



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 34 #2/April - June 2017

**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.

- Prime Minister takes on Ministry of Public Utilities
- Restoration after Tropical Storm Bret
- Board of Commissioners visit Cove
- Westmoorings substation upgraded

# Editorial

## The power to make it work

Our slogan “the power to make it work”, has become so ubiquitous it could begin to sound trite, but the truth in the declaration continually shines through.

It is no secret that the Commission is going through a period of financial challenge that has not been experienced for some time. Despite the several adjustments that are being made, people power has not dimmed.

For the first since it’s launch, the WOW Awards--a simple programme that rewards the small efforts that keep the T&TEC machine humming, but can go unnoticed-- was given to 58 persons at the same time. All based on the fact their effort impacted on another person--colleague or customer--sufficiently that they took the time to document their awe.

With simple acts of excellent service, team work and selflessness, our employees continue to demonstrate unflagging spirit and commitment.

The material reward that is presented for the WOW programme is small, an indicator that recipients were not “into it for the money”. Rather, it was a personal desire to do the right thing; do their best; do good, even when our circumstances are less than ideal. Or maybe *because* our circumstances are less than ideal.

The recipients of this batch of token awards stood out particularly because of the high number but they are not alone. Each person who has ever been nominated and received the accolade has demonstrated the power to make it work. But these

are just the ones whose efforts have been noticed and documented. Hundreds more also perform exceptionally on a daily basis and have not yet been nominated. These employees are a reminder for us all to do the little things right so that the big things will also be right.

The determination to get through this period of challenge with all players intact requires combined effort and support to work even more efficiently; always getting the job done to the highest standard in the least possible time. This is the power to make it work!

### Cover

*Through the eyes of engineers:*

*Front cover –Brian Lara Cricket Academy roadway illuminated by T&TEC lights. Photo taken by Amit Dipnarine.*

*Back cover - Sunset from the San Fernando Hill showing T&TEC’s transmission towers in the distance, as captured by Wendell Bhagirath.*

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# Prime Minister takes on MPU role



Dr. the Honourable Keith Rowley, Prime Minister of the Republic of Trinidad and Tobago and Member of Parliament for Diego Martin West, has

assumed the duties of Minister of Public Utilities, effective July 2. This follows the reassignment of Minister Fitzgerald Hinds to the portfolio of

Minister in the Ministry of the Attorney General and Legal Affairs.

During his 30-year career as a Parliamentarian, Dr. Rowley has served as Leader of the Opposition, Minister of Trade and Industry, Minister of Planning and Development, Minister of Housing and Minister of Agriculture, Land and Marine Resources. He has also served as an Opposition Senator and on several Parliamentary Committees.

Dr. Rowley is a geologist by training and is a graduate of the University of the West Indies.

## Executive Appointments

Two senior employees were recently appointed as Assistant Area Managers (ASAM), joining their colleagues in the Distribution Division and the Executive at T&TEC.



**Hollis Mc Cardy** is the new Assistant Area Manager at Distribution Tobago. This appointment is effective from March 1, 2017.

Mr. Mc Cardy joined the Commission in 2000 and has spent

his career in progressive positions at this Distribution Area.

He holds a BSc degree in Electrical and Computer Engineering.



**Farzad Nobbee** was promoted to Assistant Area Manager at Distribution Central on April 1, 2017.

He holds a BSc in Electrical and Computer Engineering, in addition to a BSc in Occupational Safety,

Health and Environment.

Mr. Nobbee joined T&TEC in 1999 and has worked at Distribution South and Distribution Central.



## Employees rise to the restoration challenge after Bret

Key departments at T&TEC were quickly mobilised, according to established disaster preparedness plans, following the Meteorological Service of Trinidad and Tobago's Tropical Storm Warning for Trinidad and Tobago, Grenada and its dependencies on Sunday June 18.

As it developed into Tropical Storm Bret, bringing high winds and heavy rains, telecom operators, with the assistance of duty engineers, were kept busy answering an additional two hotline numbers from hundreds of customers in 270 areas that were experiencing electricity outages.

As the storm moved away, electricity to the southern, eastern and northern areas of Trinidad was severely affected. Five substations at Mayo, Tabaquite, Rio Claro, Pt. Galeota and Mayaro were affected by faults on the south east ring, further escalating outages on the south eastern side of the country. Tobago and central Trinidad, luckily, were not out of supply for any prolonged length of time.

The Commission responded with restoration efforts that saw area Command Centers, headed by Assistant Area Managers – Operations set up at the affected Distribution areas. Crews, were dispatched in three shifts, around the

clock, to restore electricity in the fastest possible time. However flooding, fallen trees and landslides impeded immediate access to deployed crews from Distribution Division and the Transmission Maintenance Department attending to the faulted lines in the south east ring.

But as tree trimming crews hastily cleared roads and vegetation, line crews from all Areas joined by their colleagues from Distribution Central, began to make headway towards restoring supply. The public was kept abreast with the Commission's restoration efforts through frequent media releases and interviews.



Mindful of the critical nature of their mission, crews worked tirelessly, tracing lines, re-planting poles, re-stringing conductors and repairing damage, caused by high winds and lightning. Administrative Officers, co-opted as welfare officers ensured that lunch and beverages were delivered to crews out in the field.

Behind the scenes, Control Operators at Mt. Hope ensured that there was adequate power generation and tested satellite phone links to the Commission's critical generation plants – Cove Power Station, Tobago and Trinidad Generation Unlimited. They also had oversight for switching and safety operations, managed

line outages and closely coordinated restoration work with Transmission Maintenance Department and the Distribution Division. In keeping with its role, the Security Department monitored activities via the CCTV system, assumed strategic pre-positions at the Commission's offices and installations to mitigate against danger to plant and equipment. Officers from the Rapid Response Unit were also deployed to accompany crews during restoration works.

By the next day, Wednesday 21, power was restored to most of the affected areas and by Friday 23 electricity was returned to all affected customers. The restoration works were completed without incident and was injury free.

General Manager, Kelvin Ramsook, visited several of the affected areas along with members of the senior management team. He commended employees for going over and beyond the call of duty. As noted in a subsequent circular signed by the Chairman, Keith Sirju and Acting General Manager, Courtenay Mark "T&TEC's responsiveness to Tropical Storm Bret, while not perfect, reflected our employees' resilience, their responsibility and commitment to our country, as a whole."



