



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 33 #4/October - December, 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.



- New Minister of Ministry of Public Utilities appointed
- Employee Awards commemorates T&TEC's 70th Anniversary
- OWTU and T&TEC sign new collective agreement

Editorial

Continuous vigilance leads to excellent service



Chairman, Keith Sirju

It has been one year since I was announced as Chairman Designate of this important utility. At that time I was unaware of several challenges that faced the organisation, including protracted wage negotiations, public

concerns about the reliability of supply with the pending closure of the PowerGen Port of Spain Plant and a hefty loan/debt balance.

One year later we know that progress has been made on all fronts. A sense of calm and industrial peace is being restored but it is a dynamic process and I continue to appeal to all to exercise understanding and compromise even as we continue to conduct the work of the Commission at a higher standard. We all live here.

The power station was successfully decommissioned, and Port of Spain and the north of the island have had a reliable electricity supply for the last year from generation produced in the south.

As we continue the work of improving the efficiencies of our operations, a new business plan has been drawn up and is ready for presentation. This plan clearly addresses the necessary imperatives if we are to return to independent financial viability. This too is a work in progress.

Colleagues, the governing tenet in this account is that your Board believes that a harmonious and cordial work environment should result in a productive and happy work force. That our mission to provide a safe, reliable supply of electricity to all users must be strictly honoured and that we must be ever mindful of our social responsibility. I often imagine the plight of the young mother getting up at night to prepare

her baby's bottle or the elderly gentleman handicapped with arthritic pain trying to get to his third floor apartment when there is an outage. We believe that a reliable supply is essential if we are to maintain the quality of life that our citizens expect! We believe that the Commission's financial status ought to be brought in line with good corporate practice.

If we achieve these we may then truly boast that we have the power to make it work. I think I speak for my entire Board that T&TEC is blessed with, by and large, a group of able, talented and committed men and women all putting their collective efforts in keeping the Commission the premier utility in our country.

You know, as I do, that the excellent service which we aspire to deliver requires continuous vigilance. Quality can sometimes be so fragile and our reputation only lasts until the next outage. This requires much work and ceaseless effort.

We have to maintain and keep in good order our existing plant and infrastructure.

We have to plan replacements and project future needs.

We must move renewables from talk to reality.

We must devise energy saving options – beginning with our own facilities, the use of LEDs—reduced lighting levels in our buildings at night - *we have to lead by example!*

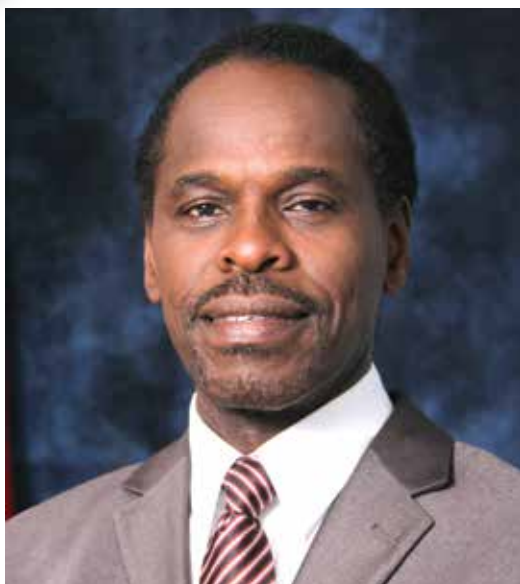
We cannot let our street lighting – expanded so dramatically over a relatively short time - continue in decline.

My colleagues, there is still much to do. And your board has every confidence in your capability.

Excerpted from the Chairman's Address at the 62nd Annual Employee Recognition and Awards Ceremony.



T&TEC welcomes its new Minister

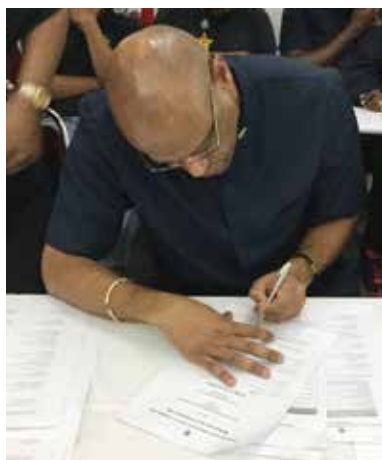


The Honourable Fitzgerald Hinds, Member of Parliament for the constituency of Laventille East/Morvant, was appointed Minister of Public Utilities on November 1, 2016. Prior to this appointment, Minister Hinds was the Minister of Works and Transport.

Minister Hinds is a graduate of the Queen Mary and Westfield College, University of London where he earned his Bachelor of Laws Degree. He also holds a Master of Laws Degree, specialising in Government and Constitution, and the Legal Education Certificate from the Hugh Wooding Law School.

Minister Hinds was first elected to the House of Representatives in 1995 and served in the Opposition until 2001. He was appointed as Minister of State in the Ministry of Public Administration and Information from 2001 to 2002, before being appointed a Government Member from 2002 to 2004. He was Minister of State in the Ministry of National Security and the Ministry of Trade and Industry from 2002 to 2007 and an Opposition Senator from 2010 to 2013.

T&TEC and OWTU sign new collective agreement



On November 4, 2016, T&TEC and the Oilfields Workers' Trade Union (OWTU) formally concluded negotiations for a new Collective Agreement for the period 2012 to 2014. The settlement provides for improved terms and conditions, including a 10 percent increase in wages and salaries, for 2687 workers of this bargaining group.

Leading the signing of the new Agreement was Kelvin Ramsook, General Manager, T&TEC and OWTU President General, Ancel Roget. Also included were Jacqueline Cheesman, Assistant General Manager – Human Resources and OWTU Executive Vice President, Peter Burke.

President General of the OWTU, Ancel Roget, puts his signature on the new Collective Agreement.





25%

LESS

**on your
Electricity**

Bill



Government
bill rebate
programme
commences

.....

T&TEC has started the process to implement a twenty-five percent rebate to persons whose electricity bills are \$300 or lower. The rebate was first announced by the Minister of Finance in his budget presentation for 2017, to provide relief on electricity bills for low income households.

This rebate, which relates only to T&TEC's residential (domestic) Rate A customers, is applied to bi-monthly billing periods starting from December 1, 2016 and onwards.

The following components will be considered:

- a) **The total kWh consumption charge for the bi-monthly period;**
- b) **The bi-monthly customer charge of \$6.00;**
- c) **The Value Added Tax of 12.5%**

Once the sum of these three components is \$300.00 or less, the customer qualifies for the rebate. The rebate cannot be applied to reduce arrears or other charges.

