



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

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**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 Lights for International Hockey
- Improving reliability in Tobago
- Gandhi Village Substation fully operational

# Editorial

## Productivity and service trending for 2017

At the end of 2016 the guest editorial from Chairman Keith Sirju reminded staff of our commitment to customers and the country and the need for exemplary service always. One underlying message was the golden rule: "Do unto others as you would have them do unto you."

As we've progressed through the first three months of 2017, it's clear that employees of T&TEC continue to keep the customer and country top of mind.

Our cover photo, and story on page four, showcase the work of the Public Lighting Department in getting Trinidad and Tobago ready to host the Men's Round two finals of

the World Hockey League. In Tobago, the staff at Cove have started critical maintenance of the Power Plant to ensure improved reliability of the electricity service to the island. Similar stories about projects being completed to improve the quality of service we provide, are found throughout the magazine.

The HSE Department is also featured, not just for its work that's ultimately beneficial to members of the public, but for the work it does for internal customers to ensure the safety of employees. The General Sports and Cultural Club also serves employees and has been doing so for 25 years, a milestone it commemorated during its annual presentation

of prizes ceremony, covered on page ten.

By the time you've read to the back cover it will become very clear that, while 2017 may have started with concerns on what the year holds for T&TEC, given the national economy and other extenuating circumstances, the first three months have proven to be productive and are a likely good forecast for the rest of the year.

### FRONT COVER:

*International players tussle under the newly-installed lights at the National Hockey Centre, during a final game in the Men's Hockey World League's Round Two event on Saturday March 25th. See story on page 4.*

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# One step closer to Commission-wide ISO certification

A comprehensive Quality Management System (QMS) for T&TEC and a harmonised set of procedures and supporting forms throughout the Distribution Areas, will streamline operations and improve services to the Commission's over 470,000 customers. This is just one of the significant benefits expected when Commission-wide ISO 9001:2008 certification is acquired.

"We are moving full speed ahead towards achieving multi-site certification," Gerard Emmanuel-Rodriguez, Manager, Corporate Support Department said, in describing the pace of this latest stage of the certification journey, which is expected to be completed by the third quarter of 2017. Mr. Emmanuel-Rodriguez explained that while the five Areas in the Distribution Division have been individually ISO certified over the last six years, the Commission, as a whole, is not yet ISO 9001:2008 certified. He clarified that as it stands,

each of the five Areas has undergone rigorous Quality Audits by the external Quality Auditors from NQA, the ISO 9001 certification body selected by T&TEC, to obtain their individual certifications. Now that the Commission is moving towards a multi-site certification, one framework (QMS) must be created that will identify quality objectives, procedures and controlled documents, not only for the Distribution Division, but for all departments that support the



provision of a safe and reliable supply to customers.

To do this, Mr. Emmanuel-Rodriguez said, these departments would be required to identify their Quality Procedures and

*Continued on page 21*





# World class lighting for international hockey tournament

The final Men's Hockey World League's Round two event was played under special lights installed by T&TEC's Public Lighting Department (PLD) at the National Hockey Centre, Tacarigua.

Working with a tight deadline, PLD successfully upgraded the lights on the synthetic turf in time for practice by teams from Malaysia, Japan, Russia, USA, Barbados, Chile, Switzerland and Trinidad and Tobago, prior to the event which was held from March 25 to April 2.

The upgrade was done on behalf of the Sports Company of Trinidad and which needed more than the existing 72 floodlights to provide a higher surface illumination for the matches and to facilitate the ESPN broadcast of the event.

According to Saidah Hosein, Technical Assistant II at PLD, "the lighting design used at the Hockey Centre was the first of its magnitude ever installed by the PLD." The additional 210 – 1500 watts floodlights, installed along the perimeter of the field, provided a luminance of 2000 lux at ground level. Five hundred lux or less is the average that have been used by the PLD for illuminating recreational facilities. *LUX - is a standardised unit of measurement of light level intensity (which can also be called 'illuminance' or 'illumination').*



*The national senior men's hockey team in action under lights during the tournament.*

Work on the illumination project began on February 6 and was completed in just over one month, on March 13, in time for the arriving teams' practice sessions. While a representative from the PLD was available onsite for the duration of the matches, there was no interruptions to supply.

PLD's stellar work facilitated Trinidad and Tobago's readiness to host games that are a precursor to the Olympics. According to the Fédération Internationale de Hockey (FIH) (English: International Hockey Federation), the Hockey World League is a "fast-paced and action-packed... tournament that gives hockey fans the chance to see their team go all the way to the World Cup and Olympics. Composed of four rounds and played over two years, [the League] shines a spotlight on the sport around the world. Even the smallest

hockey-playing nations have the opportunity to write their own chapter in hockey's history books."

The PLD team comprised the following persons: Shazard Mohammed (Manager), Danraj Ramcharan, Keron Seebaran, Saidah Hosein, Foster Giles, Vaali Jagessar, Patrick James, Kevin Hart, Andy Morales, Julien Leotaud, Richard Burnley, Mitra Rickie, Harnarine Harrilal, Vijai Ramdhan, Michael Griffith, Roger James, Rajiv Gangapersad, Stephaun Saunders, Maxell Cudjoe, Terry Badree, Vanessa Peters, Shawn Mohammed, Amrita Mohan.

Trinidad and Tobago was among six countries to host the four-month Hockey World League's tournament.

# Reducing risks, protecting people

Thirty two months and counting without a fatality.

This record is indicative of the work by the Health, Safety & Environment (HSE)

*Below: Andy Ramkissoon, Driver Aerial Lift (left) and Shiva Bridgelal, Linesman B Hotline (right) join Chad Walker, HSE Inspector to conduct an inspection of the truck and its equipment prior to the start of a job.*



Department in cultivating a work-safe attitude for T&TEC's employees. David St. Clair, HSE Manager cautioned however that employees should not become complacent and has ramped up HSE activities to encourage employees to remain vigilant.

According to Mr. St. Clair, continual training, new or revised work procedures, and a series of monitoring schemes are some of the mechanisms that have resulted in the steady decline of the number of non-conformances, from 8070 in 2014 to 3740 in 2016. This was paralleled by a reduction in the non conformance rate for the same period, from 2.02 to 1.49. He reiterated that the Department's role is to continue to provide direction and support so as not to regress to situations that could lead to fatalities.

Directed by legal and moral responsibilities to provide a safe and healthy work environment for all its employees, T&TEC's HSE Department's primary objective is to ensure that HSE systems are developed and

integrated in all of T&TEC's business operations. This is derived from Strategic Objective number five, which also speaks to the development and integration of quality and business continuity management systems. The role of the HSE Department is also impacted by Strategic Objectives three, four and six which set goals for customer satisfaction, financial viability and the development of a caring and service oriented organisational culture. In meeting its objectives, Mr. St. Clair said the Department is guided primarily by the Occupational Safety and Health Act 2004 as amended (Chap. 88:08), as well as the Commission's HSE Policy (GI HR48/1104).