# Board visits T&TEC Tobago

Frank Chatee, Manager of the Cove Power Station, and then acting Manager – Operations, Distribution Tobago, welcomed the Board of the Commissioners, led by Chairman Keith Sirju, on their first official visit to T&TEC Tobago on June 2, 2017.

The first stop was the Cove Power Station. After a Power Point presentation on the operations of the station by Dion Ewing, Technical Assistant III, the Commissioners were taken on a guided tour of the power plant, the control room and the engine hall, where questions were asked about the work being undertaken on the number

four engine. T&TEC employees are conducting works, on one of the four engines at Cove and the Commissioners expressed their commitment to fully support this maintenance approach.

The Board concluded its familiarisation visit with a meeting of supervisors and middle managers at the Distribution Area office in Scarborough. Members left with a better understanding of the operations and a greater appreciation for the conditions and many challenges. Members were very impressed with the presentation and the technical capability of the Cove staff.



*Manager of Cove Power Station, Frank Chatee (centre), engages the attention of members of T&TEC's Board of Commissioners and power station employees during a tour of the facility.*

# Phase one of Westmoorings Substation upgrade completed



*Workers prepare to manoeuvre heavy equipment to hoist the new transformer into position.*

It has been over three years since that fateful day in January 2013 when a fire at the 66/33/12 kV Westmoorings Substation threatened to cripple T&TEC's operations in West Trinidad.

Quick action by employees ensured that power was restored to affected customers within a few hours, but the incident caused the substation to operate at a reduced capacity, hastening the need for upgrade and expansion works. Given the failure of the station transformer and the reduction in reliability there was an urgent need to procure and install a new replacement

transformer. Thus began phase one of the two-phase project to complete the work and also upgrade the Westmoorings Substation.

According to Salisha Mussio-Seepersad, Technical Assistant 1, Transmission Development and Engineering Services (TD&ES) Department, civil works commenced in 2016 after the completion of new designs and the procurement of two new higher capacity transformers. Rated at 100/130MVA, "over double the capacity that of the old units", as well as associated equipment, the new transformers are now more than adequate to meet the electricity supply needs of customers



*Transformer accessories to be installed on the new transformer.*

## Substation benefits

The upgrade of the Westmoorings Substation will not only provide for future load growth of customers directly supplied out of the Westmoorings Substation, but will strengthen and stabilise the supply to the outer west ring via a network of substations in the northwest. The substation serves over 47,000 customers in Diego Martin, Westmoorings, Shorelands, Goodwood Gardens, Pt. Cumana, Carenage and Chaguaramas.

at this present time as well as future needs. Civil works were completed in January and the first 66/33kV 100/130MVA transformer, which arrived in the country in March, was energised at the end of May and put on load in June completing phase one of the project.

The second transformer and upgrade of equipment, including the installation of a 33kV bus, 66kV circuit breakers, protection equipment and the construction of a new switch house, will comprise the second phase of the \$33 million upgrade project.

The entire project is expected to be completed by year end 2018.



*New 66/33 kV, 100/130 MVA transformer installed on the new plinth in Westmoorings Substation*





UTC's Omar Holder delivers his presentation to employees at King Village.

Manager – Pensions and Investments, Lisa Mc Nicolls Sargeant, presents Distribution Tobago's Dexter Delancy with his door prize.



## Employees get investment options for pension funds

Two hundred and twenty-nine employees, each with 31 years and 1 month or more of service at T&TEC, were recently presented with investment options under new arrangements for investing funds accrued after their standard pensionable service. The "31.1 fund" is a separate benefit that is payable upon retirement. It was first introduced in 2010 through a Memorandum of Agreement between the OWTU and T&TEC. To date, investments for 501 eligible employees from T&TEC and PowerGen have been made. Based on feedback, employees were given new investment options that will be more suited to their individual needs.

The options were presented at four joint half days sessions between T&TEC's Pensions Department and the Unit Trust Corporation

(UTC) on April 25 and 27 at the Commission's offices at Mt. Hope and King Village. This was followed up with a similar session in Tobago on May 10, 2017.

"This is the first time that these sessions were held and they were well received" stated T&TEC's Lisa Mc Nicolls Sargeant, Manager - Pensions and Investments about the meetings, which gave participants information on the background and performance of the existing 31.1 fund and the reason for the new arrangements. Omar Holder, UTC's Sales Manager, stressed the importance of financial planning for the group of experienced employees, especially as life expectancy is generally longer than previous generations. "Now is the time to start thinking," he said,

explaining that the financial sector will view retirees differently and, in many cases, the ability to access loans is significantly decreasing. Therefore, before retirement, it is necessary to think deeper about financial planning: the importance of preparing for inflation and its impact on purchasing power or the possibilities for starting a business, purchasing an easy-to-maintain vehicle, or completing household repairs.

The formal presentation on investment options was followed by a very interactive session,

which included give-aways and door prizes. Employees expressed some concerns about taxation, job security, timing of pension pay outs and the significance of the investment options. While Ms. Sargeant sought to clarify, give advice and note concerns regarding T&TEC, Mr. Holder provided expanded information on UTC's TT Dollar Income Fund and the Income and Growth Fund. As the sessions drew to a close, it became clear that the objectives had been achieved, as comments indicated that employees welcomed the change and commended the advice on managing their finances.

## Diego Martin substation commissioned



Then Minister of Public Utilities, the Hon. Fitzgerald Hinds gives a thumbs up following the formal commissioning of the newly-constructed Diego Martin 33kV Substation on May 2. Joining him are (4th from left, to right) T&TEC's Area Manager - Dist. North, Curvis Francois; Deputy Chairman, Glenford Cyrille; Commissioner, John Chapman; Member of Parliament for Diego Martin Central, Darryl Smith; Alderman, Susan Hong; Chairman, Keith Sirju and Councillor,

Catherine Mendez, all surrounded by employees from Distribution North.

As reported in the last issue of Watts Happening, construction of the Diego Martin Substation was carried out in phases, with the final phase – the installation of new electrical power equipment and conducting overhead line works and power cable installation works, inclusive of roadway excavation – completed in December 2016.