This measure represents the latest effort by the government to address the economic and social imbalances in society and improve the quality of life for all.

T&TEC has posted additional details on the rebate to its website, www.ttec.co.tt.



Providing the power to make it work since 1946



Chairman, Mr. Keith Sirju, as he delivered his address.

Imagine being taken on a journey back in time. Not just any journey, but one delivered live, in dramatic 'Calypsopera' style, each act capturing a major moment in T&TEC's 70-year history. The story, told in song, dance and drama at the Commission's 62nd annual Employee Recognition and Awards ceremony, also celebrated T&TEC's 70th Anniversary in a refreshing, animated production.

The gala event took place on November 19 and although the guest list was reduced due to budgetary constraints, the Regency Ballroom at the Hyatt Regency still exuded the elegance and energy of the special awardees, and those who devoted between 20 to 40-plus years of service to the Commission. Traditional entertainment was replaced with "Light and Power," a four-part 'Calypsopera' produced and performed by UWI's creative arts company, Arts in Action, which by most accounts kept guests captive.

The speakers of the night acknowledged the contributions of employees past and present in focusing on the evening's theme, "The Power to Make it Work Since 1946." Chairman,

Keith Sirju, directed his attention to today's workers, delivering a heartfelt and personal speech, in which he appealed for "understanding and compromise...even as we continue to conduct the work of the Commission at a higher standard." He assured all of the Board's support in creating "a harmonious and cordial work environment" and called for us to "strictly honour" our mission to provide a safe, reliable supply of electricity to all users and be ever mindful of our social responsibility.

General Manager, Kelvin Ramsook, welcomed guests - employees, associates and stakeholders as the "driving force" behind the theme and also joined in making the experience a

Continued on page 16



Customers get on board with e-billing

After months of planning and testing to perfect the system, T&TEC's much anticipated electronic billing service (e-billing) was launched on September 30, 2016. Customers' responses have been extremely encouraging, with 'mainly positive' feedback from the over 3,300 persons registering for the service within the first three weeks of launching.

Leading the charge to advance e-billing was the staff from the Commercial Department who, together with their colleagues from the Information Systems and Corporate Communications Departments, worked to ensure smooth implementation. Commercial Manager, Rodney Latchman shared that from all indications, T&TEC's latest initiative was launched successfully. "Once we were able to overcome some early teething problems and employees at our 14 Service Centres were using



the system correctly, seeing the project to fruition became easier," he said. Corporate Communications Manager, Annabelle Brasnell also noted that "designing a system that was user-friendly and secure, that meets all legal requirements was at times a challenge but the team rallied through several iterations to get it right before launch." On launch, the most noted issue was that some customers had difficulty remembering their account password. But she assured "Commercial Support [staff] quickly solved those problems."

There are plans for expansion of the service to include additional billing options

to cater for pole rentals and street lighting bills, improvements to the signup process and expansion of management reports available.

As at the end of November, there were 5,651 persons registered for the e-billing service.



Largest liability claim settled for T&TEC

Hard work and meticulous attention to detail have resulted in the largest liability claim settlement of US\$2.6M for T&TEC, for Trinidad and Tobago and possibly, for the wider Caribbean. This was the assertion made by IBWIL Executive Chairman, Prakash Bhaggan as he presented a settlement check to T&TEC recently.

The liability claim, comprising three tranches, is being managed by Insurance Brokers West Indies Limited (IBWIL). The first payment of US\$1M was made on July 3, 2015. The second, and largest payment tranche, of US\$1.3M was presented to T&TEC's General Manager, Kelvin Ramsook by Mr. Bhaggan at a handover function on November 15, 2016 at the Stanley P Ottley Building, Mt. Hope.

On accepting the cheque Mr. Ramsook took the opportunity to thank the Risk Management Department and IBWIL for their diligence and hard work in negotiating the settlement within one year

of the incident. He noted that in these difficult times it was good that the promises made in an insurance contract were being fulfilled. Mr. Bhaggan, in response, commended the Commission for its "thorough

substantiation.

Ronald de Silva, T&TEC's Risk Manager congratulated Curtis Rahim, Cleavon Lloyd, Marika Mc David-Allen and Wendy Gill from the Risk Management



In photo from Left to Right – Jevon Chapman IBWIL, Marika Mc David-Allen T&TEC, Colleen Licorish AGM Finance T&TEC, Kelvin Ramsook General Manager T&TEC, Prakash Bhaggan Executive Chairman IBWIL and Cleavon Lloyd T&TEC.

presentation of the claim," saying that in addition to the summary tabulations, "every single line item was accompanied by explanations and necessary proof of payment." The meticulous work meant that the insurance adjuster did not reduce any of the payments because all evidence was presented. The final tranche amounting to US\$292,382 is awaiting

Department team for their perseverance in sourcing, verifying and presenting the supporting documents and the Human Resources Department team of Sean Hastic and Grace Boucaud-Moore for their cooperation in providing the documents and information necessary for the timely settlement of this claim.



LEDs light “the Savannah”

On November 17, twenty two Light Emitting Diode (LED) streetlights were installed around the Queen’s Park Savannah in the vicinity of TGI Fridays, Port of Spain. The following day, eight more illuminated the roadway to the Piarco International Airport; both part of a pilot project by T&TEC. The results of this project will determine the future use of LED streetlights on the grid.

For T&TEC, they are an eco-friendly option for street lighting in remote areas. The change towards green technology is also “driven by changes in material availability on the world market” and, for T&TEC, will require some variations in its acquisition of streetlights.

This latest Energy Efficiency (EE) initiative is another step to meet the national target to optimise natural gas utilisation and incorporate Renewable Energy (RE) in the electricity production mix towards a 10 percent penetration by 2021.

Membership on the government-formed Committee on Renewable Energy also commits T&TEC to

promote

renewable resources to increase energy security and reduce dependency on fossil fuels. Kevin Atwaroo, Technical Assistant I, System Control and Generation Interface

Department said T&TEC’s focus has primarily been twofold, naming the significant research and testing conducted in wind and solar sources and involvement in drafting appropriate legislation to include RE on the electricity grid. Regarding the two-year data collection from two wind measurement stations in Tobago, Mr. Atwaroo said a final report to the Ministry of Energy and Energy Affairs will aid them in conducting a similar exercise in Trinidad.



An employee at work installing the LED streetlights, which now illuminate a portion of the Queen’s Park Savannah (above).