Located at T&TEC's King Village complex, the ultimate work of the HSE Department involves both quantitative and qualitative risk assessments to improve the health, safety & environmental well-being of T&TEC employees and its contractors.

**Continued on next page**

Grounded in science, the Department trades heavily on building knowledge from data and making informed decisions. The 'bedrock' of the operation, the administrative unit, processes and analyses data associated with incidents/accidents. Some of the statistics include Lost Time Injuries (LTI), cost of accidents, non-conformances and trends of various hazards. The statistics provide insight into the effectiveness of the Commission's HSE programmes and HSE Rules and is, partially, the basis for corrective actions and the development of new, or revised, policies and procedures. The analysis also feeds into the Corporate, Board and Executive monthly performance reports and is also applied during tender and contract evaluation. Similarly, they are also utilised for performance reviews by Zone and Management HSE Committees. The unit's work is steered by Senior Clerk, Ms. Dalia Trotman, with assistance from six other clerical team members.

When data associated with vehicular accidents involving T&TEC's drivers showed an upward trend, it prompted the Department's HSE Co-ordinators to develop and execute a training programme to mitigate against bigger problems. The link is



illustrated above. Training in safe driving, which partly focused on reinforcing fundamental lessons about how to drive safely, has since been completed at Distributions Tobago, North and the Supplies Department, with the other Areas on the schedule during the upcoming months. Junior Peters, an HSE Co-ordinator and one of the facilitators of the training, expressed satisfaction at the outcome of the sessions which were opened to all persons who drive – drivers of Commission's vehicles and travelling officers.

But the Department's work is not just about crunching numbers at a desk. Out on the field seven days a week, 10 HSE Inspectors on two shifts inspect work sites, buildings and substations for

HSE violations and giving instruction on corrective action. Guiding them are four HSE Officers whose responsibilities cover 12 zones. The officers ensure that HSE systems comply with the OSH Act 2004 and the Environmental Management Act 2000 as well as the Commission's HSE Rules and Procedures. They also assist with reviewing and updating procedures as well as develop and conduct training programmes and participate in national planning in collaboration with agencies such as T&T Emergency Mutual Aid Scheme and the Office of Disaster Preparedness and Management. The Department, together with the Distribution and Transmission Divisions' HSE Co-ordinators, work together to ensure that the HSE Department delivers



on Strategic Objective number five.

As the Department forges ahead to cultivate a safe work environment, it remains focused on three principal areas - Job Hazard Analysis (JHA) Personal Protection Equipment (PPE) and contractor management. These targeted areas mitigate risks, minimise injury, damage to plant and property, disruption of business, and cost incurred by loss Mr. St. Clair said.

While efforts continue on improving the JHA processes and the use of PPE, a primary topic on the agenda is the implementation of a specific JHA to treat with repetitive work complete with prompts for typical hazards. The Department's involvement in the pre-qualification of contractors and tender assessments, as part of contractor management, started some four years ago and has influenced contractors' performance ratings and renewal of services. In fact, as the HSE Manager pointed out, "this procedure, which is used extensively especially for the Transmission Division's projects, has helped the organisation meet and exceed compliance." It is also one of the areas where the HSE Department, by preventing LTIs and accidents.

As it relates to customer service and the development of empowered employees, T&TEC's strategic objectives numbers three and six, HSE training for employees remains a critical function of this

Department. In 2017, it will continue delivery of its safe driving training and plans to observe HSE week along the ILO theme - "Optimise the collection and use of OSH data."

*Below: Richard Seenath, Hotline Supervisor, Distribution North and Chad Walker, carry out routine checks.*



# Board members give advice on how to be bold for change

For some listeners, President Anthony and Mrs. Reema Carmona's International Women's Day 2017 (IWD2017) message carried a powerful truth: "women can be their own worst enemies!" But how do they implement a truce and get on with the job at hand?

The two most senior women in T&TEC, Board Commissioners Wendy Ali and Janet Richards, in separate interviews, acknowledged the truth of the President's statement and, in the spirit of the "Be Bold For Change" IWD2017 theme, made suggestions that could be a pivot point for women to be the change they desire to see in getting more women higher in the rank of professionals. Translated into the President's ultimate message, the recommendations would read, in part, instead of fighting, women should seek to "inspire and uplift each other in word and deed".

President Carmona's message was not the intended focus of discussions with T&TEC's female leaders on gender issues related to the IWD theme but given the timing of his release, it proved to be a good conversation starter.

In Ms. Richards' opinion, female discord in the workplace often manifests when one perceives new or better talent as a threat and seeks to neutralise the source. This, she thinks, shows a certain amount of insecurity. The trick is for the more experienced one to recognise her worth, their skills and personal value to the organisation. Acknowledging that she has been the beneficiary of "bold" support from other women, in her career, Ms. Richards said one of her most profound lessons was "the best thing a manager could do is to see your mentee do better than you". She agreed, it could take a more "evolved mind" to accept and practice this premise, but she believes it is a good, and bold, starting point for all female managers to mentor subordinates to greatness.

The perceived threat from new talent is also a phenomenon recognised by Mrs. Ali, though she identified age difference as a possible cause. The end result is that "older [women] sometimes, rather than uplift and teach, would find fault and not mentor" the younger one. But, she encourages the older person to "recognise your limits... your [type of] experience maybe better



*Mrs Wendy Ali*

suited elsewhere". Her own experience as a young lawyer at the Registrar General's Office was, thankfully, more of the opposite where she was nurtured in a "warm and caring environment" and was able to gain knowledge from older subordinates and build experiences "that could never come from a classroom". This proves that "just because you are a 'big boy' doesn't mean you know everything", she said.

The theme for IWD2017 was a follow on from last year's which was a "Pledge For Parity", and sought to raise awareness and stimulate action for the push towards gender parity. (The World Economic Forum predicts



the gender gap won't close entirely until 2186).

# #beboldforchange



Ms Janet Richards

Be Bold for Change asked, "what if the world truly took bold action" and posited that "each one of us - with women, men and non-binary

people joining forces - can be a leader within our own spheres of influence by taking bold pragmatic action to accelerate gender parity. Through purposeful collaboration, we can help women advance and unleash the

limitless potential offered to economies the world over".

And while the thrust is largely focused on much needed external help, Mrs. Ali and Ms. Richards, who make up 28% of the T&TEC Board, are all for women helping themselves as well. Especially in a male dominated field.