## Safety week reinforces core HSE messages

As each Area or operational centre took responsibility for commemorating World Safety Day 2017, a variety of methods were adopted to reinforce messages on Health, Safety and the Environment. From the six locations hosting events there was a logo competition to illustrate data, a vaccinations day where over one hundred employees received inoculations, a quiz on T&TEC's Health Safety Environment (HSE) Rules, competitions for best kept vehicles and housekeeping, exhibitions on protection equipment and lectures on driver safety.

The theme identified by the Occupational Safety and Health (OSH) Authority and Agency was "Optimize the collection and use of OSH data: strengthening the foundation of a culture of prevention...leading to the prevention of occupational accidents, injuries and ill health."

Activities, which spanned April 28 to May 3 2017, included guest speakers on health, wellness and safety. Psychiatrist at the NWRHA, Dr. Rajeev Khaja, in his

presentation on 'Workplace Stress and Mental Depression,' highlighted some of the common triggers of stress, shared tips on how to recognise these and gave points on how to cope. One key message from his talk was that a mentally sound employee is a healthy and safe employee. Team and individual events tested knowledge, creative skills and strength. Several areas also included sessions on safe driving in response to the upward trend of vehicular accidents involving T&TEC's drivers, as identified by our HSE Department.



Corporal Cumberbatch of the Couva Community Police gave employees tips on how to respond to robbery, kidnapping and assault at the Distribution Central's session on personal safety.

Employees of Distribution North participated in a vaccination day as part of their HSE week observances.



Tobago's HSE observances included a cross-fit challenge to encourage employees to live healthier lives.



Curtis Panchorie, Assistant Area Manager, Distribution East, presents Anderson Julien, Clerk II with the winning prize for the HSE quiz.



Psychiatrist, Dr Rajeev Khaja, during his presentation on mental health to staff of the Transmission Division.



## Tertiary students join vacation programme

Former vacation employee, now Human Resources Officer II, Andrew Spencer sought to allay the anxiety and uncertainty of 30 vacation employees telling them that “T&TEC is a welcoming company” while urging them to “make the best of the opportunity.”

The comment was made at the orientation session held on June 1 at the Stanley P. Ottley Building, Mt. Hope. Among the topics covered at this session were the process of electricity, customer service, ISO, and general office and field safety.

T&TEC’s Vacation Employment Programme was developed to assist tertiary level students to gain relevant on-the-job exposure to prepare them for the job market and help defray the cost of continuing studies. It is open to students between the ages of 18-30 who have completed first or second year of studies.

This year the three-month programme runs from June 1 to August 30. Students were assigned to Departments and Distribution Areas, as far as possible, in keeping with their area of

study. First time vacation employee, Charon Peniston-Miller, was particularly grateful to be placed in a Department related to her field. She expects that the experience gained in the Accounts Department will be a valuable one in the pursuit of her degree in Actuarial Science.

Among the group was a batch of six returning students, all of whom are looking forward to adding to their previous experience. One of them, Social Work major, Tia Alfred, found the all-round experience, gained during her stint at Distribution Tobago in 2016, broadened her knowledge. The programme continues to attract an overwhelming number of students. However, financial challenges have forced the Commission to reduce its intake this year. “You all are the more fortunate ones as a year ago we would have had about double the amount” stated T&TEC’s General Manager, Kelvin Ramsook, “don’t waste the opportunity.” Assistant General Manager (AGM)-Human Resources, Jacqueline Cheesman; AGM-Engineering, Courtney Mark and Human Resources Manager, Gary Singh, also attended the orientation and delivered remarks.

## The connecting role of



Prolific Journalist, the late Sydney J. Harris, describes information as “giving out”, and communication, as “getting through” – two powerful ideas that form the foundation of T&TEC’s Corporate Communications Department. Whenever information needs to be disseminated – a thought influenced, a person educated, knowledge shared, a reminder issued, a message reinforced, an event planned – Corporate Communications comes into play.

The practice of Corporate Communications is often thought to be more art than science, but in reality, both methodologies must be utilised for the successful operation of the Department, said Manager, Annabelle Brasnell. “People often see the finished product, whether it’s a glossy publication or a well-executed event, and don’t imagine the effort behind the scenes to get to that outcome. But with a team of 15 who are well versed in their craft, we get

it done.” The 15 are a mix of clerical and administrative staff and others certified in event planning, writing, marketing and graphic design. They work as a team to produce this magazine; create and book advertisements and manage related contracts; write speeches and content for all publications; manage public relations; process donations; plan and execute events and marketing campaigns and perform a host of other tasks to support other Departments in achieving their goals.

In this supporting role the Corporate Communications Department is aligned to all six strategic objectives in T&TEC’s strategic plan, however its main focus is on numbers three and six, which focus on service delivery to internal and external publics. Work is largely divided into two sections, publications and events, both of which are guided by its mission to

“ensure effective and timely communication flows between T&TEC and its stakeholders”.

In the area of customer satisfaction, the main focus of strategic objective three, the Department forwards and helps to follow up on complaints or requests received and garners feedback through customer surveys. “This is also achieved through public education about T&TEC’s services and safety and conservation tips to improve their lives, since providing such support is part of customer service and helps to project a favourable image of T&TEC,” Ms. Brasnell said.

The case for timely information was evident in Tobago in May when major maintenance work was planned for a generator at the Cove Power Station over four days. An early advisory to customers informed them of the work and, given the potential for widespread



outage if the system failed during work, empowered customers to avoid excessive load demand on the system by conserving electricity. It also allowed them the chance to adequately prepare, thus preventing the inconvenience and discomfort of being caught unaware by an outage. The work was completed without disruption to the service, further improving the Commission's image.

But the major tool for sharing information with internal and external stakeholders is the Watts Happening magazine.