"The accumulated data will be used in determining the economic and environmental benefits of a proposed wind turbine system." As it relates to waste-to-energy, this is considered by T&TEC to be a viable and dispatchable RE option, with the daily waste collected in Trinidad having the potential of producing

upwards of 80MW. He anticipates however, that studies will commence soon.

While renewable energy options are being explored, appropriate legislation regarding interconnectivity on the national electricity grid and regulatory mechanisms has to be formulated. Work

continues on required amendments to the T&TEC Act and the introduction of a 'Feed-in-Tariff' policy to prepare the Commission and its customers for RE as a power resource. T&TEC's booklet 'Wiring for Renewables' which is a guideline to potential users of RE has been completed and is in a state of readiness.

400th Pension Plan Committee meeting

The Pension Plan Management Committee attained a milestone when it held its 400th meeting on Tuesday 13 December, 2016.

While the Committee took some time to reflect on the Plan's achievements, it was business as usual as the Committee continued to manage the Plan's investments.

T&TEC's Pension Fund covers employees from T&TEC and PowerGen. With a current register of 2000 retirees, the fund is one of the largest in the country.

It is administered by the Pensions Department and investments are managed by the Pension Plan Management Committee.

The current members of the Management Committee are:

- | | | |
|------------------------------|---|--|
| • Mrs. Wendy Ali | - | Chairman |
| • Mr. Dinesh Bissoon | - | Member |
| • Mr. Clifford Campbell | - | Member |
| • Ms. Colleen Licorish | - | Member |
| • Ms. Denise Badree | - | Member |
| • Ms. Sonya Lequay | - | PowerGen Representative – Management |
| • Mr. Arthur Bellerand | - | Employee Representative – Weekly Paid |
| • Mr. Glen Riley | - | Employee Representative – Monthly Paid |
| • Mr. Peter Burke | - | Employee Representative – OWTU |
| • Ms. Sati Gajadhar – Inniss | - | PowerGen Representative |
| • Mrs. Grace Maharaj | - | Secretary |

The Pensions Department continues to strive to provide friendly professional service to its members. In that regard, the implementation of the first phase of a new Pensions Benefits Administration System, which will automate pensioner records is now complete. According to Lisa Mc Nicolls Sargeant, Manager – Pensions and Investments this will facilitate faster online access to records enabling quicker responses to enquires, updating of life certificates and processing job and visa letters.



Under one roof, on one floor



Revenue Accounts Officer, Kishore Balbadar (centre), with staff of the Revenue Section.

Employees from the Interface and Cash Management, Budget, Revenue and Costing Sections were elated to move into spacious, functional and modern office space in October.

This group of employees from the Financial Services Section, was the last to move into the renovated first floor at Head Office. The Payroll Section and Chief Accountant's office moved in January. Also occupying the newly refurbished first floor is the Regulatory and Compliance Department.

The two-phase renovation project was managed by the Maintenance and Services Section with support from the Networking, Communications and Health, Safety and Environment Departments.

A record 365 days without an LTI

Distribution South has operated for twelve months without a Loss Time Injury (LTI).

This achievement, which covered the period August 2015 to August 2016, also sets a new record for the Distribution Division.

Brendon James, Health Safety Environment Coordinator, Distribution South attributed this accomplishment to

"spending a lot of time advocating safety in the planning process." He commended the Area's engineers, foremen and crews for their "insistence" on complying with the Commission's rules and processes, singling out the Job Hazard Analysis (JHA) as aiding this safe work attitude. He acknowledged that strong leadership and open communication were also contributing factors to this success.

Now that the bar has been raised, Distribution South is challenged to exceed this LTI record. "As the Area continues to focus on safety improvements," Mr. James said, "some of the plans include after action reviews and a higher level of risk assessments and work executions for projects and jobs."



Employees donate over \$40k to Haiti

"Generosity is giving more than you can, and pride is taking less than you need." Khalil Gibran



(left) Employees from Distribution South, led by then Ag. Area Manager Richard Sitahal, also heeded the call to help Haiti

(below) Corporate Communications employees form an assembly line to sort items donated by T&TEC staff.



Generous was one way to describe employees, who immediately sprang into action to give to T&TEC's Haiti Relief Effort following the passage of Hurricane Matthew. The massive storm passed through the region in October, causing widespread destruction and catastrophic loss of life. Many countries were affected, particularly our neighbours in Haiti, where over 800 persons have died and thousands were left homeless.

Thankfully, their cries for help were not ignored by staff at T&TEC, several of whom contacted the Corporate Communications Department to enquire how they could contribute to the cause. In response, the Department co-ordinated internal collections and sorted and packaged items to go towards the relief efforts of Is There Not A Cause? (ITNAC). ITNAC is a locally registered non-profit organisation that has served citizens at home, regionally in countries like Haiti and Guyana, and internationally in India and Africa since 2002. Head of ITNAC,

Avonelle Hector-Joseph, commented that the support of companies and their staff is invaluable for these large drives. She said, "employee donations epitomise the power of one. Each employee doing their part...the drips that fill the bucket, make a huge difference."

T&TEC's Corporate Communications Manager, Annabelle Brasnell also applauded the efforts of staff. "We want to say a huge thank you to all employees for the overwhelming response to T&TEC's Haiti Relief effort. Our contributions of clothing and an estimated \$40,000 worth of food and toiletries, will go a long way to assist our neighbours in Haiti to recover from the devastating effects of Hurricane Matthew," she said.



Divali celebrations with a difference



Area Manager, Distribution East, Alvin Ramsaran, joins employee Sadiyya Khan-Biptah to light deyas.

"Every success story is a tale of constant adaption, revision and change." So said business mogul Richard Branson. These insightful words could easily describe T&TEC's annual Divali celebration this year, when budgetary constraints required a change from the usual grand public celebration to intimate employee gatherings.

This radical change in format and scale however did not deter employees' keen enthusiasm and participation in the observance of the festival of lights. In fact, according to Varune Maharaj, T&TEC Divali Committee Chairman and Senior Engineer in the Supplies Department, "the committee viewed this substantial reduction in funds as a challenge, strengthening their resolve to continue with the 18-year celebration."

So during the week of the national celebration on October 29, employees from the five Distribution Areas, Transmission Division, Supplies and Public Lighting Departments and operating centers at Mt. Hope and

Head Office, planned and hosted cultural activities that celebrated Divali.

The activities, which relied on employees' participation, were very encouraging to the



Splendidly attired members of the organising Committee for Distribution South's Divali celebrations, with other members of staff.





J'Leise Orr delivers Divali greetings in song at Tobago.