A Lawyer and an Accountant in the financial services sector respectively, neither are able to identify with the peculiarities of being a female Engineer in a sea of men (at last count there were 37 female to 111 male engineers at T&TEC), but they had some universal advice on how to make it in "a man's world"; something they both had to do.

Lesson one from Ms. Richards, "Act as befitting your position/profession, not the stereotyped expectations of your gender". She has noticed a tendency for some women to defer to male contemporaries but, she said, "You got the position because you are capable, why act like you're not?" Ms. Richards named Anya Schnoor, Managing Director of Scotiabank and Karen Darbasie, Group CEO at First Citizens, as two women who "hold their own" among male contemporaries because they fully embrace their position.

Lesson number two: Mrs. Ali, who was a mother and wife at 18, noted that women are highly skilled managers who can run an operation while allowing others a sense of their own authority and control, particularly in the home. This, she said, can translate to the male dominated office.

Lesson number three, also from Mrs. Ali: "Develop the ability to mask your insecurities. Even the most successful persons have moments of insecurity but speaking and acting with confidence, and demonstrating that you know what to do, will, in turn, build people's confidence in you. One of her most resonant tips on confidence from a former mentor was "never let a man

stare you down when talking, do not lose eye contact".

Again speaking from experience—both Ms. Richards and Mrs. Ali have careers spanning more than 25 years in their fields—their closing general advice for young female professionals reiterated their earlier messages. Of particular note were the following:

- Don't lose your essence as a woman; it is okay to be feminine while showing that you are technically strong. Keep your professionalism at the forefront and demonstrate "I am as good as you".

- Acknowledge that subconscious gender biases may creep into workplace interactions. Do not validate them, keep the focus on the value of your role and function to the organisation. Do not allow stereotyping to derail you from completing your job.

- Keep the faith. Literally. Whatever your religious belief system, your faith and prayer can be a strong support in challenging times.

# 20 years of Sports Awards as GSCC turns 25

Former General Sports and Cultural Club (GSCC) President, Ricardo Betancourt has called for employees to intensify efforts to ensure that sports remain an “effective bonding agent of T&TEC.” He was speaking in his capacity as Keynote Speaker at the GSCC’s 20th Annual Presentation of Prizes and Awards Ceremony on February 11, and had already noted that T&TEC’s sterling 25-year sporting legacy was built on the efforts of employees with a desire to foster camaraderie, the ‘T&TEC Family’ spirit and improve the overall wellbeing of their colleagues.

His speech, punctuated by personal anecdotes of his tenure, added some colour to his recollection of the GSCC’s achievements in the early

years. The first President of the GSCC, Mr. Betancourt also passionately advocated for the return of T&TEC’s Sports and Family Day as a yearly fixture, declaring that it is an “instrument to unite and bring together the workers from both management and union in camaraderie, love and commitment for the good of all.”

Also speaking at the ceremony which took the form of a dinner and dance at the National Racquet Sports Centre, Tacarigua, was the



*Minister of Public Utilities, the Hon. Fitzgerald Hinds, warmly greets Keynote Speaker, Ricardo Betancourt, at the start of the proceedings.*

Minister of Public Utilities, the Honourable Fitzgerald Hinds, who confidently asserted that he had no doubt in the strength and future success of the club. “Your success as an organisation, in my humble view, largely has to do with the fact that it is intertwined with a strong Commission, serving the country from a position of necessity. So... I am happy to witness your involvement, each and every one of you in this Club, and urge you to continue to use your energy, your talent, your love and your commitment for sport to help the T&TEC and the community.”



*Ashram Sitram celebrates after collecting the trophies on behalf of the Eastern Area Sports Club, 7-a-side windball cricket champs.*

Showing this very commitment





*Quency Ann Tobias collects a prize from Deputy Chairman, Glenford Cyrille on behalf of Tobago Sports Club's Julieann Mc Dougall, winner of the Judith Morris 5K.*



*Ingrid George 10K winner, Melissa Guevara, is congratulated by GM Kelvin Ramsook.*

to sport was the Honorary Secretary, Garth Garraway, who presented a review of GSCC's performance over the last year and outlined the goals and objectives of the organisation for 2017. T&TEC's General Manager, Kelvin Ramsook and President of GSCC, Cliff Ramsubag, also delivered remarks while T&TEC's Chairman, Keith Sirju was present to join in the celebrations.

Prizes were presented to close to 100 employees for a variety of traditional and new sporting and recreational activities including road races, table tennis, pool, video gaming, cricket, scrabble and football. The event ended on a lighter note with performances by vocalists



*Orlando Cornelio 10K Road race champ, Sandino Nero.*

Gerard Emmanuel-Rodriguez, Manager, Corporate Support and Neisha Smith, Systems Assistant.



*The members of the Northern Area Sports Club with their tableful of accolades.*



# Piarco / San Rafael circuit commissioned

The new Piarco/San Rafael 66kV circuit, commissioned in December 2016, has improved the reliability of the electricity supply to hundreds of customers in east Trinidad, including two critical public entities, the Airports Authority of Trinidad and Tobago (AATT) and the Water and Sewerage Authority's Caroni Arena Water Works.

Work on the \$17 million project commenced with an advantage - underground ducts pre-installed six years ago when the airport complex was being upgraded - in anticipation of the future construction of the circuit. As the ducts remained in good condition there was no need to dig up the road, thus preventing traffic interruptions to and from the airport.

The Piarco/San Rafael circuit covers a line route of 10.2 kilometers, and transitions from overhead line to underground cable. Andrea Dhanpaul, Technical Assistant III, Transmission Development and Engineering Department (TD&ES) said that "since the route crossed water and roadways, a combination

aerial and subterranean circuit had to be used." In addition, as a segment of the overhead line passed near the airport, poles and other support infrastructure had to be specially designed to meet civil aviation height restrictions. Not deterred by these challenges, and with the direct intervention of the Transmission Division management, a line route

that met all the criteria was finalised. Senior Engineer, Anil Bujhawan, Transmission Development and Engineering Department (TD&ES), lauded the involvement of management and the dedication of the team that resulted in the successful completion of a circuit "that did not require major reconstruction work, had few customer outages, was

*Cable installation across a watercourse close to the Piarco International Airport.*





*Transmission Maintenance personnel working on a cable pole at Mausica Road.*

executed using safe work practices and with care for the natural environment.”

Mr. Bujhawan, who had overall responsibility for the Piarco/San Rafael 66kV circuit project, commented that the collective effort of all levels of the Transmission Division, including the Civil section, Land Management section and the Transmission Maintenance Department led to the completion of the project eight months ahead of schedule.

## Correction



*Manager, Pensions and Investments, Lisa Sargeant, is congratulated by Chairman, Keith Sirju as she collects her Department's prize.*

In the last issue of the Watts Happening (October to December 2016), we incorrectly named the Pensions Department as the winner of the prize for Most Cost Effective Department, Small (page 16).