The publications desk works with a three month cycle to produce the flagship magazine, as well as other content simultaneously produced. Story ideas are generated from many sources including suggestions from employees, meetings, submissions from departments and brain storming on subjects that may be relevant to the readers at any point in time. Acting as "regional correspondents", Area

Corporate Communication Assistants compile reports on their Area's events and submit to the Department for editing or creation of an article. Other articles, depending on the complexity of the subject – such as the phase one of Westmoorings Substation upgrade on page seven - or potentially nuanced information resulting from human interaction – such as the story on the public education programme on page 18, require face to face interviews or coverage by a writer. During each cycle there is constant collaboration between the Officer, the publications supervisor, and Manager on the development of stories; what to drop, hold or pursue; appropriate images to support stories and the placement of the stories, depending on the news worthiness of the content and its timeliness. After layout and proof reading, the draft is sent to the editorial panel and

General Manager for review before final adjustments and printing.

In response to a question, Ms. Brasnell said that "being sensitive to the desires of the internal readers" was one of the most challenging things about producing the magazine. "Readers appreciate seeing their interests reflected in any publication they read, but in our case, because their work forms the basis for most articles, they also want to see their names and images. Unfortunately it is not always possible to always list every person who worked on a project or schedule a photo shoot when everyone is available. We are however encouraging project leaders to take more group photos when work is in progress so we can give the readers what they want."

***Continued on page 19***



*They're off! Runners after the start of the 5K and 10K road races.*



*(Top) Checking their times after completing the road race challenge.*

*(Left) During the warm up.*

## 5K and 10K present different challenges for runners

Camille Arneaud showed strength and agility, but mostly motherly devotion, pushing her 30 pound baby Isaiah in a stroller for kilometres around the Queens Park Savannah. The Technical Assistant III, one of 227 participants at T&TEC's 5K and 10K road races on May 13, commented after that her greatest challenge was not the race, but convincing baby Isaiah to get into the stroller. "Bribery was necessary to start the race but in the end it was an enjoyable experience for both of us," she said.

After a 15 minute delay, the runners hit the asphalt in overcast weather, a welcomed change from the unrelenting sun of last year. Included for the third consecutive year were employees' friends and families, some of whom made it to winners row. Topping the T&TEC roster was five-time 10K winner, Northern Area Sports Club's Sandino Nero, who crossed the finish line at 41 minutes, winning the overall race and his age category. He attributed his consistency to his innate talent and participation in sports club activities. His closest challenger, Transmission





5K female winner, Marisa Byer (centre), flanked by second and third place winners Beverly Joseph (left) and Abigail Sabad-Drakoulakou (right).



T&TEC 10K female winners, Melissa Guevara (centre) and second place winner Leisel Mohammed (right). Heidi Richards, left in photo, participated under the friends and family category.



T&TEC's 5K male winners Olumide Williamson (centre) and second place winner Keron James (right). Steve Rampersad, left in photo, participated under friends and family category.



10K champs (l-r), Jon Mahabir (4th), Adwin Borell (3rd), Sandino Nero (1st) Anthony Bisnath, participated under the friends and family category and Arvinash Sagoonanan (2nd).

Division's Avinash Sagoonanan, came seven minutes later, while Mt. Hope Sports Club's Adwin Borell trailed by a few minutes.

Perhaps it was the water, but it was the Northern Area Sports Club to again dominate the ladies 10K, with Melissa Guevara finishing first and Leisel Mohammed, second. In the female 5K, seconds separated the first and second place winners Marisa Byer and Beverly Joseph, with Abigail Sabad-Drakoulakou securing third place.

Improving significantly from last year's third place was Olumide Williamson, who won the men's 5K title this year with a time of 20:38, displacing last year's winner, Tobago's Keron James into second place and his teammate Micheal Sobers, into third.

*Congratulations to all the participants – whether you ran or walked, you are all champions.*

# T&TEC's public education programme continues in schools



*Nigel Charles, Consumer Liaison Officer has the full attention of students of the Valencia Primary School under T&TEC's public education programme.*

Sixty-eight students from three classes from the Valencia Primary School have admitted to suffering some level of electric shock at home. The startling revelation was made during a lecture on electrical safety conducted by T&TEC's Consumer Liaison Officer, Nigel Charles as part of the public education programme of the Regulatory and Compliance Department.

The Valencia Primary is the 11th school to benefit from educational talks since formal approval was received by the Ministry of Education in March for T&TEC to introduce take the programme into

schools. The Commission now has official access to approximately 800 primary and secondary schools to conduct lectures on electricity safety and conservation.

Speaking about the May 17 lecture, Mr. Charles said "It was clear that most children already had their dance with danger even before graduating primary school, which emphasises the need for the programme." Students and teachers learned about the role of T&TEC, electricity generation, transmission and distribution, spotting electrical hazards and green energy. Students showed particular

interest in identifying electrical hazards on diagrams, whereas teachers saw interest in the use of safety devices like surge protectors.

Mr. Charles shared that, apart from the school system, the programme has for years been extended to church groups, community centres, malls, and other areas, "providing an opportunity for consumers to have their concerns addressed and solutions found for situations before they become problems." Public education on T&TEC's services, electrical safety, electrical conservation and damaged appliances is mandated by the Regulated Industries Commission

whereas the Regulatory and Compliance Department provides regular updates on its efforts.

“There is an overwhelming hunger for knowledge on electricity in schools”. Safety Inspector, Nicole Dillon, who in previous years assisted with the programme, later echoed Mr. Charles, saying this is due to the fact that we live in a technological age and children interact more with electrical devices for study and entertainment, which makes the programme even more relevant today.

Members of the Electrical Association for Women have also played an instrumental role in the programme’s development over time. This group, with branches throughout the country, continues to provide support by conducting workshops on electricity, assisting with presentations and liaising with children and stakeholders.

According to Mr. Charles, the response to the programme has been quite encouraging, with many schools calling for T&TEC to return. Students,

too, were enthusiastic to share their experience with others and promised to be safer when interacting with electrical devices to avoid further electric shocks. When the students of the Valencia Primary School were asked, “Can you live without electricity,” they responded with a resounding “No!”

The public education programme will continue to get the messages of electricity safety and conservation out for their benefit and for all users.

## Corporate Communications continued

This type of consideration is also an example of the Department working towards T&TEC’s sixth strategic objective, in particular, the related key success factor which speaks, in part, to creating a motivated workforce. The existence of a motivated workforce is also germane to image management said Ms. Brasnell, “especially since, as an essential service and Government agency, eyes and guns are trained on us at all times. It is therefore imperative that our actions always reflect positively on the logo that we wear.”

