent customer service, is paramount to [our] operations”

The entire process gets even more sticky when extraordinary payments like back-pay and Trade Dispute settlements become due and all other timelines remain unchanged. Although they edit and double check before final

calculations and printing of payroll reports, the Financial Services Section “relies heavily on the timeliness and accuracy of the data received from departments and sections” to ensure the final calculations are correct. The last step is hearing the flap of paper as money is counted out from the ATM or the pay packet on pay day.

This mammoth task is handled by a team of 28, but supported by payroll staff from the various sections throughout the Commission. Ms. Budu Dass praised the collective effort of all her staff for ensuring that their commitments are met on a timely basis and monthly salaries are paid consistently, on the 25th day of every month and, weekly wages every Thursday. She praised the staff for continuously rising to challenges, especially when the task seems daunting but, with hard work, team effort and unrelenting persistence, they get the job done.

Making a difference at Mayaro Beach clean up

Mayaro Beach was the choice for the T&TEC contingent of 204 volunteers, who came willing and eager to participate in this year's Ocean Conservancy's International Coastal Cleanup (ICC) event on September 17.

Wearing distinctive baby blue t-shirts, they fanned out in groups along the south-east coastline; some armed with clipboards, others hunched over some curious object, while others used their collective strengths to tote heavier loads to the weighing station.

Employee Terry Rambarran and his wife Denise came from New Grant with their three daughters to "reinforce what they always teach them, to keep the beaches clean." Teenager Shahnaaz Mohammed lamented that, "I wish we didn't leave the

beaches in such a state, but I am happy to help." Another volunteer, Una Primus, who came with a very large contingent from the Electrical Association for Women said, "We make the mess, so when it's time to clean we should not hesitate to do so."

The most common debris collected at the Mayaro beach was plastic bottles and caps. Roofing shingles, a tent frame, pieces of fiberglass, and an anchor also filled 165 bags of

trash, weighing approximately 2,000 pounds.

The ICC event is held annually to engage people to remove trash from the world's beaches and waterways, identify the sources of debris and change behaviours.

Below: With heaps of filled garbage bags in the foreground, the large T&TEC contingent relaxes for a photo-op after their hard work on the Mayaro Beach.



Spelling Bee in the pan yard

Spelling in front of an audience and judges could not be easy—trying to remember all your words because any one could come; constantly rising to your feet to walk to the podium and back; appearing unconcerned and confident to your competitors; tolerating the warmth of a fan cooled building. A game face is a good mechanism to get through the trial.

By the time a few rounds of the 2016 edition of the T&TEC Tropical Angel Harps Steel Orchestra's Spelling Bee had passed, the game faces, in some cases full body posture, were easily recognisable. Standing arm's length from the microphone stand, palms resting tensely on the thighs with face relaxed; legs intertwined and torso slightly thrust towards the microphone; eyes closed, ears perked—each competitor had a different quirk that helped them through the moment.

It was the ninth installation of the spelling bee and some were returning competitors. The event usually sees about 100 children in the preliminary stages, but participation was about half this year—despite invitations to schools and unattached children in the Enterprise, Chaguanas area where the Angel Harps Pan Palace is based. As a result of



Winners of Tropical Angel Harps 9th Annual Spelling Bee show off their trophies

the fall in registration the “Bee” was cut from two days to one, making July 16 the day for the community to come out in support of the youngsters as each category was whittled down to the top three.

At registration, each student had received a list of appropriate words for their age category - six to seven, eight to ten, eleven to thirteen and fourteen to seventeen.

On the day, as some rattle out the letters in a quick snap, it seems that different levels of work have gone into preparation; or maybe it's just nerves that slows some. But when the competition gets fierce, words run out before elimination ends and the judges have to turn to a different list or the dictionary, picking words, seemingly, at random. This is where it gets interesting; the pauses between letters get longer, puzzled faces sometimes appear and the audience

holds its collective breath as the speller tries to beat the clock, repeating the word with different variations. Applause is always louder when the collective will leads to the correct spelling.

Corporate Communication Manager, Annabelle Brasnell commented on the support of the audience and the community just before presenting some of the prizes. She encouraged the parents to keep their children in the competition and commended the Angel Harps management team for their persistent interventions in the Enterprise community.

At the end of the day, parents consoled those who lucked out and the winners walked away with cash prizes and a trophy, confident in conquering this test of memory, listening skills and endurance.

Planning for the 2017 event has already started.