Indian fashion as modelled by Head Office employee Sarah Mahabir

committee. "Employees came forward offering to assist, willing to donate, wanting to keep the celebration alive and share in this joyous Hindu celebration", Mr. Maharaj said as he described the generosity of employees.

The results were events that, although culturally varied, left an indelible mark in the hearts of employees.

For Head Office, it was nostalgic, a return to where it all began in 1997. Employees at this Port of Spain location were entertained by Indian orchestra Modern Electrical Rhythms and an employee fashion show; Central Area planned an evening of reflection with Retired Senior Engineer, Pundit Bramdeo Maharaj; Northern Area hosted employees to a delicious breakfast and distributed tokens of appreciation; Distribution South's employees

displayed their talents in song and dance; in the East, employees were treated to a cultural programme complete with pick-a-pan and tassa by the Surya Stars Tassa Group; and in Tobago, a general staff meeting was capped off with a performance by Tobago's representative at the Divali Queen competition 2015, J'Leise Orr.

Mr. Maharaj praised the T&TEC Divali Committee for their support saying that "While we hope to have our regular public function next year, we are very pleased with the support that enabled us to have maintained the essence of peace, love and good triumphing over the darkness of evil with our celebrations."





Some of the hardworking men of the Cable Crew from the Transmission Maintenance Department, which was nominated for, and won, WOW awards.

33 receive WOW awards in 2016



"Ms Johnson was 'the bomb' ... she understands the importance of being a one stop shop thereby valuing my time" a customer commented on her visit to T&TEC's Service Centre at Frederick Street on July 21. This commendation earned Roxann Johnson, a Clerk in the Commercial Department, a WOW award for customer commendation. Ms. Johnson was one of seven employees who received customer commendations for excellent customer service and subsequently earned a WOW award.

This year 33 employees were chosen, after being nominated by their peers or Heads of Department, under the existing categories - adding value to the Commission, going beyond the call of duty, commendations from customers, contributing to team work or championing T&TEC's core values. Awards are given for individual or team effort.

Among the 2016 WOW award recipients for going beyond the call of duty is a 12-man Cable

Crew from the Transmission Maintenance Department. This crew is credited for responding to an outage that affected a large number of customers in Port of Spain late in 2015. The job took extended hours to stabilise supply and restore power to customers. Another effort in the same category, was a team from Head Office comprising Jason Simmons, Anthony Lewis, Terrance Applewhite and Lennox Petioni. Despite some constraints and challenges, this team worked together



to move the Payroll Section from the C.E.B. Building to the Head Office Building without complaint or request for assistance.

Rounding off the WOW award recipients this year were seven employees from the Human Resources Department - Daniel Khadoo, Jared Singh, Cherrise Garcia-Singh, Shevelle Primus, Abigail Sabad-Darkoulakou

and Andrew Spencer – who received individual recognition for exemplary performance.

The Reward and Recognition programme was launched in August 2012 by the Human Resources Division. Its aim is to honour, recognise and reward employees; enhance employee morale; create a positive work environment; motivate for improved

performance; and reinforce desired behaviours. So far 152 employees have 'Wowed' their nominators. They have been rewarded with a choice of voucher from Rituals/Pizza Boys, Movietowne, Nigel R. Khan Booksellers, KFC/Pizza Hut, ColdStone Creamery, IMAX, Subway and Haagen Dazs.



Since 1988, World Aids Day has been commemorated on observances educating persons on HIV/AIDS. But at T&TEC, education on the issue is not limited to December 1. Throughout the year, the representatives of T&TEC's HIV/AIDS Committee hosted events for staff. Whether it was to distribute condoms and literature to staff during the carnival season, host awareness meetings, or partner with advocacy groups such as the Friends of Tobago Aids Society and the Ministry of Labour's HIV/AIDS Advocacy and Sustainability Centre, T&TEC's HIV/AIDS Committee continued to support national efforts throughout the year to reduce the spread of infection and minimise the impact of the disease.

These activities culminated with the commemoration of World Aids Day, where employees were encouraged to re-visit T&TEC's Workplace Policy on HIV/AIDS and re-examine their personal and professional behaviours to help in the fight against the disease. Throughout the Commission, Committee representatives hosted several events – free HIV testing at Distribution North, distribution of condoms in

December 1 with persons on HIV/AIDS.



Nurses from the Couva District Hospital conduct HIV testing and provided vaccinations to employees of the Transmission Division for World Aids Day.

Tobago, a lecture on mental health by Dr. David Murphy at Transmission Division and a display with demonstrations from the T&T Red Cross at Head Office. Employees partook in the interactive educational session with facilitators Beverly King and Sarah Callender of the NGO ComTALK International at Distribution East, during a day that also included advice from registered Dietician Kernelia Thomas and presentations by the Human Resources and Pensions Department.

As the Committee looks ahead, plans are afoot to launch its Intranet page where employees can meet their peer educators and receive timely information on its activities.

Employees can find the Workplace Policy under the references tab on T&TEC's Intranet, or from the HIV/AIDS Peer Educators in each Area. The Workplace Policy addresses issues of stigma, education/training and care and support for infected workers and their families.



memorable synopsis of the T&TEC story. His overview of the past year covered several areas, including employee training, disaster preparedness and customer service. In looking ahead, he publicly commended all employees who, "at every level", committed to make a difference by being "cost conscious and embracing a culture of revenue enhancement and protection."

This was echoed by Minister of Public Utilities, the Honourable Fitzgerald Hinds. In his first address to employees, Minister Hinds spoke of T&TEC's contribution in "increasing the competitiveness of our economy, fostering continuous improvement in the quality of life of the population and our achievement of developed country status." To do this, said the Minister, "efficiency, conservation and value for money" must be our hallmarks.

By the end of the evening, some in the audience were singing along with the play's narrator, Sparky, the 70th anniversary song, "the power to make it work, it work..." specially written by employee Ryan Affonso, bringing the curtains

down on a veritable walk down memory lane and 70 years of energy delivery for the people of Trinidad and Tobago.

Chairman's Award

Corporate Secretary, Grace Maharaj and
Corporate Communications Manager,
Annabelle Brasnell (tie)

Area and Department winners

Distribution South – Most Cost Effective Area;
Best Performing Area overall

Distribution Central – Best Performing Area in
Customer Service

Distribution East and Distribution Tobago –
GM's Award for Customer Service Improvement
(tie)

Distribution Tobago – Best Performing Area in
Safety

Assistant General Manager, Administration –
Most Cost Effective Department (Large)

Pensions and Investments – Most Cost
Effective Department (Small)



The Best Performing Employees in each Department and Area for 2016.