While the Pensions Department did in fact win the Most Cost Effective Department, it was in the **large** category, based on the size of its budget.



*Area Manager, Distribution North, Curvis Francois receives his Area's prize from GM Kelvin Ramsook.*

In the same article, Distribution Tobago was incorrectly named as one of the winners for the General Manager's Award for the Most Improved Area in Customer Service. Distributions East and North were in fact tied as the winners of this award.

We apologise for the errors.





*Aerial view of the  
Cove Power Station.*

## Maintenance plan to improve Tobago's reliability

"Thanks to the fortitude of the employees at Cove working multiple late night double shifts, supply to Tobago customers was not affected", Frank Chatee, Manager of the Cove Power Station (CPS) said in praise of employees' efforts when the station's number one engine was shut down for maintenance last year.

The 36,000-hour overhaul of the Cove Power Station number one (CPS1) engine included repairs to a damaged engine crankshaft, done over six months by contractor Goltens Service Co. Inc., at a

cost of US\$2.6m. The repairs to the engine was successfully completed in December and, according to Mr. Chatee, "now provides some system stability to T&TEC's 27,400 customers in Tobago".

As the employees at Cove continue to work tirelessly to improve the availability of its machines and the reliability of the electricity service to the island, a similar maintenance plan is being developed for the other three Cove units - CPS4, CPS3 and CPS2. "The timely execution of the 36,000 running hour maintenance of

these machines is essential to ensure safe and reliable working conditions," Mr. Chatee said. These works will reduce unplanned outages and allow the machines to operate at their rated efficiency and capacity, ensuring that the current installed generation capacity is maintained.

According to Mr. Chatee, "a tender assessment for additional power at CPS is completed, with an award of the contract currently pending. Meanwhile, the maintenance programme on the three other Cove units, based on engine



running hours and condition, remains a priority." Mr. Chatee assures however that "steps are in place to ensure none, or limited, unplanned interruptions to customers' supply." The power station has four generating units and is the primary source of power generation in Tobago. Power can be supplemented from two other sources - the Scarborough Power Station and a submarine cable from Trinidad to Tobago.

The Cove Power Station is a new Department of the Engineering Division. Prior to October 1 2016, the Department reported to Distribution Tobago.

*Below: The engine hall inside Cove Power Station showing CPS 1 through 4 from left to right.*

## New GSCC Central Executive



The Central Area Sports Club held its Election of Officers on Thursday 9 February, 2017. The following employees were elected to serve for the 2016-2018 term:

President	- Gillian Samuel
Vice President	- Derek Gomez
Secretary	- Khadijah Mohammed
Assistant Secretary	- Cleon Patrick
Treasurer	- Jenel Benjamin-Grant
Assistant Treasurer	- Ariel Harewood
Public Relations Officer	- Anil Harrilal
Trustee	- Sheldon Joseph
Trustee	- Shirwin Baptiste
Trustee	- Mickey Johnnitty
Committee Member	- Sheldon Nandah
Committee Member	- Damion Charles
Committee Member	- Gerard Noel





# Gandhi Village Substation fully operational

A second transformer at the Gandhi Village 220/132/12 kV Substation was commissioned in March, completing the final phase of this transmission system expansion project and giving this \$100m substation the capacity to move bulk power from Trinidad Generation Unlimited to the rest of the country.

On January 17 the bulky transformer, weighing approximately 180 tonnes, was moved from the Port of Point Lisas to the Gandhi Village Substation site in convoy, under the watchful eye of the manufacturer's representative. There it was assembled and connected to

the transmission grid, utilising infrastructure that had been commissioned since 2015 when the Substation was established.

The Toshiba 220/132 kV, 265/180 MVA transformer (Gandhi Village 220/132, 265/180MVA Transformer No. 2) was assembled, tested and delivered to the substation site, after approximately one year on order, by Brazilian manufacturer Toshiba América do Sul Ltda, in January this year. As project manager, the Transmission Development and Engineering Services (TD&ES) Department was responsible for developing the specifications, overseeing the

tendering process, engineering requirements, procurement, quality checks and transfer arrangements.

This is the fourth transformer of this capacity and voltage on the T&TEC system. Two other transformers are located at the Commission's largest substation at Brechin Castle in Pt. Lisas with the third already installed at the Gandhi Village Substation.

The TD&ES, Transmission Maintenance along with Protection and SCADA Departments were involved in the successful completion of this last phase of the project.

*Below:  
The newly  
commissioned  
Gandhi Village  
220/132,  
265/180 MVA  
transformer  
number two.*



Karla Mohan, Technical Assistant I, Transmission Development and Engineering Services gave an insight into the final stages of the Transmission project.

Ms. Mohan said the Transmission Maintenance Department took the lead role for the on-site installation works, which included the assembly and coordination of the testing of the transformer. The work done by the Protection and SCADA Department included the installation of Protection and SCADA devices (relays, control devices to monitor all signals for the safe operation of the transformer) as well as completing site acceptance tests on the transformer.

While the commissioning of the Gandhi Village No. 2 220/132 kV 265/180 MVA transformer completes the transmission high voltage aspect of the substation project, a separate project is to be undertaken by Distribution South to install new distribution plant and equipment to distribute power to customers. This equipment includes 132/12kV transformers, 12kV switchboard and 12 kV overhead lines. The installation of this additional equipment

will relieve the load from adjacent substations, such as the Lady Hailes, Phillipine and Gulf View Substations, which are operating at near

full capacity, and improve the reliability of supply to customers in these and surrounding areas.



*The transformer from a different angle.*

## About the Gandhi Village Substation

The Gandhi Village Substation, commissioned in 2015, links the Union Estate 220/66kV Substation in La Brea, to the Commission's largest substation at Brechin Castle in Pt. Lisas. It is one of the transmission high voltage substations with the capacity to transfer bulk power from TGU to the National grid. This capacity required new and upgraded infrastructure, so simultaneous projects were completed to expand the transmission infrastructure of towers and overhead lines to move power to customers

across the country.

The four 220/132 kV, 265/180 MVA transformers installed at Gandhi Village and Brechin Castle Substations have the capacity to import all of the 720MW of power from TGU to meet and even surpass the growing need for electricity in Trinidad and Tobago; improve the reliability of supply to customers; and provide a back-up power option should other power producers have a shortfall.