T&TEC drivers get improvement training

Any avid gamer might envy the multiple, wide angle screens and full sized steering wheel at the DriveWise Training Facility, but this setup is not for sport, it's a potentially life-saving tool that T&TEC drivers recently used to practice co-operative driving.

When driving co-operatively, the driver considers the needs and safety of other road users and adopts a six-star approach - pre check, look ahead, scan 360, manage risk, be predictable and maintain space. This approach to driving was the focus of Driver Improvement Training, benefiting 70 Drivers from T&TEC.

The Driver Improvement training is an initiative of the Commission to improve fleet management. It is a move from defensive driving, where the driver's primary concern is self preservation, to co-operative driving, where the driver considers the need and safety of other road users.

"Very useful information, I use these techniques every day now," Randolph Shipley, Lorry Loader/Lift Combination



One participant tries out the High Fidelity Virtual Reality Simulator.

Driver, Distribution South said of the two-day theory and practical training. Like his fellow participants from the Distribution Areas, Public Lighting Department, Central Warehouse, Supplies and Transmission Maintenance Department, Mr. Shipley was taught skills to increase safety, reduce risk and decrease costs associated with his job functions.

The improvement training was conducted by DriveWise Trinidad at their site in

Trincity. It included one-on-one in-vehicle driver assessment, pre-trip inspection, marshalling (signals), securing of loads and parking on hills. Drivers found the High Fidelity Virtual Reality Simulator sessions to be especially valuable. Using virtual road environments, including highways, suburban, rural and city as well as parking lots, with varying traffic patterns, different times of day and varied weather conditions, Drivers were challenged to use proactive



driving techniques to safely navigate risks associated with vehicles, pedestrians and animals.

The success of the training programme has encouraged

the Commission, through its Human Resources Department, Technical Training Unit, to provide similar training for other categories of truck drivers. The intention is to encourage

Above: Drivers listen attentively to an Instructor during the session

T&TEC's drivers to adopt this new approach to safe driving and truck handling.

2000th Pensioner registered

On June 1, Terrence Singh, a retiree from PowerGen, Point Lisas, joined T&TEC's Pension Plan and became its 2000th pensioner.

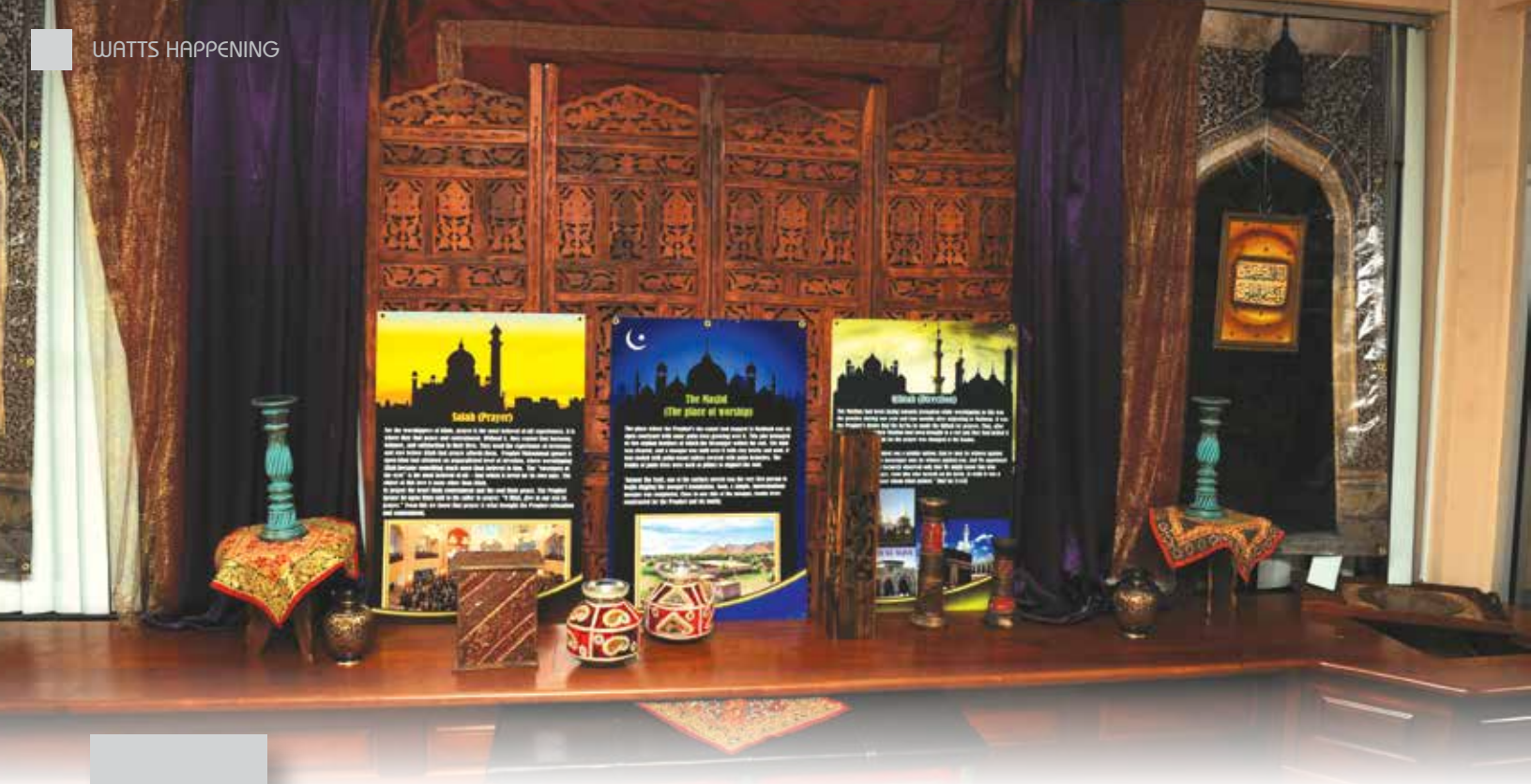
The Plan is administered by the Pensions and Investments Department and was established on January 1, 1953 when T&TEC was responsible for the generation, transmission and distribution of electricity. Despite the divestment of the generation portfolio to PowerGen, the Plan continues to cover T&TEC