Drilling further into Strategic Objective number six, developing a “caring and service oriented organisational culture”, the Department drives this through activities and events like sports days, employee awards, children’s Christmas parties, and others that build morale, motivate employees, and help promote trust, respect, and teamwork. As Ms. Brasnell explained, these values ultimately impact on our service delivery, since “a happy employee is more likely to deliver quality service to our customers than an unhappy one.”

Given the Commission’s existing financial constraints, the Department has been forced to reduce its annual budget allocations and a number of events were unavoidably cancelled. All is not lost however, said Ms. Brasnell, as the Department remains committed to producing the best possible events using limited resources. Different strategies are already being employed to manage the other portfolios of the Department as focus remains on improving service, sharing knowledge, educating people and influencing thoughts.



*The entrance roadway leading to the Brian Lara Cricket Academy at night, illuminated by T&TEC lights.*

## T&TEC lights the way to Brian Lara cricket academy

All eyes were on the Brian Lara Cricket Academy when it opened in May, as cricket lovers at home and abroad watched, with keen interest, the action on (and off) the field. For staff of T&TEC's Public Lighting Department (PLD), something less trending was the focus as they worked to complete the new lighting infrastructure installed around the facility in time for the big opening.

Success was achieved, but not without its setbacks, according to the Engineer in

charge of the project, Amit Dipnarine. Due to the elapsed time when the stadium project was at a standstill, workers encountered challenges including blocked or collapsed underground ducting and waterlogged pull boxes. Combined with a tight deadline and resource limitations, completing the project within the required timeframe was at time unachievable, but through the dedicated efforts of the PLD crews, including Crew Supervisor Adesh Harridass and his crew, the

project was completed before the scheduled opening.

The initial project design was modified, "as an interim solution" to utilise overhead conductors and pole-mounted transformers for the 64-250W street lights installed along the dual carriageway entrance from the Gasparillo Bypass Road and the roadway leading to the rear parking area. "These lights provide sufficient lighting to patrons navigating the long entry roadway at night," Mr. Dipnarine said.

Discussions are ongoing with the UDECOTT to have the outstanding civil works (underground ducting, etc) completed, so that the underground cable and the pad-mount transformers can be installed as per the original design.

With the Brian Lara Cricket Academy in operation, there is now a “significant opportunity” for Trinidad and Tobago to host international and regional sports events, said President of the Trinidad and Tobago Olympic Committee, Brian Lewis at the launch. With the

Cricket Academy having the capacity to accommodate 1,595 cars and 165 maxi taxis/buses, T&TEC’s 64 streetlights provide visibility and an added safety measure for the thousands of citizens visiting the venue.

## Easter in the East

The Easter message of God’s love and peace was evident at Distribution East’s first annual Easter Programme, ‘He is Risen’. The novel afternoon of reflection and fellowship took place under the patronage of Area Manager, Alvin Ramsaran on April 12.

Close to 20 employees, from all levels, participated in the diverse programme, delivering greetings, prayers, words of scripture, reflections and even entertainment in the form of songs and the spoken word. It was the brainchild of Nikeisha Williams, Clerk II, who was quite pleased with the participation by her colleagues. “It really was an indication of the unifying power of the



*Worshipping quintet: Alicia Labadie, Tyjondah Antoine, Nikeisha Williams, Stephanie Garcia, and Ainsley Stewart sing “You are my all in all”.*

gospel, as Christians and non-Christians alike were moved, some almost to tears, by the touching contributions,” she said.

Ms. Williams also acknowledged the support received from the staff, especially Mr. Ramsaran, who granted the permission to organise the event. He was also on hand to deliver greetings, encouraging all to apply Jesus’ lessons of

“selflessness and sacrifice” to their daily lives. Those lessons were already employed by those who volunteered to make the afternoon a success, like decorator, Linesman A, Kevin ‘Mango’ Robertson, and those generous employees who donated the refreshments.

Ms. Williams is already looking forward to next year’s event, which she hopes will be just as inspiring but even “bigger and better.”

# Highest number of WOW Awards presented



What does it take to wow someone? Fifty-eight employees discovered recently that one can impress in a variety of ways – going above and beyond, adding value, or performing an exceptional job. They were among the list of impressive cases reviewed by the Reward and Recognition Committee, in the largest group of nominees since the programme's inception in 2013. As their stories reveal, generosity of heart and diligence do get noticed.

Such was the case when Garry Charles and Sade Blackman of Distribution North unhesitatingly jumped to the aid of a colleague who collapsed or, when a team of security officers from Distribution South responded to break-ins at the Gandhi Village, Phillipine and Debe Substations. The investigators, Lawrence Gookool, Dexter Cadogan, Aden Sinanan, Denver Bellasario, Rabindra Bhola, Dave Alexander, Rudolph Hazard and Neil Pinchillia, later performed a 'sting operation'

to apprehend the suspects who were then charged.

Teamwork and going beyond the call of duty were the two categories in which those employees were nominated. Other categories included adding value and customer commendations for exceptional service, which earned nine Commercial Department employees automatic WOW nominations. Shiria Ali and Brandon James, both the Health, Safety and the Environment (HSE) employees, who made recommendations, on request, to revise the OSH Act were nominated for adding value.

Similar commendations went to Kenrick Legier (Security) and Nesha Mahabir (Corporate Communications), otherwise known as T&TEC's Santa Claus and Mrs. Claus, who were recognised for going beyond the call of duty after volunteering for eight hours at the Children's Christmas treats in December. Employees from the Human Resources and the

Corporate Communications Departments were nominated by their managers for demonstrating teamwork and, in the case of the latter, cost savings, for contributing to the success of their in-house projects.

As these cases illustrate, anyone can be nominated. The categories for selection include creating proactive ideas for process improvement, cost cutting or revenue generation; going beyond the call of duty; voluntarily investing personal time; team work; customer commendation; and championing core values.

So the next time you come up with an inventive way to cut costs, leave a customer spellbound by excellent service, or observe a colleague doing more than what is required, a WOW award, and a useful gift voucher, are more than likely.

# George Ford passes on



After a long, fruitful and pioneering career, legendary member of the T&TEC Family, George A.O. Ford, passed away in May 2017, at age 98.