## New winner; tributes flow at Power Monarch 2017

*Above photo: In a show of solidarity, Power Monarch Calypsonians observe a minute of silence for fallen calypsonian, Bryan "B.J." Johnson.*

It was a Power Monarch with a difference – tributes for a lost bard; a change in venue; and even a General Manager-turned-calypsonian – all of which set the tone for an eventful evening. Even a little rain failed to put a damper on the festivities as employees came out, reserved their spots on the Mount Hope compound and cheered their colleagues on stage. In the end, a young lady with big aspirations defeated 11 other rivals to take the top spot this year. We invite readers to meet her and the rest of our Power Monarch competitors.

It was Candice Roberts, a.k.a. Gennel Roe of Distribution Support, Head Office, who got the judges' nod with 412

points for her self-composed groovy-soca, "Bodyguard." Although she performed at the event as a guest artiste last year, she entered the competition for experience, as she aspires to become a successful international recording artiste. Dressed in a black fitted jacket, shorts with matching black boots she certainly looked like a megastar, complete with accompanying dancers and a flag bearing posse.

In second place with 408 points was former Power Monarch winner, Distribution South's Wesley "Black Berry" Brereton, who delivered his composition about unity, "Out de Box." Dedicating his song to his friend and fellow

competitor, the late Bryan "B.J." Johnson who passed away in November, he asked, "Who is the 'dem and we' that mashup this country?"

From Distribution Tobago, J'Leise Orr, improved upon her 5th placing last year to finish third, scoring 405 points with a Rawle Titus composition, the nation-building "T&T must rise again." J'Leise loves performing and apart from her debut in the competition last year, entered the Emancipation Calypso and the Divali Queen competitions in 2015, placing 3rd in the Divali competition.

Soca newbie, David Austin, a.k.a "Juiceman" sang an eponymous tune with the

Power Monarch 2017, Candice "Gennel Roe" Roberts collects the challenge trophy from Deputy Chairman, Glenford Cyrille.



Wesley "Blackberry" Brereton collects his prize from the GM, Kelvin Ramsook.



Assistant General Manager, Distribution, Rene Austin, presents J'Leise Orr with her prize.

catchy refrain "What de people want...Juiceman!" He arrived with what seemed like the entire staff from Transmission Maintenance Department, all decked in Juiceman t-shirts and armed with juice giveaways to help earn him the Best Soca and People's Choice titles.

Also in winning form was Tobago's Darren Sandy, who picked up his sixth title for the 'Most Humorous' calypso with his song, "Key." Road March winner, Ryan Affonso, no stranger to the Power Monarch, represented Distribution East with loads of energy with his hit, "10,000." The title of "Best T&TEC Calypso" went to Curtis "KEMIS," Brathwaite, a Linesman 'B' of Distribution Central, with his composition, "Dollar Bill."

Veteran performer, Fellie "Strong Back" Noel, is a four-time Road March winner and 2016's joint People's Choice

winner. Now retired, the former Head Office employee delivered a pan tune, "Pan through the years." Lloyd Harris, Subsection Leader from Distribution East enjoys performing and aspires to be a first-class songwriter and performer. This year he sang the self-penned, "Take it back."

From Distribution South, one of T&TEC's more experienced female calypsonians, Marielle "DARKIE" Thomas, presented a Brian London composition, "Beat de drum," also done in tribute to her friend and colleague, B.J.

Former "Best Soca" title holder, Brent Tuitt aka "D'Vibez" of Distribution East sent flags waving high

with "Drones," while Kereem Quashie aka 'RR' of Mount Hope closed the competition on a high with his own composition, "Love to see," accompanied by an agile dancer.

On a sober note, special tribute was paid to fallen veteran calypsonian "B.J." after the results were announced. All winners presented their challenge trophies to B.J.'s brother, Victor Jones, who in turn handed them over to Distribution South, where they will be kept at a special place in his honour for the year.

Employees also participated in a lipsync competition, won by J'Leise Orr, and the Most Unusual Cooler contest, won by the Mount Hope Sports





*J'Leise Orr celebrates after winning her gift vouchers in the lipsync competition.*

*Herman "Toco" Charles of Mount Hope, with their winning cooler – a modified transformer.*

Club. The evening ended on a high with everyone partying on the grass to the sweet soca music provided by the T&TEC Gayatones.

#### **Results at a glance are as follows:**

**1st Place** – Candice Roberts a.k.a. "Gennel Roe"

**2nd Place** – Wesley "Black Berry" Brereton

**3rd Place** – J'Leise Orr

**Best T&TEC Calypso** – "Dollar Bill" – Curtis "KEMIS," Brathwaite

**Best Soca** – David "Juiceman" Austin

**People's Choice** – David "Juiceman" Austin

**Road March** – "10,000" – Ryan Affonso

**Most Humorous Calypso** – "Key" – Darren Sandy

*Below: They came out in their numbers to support the "Juiceman".*







*Continued from page 3*

maintain a master list of documents and records, as is done by the Areas. Importantly, the processes and procedures of the departments that fall within the scope of the Commission's QMS are subjected to Quality Audits. Of significance in these audits are the control of documents and records.

The acquisition of multi-site certification will require that these departments, as well as the already certified Distribution Areas, be audited by NQA. In this regard, the harmonisation of procedures and forms to ensure uniformity of process and operation was completed in March. Meanwhile, support departments have completed their Quality Procedures and are preparing for audits by Corporate Support's Quality Assurance Section to determine the extent of adherence of each to the requirements of the QMS. "This exercise will ensure that completed and approved procedures have been implemented," Mr. Emmanuel-Rodriguez explained. These

audits will reveal any non-conformances that exist with regard to the requirements of the QMS and will also guide any corrective or preventive action that should be taken in advance of the Stage I audit from NQA.

As the Commission moves closer to ISO 9001:2008, the Quality Assurance Section has combined efforts with the Human Resources Department to ensure that all departments have completed ISO Awareness Training ahead of the 2017 NQA audit. It is intended that this training will expose employees to the benefits of certification, the basic requirements of the QMS in general, and provide an understanding of how it will impact on their respective portfolios. Mr. Emmanuel-Rodriguez emphasised that, "the development of the QMS and our compliance with its requirements must not be viewed as a roadmap to ISO 9001 certification." Rather, he said, "it must become the norm, the habit of operations, so that we ensure that we continuously improve our service to customers. It cannot be seen as an additional requirement but must be seamlessly integrated, such that it becomes the requirement for operation."

## What is ISO 9001:2008 certification?

ISO 9001 Certified means an organisation has been evaluated by an independent agency and has been found to be in compliance with its Quality Management System and the requirements of ISO 9001. ISO 9001:2008 is focused on meeting customer expectations and improving customer satisfaction so you must pay attention to the customer.

The Southern Distribution Area was the first T&TEC Area to acquire the ISO 9001:2008 certification in 2010, they were certified in 2013 and 2016. Distributions Central, North and East received certification in 2015 and Distribution Tobago in June 2016.