1. Recipients in the category of 30 years of service.

2. Chairman Mr. Sirju and Minister Hinds share a moment with Daniel Jacob (left), brother of the late Worrell Jacob and George Ford Jr. (third from left), son of the former Deputy GM, who received special commendations on their behalf for their contributions to T&TEC and by extension, national development.

3. The Arts in Action dance troupe performs during the finale.

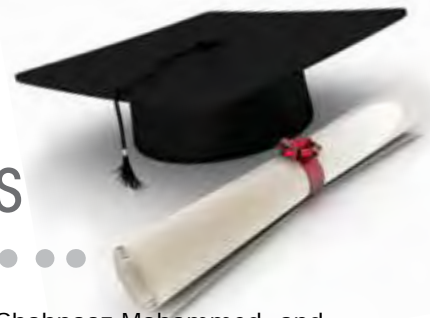
4. Shaun Chase, Area Manager, Distribution Central collects the award for Best Performing Area in Customer Service.

5. Zainool Mohammed, Operations Manager (kneeling far left), with staff from Distribution Tobago after being awarded Best Performing Area in Safety.

6. The distinguished gentlemen with 40 years and over service (l-r) Cuthbert Cummings, Tage Nowrang, Sewack Sankar and Errol Hodge.



T&TEC children among CAPE scholarship winners



T&TEC applauds Jason Mongroo, Dari Maharaj, Danielle Jeneil Nelson, Shahnaaz Mohammed, and Varoun Sitram - the children of five employees who received national scholarships after successfully completing this year's CAPE examinations. Congratulations to these exceptional students as we join with the parents in celebration of their achievements.



The lone open scholarship winner in the group, Jason Matthew Mongroo, is a past student of Hillview College. A budding 'techie', he was awarded the open scholarship in his area of interest - ICT and Technology Studies. Jason is the son of Ganesh Mongroo, a Distribution North Driver <25000 lbs and, according to his father, was always encouraged to follow the path to success by putting God first, hard work, dedication and sacrifice. "I'm elated and very proud of his achievements," Mr. Mongroo said. A current Computer Science student at the University of the West Indies (UWI), St. Augustine, Jason is looking forward to transferring to a university overseas, preferably in the United States.

Another Hillview College alum, Dari Ved Maharaj, has already begun his studies in Mathematics and Business at the University of Waterloo, Canada. Dari is the son of T&TEC's Corporate Secretary, Grace Maharaj. The recipient of an additional scholarship in Mathematics, Dari, according to his proud mother, has been given "just reward" for his discipline and diligence. He is the second national scholarship winner in the Maharaj family. In 2012 his sister Mandevi won an additional scholarship in Technological Studies. Ms. Maharaj shares her parenting recipe for academic success, "be present in your child's life without being invasive, provide support and encouragement, and let him/her know that [while] failure is a part of life, the courage to continue is what matters."





Danielle Jeneil Nelson, one of two females in the group, is a past student of St. Augustine Girls' High School and the recipient of an additional scholarship in Natural Sciences. Currently taking a year off, Danielle hopes to attend Columbia University, USA to study Sustainability Management and Industrial Engineering. She sees this double major as useful in improving the lives of present and future generations of Trinidad and Tobago. Danielle is the daughter of Gairy Nelson, Senior Supervisor, Transmission Maintenance. Of his contribution to his daughter's ambition and resilience to succeed, Mr. Nelson said he was merely there to provide a listening ear and support, including chauffeuring. "I got to meet her friends" he said, adding that as parents, meeting your children's friends, will "be an indicator of what's ahead in your child's future."

The second female scholarship winner, Shahnaaz Victoria Mohammed, is the daughter of Stacy Mohammed, Clerk I, Distribution Central. Shahnaaz was awarded an additional scholarship in Mathematics and is a past pupil of Holy Faith Convent, Couva. Already enrolled as an Actuarial Science student at the UWI, St. Augustine, Shahnaaz is well on the way to fulfilling her career goal of becoming a certified Actuary. Ms. Mohammed is very proud of her daughter's achievement and, as she pledges to continue to support her, she remains grounded in faith saying "thanks to God for all the blessings He has granted our family over the years."



Faith in God was also key in Varoun Avidesh Sitram's success, as he shared that his faith gives him "inner strength, builds character and instills discipline." The additional scholarship winner in Natural Science is the son of Ashram Sitram, Warehouse Supervisor I of the Supplies Department. Varoun is a past student of Presentation College, Chaguanas. He is presently pursuing a degree in Electrical and Computer Engineering at the UWI, St. Augustine. This future engineer hopes to make a positive contribution to society and to make his parents prouder. I wish my son "all success in his future," Mr. Sitram said, as he urged parents to provide a loving and peaceful environment for their children at home, reminding them "we hold the keys to unlock our children's potential."





More benefit from Public Lighting programme

Thousands of citizens in Chaguanas, Mayaro, Arima, Port of Spain, Marabella, Pleasantville and San Fernando have benefited from newly installed lights as T&TEC continued to deliver on its mandate to enhance the quality of life for citizens. Minister of Public Utilities, the Honourable Fitzgerald Hinds, was present at 10 events to commission lights or commence projects, starting in Mayaro on November 15. He was accompanied by T&TEC's Chairman, Keith Sirju; Members of Parliament; senior officials from T&TEC, including the General Manager, Kelvin Ramsook and community representatives.

Residents of Gentian Park, Edinburgh South and those

who travel "the teak" on the Naparima/Mayaro Road were especially pleased with the improved road safety as a result of new street lights on their main thoroughfare.

Speaking to residents at the illumination of the Samaroo Village Recreation Ground, Arima, on November 22, Minister Hinds issued a call to the area's youth to use the lights for their well-being and upliftment, and warned of the ramifications should they misuse or destroy the valuable infrastructure. Earlier, he had turned on the lights on the village Basket Ball Court and the neighbouring Carib Homes Play Park. It was a call he repeated at the other commissioning ceremonies at Union Park East Ground in

Marabella; Vernon Leotaud Play Park, Pleasantville; and the Cocoyea Recreation Ground, San Fernando on November 24. The Chairman of T&TEC advised residents that "...when put to maximum use [the illuminated facilities] can certainly open up opportunities for all."

The series of illuminations also included sod-turning ceremonies to begin the installation of lights at the Hasely Crawford Stadium Training Grounds, Port of Spain and the illumination of the Ortoire Recreation Ground in Mayaro.





1. Minister Hinds joins MP Randall Mitchell to switch on the lights to the Vernon Leotaud Play Park, Pleasantville. Looking on is T&TEC's Chairman, Keith Sirju.