Mr. Ford joined T&TEC in 1950 as a Charge Engineer in the Generation Department and spent 28 years at the Commission, retiring as Deputy General Manager in 1978.

As a relatively young engineer, Mr. Ford was responsible for leading the Commission through a challenging period of restructuring after a mass exodus of expatriate engineers in the early 1960s, allegedly as a result of the environment of nationalism that existed in the country at that time.

When 32 expats returned to England en-masse, Mr. Ford was catapulted from his position of Area Superintendent to the newly-created position of Chief Engineer, Distribution. Prior to this, he held the position of Engineer, Planning and Development and as Area Superintendent was, at

different times, responsible for the Southern and Northern distribution areas.

As Chief Engineer, Mr. Ford, propelled by General Manager, Karl Seheult and Deputy General Manager, Leslie Dookhie, took on the task of building the local leadership of the Commission by successfully integrating local engineers into the organisation. His strategy included the implementation of an Engineer-in-Training (EIT) programme (which still exists today), which was designed to develop the new, inexperienced engineers entering the Commission. As part of their training, EITs were required to understudy in each department in the Commission and, at the end of each period, were required to demonstrate, at the interview, their knowledge and understanding of the administration and operation of the department.

As a result of Mr. Ford's strategy, the Commission was, and is still, able to develop a cadre of well-trained local talent that were fully qualified and competent to build T&TEC into the number one performing utility in the country.

Mr. George Ford is also recognised as being responsible for creating the base for today's electricity generation, transmission and distribution system. Mr. Ford had the foresight to develop the northwest and southwest ring of transmission lines, as well as installing the northeast undersea cable link from Toco, Trinidad to Milford Bay, Tobago to improve the reliability of supply to the island.

Mr. Ford can be credited with developing the relevant policies and guidelines which have steered the Commission in a direction of reliability-centred performance. In this regard, generation reserve margins were established and planning criteria for the transmission and distribution systems were instituted. These policies set the foundation and continue to serve the organisation to this day.

For his pioneering work in the strategic development of the Trinidad and Tobago Electricity Commission, Mr. Ford was presented with an Award of Merit at its 70th Anniversary celebrations in 2016.

Our condolences go out to the family of a T&TEC legend, George A.O. Ford. May his soul rest in peace.

# Employee Update

Appointments, Promotions, Moving On and Accomplishments

## PROMOTIONS

<b>NAME</b>	<b>POSITION</b>	<b>AREA/DEPARTMENT</b>
Adrian Warren	Engineer II	Distribution Tobago
Avinash Jaggernauth	Clerk II	Commercial
Danraj Ramcharan	Senior Engineer	Public Lighting
Dial Rambarran	Crew Supervisor	Distribution East
Fahad Ghany	Communications Technician III	Communications Department
Gary Cyrille	Crew Supervisor	Distribution East
Jenelle Fournillier-Charles	Clerk II	Commercial
John Mackay	Clerk II	Risk Management Department
Kavita Primsingh-Lall	Senior Clerk	Distribution North
Kevin Ameerali	Clerk II	Chief Accountant
Kurlan Hackett	Technical Assistant I	Distribution Tobago
Michael Edwards	Crew Supervisor	Distribution Tobago
Nelton Lewis	Engineer II	Distribution Tobago
Nicholas Jagdeo	Engineer I	Distribution Tobago
Nigel Wilson	Lines Supervisor	Distribution Tobago
Raynold Mc Lean	Linesman 'B'	Distribution Central
Reuben Alfred	Crew Supervisor	Distribution Tobago
Samuel Edwards	Crew Supervisor	Distribution Tobago
Stefan Quashie	Jointer 'A'	Distribution Tobago
Vijai Ramdhan	Linesman 'C'	Public Lighting

## DEPARTURES

<b>NAME</b>	<b>POSITION</b>	<b>AREA/DEPARTMENT</b>
Anton Mc Lean	Crew Supervisor	Distribution North
Cathrine Rajkumar	Cleaner	Distribution South
Christie Sorillo	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution East
Clyde Harradan	Crew Supervisor	Distribution East
Elijah Seaforth	H.S.E Inspector	Health, Safety & Environment
Ellison Titus	Crew Supervisor	Distribution Central
Franklyn Seejagat	Maintenance Technician II	Distribution East
Gloria Sylvan	Estate Constable	Security – Distribution South
Godfrey John	Crew Supervisor	Distribution Central
Gregory Le Gendre	Clerk II	Supplies
Hollis Roberts	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution Tobago
Joseph Singh	Line Clearer Supervisor	Distribution Central
Peter Winston Mendoza	Estate Corporal	Security – Distribution South
Ramdath Bissessar	Snr. Supervisor Trans. & Dist.	Distribution South
Vijay Ramdath	Linesman 'A'	Distribution South



# Substation improvements in the East



Substation Project crew members (from l-r) D. Moore, B. Pallai, K. Warrick, R. Ross, K. Sylvester and T. Moore pose for a group photo. Missing are Zahir Rahim (Substations & Projects Engineer) and Trevor Hector (Senior Supervisor).

Good news for customers in Trincity and Curepe, after Distribution East successfully commissioned two transformers recently, as part of ongoing efforts to improve the overall reliability and flexibility of the supply to customers in the area. The Areva 20/25MVA transformer was commissioned in March at the Trincity Substation to facilitate load growth in the Trincity Millennium Vision Industrial Park. In May, a transformer of the same capacity by the New Korea Electric Co. Ltd. was energised at the St. Augustine Substation to facilitate load growth in Curepe/St Augustine area.

## Farewell Foster



It was with deep sadness that we bade farewell to Foster Giles, another livewire of T&TEC, who passed away on April 11.

Mr. Giles retired from the Commission in December 2009 after an illustrious 41-year career as Senior Supervisor, Transmission and Distribution at Distribution North. He, however, remained a regular presence in T&TEC's operations, having returned as a contract worker in 2010. Mr. Giles was first assigned to the Transmission Division, then to Distribution Division at the Public Lighting Department in 2011, where he remained until his most recent assignment, which would have ended in June 2017.