Before



After

## New Diego Martin Substation completed

Customers in Diego Martin and Diamond Vale were given an early Christmas gift when the new Diego Martin 33kV Substation was put on load on December 23, just as the Diamond Vale Substation was fast approaching its upper limit. The new substation allowed Distribution North to feed customers from two locations, thereby improving reliability of supply in the high demand Christmas season.

"Completion of this project was at a critical stage,

since this phase was highly complex" Wendell Bhagirath, Assistant Area Manager, Projects at Distribution North said, explaining that to meet this target, "a large volume of planning and work execution had to be done within a three month time-frame."

The final phase works involved the installation and commissioning of new electrical power equipment inclusive of a new ABB 33kV Gas Insulated Switch Board (GIS), a new 33/12kV

12.5/16 MVA transformer; a new Tamco 12kV switch board; new communications infrastructure, new protection and SCADA equipment, 33kV and 12kV overhead line works and 33kV and 12kV power cable installation works, inclusive of roadway excavation works to install the St. Lucien Road 12kV feeder power cables. Mr. Bhagirath described how an indoor crane system had to be acquired to "carefully lift and connect each of the seven two-tonne panel of the GIS Board onto the



switch house floor.”

A fourth feeder to be installed at the Diego Martin Substation is scheduled to be constructed and commissioned in the second quarter of 2017. This feeder, the Majuba Cross Road feeder will improve the 12kV network flexibility between Diego Martin and Maraval Substations.

The successful completion of the Diego Martin Substation project was achieved through the collective efforts of dedicated employees of several sections in the Northern Distribution Area – Projects, Cable, Substation, Overhead Line Construction and Maintenance Sections

and the Field Office – and the Protection and SCADA Department, “who all worked tirelessly as an integrated team to ensure the safe and successful delivery of this critical project,” Mr. Bhagirath said.

The new two-storey Diego Martin Substation was built on the same site, at St Lucien Road, after the old substation was demolished. Construction of the new substation was carried out in phases, with the first phase - civil and earthing works – completed

in March 2015. The civil engineering design for the new switch house was done by personnel of the Transmission Development & Engineering Services Department, while additional building and compound enhancement works were completed by the Facilities Section, Transmission Division and the Northern Distribution Area’s Projects Section.

*Below: Some members of the project team in front of the 33 kV GIS Switch Board (l-r) Sherwin Lopez, Derek Ottley, Adam Ishmael, Esley Charles, Roger Imam, Odell Wickham, Lester James, Keith Burke, Rayaz Mohammed, Kishan Jaggan.*



# T&TEC lights the heart of Arima

"The installation of these twelve 150-watt streetlights will afford both vendors and shoppers opportunities to function in an expanded and safer environment," T&TEC's Chairman, Keith Sirju told the audience at the ceremony to mark the installation of lights at the Holly Betaudier Promenade, Arima.

Prior to T&TEC's entry, vendors had complained that a lack of adequate lights affected sales and made it unsafe for potential customers. Minister of Public Utilities, the Honourable Fitzgerald Hinds, who also spoke at the ceremony on February 9, said that such "investment into the development of our communities and the safety of our people is worth the while." He also revealed that "tens of millions of dollars have been spent on the lighting of public spaces over the past decade." Mr. Sirju acknowledged that Government's financial support led to T&TEC's completion of 18 community-based illumination projects in 2016.

The Chairman also took the opportunity to reiterate the Commission's high level of commitment to providing a



safe and reliable electricity supply to customers, citing last December's Matelot disaster where "T&TEC crews worked non-stop, for three days, to complete reconstructive and restorative work following major flooding and landslides in Matelot," as an example of this dedication to duty.

With reference to Arima and environs, Mr. Sirju spoke about the recent work that was done by T&TEC in Calvary Hill in preparation for new lines related to transformer upgrade works at both the Pinto Road and the O'Meara Substations. He explained that "these upgrades are expected to benefit customers that

feed off the east ring through substations at O'Meara, Pinto Road, Five Rivers, Santa Rosa and San Rafael and will cater for load growth and improve the quality of the electricity supply to customers in these areas."

The illumination of the Holly Betaudier Promenade marked the completion of T&TEC's second illumination project for 2017. Other facilities that were recently illuminated in the area include the Samaroo Village Recreation Ground and the Basketball Court in O'Meara and the Boys Lane Basketball Court in D'Abadie.



# Improved reliability for north customers

The Northern Distribution Area continues to work towards improving the reliability of electricity supply with the upgrade of two substations - Keate Street and St James.

Wendell Bhagirath, Assistant Area Manager – Projects, Distribution North, explained that these upgrades will also improve the Area's 12kV network flexibility and increase the capacity for electrical load growth to various geographical areas in north Trinidad. This Distribution Area presently serves 93,000 customers in varying categories - residential and commercial, international sporting facilities, critical communications infrastructure and government offices in the capital city as well as major tourist and recreation facilities.

Power to the Port of Spain General Hospital, and environs of upper Port of Spain, has been ramped up with the installation and commissioning of a second 33/12kV 12.5/16MVA transformer at the Keate Street 33kV Substation in November. This upgrade also increases flexibility to adjacent feeders from the Belmont Substation, improving reliability to customers.



*The newly-installed second transformer at the Keate Street Substation.*

The installation of the new transformer, and completion of works at the compound, conclude upgrades to the Keate Street Substation which was built in 2009.

Mr. Bhagirath stated that the successful completion of this

project was achieved through the hardworking efforts of the area's projects team and Protection and SCADA personnel.

The second of a five-phase major upgrade project of the St. James Substation was successfully completed in December last year. This phase involved the completion of civil and earthing works by contractor Ragbir & Deonarine Construction Company Limited to construct a new 33kV GIS switch house, inclusive of a new fence, driveway, lighting mast structure, a plinth for a second power transformer and other civil infrastructure works. The other three phases are scheduled for completion during the third and fourth quarters of 2017.