2. Football game in progress at Cocoyea Recreation Ground.

3. Composite Photo: Minister of Public Utilities, the Hon. Fitzgerald Hinds and Minister of Agriculture, Land and Fisheries, Sen. the Hon Clarence Rambharat (right), with T&TEC Chairman, Keith Sirju after lighting the Bristol 'Teak' stretch on the Naparima/Mayaro Road.

4. A mother walks her children along the newly lit Casia Boulevard, Edinburgh South, Chaguanas.

5. Minister Hinds and Sen. the Hon. Daniel Dookie (centre) pose for a photo with the teams prior to the first football game under lights at the Union Park East Recreation Ground, Marabella.



Christmas treats keep the Christmas spirit

Fuelled with snacks, the kids bounced to their hearts' content in the popular bouncy castles and gave no indication that T&TEC's Children's Christmas Party was a curtailed version of the annual event. The 2016 edition, which took the form of smaller Christmas 'treats' in four locations, was another activity in the Commission's customary calendar of events where steps were taken to reduce expenditure.

The treats catered for about 1,500 children of employees, 12 and under. They were held at Distributions South and Central on December 3, Mt Hope on December 4 and Tobago on December 10. "While our goal was to

leave the Annual Children's Christmas Party untouched, we had to come to the unavoidable decision that this too must be scaled down" said Corporate Communications Manager, Annabelle Brasnell, when advising staff of the changes. However, she added that, "the aim was to still give our kids some of the joy of Christmas."

The kids' enjoyment was evident, but for the organisers and volunteers, the spirit of Christmas was in the giving. Parents and staff of Distribution Tobago even went a step further to ensure their treat included some of the extras to which their kids have become accustomed. While the kids throughout

the Commission all received a goody bag and a gift from Santa, the kids in Tobago also got additional snacks, courtesy kind donations from their parents. Their treat was held in the 'yard', made available thanks to employees who volunteered to come out to relocate the trucks to clear the space. Staff also voluntarily transported the pan side, T&TEC New Eastside Dimension Steel Orchestra, which provides entertainment every year.

All in all, the Children's Christmas treats could not be possible without the support from parents and employees, who came together to give of their time and resources. Our kids thank you all!





Did you know your national icons?



In the last issue of the Watts Happening, as the nation celebrated Independence and Republic days, we gave readers the opportunity to test their knowledge of Trinidad and Tobago's heroes – those who have contributed to national development and whose achievements have made the nation proud. Employees were asked to submit a copy of the page with their answers and contact information to have a chance to win a prize.

Clerk II, Financial Projects, Gerard Bernard, demonstrated true patriotism by listing all the



correct answers. He received a bag of T&TEC branded items for his efforts.

Mr. Bernard admitted he was “pleasantly surprised” to have won, but acknowledges the efforts of his colleagues who joined forces to complete the tricky quiz. “The T&T icons are people you think you know, until you realise

that quite a few of them resemble,” he joked.

Six was the unlucky number for some, who believed that the man pictured was Adrian Cola Rienzi, when he was in fact Kamaluddin Mohammed. This stumped a few possible winners, but kudos nonetheless to all who participated in the fun but closely-fought contest.

5 smart ways to handle a financial pay-out

Most of us dream of getting a pay-out like the lottery or an inheritance, and with the recent settlement of several wage agreements, getting sound advice is important to make wise decisions and avoid financial consequences.

Here are some steps to take if you are fortunate enough to come into a sizable sum of money:

1. Catch your breath.

It is important to have a cooling off period of more than six months before taking any action.

2. Get organised.

Get a handle on your current financial situation. Assess what you have, what you owe, and how the money will be dispersed to you. Remember to include taxes and fees.

3. Zap high-interest debts.

Sometimes the best thing to do is to start paying off debt. If you erase your debt you can save, or invest, the money you would have been paying in interest.

4. Invest in your future.

Make a list of your financial goals and estimate how much each will cost. Write it down. Remember to include your retirement. Separate your goals into categories - short, medium and long-term - and set up accounts for each one to keep track.

5. Consider advisors.

Consider hiring a financial professional such as a broker, investment advisor, accountant, insurance agent or financial planner to help manage your windfall and achieve your goals.



Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME

Al Mckhell Rodney
Aleicia Maharaj
Andy Amos
Angela Felix
Anil Rambharat
Anil Oudit
Anthony Hart
Brian Gill
Carl Manswell
Carmonise Charles
Christopher Serrette
Colin Harold
Courtney Powell
Curtis Brathwaite
Dane Mc Kenzie
Darius Hudson
Darrell Chautail
Dave Noray
Derek Ottley
Edwin Rahim
Hemant Dharamdass
Hugh Springer
Ignatius Gouveia
Iroy Davis
Jagdesb Bansee
Jared Hollas
Jeffrey De Bique
Joanne Maynard
Joel Kallicharan
Karen Pereira
Keith De Boulet
Keri Gopichand
Kern Morris
Kervon Debisette
Kevin Victor
Keyler Whitlock
Krishna Nandlal
Kurt Narine
Leon Marchan
Lori Richardson
Marcel Charles
Marcus Choo Ying
Mark Lessey
Melvin Walker
Monique Lewis
Narendra Ramkissoon
Natasha Karamath
Navin Beharry
Parasnath Singh
Paul Dempster
Rachel Williams
Rajendra Sirju
Rajesh Mungroo
Rian Ramrattan
Ricardo Bharat
Ricky Guerra
Rishi Bunsee
Riyad Adam
Roberto Mendoza
Roxanne George-James
Saidah Hosein
Samlal Saroop
Shastri Kissoon

POSITION

Communications Rigger
Subsection Leader
Cleaner
Administrative Assistant III
Technical Assistant I
Dr – Lr. Ldr./Lift Comb.
Drawing Office Supervisor
Linesman 'A'
Mechanic 'B'
Clerk II
Driver – Fork Lift
Senior Draughtsman
Technical Assistant II
Linesman 'A'
Mechanic 'B'
Mechanic 'B'
Technical Assistant I
Senior Supervisor-In-Training
Welder/ Fitter (Dist.)
Risk & Insurance Administrator
Corporate Planner
Stores Attendant
Technical Assistant II
Ganger
Driver – Aerial Lift Truck
Technical Assistant II
Engineer II
Draughtsman II
Meter Supervisor
Senior Clerk
Dr – Pole Hole Borer Comb.
Telecom Operator
Cleaner
Electrician 'A'
Electrician 'B'
Clerk II
Engineer I
Technical Assistant I
Linesman 'A'
Clerk II
Meter & Relay Technician I
Technical Assistant II
Senior Engineer (Comm.)
Ganger (Distribution)
Subsection Leader
Quality Control Officer
Clerk II
Linesman 'A'
Technical Assistant I
Senior Supervisor-In-Training
Clerk II
Senior Clerk
Driver – Aerial Lift Truck
Network Technician II
Linesman 'A'
Dispatcher
Driver – Aerial Lift Truck
Linesman 'A'
Linesman 'B' (Hotline)
Subsection Leader
Technical Assistant II
Mechanic 'B'
Driver – Aerial Lift Truck