and PowerGen employees. The Pension Plan registers

an average of 130 new pensioners annually.



In photo: Mr. Singh is joined by Yvette Bobb, then Acting Manager, Pensions and Investments; Charmine Shoy, Benefits Co-ordinator and Shane Pedro, Clerk II.



Small scale, big impact for Eid

T&TEC's affirmation of Trinidad and Tobago's plural society is in its acknowledgment of the relationship between spirituality and the personal well-being of its employees. This was the view expressed by T&TEC's Chairman, Keith Sirju, as he addressed the audience at T&TEC's 17th annual Eid celebrations on July 22.

Held under the theme "A Journey through Understanding Islam," the event sought to take guests through the lives of various Prophets in the Qur'an. Keynote speaker, Maulana Ayub Ali, advised believers to exemplify the Prophet

Abraham and turn their eyes to God, "Hold firmly to the rope of Allah all together and do not be divided" (Qur'an 3:103). The Maulana noted that this unity is demonstrated by T&TEC and commended employees for helping the population learn that Islam is not what is portrayed in the media.

The theme prompted speaker, Distribution Central's Kahdijah Mohammed, to clear the myths surrounding the treatment of women in Islam, as she explained Islam's clear intent to honour women and permit them to reach the highest degree of perfection of their being. The value of women is evident at T&TEC,

with Muslim women holding traditional male-dominated fields like engineering.

Though smaller in scale than normal, the event was well attended and Courtenay Mark, then Acting General Manager observed that the celebration has now come full circle returning to celebrate at Mt Hope. Of the annual celebration, Mr. Mark said the principles of unity, faith against adversity and trust in God for provision of all needs remind us that "with every difficulty, there is relief - an apt reminder for us to continue to persevere as an organisation and as a nation." Chairman, Keith Sirju endorsed the sentiments and



Distribution Central's Kahdijah Mohammed, delivers a piece in honour of women.



Ladies of all ages in attendance.



Maulana Ayub Ali is warmly welcomed to the podium.

complimented the T&TEC Islamic Committee for their "sterling efforts," saying, "education and increased understanding have long been the foundation of T&TEC's annual Eid commemoration as we seek to embrace diversity

and eschew divisions by race, gender and religion."

This year, T&TEC's Eid celebrations also included mounted displays depicting the Prophet's journeys at Service Centres throughout

the Commission. The messages of peace and goodwill were appreciated by employees and the general public.

Below: A packed house for T&TEC's Eid celebrations.



Emancipation celebrates the family



T&TEC's Chairman, Keith Sirju, delivers remarks at the launch.

It was the launch of T&TEC's African Emancipation celebrations for 2016, not church, but the audience participation signaled that the messages of self awareness, self love and African unity resonated with the T&TEC 'congregation'.