*The St. James Substation.*

# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Andrea Cozier-Ruiz	Draughtsman III	Distribution North
Christopher Rennie	Engineer II	Distribution East
Gyasi Ambrose	Software Developer II	Information Systems
Kevin Ramsook	Engineer II	Transmission Maintenance
Navin Rampersad	Engineer II	Communications Department

## PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Ako Young	Crew Supervisor	Distribution East
Alexis Molligan	Crew Supervisor	Distribution East
Amit Dipnarine	Engineer II	Public Lighting
Arthur Bellarand	Crew Supervisor	Distribution East
Chaitram C.D. Pollard	Crew Supervisor	Distribution East
Damion Charles	Linesman 'B'	Distribution Central
Dave Noray	Senior Supervisor-In-Training	Human Resources Department
Deleshia George	Engineer II	Transmission Maintenance
Gene Spencer	Mechanic 'C'	Distribution Tobago
Jayantee Ramkissoon	Engineer II	System Planning and Research
Joel De Mille	Clerk II	Metering Services
Karryl Jeffrey	Stenotypist	System Planning and Research
Ken-Vaughn Lennard	Linesman 'B'	Distribution Central
Keron Wilson	Linesman 'C'	Distribution East
Khadja Antoine	Senior Clerk	AGM – Distribution
Mervyn Mc Letchie	Operator II (Tobago)	Distribution Tobago
Nafeesa Khan	Engineer II	Supplies
Natasha Skinner	Clerk II	Distribution East
Navindra Kissoon	Engineer II	Trans Devel & Eng. Services
Nigel Forde	Crew Supervisor	Distribution East
Paul Dempster	Senior Supervisor-In-Training	Human Resources Department
Peter Redon	Services & Maintenance Asst	AGM – Administration
Raj Koongbeharry	Shift Control Engineer I	System Control & Gen Interface
Raynalldo Moses	Operator II (Tobago)	Distribution Tobago
Roger Rampersad	Crew Supervisor	Distribution East
Roger Ramsey	Operator II (Tobago)	Distribution Tobago
Roger Roberts	Electrical Assistant (Tobago)	Communications Department
Ryan Naipaul	Linesman 'C'	Distribution East
Sheldon Joseph	Linesman 'B' (Hotline)	Distribution Central
Tarran Boodoosingh	Linesman 'B'	Distribution Central
Terrance Moore	Electrician 'A'	Distribution East
Tynielle Jack	Clerk II	Distribution Tobago
Virgil Joseph	Linesman 'B'	Distribution Central



# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Afzal Hosein	Field Controller	Distribution North
Anthony Modeste	Surveying Assistant	Distribution East
Antonio Daniel	Cleaner	Distribution East
Arnold Carrera	Crew Supervisor	Distribution East
Dexter Nichols	Crew Supervisor	Distribution Central
Diedrian Reece	Subsection Leader	Distribution Central
Everick Joseph	Trans. L.Lry.Ldr/B/Lft. Comb	Distribution North
Garfield Mc Kenna	Meter Reader	Distribution North
Jayson De Four	Linesman 'B'	Distribution North
Lalman Ramkumar	Crew Supervisor	Distribution East
Laurence De Leon	Substation Supervisor	Distribution East
Narad Chadee	Estate Constable	Security – Dist. North
Rennie Lancaster	Operator I (Tobago)	Distribution Tobago
Sharlene Kellman	Administrative Assistant III	Chief Accountant
Terrence Roach	Ganger	Supplies
Tisrawatee Ramcharan	Telecom Operator	Distribution South

## Debra Brown passes on

T&TEC mourned the loss of Debra Brown, an Administrative Assistant II assigned to the office of the Assistant General Manager – Distribution, who passed away on January 14.

Ms. Brown joined the Commission from the Port of Spain Power Station in 1991. She was assigned to Distribution North. In 2008 she was transferred to Distribution Central where she remained



until her promotion to her last position in 2010. She was known for her diligent, efficient and dependable demeanour. Ms. Brown was

an inspiration to all who met her and was known for her honest, frank and positive approach to life. Although she was a woman of few words, her silence spoke volumes. A woman of tremendous faith in God, she lived a life exemplary to that faith.

We are thankful for the legacy that Ms. Brown has left with us. She will be sorely missed. May her soul rest in peace.

# Employee gifts to close 70-year anniversary



T&TEC marked the end of its 70th anniversary with the distribution of personalised commemorative mugs to all employees. The personalised keepsake, which was recommended by the General

Manager, was presented to each employee, including temporary employees, by their Head of Department or Supervisor during the month of January.

Employees were impressed by the design which featured a sepia-toned imprint showing a collage of two period milestones - the CEB Building at Park Street, Port of Spain circa 1940s, the location of T&TEC's first service centre; and an electric trolley bus, circa 1930s. The design

also included T&TEC's 70th Anniversary logo.

The distribution of commemorative mugs is a visual reminder to employees of T&TEC's historical legacy of growth and empowerment as employees continue to build on "The power to make it work since 1946."





# New connection leads to new home for central family

Eyes lit, hearts warmed, and smiles emerged, as the final touches of colour left the paint brush, coating newly solid walls that were once sheet thin. The eager 18 month old girl who had been observing the work looked up to the T&TEC crew and whispered 'thank you, thank you, thank you'.

It was just four days before Christmas when the yellow truck first arrived and T&TEC's Central Distribution crew prepared to complete a new connection for the Roodal family. However they were shocked to see the family of six (two parents and four girls ages one to seven) living in a mostly galvanized structure. Preparations had already been made for the holidays

but, within a few minutes, the simple and sparse Christmas decorations that draped the front of the house seemed a hollow display of joy when the meter base attached to the galvanize structure suddenly began to collapse under the touch of the men making the connection. Driver, Amarnath Sahadeo, looked on in disbelief.

Fearing for the future of the four young girls in an unsafe structure, Mr. Sahadeo and the crew resolved to look beyond the basic provision of electricity and, putting their money where their hearts were, contributed the first \$600 (\$100 each) to help the family. They temporarily rebuilt the meter base, completed the connection, and



*Amarnath Sahadeo*

purchased groceries for the family for Christmas.

Perhaps buoyed by the spirit of the season, by December 28, employees, friends and family from Distribution Central had donated \$18,000 cash, groceries and furniture towards a new home for the

***Continued on page 32***



**Before**



**After**

# T&TEC in Carnival



T&TEC is once again listed among the final selections in various competitions at Carnival.

The hectic Carnival season saw achievements at Panorama by two of the sponsored bands - T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) and the New East Side Dimension Steel Orchestra, and in the senior Carnival Kings and Queens competitions by

employees Marlon Rampersad and his family and Kevin "Mango" Robertson and Deorajh Ramkumar.

T&TEC's Tropical Angels Harps roused the crowd at the Panorama finals after midnight on Carnival Sunday, with an energetic performance of Clarence Morris' arrangement of Orlando Octave's 'Single.' "Pan has got to be spiritual for players to come that hour

in the morning and exert so much energy after waiting so long to play," the Newsday reported of the Enterprise, Chaguanas-based steel orchestra.

Commenting on their Panorama journey, Manager Clarry Benn said that the experience was "fantastic." Mr. Benn was describing the decision to merge the youth band with the senior band for 'energy and diversity'. "The combination worked well and the younger players, many of whom were playing on the big stage for the first time, showed a tremendous amount of dedication," he said, adding that the involvement of the youths of Enterprise was an achievement of which to be proud. Not daunted by the



results of placing 11th but proud of having made it to the finals, Mr. Benn said "we look forward to dazzling the stage next year."