AREA/DEPARTMENT

Communications Department
AGM – Distribution
Supplies
Distribution North
Protection & Scada
Public Lighting
Trans Devel & Eng Services
Distribution Central
Distribution Tobago
AGM – Distribution
Supplies
Trans. Devel & Eng Services
Protection & Scada
Distribution Central
Distribution Tobago
Distribution South
Transmission Maintenance
Human Resources Department
Distribution Tobago
Risk Management Department
Head – Corporate Support
Supplies
Protection & Scada
Distribution Tobago
Distribution Central
Distribution South
Distribution North
Distribution Central
Metering Services
Distribution Central
Public Lighting
Distribution Central
Supplies
Distribution Central
Distribution South
Distribution Tobago
Supplies
Communications Department
Distribution Central
Distribution South
Metering Services
System Planning & Research
Communications Department
Distribution Tobago
Chief Accountant
Supplies
Public Lighting
Distribution Central
Protection & Scada
Human Resources Department
Human Resources Department
Distribution Central
Distribution Central
Information Systems
Distribution Central
Supplies
Distribution Central
Distribution Central
Distribution South
Distribution Central
Public Lighting
Distribution South
Distribution Central



Employee Update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME

Sophia Clarke
Sunil Ramdeo
Suraj Ramnarine
Terron Reid
Vindra Khanai
Vinood Singh
Vishal Seusankar
Wendell Smith
Yogindra Arjoonsingh
Zandra Dharam

POSITION

Senior Clerk
Jointer 'A'
Jointer 'A'
Operator-In-Training
Technical Assistant I
Technical Assistant I
Meter & Relay Technician I
Welder 'A'
Technical Assistant I
Technical Assistant II

AREA/DEPARTMENT

Chief Accountant
Transmission Maintenance
Distribution South
Distribution Tobago
System Planning and Research
System Planning and Research
Metering Services
Distribution Tobago
System Planning and Research
System Planning and Research

DEPARTURES

NAME

Alston Joseph
Andrew Washington
Darren Luke
Ellison Ghouralal
Ganesh Narine
Hugh Harrington
Keith Campbell
Kenrick King
Robert Duncan

POSITION

Linesman 'B'
Crew Supervisor
Senior Clerk
Estate Constable
Operations Manager – Tobago
Estate Constable
Lines Supervisor
Driver – Aerial Lift Truck
Estate Constable

AREA/DEPARTMENT

Distribution North
Distribution Tobago
Distribution East
Security – Distribution Central
Distribution Tobago
Security – Distribution North
Distribution Tobago
Distribution East
Security – Distribution Tobago

Bryan Johnson passes on

T&TEC lost one of its livewires with the passing of Crew Supervisor and Power Monarch competitor, Bryan Johnson. 'B.J.', as he was popularly called, passed away after a short illness on November 24.

Mr. Johnson spent his 32-year career at the Southern Distribution Area after joining T&TEC on 12 January 1984 as a Labourer. In 1986 he was promoted to Linesman 'C', in 1996 to Linesman 'B' and in 2005 to Linesman 'A'. On October 1 2011, Mr. Johnson received his final promotion to Crew Supervisor.

Well known for his performances at T&TEC's

annual Power Monarch, B.J. would be fondly remembered for the popular 'Cough virus', which earned him third place and the People's Choice title in 2015.

Mr. Johnson was the brother of former Deputy Permanent Secretary in the Ministry of the Public Utilities, Victor Jones. At his funeral service, Mr. Jones eulogised him as the fun-loving "prankster" and fierce protector of his family. General Manager, Kelvin Ramsook told mourners that B.J. was a dedicated worker who will be sorely missed by his colleagues, fellow calypsonians and the rest of the T&TEC Family.

May his soul rest in peace.



What Christmas means to me

Christmas in Trinidad and Tobago is a special time for most people. No matter the religion or family circumstances, this joyous occasion is celebrated with good food, the company of family and friends and all the trimmings that make a good 'Trini Christmas.'

Four members of staff agreed to share their Christmas experiences with us.

Jaime Bhual
Senior Clerk, Curepe Service Centre

"It's about family"



"I am Hindu but Christmas has always been very special... I like the feeling of peace... it is about family" Mrs. Bhual fondly recalled that Christmas traditions started while living with her parents "we did the full works, cleaning, new curtains and decorations." She remembers waking up on Christmas morning to the fragrant smell of baking in a house transformed overnight. "It was a happy feeling," she said, sharing that she wants the same traditions for her own family, husband Shawn and six-year old son, Zade.

Having moved back to her family home, Ms. Bhual now has the space to continue to carry out many of these traditions. "The difference is I start the preparations earlier because I have to work," she said. It really is a family affair for her, baking with her mother, putting up the tree and decorations with her father, former Senior

Foreman, Distribution East, Kumar Baran, and visiting with her sister, Clerk II, Distribution East and her family.

Colman Jeanville, Estate Constable
Security Services, Rio Claro Depot

"Family, food and fun"

Food, soca parang and family are some of the key ingredients of Constable Jeanville's Christmas celebrations. "My wife does the baking, I do the tasting, from the cake mix till it comes out the oven... yummy." And while

he attributes much of the preparation to his wife Mintra, including decorating the Christmas tree, this jovial individual has set chores - cleaning around the house and organising the lights - although he admits "my kids help, they enjoy doing it."

Referring to sweet soca parang music as "my thing" Constable Jeanville ensures that visiting family, especially his in-laws, and friends enjoy a Christmas spread of ham, BBQ chicken, roast



pork, home-made wine and ginger beer, adding that "since I'm from the country, wild meat - manicou, deer, tattoo and lappe – are also part of the cuisine." But Constable Jeanville's generosity extends beyond his family, as he gives the kids in his neighbourhood gifts on Christmas morning, "My family enjoys doing this," he said.

Thomas Inkim

Manager, Protection and Scada

"Focus on Christ, Charity and love"



What I like about Christmas in Trinidad is that even persons who are non-Christians appear to have the Christmas spirit and demonstrate the virtue of goodwill to others. Persons seem a little happier, more patient, peaceful and more charitable towards others. If only this spirit could last throughout the year.