Claps of endorsement, nods of approval and even a lusty "Amen!" during feature speaker, David Muhammad's speech brought the church, a symbol of "home" for African communities, to the Stanley P. Ottley building in Mt. Hope. The audience's reaction was a subconscious validation of the theme "Enhancing Black Family and Education."

The launch took place on July 26 and despite a reduced budget, T&TEC African Emancipation Committee (T&TEC AEC), led by Ruthvin Charles, organised the celebration with the same spirit and vigour of previous years. On the topic of education, David Muhammad challenged attendees to "know

yourselves." He made the assertion that "if we do not love ourselves, we cannot love others," and gave a concise but comprehensive history lesson covering various topics, including the treatment of black people at home and abroad, and the value of education.

The struggle to uplift African people was the rationale behind this year's theme, which sought to highlight two important subjects in the quest for true emancipation. T&TEC's Chairman, Keith Sirju, reminded the audience how slaves "embraced the concept of community, of support for the individual, to the benefit of the group" during those tumultuous

Below: The attendees taking in the presentation by the feature speaker.





The members of the hardworking T&TEC African Emancipation Committee.

times, and the “empowering and transformative role” education played in the lives of generations past and present.

African advancement has always been the focus of the T&TEC African Emancipation Committee, which was applauded by Acting General Manager, Courtenay Mark, for providing many learning opportunities over the years,

Below: Tobago's Bainet Hamlet preparing some tasty delights at the cookout and family day.



which “demonstrate a strong sense of purpose towards building this nation of ours and uplifting the members of the African community.”

The launch was a sober prelude to the main event to culminate the 2016 celebrations – a festive grand cookout and family day on July 31 at the Guapo Beach Facility, Point Fortin. Three teams from Distributions North, Central and Tobago delivered curry fish and dumpling; black eyed peas,



Above: African drumming – always a feature at T&TEC's Emancipation launch.

rice and stewed chicken; and oil down, respectively, giving patrons a taste of Afro-Caribbean flavours. In the end, Distribution North won the trophy for the best dish, but that did not stop the families present from enjoying an afternoon of good, clean T&TEC fellowship and fun – a great way to keep the Emancipation spirit alive.

Uphill...downhill

After two and a half decades of hosting various recreational and fun activities, T&TEC's General Sports and Culture Club (GSCC) history book has a new entry, a hike to Three Pools, Blanchisseuse.

July 3, 8:30 a.m., Pathfinders Club officials prepped and readied 35 employees, their family and friends to begin a half-kilometre journey that would take them over uneven terrain through streams and in unpredictable weather. "Look mummy a snake" a young hiker screamed excitedly as a 10-foot python emerged from the bag of handler, Emperor Valley Zookeeper, Delbert Charleau, adding to the wildlife experience.

Shouts of relief were heard around 10:30 a.m. when the hikers finally sighted the waters of the first two pools. Anxious to get on with the next phase of their adventure, they buckled to the ground for a few minutes to catch their breaths before donning life jackets in preparation for exploring the three pools. Using a rope for guidance, and surrounded by fishes and lush flora and fauna, the excited

group waded and swam through the clear cool waters of the first two pools. Avianne Ali, Corporate Communications Assistant said, "each pool environment was different but no less beautiful...some of us took a short hike to the last pool, with several daringly diving off the rocks into the water." Mrs. Ali was accompanied by her husband, Brian and six-year old son Skyler.

Among the adventuresome group was Jacqueline Cheesman, Assistant General Manager, Human Resources; Shazard Mohammed, Manager, Public Lighting Department and retired manager, Information Systems, Irma Ou Young. Their shared sentiments were "happy to be part of the experience without formalities."

Commenting on the success of the hike, GSCC Assistant Secretary, Alicia Evelyn said "the GSCC intends to bring more non-competitive, family oriented events to its list of yearly activities."



Celebrating 55 years as EAW

The Electrical Association for Women (EAW) was re-energised on June 25 as a new executive was formally installed at its 55th Anniversary Celebrations and 47th Annual Conference. The event which took place at the Sangre Grande Civic Centre, also brought together the 9 sister branches for the announcement of results from their two annual competitions as well as a motivational message.