While TAHSO took a contemporary approach by choosing a catchy 2017 soca piece, T&TEC New East Side Dimension's vintage selection of the Mighty Swallow's 'Wine on something' from 1991 was a welcome respite for the crowds. The performance, which incorporated some creative elements to the tune arrangement, earned the sole band from east Tobago 9th place out of 14 other competitors at the small band finals. Band Secretary, Jocelyn Blackman-Muir said "it was a

great experience and we look forward to improving next year."

Taking on a different carnival challenge was former three-time south King of Carnival and T&TEC Welder "B", Marlon Rampersad.

This year his portrayal of 'Bazodee', at the National Carnival Commission's senior King of Carnival Finals, depicted a masquerader moving from J'ouvert to Carnival Monday. Designed by his mother, Gloria Dallsingh, Mr. Rampersad's costume was an expression of the colour, creativity and enjoyment of the carnival activity. Although he did

not win the south title this year, Mr. Rampersad had an amazing carnival with family members – mother, wife and son – who participated in the competitions in the senior Queen and Junior King categories. The Distribution South employee hopes to include his daughter, at which point he said "the family would be part of every category offered."

Coming 'out of the box' this year were Acting Hotline Foreman, Kevin "Mango" Robertson and Driver, Deorajh Ramkumar with their winning King and Queen of Carnival

***Continued on next page***



***Continued from page 31***

(senior) costumes under the Paparazzi band. The duo helped cop the title after working extensively on the construction, effects, partial design and installation of aerodynamic technology. The King costume, 'Crypto—Lord of the Galaxy,' depicted a menacing super-sized extra-terrestrial with moving parts and the Queen, 'De Nebula,' was a large bird with a wide wing span and bright flowing colours. In the past the two employees have done similar work for Island People, Spice



Carnival, Ronnie & Caro and others.

## New connection leads to new home for central family (cont'd)

***Continued from page 29***

Roodals. Two colleagues, Rishi Ramdhan and Tulsie Dookoo joined Mr. Sahadeo to help reconstruct the family home along with some workers and volunteers from outside the company. A grateful Mrs. Roodal cooked food for them whenever she could.

Three weeks later, the home had been transformed from a one bedroom and kitchen

galvanized structure to a fully furnished house consisting of three bedrooms, a living room, dining room, kitchen, toilet and shower, and a laundry room. In addition to being completely furnished.

The four girls, still dazed by the new paint and uncertain of ownership, asked 'Uncle, can we sit on the soft chairs?' With a satisfied smile Mr. Sahadeo responded 'Yes, you can sit, it is all yours now!'

As he walked back to the truck with his team, his eyes welled with tears, remembering the audacious gratitude of even the smallest family member, but more so the realisation of the many things people take for granted daily.



# Watty Safety Tips



Recent trends indicate that more attention should be paid to electrical safety at home. Electricity can cause shock or death and major damage to property if it is not used properly.

Here are some guidelines which can assist to minimise this risk.

## Line Caution

Electric lines and cords can be hazardous if damaged or improperly handled, so be cautious.

## Safe call

Request a temporary disconnection from T&TEC before working near your Point of Entrance (POE).

## Death ties

Animals should not be tied to guy wires or electricity poles because they can be electrocuted or seriously harmed.

## Shocking discoveries

Digging may lead to contact with live and energised conductors that can cause electric shock or death. Ensure there are no underground electrical conductors and cables by contacting T&TEC's Area offices.

## Area proximity

Permanent structures/vegetation should not be placed directly in front of electrical installations as this can obstruct access to T&TEC personnel for carrying out repairs or upgrades.

## Dangerous seating

The large metal boxes outside commercial buildings should not be used as a seat, a table or a garbage bin. They are pad-mounted transformers that are used to provide electric power via underground distribution networks. Contact with these structures is

dangerous and should be avoided.

Safeguard your assets and save lives by practising electrical safety.

## Distance your equipment

Ensure that there is at least a 15 feet (5 meters) distance between electricity poles and all renovation materials like power tools, ladders and scaffolding.



# ROAD TO REBATE

Government's electricity bill rebate programme, launched last December, provides customers whose electricity bill is \$300 or lower with a 25% rebate on that bill. See our 'race to rebate' chart below for tips to help you keep your electricity bill low. Starting with simple tasks like unplugging chargers, to more challenging ones like having a 'no lights' day, as you become more energy-efficient you should experience a reduction in your bill as you approach the end of the race. This conservation exercise reminds you that electricity really is a cost you can control, so place your foot at the starting line, the race is about to begin!





# Improve your personal safety

Stay alert and stay safe, a topic of public conversation that suggests that in avoiding dangerous situations and by taking precautionary measures, you can avoid harm and danger.

Here are some tips to help you stay safe.

- Be aware of your surroundings at all times and learn the safest route from place to place. This includes staying in busy places and changing your routine from time to time.

- Parking lots and lonely spaces are often targets for criminals. If you feel someone is following you, start talking to yourself loudly or pretend to talk on the cell phone. The louder a potential victim is the more likely the perpetrator would opt to freeze or turn away. This should act as a deterrent to criminals.

- Drink responsibly, know your limit and pace yourself as not doing so can make you more vulnerable and susceptible to unwelcomed attacks.

- Do not leave your drinks unattended and always try to purchase and hold your own drinks.

- Stick with your friends wherever you go. Your friends

should be alert and nearby to see if you encounter a person whose company you do not want.

- Keep personal information private to avoid online predators. Be careful of the information you post online and be careful of people you meet on the internet.

- Always keep your phone charged because you may need it for emergencies.

- Do not get distracted with technology when you are alone, stay focused on where you need to go.

- Learn to trust your instincts. If you feel uneasy about a person or situation it is in your best interest to get away and get help.

- Keep someone informed about your location so that in the event of an emergency they know where to find you.

- If you are the victim of assault or rape, you should go to the nearest police station immediately, do not bathe or discard anything, including clothing.



- Do not store your laptops or other valuables in the trunk of your vehicle as most criminals are already aware of this 'trick' and it is the first place they will look.

- Know where the nearest police stations are so that if you are ever followed you can easily locate them for assistance.

- Park near a police station if you are tired, you can sleep in your car there and avoid accidents or predators.

Stay informed, share this advice with others and be a friend in safety.



## Highwire act!

For the first time in over a decade, a full T&TEC crew from the Transmission Maintenance Department, completed the servicing of taps on the towers of the number two circuit of the Bamboo/Pt. Lisas number one and two 132kV line. Such jobs had previously been done by contractors.

*The Linesmen are  
D. Khan, K. Greene,  
A. Maywalal,  
M. Bernard and D. Charles*