A popular and well-loved member of the Electric Family, Mr. Giles was personable and dedicated to his job and to promoting excellent customer

service, through his willingness to help others in the execution of their duties. He will be remembered as an avid supporter of sports and culture at T&TEC who loved ballroom dancing and as a long-serving member of the Northern Area Sports Club Executive. He was also a long-standing member of the TATECO Credit Union, having served as President in 2002-2005 and 2011-2012, and in various other capacities on the Executive.

Mr. Giles was the father of Sean Giles, a Senior Engineer at the Transmission Maintenance Department. Our condolences go out to him and the rest of Mr. Giles' family – his wife, Diana and daughters Mindy, Nyoka and Kemba – his colleagues and many friends on his passing.

May his soul rest in peace.

# Investment through life

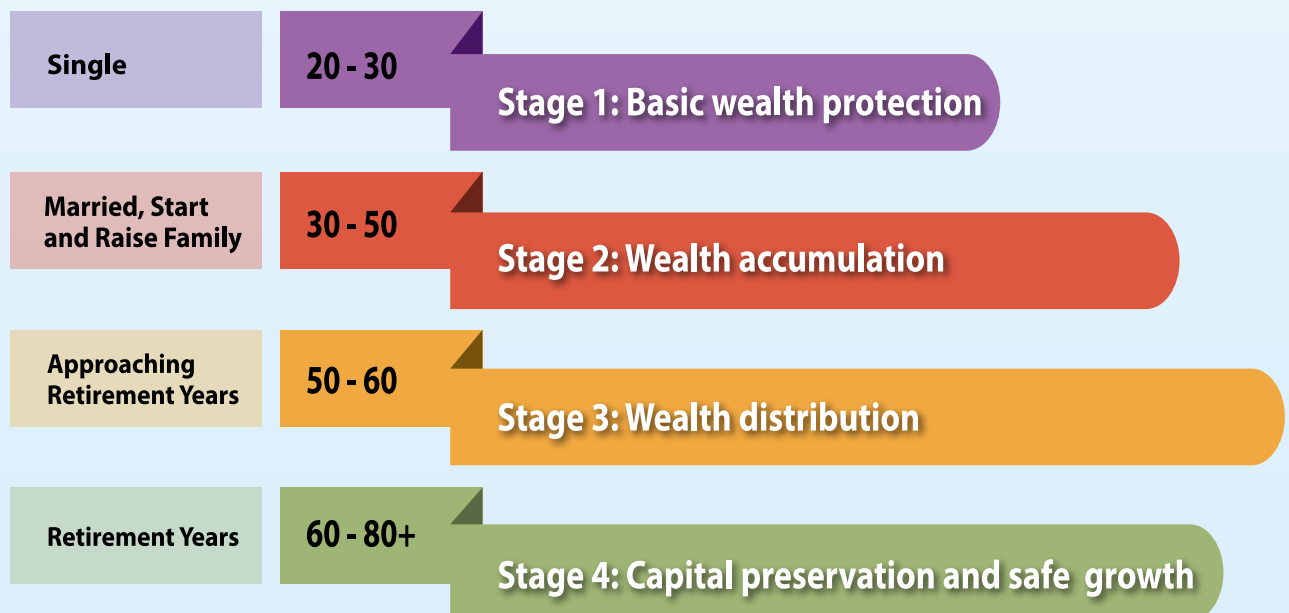
The reasons for wealth accumulation typically differs at various stages of life. As a young adult finances are may be more heavily focussed on the purchase of a car, travel or saving towards the purchase a house. As you advance into adulthood and life changes, the focus tends to shift to expenses like house mortgage, investments, or providing for children and their education.

The key to ensuring you meet your goals is prudent financial planning for every stage of your life.

Lisa Mc Nicolls Sargent, Pensions and Investment Manager at T&TEC, advises that every investment comes with a degree of risk and the individual should not to invest more than they can afford to lose. Before investing ask questions such as what instruments is the financial institution investing in; what are the fees for investment? She also suggests that one-time earnings, such as back pay, should be invested into a contingency plan to supplement pension and to cushion inflation.

The following graphic give you a clear picture on how to invest throughout your life, to help guide you to a more secure future.

## The Stages of Investment



# PBX installed at Transmission Division











Transmission Division has been included in the networking of the PBX system. The improved access was possible after the Communications Department installed and commissioned a new PBX telephone system in May. With the Mitel 3300 ICP system, employees can now directly call any telephone extension from any other extension throughout the Commission.

Employees can reach the operator at Transmission at extension number 1010, while dialling 0 will work locally. Other operator extension numbers are:

- 01 – Northern Area**
- 02 – Head Office**
- 03 – Southern Area**
- 04 – Mt Hope**
- 05 – Tobago**
- 06 – King Village**
- 07 – Eastern Area**
- 08 – PLD**
- 09 – Central Area**

In addition, the system has for the first time successfully utilised a wireless E1 trunk line, which will support the Least Cost Routing (LCR) call facility and reduce the call cost for some outgoing cellular calls.

## Other benefits of the new system include:

-  Greater capacity for calls from one Area to the next.
-  Each line in the Commission having a unique identifying number.
-  A structured numbering system to cater for new sections.
-  The ability to communicate between offices even with a failed PABX at one office.
-  Greater use of voice conferencing, hot desking (multiple workers using a single physical work station or surface during different time periods) and call pickup groups.
-  Utilising Voice over IP at Transmission. Introducing higher end VoIP phones with added features.
-  Increased callout capacity at Transmission.
-  Introduction of Digicel trunk lines to reduce the cost of outgoing Digicel lines.

Zero (0) also remains as local access for your operator (01, 02, 03, 04, 05, 06, 07, 08, 09 works locally as well).



## Board-game strategy and cricket

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Guarded by knights, bishops and pawns among others, sports club members from every Area readied themselves to battle strategically at the annual inter-Area chess, draughts and scrabble competitions on March 25.



*Draughts champion, Randolph Pierre (left) in a moment of concentration during his game against Dhanookdhary Singh.*

At the Eastern Area Sports Club, 64 squares on the chess board separated players eager to trap each other and say the words 'checkmate' to end the game. It was Assistant General Manager - Administration, Ian Ramrattan, representing Mt. Hope Sports Club, who cornered and dethroned last year's champion, Eastern Area's Tracy Shields. Mr. Shields had to settle for second place ahead of Southern Area Sports Club's Avinash Harripersad.