This year, the Stanley P. Ottley Award for A FIRM Branch was won by the San Fernando Branch with the Sangre Grande and Arima Branches placing second and third respectively. This competition judges Attendance at meetings, Fund raising activities, Information programmes, Reporting and Membership growth. The Collin Matthews Community Award winner was the Sangre Grande Branch, with an entry titled "Blazing a Trail". This entry won top points for benefit to the community, electrical content, promotional effectiveness and organisational effectiveness. In an interesting twist, the same branch also copped second place, with its second entry, "Holiday Camp Caravan." Third place was locked in by the Arima Branch, with "Electrical Outreach at Servol/Arima Regional Life Centre". In announcing the results, T&TEC's Corporate Communications Manager, Annabelle Brasnell expressed an interest in seeing more branches enter the competition to raise the stakes.

Feature speaker, University of the West Indies Facilitator, Ingrid Bobb, urged the EAW to find new and innovative ways to function. Her speech, delivered under the event theme 'Blazing our trail to Excellence', challenged the EAW to use technology to make the organisation more marketable to young people and to remove barriers in language, improve communication and encourage overall interest. Reminding the experienced members that "as anchors of the organisation you know your



Above: T&TEC's Corporate Communications Manager, Annabelle Brasnell, assists with installing the new members of the EAW's Central Executive.



Ms. Brasnell with the other guests of the head table.

value, you have the vision", she urged them to take control and blaze their trail. Referring to the strengths of different personality types in teams, she said that understanding and accepting the role of each, "even the jokester", could lead to a change in perception, thereby diminishing many team building issues.

The EAW event was not all conference formalities however, the ladies ended the evening on a high note with entertainment, dinner and a much anticipated raffle draw.

Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Akeem King	Climber/ Line Clearer	Distribution Central
Akil Alves	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Alisha Augustin	Clerk II	Public Lighting
Allyson Forbes-Murrien	Administrative Assistant II	AGM - Transmission
Allison Mason-Boodoo	Engineer I	Metering Services
Allison Oliver	Subsection Leader	Transm Devel & Eng. Services
Andre Joseph	Draughtsman I	Transm Devel & Eng. Services
Anthony Noreiga	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Avianne Ali	Corporate Communications Assistant	Corporate Communications
Avinash Missir	Electrician 'B'	Distribution South
Azrudeen Mohammed	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Brent Garcia	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Brian Subnaik	Crew Foreman	Distribution Central
Brigid Poon-Lewis	Commercial Co-ordinator	Commercial
Cadell Roberts	Climber/Line Clearer	Distribution Central
Candace Collingwood	Clerk II	Supplies
Carl Alleyne	Driver – Class 5 Vehicle	Distribution North
Charmaine Baptiste-Smith	HR Officer-In-Training	Human Resources Department
Cheryl-Ann Nelson-Alleyne	HR Officer-In-Training	Human Resources Department
Christian Sandy	Purchasing Assistant	Supplies
Christopher Seetaram	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Clifton Ali	Climber/ Line Clearer	Distribution Central
Dalia Trotman	Senior Clerk	Health, Safety & Environment
Denise Jones	Clerk II	Security – Mt. Hope
Dennis Lum	Subsection Leader	Distribution East
Derek Ottley	Meter & Relay Mechanic I	Protection & Scada
Donna Beharry	Technical Assistant I	Transm Devel & Eng. Services
Donna Michelle Mc Donald-Forgenie	Technical Assistant I	Transm Devel & Eng. Services
Fazeed Mohammed	Electrician 'C'	Distribution South
Francica Cornwall	Clerk II	Public Lighting
Franklyn Alexander	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Garren Garraway	HR Officer-In-Training	Human Resources Department
Gilbert Taylor	Meter Supervisor	Metering Services
Ina Campbell-Anthony	Area Administrative Office	Distribution Tobago
Jamal Ayres	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Jason Castello	Electrician 'A'	Distribution Central
Jason Chin Sang	Technical Assistant I	Protection & Scada
Julien James	Driver – Aerial Lift Truck	Distribution Tobago
Kevin Atwaroo	Technical Assistant I	System Control & Gen Interface
Kevin Castle	Network Administrator I	Information Systems
Kevin Nanan	Technical Assistant II	Distribution Central
Kristna Persad	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Kurlan Hackett	Technical Assistant II	Distribution Tobago
Leisel Braithwaite-Sealy	Senior Clerk	Supplies
Marika Mc David-Allen	Risk Management Assistant II	Risk Management Department
Manoj Sirju	Trans. L/Lry.Ldr/B/Lft.Comb	Distribution South
Marc Look Loy	Clerk II	Distribution South
Maurice Richards	Telecom Operator	Distribution East