Amidst the commercial activity and festivities of the season, the Inkim family keeps the birth of Jesus Christ at the center of their preparations. "It is important that our children, understand the true meaning of Christmas," Thomas Inkim said about the traditions that he, and his wife Gillian, practice.

"We start preparations two to three weeks before Christmas so there is no rushing around," Mr. Inkim said. Grocery shopping for the less fortunate is one of the important traditions for this family, as is time spent putting up the Crèche in a prominent place, making pastelles and decorating the tree, to Christmas music in the background. "Everyone has a role with anticipated rewards!" Mr. Inkim shared. "The

pastelle assembly line for instance, involves Mathew at the start, pressing the promasa balls and Elizabeth on clean up duty, but the sampling is the best ...and delicious."

The highlight of Christmas for this family however is Mass on Christmas eve, the beautiful medley of Christmas carols before and the candlelit family dinner after.

Hollis Mc Cardy

Technical Assistant 1, Distribution Tobago

"Thanksgiving and sharing"



Christmas to me is all about family and tradition. It is also about being thankful, grateful and giving back to the less fortunate in society.

"Today I carry out the traditions, somewhat...I am no chef, so I

arrange for a caterer to bake the ham and fruit cake but I still rearrange the furniture, decorate the house and hang up my own curtains.

Christmas is about spending time with family, so usually my sisters, nephews and nieces would come together and have Christmas lunch. It is also the one time that you are guaranteed to see friends and family from abroad that you haven't seen for quite some time."

"From a T&TEC family perspective, Christmas meant being on standby duty almost all the time to allow the operating engineers and managers in Distribution Tobago, many who are from Trinidad, to return home to spend Christmas with their families. The upside of this arrangement is that I am guaranteed not being on duty for the New Year!"



Watty Safety Tips:



Have you ever noticed a device so overloaded that you were afraid it could just blow up?

This is not uncommon; most people have extension cords in their home that can often be overloaded when the voltage carried by the extension cord is less than the combined voltage of the appliances plugged into it.

You can avoid overloading your extension cords by doing the following:



- Check the extension's voltage limits before plugging appliances into it. The rating should be clearly marked on the back or underside of the extension cord. If not, refer to the manufacturer's instructions. Overloading could possibly cause a fire if the wall socket overheats.

- Don't extend the extension. Only use one socket extension lead per socket and never plug an extension cord into another extension cord.



- Reduce strain on the wall socket by using a multi-way bar extension rather than a wall adapter.

- Consider having additional sockets installed if you regularly rely on extension cords and adaptors, and use a registered electrician to carry out the installation work.

Danger Checklist

Check regularly for the following danger signs:

- Scorch marks around a socket or plug.
- Exposed coloured wires from inside extension cords.
- Fuses that have a tendency to blow.
- The smell of burning near an appliance or socket.
- Smoke rising from plug or appliance.



It is important to stay alert and be cautious at all times for these signs, because safety starts with you.



Football action to end the year

General Sports and Cultural Club (GSCC) action this quarter focused on football – soccer according to your preference – with three events catering to those who enjoy the world's most popular sport.

First was T&TEC's participation in All Sport Promotions' 'Soccer for Charity' event on October 30. The GSCC assembled a strong T&TEC team comprising members from the different clubs and competed against five other teams in a seven-a-side format with unlimited flying substitutions.

Although T&TEC advanced to the semi-final round, they were unable to beat the National Gas Company team. It was a credible effort however, as it was T&TEC's first time in the annual charity event, the proceeds of which were to be shared between the Trinidad and Tobago Society for the Prevention of Cruelty to Animals and the President's Awards Foundation.

Next, was the annual Hubert Maingot 5-a-side Beach Football tournament at Maracas Beach on November 5. Five teams from four sports clubs – Southern, Eastern, Tobago and Mt. Hope did battle on the sand where goals were the weapons of choice. In the end, it was the Rio Claro team from the Southern Area Sports Club which emerged victorious, beating the Eastern Area and Tobago Sports Clubs into second and third place, respectively. Although the popular cookout element was left out this year, there was no lack of food as the Tobago contingent prepared a delicious supper of dumplings and stewed chicken and pigtail soup for the hungry mouths present.

The final soccer event was the keenly-contested over-40 football tournament. The veterans held court at Central Area Sports Club on November 12 where three teams – Eastern, Northern and Southern Sports Clubs, played in round-robbing format under lights. The Eastern Area emerged triumphant with five points, ahead of North's three points, with South taking the third spot with one point.

Congratulations to all the football champions and to all participating teams for their show of sportsmanship!

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2017



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

1st - New Year's Day

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

17th - 29th Annual Calypso Competition
27th - 28th Carnival Monday and Tuesday

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

30th - Spiritual/Shouter Baptist Liberation Day

APRIL						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

14th - Good Friday 16th - Easter Sunday 17th - Easter Monday

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

13th - 5k and 10k Road Races
49th Annual Sports, Cultural and Family Day - T.B.A.
30th - Indian Arrival Day

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

15th - Corpus Christi
19th - Labour Day

* Eid - ul - Fitr - T.B.A.

JULY						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

28th - Customer Appreciation Day

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

1st - Emancipation Day 31st - Independence Day

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

24th - Republic Day

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

Divali - T.B.A.

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

4th - 63rd Employee Recognition & Awards Ceremony
26th - Children's Christmas Party - TOBAGO

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

1st - World AIDS Day 25th - Christmas Day
3rd - Children's Christmas Party - TRINIDAD 26th - Boxing Day

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Northern Area Office : (868) 623-5070
Broadway: (868) 624-0720
St James: (868) 628-1705
Eastern Area Office: (868) 643-2433
Curepe Service Centre: (868) 662-9289
Sangre Grande Service Centre: (868) 668-6429

Arima Service Centre: (868) 664-1474-7
Chaguanas Service Centre: (868) 672-0955/6
Couva Service Centre: (868) 679-0757/0378
Central Area Office and Customer Service Centre: (868) 636-8107
Southern Area Office and Customer Service Centre: (868) 657-7281/4

Penal Customer Service Centre: (868) 647-1223/1222
Marabella Customer Service Centre: (868) 658-7594/7597
Point Fortin Customer Service Centre: (868) 648-2791/2792/2903
Rio Claro Customer Service Centre: (868) 644-2475/2262

Tobago Area Office and Customer Service Centre: (868) 639-2541 /2542

Public Lighting Department: (868) 800-BULB (2852)

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