By paying attention to detail, Northern Area Sports Club's Randolph Pierre found avenues of weakness in his opponents to retain first place in draughts, surpassing Tobago Sports Club's Baint Hamlet and Eastern Area Sports Club's Dhanookdhary Singh.



*Curvis Francois (left) on his way to becoming the scrabble winner in one of his earlier games against Loren Bayne.*

In another area of the club house, a man of many words, Area Manager, Curvis Francois, placed first in scrabble with the most bonus words and highest single play. Representing the Northern Area Sports Club, he edged out fellow club member Jonathan Samuel and Central Area Sports Club's Saidah Hosein.



*The winning Northern Area 7-a-side wind ball cricket team (below).*

A few weeks later on April 8, the Central Area Sports Club's cricket ground was primed for the annual 7-a-side wind ball cricket competition. Northern Area Sports Club defeated the Eastern Area team to emerge winners, ahead of Central Area Sports Club who

used their home advantage on the other clubs to place third.

Congratulations to all the board game strategists and cricket champs!

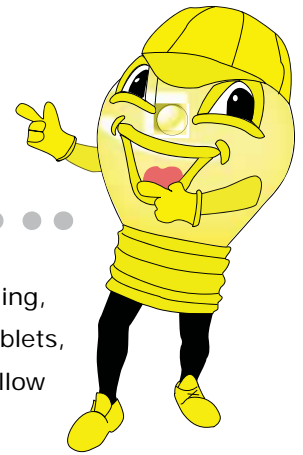
## New Southern Area Sports Club Executive

The Southern Area Sports and Cultural Club held its Annual General Meeting on April 12, where elections were held for its new Executive Committee. The following persons were elected to serve for the 2017-2019 term.

President	Kayar Bannister
Vice President	Desil Lewis
Secretary	Davaline Atwell
Assistant Secretary	Amelia Lochan
Treasurer	Darwin Anthony
Assistant Treasurer	Jonelle Phillips-Lewis
Public Relations Officer	Brendon Burke

Trustee	Lex Tom
Trustee	Anthony Noreiga
Committee Member	Anthony Haynes
Committee Member	Tigana Sparks
Committee Member	Kenrick Legier (Rep. for Point Fortin)

# Watty Safety tips for the young and young at heart!



Technological devices, if not appropriately equipped or connected for recharging, can increase the risk of electric shock. So as you play your games on your tablets, chat with your friends on your phone or read on your kindle, remember to follow these tips:

## Buy certified brands

Ensure your charger is certified by checking for the manufacturer's brand name or logo, model and batch number. Uncertified chargers, although significantly cheaper, pose the risk of becoming inflamed or exploding. This does not only risk your life but it could also damage your phone or tablet.



## Spot check tablets and phones

Check tablets and phones for signs of wear. Look for damage around the charging ports or electrical plug especially the plug pins.

## Avoid hot beds

Do not charge tablets, phones and other electrical devices under a pillow or anywhere on your bed that may cause overheating.

Especially avoid charging devices that are unmonitored overnight. This can cause fires.



## Encourage the family

Get family members in the practice with switching off TVs, computers, games and other electric appliances before you go to bed.



## Drink away

Do not put drinks on or near technological devices as water and electricity create a lethal combination.

## Don't overdo it

Electric plugs and sockets should not be overloaded. Ensure devices do not exceed the capacity of the sockets or extension cords by checking the capacity labelled on the various instruments and calculating the voltages.

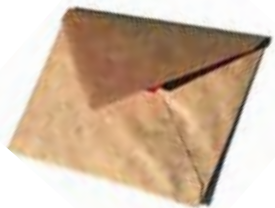


## Clean rooms

Keep rooms dust free as electrical devices, with blocked vents, can overheat and cause a fire.

Source: [electricalsafetyfirst.org.uk](http://electricalsafetyfirst.org.uk)

# Letters



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

December 21, 2016

Mrs. Bridget Poon Lewis  
Customer Service Officer (Commercial)

Re: Appreciation for Customer Service –  
Denisha Charles

With reference to the subject, I visited your office on Wednesday, December 14, 2016 to obtain account numbers for some houses in our Riverwoods Development, which was urgently required by our parent company.

The Customer Service Representative, Miss Denisha Charles, who attended to me was professional, efficient, courteous, competent and patient (since it was over 27 accounts).

My overall experience was a happy one and I left a satisfied customer.

I commend Ms. Charles and hope that her positive attitude will continue. It was refreshing to venture into an office and obtain such great service in these times.

Winfred Augustus  
Real Estate Co-ordinator  
National Insurance Property Development  
Company Limited

April 27th, 2017

Subject: Transfer of light & Removal of street pole

Thank you for your assistance Mr. Mohan Chadee, Regulated Industries Commission, for the timely response in resolving our situation.

The T&TEC crew came on Monday, 24th April at 5:15 p.m. and relocated the light. Upon leaving, another truck was already here to remove the pole. The job was completed at approximately 6:30 p.m. as the street lights came on. We were happy to see it come on despite the delay.

I would also like to extend my appreciation to T&TEC Distribution East crew for job well done. They were pleasantly courteous and efficient. I know you are understaffed and over worked. Despite these challenges continue doing your best and you'll reap rewards. You are appreciated.

Thank you all.  
Ruqayyah Muhammad.

## Tune in to... **POWER chat**

T&TEC's latest public awareness initiative, "Power Chat", a weekly 5-minute radio programme was launched on May 3. According to host and Corporate Communications Manager, Annabelle Brasnell, the programme is "another avenue to inform and educate our customers about new and existing services as well as general tips that can improve their lives."

Broadcast on three stations in the first instance, the pre-recorded segment features one-on-one

talks with T&TEC's senior officials on a variety of topics, including electricity conservation, bill payment options, account management, current stealing and electricity safety.

Power Chat airs every Monday, Wednesday and Sunday as follows: 195.5FM - Wednesday at 3:55 p.m. 107.7FM - Sundays at 9:45 a.m. 94.1FM - Mondays at 7.55 a.m.

All are invited to tune in.