NAME	POSITION	AREA/DEPARTMENT
Melanie Gonzalez	Legal Officer-in-Training	Corporate Secretary
Michelle Marcus	Engineer I	Metering Services
Musa Hosein	Engineer I	Distribution South
Nandane Bissoon	Clerk II	Distribution South
Narace Latchman	Civil Engineering Technician I (PTH)	Transm Devel & Eng. Services
Nesha Mahabir	Clerk Typist	Corporate Communications
Patricia Harris	HR Officer-in-Training	Human Resources Department
Praim Sookdeo	Technical Assistant I	Transm Devel & Eng. Services
Reesa Ramlogan-Rodriguez	Clerk II	Public Lighting
Reon George	Civil Engineering Technician I	Transm Devel & Eng. Services
Rishi Mahabir	Crew Foreman	Distribution Central
Ryan Matamoro	Clerk II	Pensions & Investments Dept.
Shane Mendoza	Crew Foreman	Distribution Central
Sheldon La Touche	Crew Foreman	Distribution Central
Shenelle Bonval	Clerk II	Commercial
Nigel Licourish	Electrician 'B'	Distribution South
Nigel Phillip	Surveying Assistant	Distribution South
Nirdosh Rambhajan	Civil Engineering Technician I	Transm Devel & Eng. Services
Rosemarie Sadhoo	Section Leader	Distribution East
Sandeep Ramnarace	Technical Assistant II	Distribution Central
Sharaz Sahadat	Electrician 'B'	Distribution South
Shruti Narine	Clerk II	Distribution South
Stacey Jack-Jones	Senior Clerk	Transm Devel & Eng Services
Sunita Rampersad	Clerk II	Distribution South
Susan Sookdeo	Tech Assistant I	Communications Department
Tenneson Sombrah	Transport Labourer	Distribution Central
Terrance Pitelal	Crew Foreman	Distribution South
Valmiki Seepaul	Tech Assistant I	Communications Department
Vedash Seegobin	Technical Assistant II	Transm Devel & Eng Services
Vivian Narine	Engineer I	Distribution Central

DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Claudious Charles	Operator I	Distribution Tobago
Curtis Thomas	Driver – Aerial Lift Truck	Distribution North
Debbie Mohammed	Clerk II	Distribution South
Errol Hodge	Drawing Office Supervisor	Transm Devel and Eng Services
Esmond Forbes	Line Foreman (Hotline)	Distribution Tobago
Eutica La Touche	Clerk I	Distribution Central
Gaston Joseph	Crew Foreman	Distribution East
Glen Smith	Linesman 'C'	Distribution North
Harrichand Seebalack	Estate Constable	Security – Distribution South
Ian Walker	Estate Constable	Security – Distribution East
Junior Darlington	Operator I	Distribution Tobago
Lincoln Jones	Crew Foreman	Distribution Central
Nigel Rampersadsingh	Substation Foreman	Distribution Central
Noel Chrichlow	Linesman 'A'	Distribution North
Quincy Homeward	Labourer	Distribution North
Rae Tull	Estate Constable	Security – Distribution Tobago
Ravi Ramrattan	Line Clearer	Distribution East
Roger Modeste	Crew Foreman	Distribution North
Roy Joseph	Welder 'A'	Distribution Tobago
Saheed Mohammed	Foreman – Line Clearer	Distribution East
Sharon St. Rose-St. Clair	Senior Clerk	Distribution North
Sterlin Harriot	Estate Police Inspector	Security – Head Office
Sylvester Virgil	Jointer 'A'	Distribution Tobago
Tage Nowrang	Meter Inspector	Distribution South
Terri Osborne	Senior Clerk	Internal Audit
Westly Orr	Manager – Power Stations	Distribution Tobago

T&TEC mourns the passing of four

The T&TEC family mourned the recent passing of four of its own - Worrell Jacob, Rajendranath Seecharan, Ragesh Rodulfo and Callan Narinesingh.

"He was not just a Barrackpore man, he was a Trinidad and Tobago man, who left his mark in south, north, central Trinidad and across in Tobago," Acting General Manager, Courtenay Mark said of **Worrell Jacob**, former Linesman Training Supervisor who passed away on July 21.



Canadian-based technical training consultants, Compass Rose Power Solutions Limited, whom T&TEC has worked with in the past, also paid tribute to Mr. Jacob. In their last newsletter, he was called "a colleague and good friend" who would be sadly missed. He was also recognised for his role in reinstating hot line training at T&TEC.

Mr. Jacob joined T&TEC's Apprenticeship Programme in 1969, becoming a Linesman 'B' upon completion in 1974. In 1977, Mr. Jacob was promoted to Electrical Instructor and later, in 1995, to Linesman Training Supervisor.

After retiring in 2014, he rejoined the T&TEC family as a Contractor, continuing his legacy of planning

and implementing training for Linesmen and Electricians.

Rajendranath Seecharan, a Crew Foreman attached to the Public Lighting Department and a former Apprentice of the Penal Trade School, passed away on August 2.



Mr. Seecharan would have attained 25 years of service with the Commission on August 12 this year. Also a graduate of the T&TEC Apprentice programme, class of 1991, Mr. Seecharan's first appointment was as a Linesman 'B' in Distribution North. He was promoted to Crew Foreman in 2012 and later that same year reassigned to the Public Lighting Department.

Mr. Seecharan is fondly remembered by his Trade School batch and colleagues as dependable and hardworking, and for his selflessness as a volunteer for the Trinidad and Tobago Red Cross.



Forty-year-old **Mr. Ragesh Rodulfo**, of La Brea Village,

Guayaguayare, joined T&TEC in 2013 and worked briefly at Distribution Central before his assignment to Distribution South.

Described as a quiet loner, Mr. Rodulfo leaves to mourn his father and teenage son, Jake, and will be remembered as a respectful and helpful person by those who knew him well.



Callan Narinesingh, a Clerk II assigned to the Utilisation Department in Distribution East, passed away on September 19. He joined the Commission in 2003 as a Vacation Trainee in Distribution Central and was a temporary Clerk over the next few years until he was permanently employed in 2007 as a Clerk III in Distribution East. In 2009 he was promoted to his last position.

Mr. Narinesingh's dedication to service resulted in a customer writing a commendation letter which earned him a WOW award in 2014.

T&TEC's management and employees extend deepest condolences to the families of Messrs Jacob, Seecharan, Rodulfo and Narinesingh, their friends and colleagues on their passing.

May their souls rest in peace.

The east and west of Mehndi

Mehndi application during T&TEC's Eid celebrations.

Many people think of the intricate Mehndi (or Mehendi) designs with henna on the hands and feet as an East Indian custom. But many do not know that this temporary skin decoration, with biblical and Hindu Vedic ritual origins, is also quite popular in the Middle East, North Africa, Somaliland and their Diaspora in western countries.

Mehndi is usually done during special occasions like weddings and festivals. In Africa, the designs are simple and elegant, in shapes reminiscent of their culture. These typically consist of geometric patterns, lines, curves and dots covering the hands and legs like a mesh. The patterns are distinct from mehndi designs found in regions such as India, Pakistan and the Middle East, which usually include popular

motifs like the lotus blossom; sun, moons and stars; birds and scorpions; and vines and leaves.

In Trinidad and Tobago, the art of Mehndi traditionally follows the popular motifs of the latter regions. The practice is usually found at the Divali Nagar or Hindu weddings, but today, it is gaining popularity among persons of all ethnic and religious backgrounds. At T&TEC's Eid celebrations held recently, two mehndi stations were set up, much to the delight, but surprise, of some attendees, who thought it a Hindu tradition.

Mehndi is the application of henna, a red-orange dye, as a temporary form of skin decoration. Henna is a powder

produced from the leaves of a small shrub found in North African, Asian, and Middle Eastern countries with hot climates, and it is used to dye skin, hair, fingernails, leather, silk, and wool. To apply to the skin, the powder is mixed with lemon juice, strong tea or other acidic liquid to form a paste which, when applied, hardens to a crust and falls off, leaving a rich stain.

Mehndi is in such demand now that it has become a thriving business for a growing number of local mehndi artists. So why not take the opportunity to try one?



More competitive fun at GSCC events

T&TEC's General Sports and Cultural Club (GSCC) marked its sixth event of the year with the hosting of a 7-a-side wind ball cricket and video game competition on July 23 at the Central Area Sports Club and grounds.

At the cricket match, the competitive vibe of the crowd was heightened when sportsmen from the Northern and Southern Area Sports Clubs attempted to end the dominant reign of the Eastern Area. In the end however the eastern team held on to their title, earning the respect of their competitors.

While this physical battle was happening on the ground, a virtual battle was taking place elsewhere on the compound, as family, friends and employees, ran manoeuvres with 'Call of Duty' and 'FIFA 2016' video games. The hard fought war ended with Steven Nahous, Christian Ramrattan and Adam Williams securing top ranks, while the "footballers" produced some sensational goals that left football enthusiasts in a



The winning 7-a-side team from the Eastern Area Sports Club.

trance. Kendell Barran toyed with his opponents with quick foot moves to take the win from Sean Persaud in the final match, bringing home gold for the Commission.

"It was a lovely day for friendship, fun and family" commented Alicia Evelyn, GSCC Assistant Secretary, as she thanked those who attended and congratulated the winners.

Here are the final event placements for the competitions:

7-A-Side Wind ball Cricket Competition:

- 1st - Eastern Area Sports and Cultural Club
- 2nd - Northern Area Sports and Cultural Club
- 3rd - Southern Area Sports and Cultural Club
- Most Disciplined Team - Eastern Area Sports and Cultural Club

Call of Duty:

- 1st - Steven Nahous
- 2nd - Christian Ramrattan
- 3rd - Adam Williams (TATECO Credit Union)

FIFA 2016:

- 1st - Kendell Barran (Northern Area Sports Club)
- 2nd - Sean Persaud
- 3rd - Joshua Ramrattan

Watty on electrical safety and floods



Heavy rains often cause flooding in low lying areas, homes and streets and can cause electrical hazards; some lingering even after flood waters recede. Include these precautions in your disaster preparedness checklist and reduce the risks of injury or death.

1. Never enter a flooded room as water may be in contact with electrical outlets, appliances or cords and could be energised causing shock or electrocution.



2. Never attempt to turn off power at the breaker box if you have to stand in water to do so.
3. Never use electric appliances or touch electric wires, switches or fuses when you're wet or when you're standing in water.
4. Do not use electrical appliances that have been in contact with water without having a licensed electrician check them out first.
5. Do not touch a circuit breaker or replace a fuse with wet hands or while standing on a wet surface.

6. Do not use electric yard tools or equipment if it's raining or the ground is wet. Keep electric tools and equipment at least 10 feet away from wet surfaces.
7. Do not go near downed power lines especially if there is standing water nearby. The lines may still be live.

Do you know our national icons?

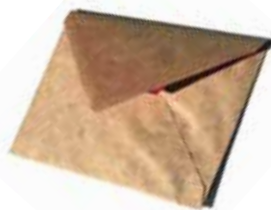


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Letters



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

July 01, 2016

I would like to comment on the excellent service I received at your Head Office Customer Service Centre Department. I must commend Patrice Inglesbirth for being helpful and pleasant. She went beyond turning a stressful situation into a pleasant one. I am truly thankful; keep up the good service.

Natasha Agard via email
Trinidad & Tobago Printing Works Ltd.

June 23, 2016

So often we hear the negatives about our public utilities that I think it is only fair when we experience the opposite that we acknowledge it.

On June 18, I observed that the high voltage wire across from my residence was "arching". I called T&TEC to report the sparking at about 9 p.m. and within a short time frame, a crew was dispatched to respond to the problem.

The crew efficiently and diligently went about their work. Let me add that this was done in the dark with only flashlights and there was rain, lightning and thunder. Within half an hour the problem was rectified.

I was unable to get the names of the crew; they know who they are. I wish to thank them for their fine service and polite, efficient and competent manner.

Arlette Jutla via letter in the Express
Maraval

April 21, 2016

Customer Avrail Bruce called Corporate Communications to express her gratitude to Mr. Afzal Khan and his crew, from Distribution North for responding to her complaint in a timely manner, on April 15, 2016 at around 7:25 p.m.

She praised the crew for their delivery of a high level of quality customer service and the professional manner in the execution of their job.

Avrail Bruce via telephone

San Juan

Do you know our national icons?

On the heels of our Independence Day and Republic Day observances, the Watts Happening invites all employees to test your knowledge of Trinidad and Tobago's heroes – those who contributed to our nation's development and whose achievements have made us proud.

Identify the persons pictured at left and submit a copy of the page with your name, your office (Area) and contact number for a chance to win a fantastic prize. Submit entries to Leisel Mohammed via email at lmohammed@ttec.co.tt, or deliver to the Corporate Communications Department, Second Floor, 63 Frederick Street, Port of Spain.

The first entry with all correct answers will be declared the winner. He/she will be featured in the next issue of the Watts Happening.

Employees from the Corporate Communications Department are ineligible to enter. Entries close at 4:00 p.m. on October 28.



Celebrating 40 years as a Republic and
70 years of providing light and power to the nation

HAPPY REPUBLIC DAY

from the Board, Management and Staff of the
Trinidad and Tobago Electricity Commission.

The power to make it work, since 1946



TRINIDAD AND TOBAGO
ELECTRICITY COMMISSION