



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 35 #1/January - March 2018

**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 Commissioner appointed
- New substation for Gas/Chemical Plant
- New Call Centre making an impact
- T&TEC appears before PAC

# Editorial

## Quality requires continuous improvement

With the receipt of the ISO 9001: 2008 Quality Management System (QMS) certificate, the news of T&TEC's multi-site certification last December became much more tangible.

A copy of the certificate is now on display at the Stanley .P. Ottley building and proclaims to all visitors that T&TEC is a 'quality' organisation.

The road to multi-site (Commission-wide) certification took several years as we refined or created processes and procedures to plan and execute our operations to, ultimately, improve the quality of service we deliver to customers. Similar to the weight-loss phase of a new healthy lifestyle, adjustments required an initial mental shift into a new way of doing things, particularly as it related to document control and

standardised procedures. Now we're focusing on continuous improvement i.e. a lifelong commitment to enhancing services and processes through ongoing monitoring and evaluation, and making incremental changes based on customers' requirements.

At the final audit before certification last year, the external auditors commended the Commission on good performance in areas such as continual improvement activities, having strong, dedicated employees that understand their roles and responsibilities, having developed operational processes, and quality customer service. Some areas were identified as potential risks for future nonconformity and managers are ensuring these issues do not escalate.

Increased focus on risk is a key component of ISO 9001 certification going forward. The 2008 standard has been replaced with

ISO 9001:2015 which, according to the International Standard Organisation, "is less prescriptive... focusing instead on performance". It is designed to respond to the latest business trends and be compatible with other management systems such as ISO 14001. It will combine the process approach of previous iterations with risk-based thinking and employment of a "Plan-Do-Check-Act cycle". T&TEC will be required to be certified in the new version of the Standard later in 2018.

Recertification, and the new approaches it contains, is but one aspect of the continuous improvement that is now core to T&TEC's operations but only by embracing ever-present change will we become a "Quality" organisation.

**Cover Photo:** The rose glow of the rising sun bathes the equipment at the new CGCL 66kV Substation at La Brea.

## Credits

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This edition of the *Watts Happening* is posted on T&TEC's intranet and website: [www.ttec.co.tt](http://www.ttec.co.tt)

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# New Commissioner appointed

Sharmaine Caballero was appointed to T&TEC's Board of Commissioners, effective January 24, 2018.

Ms. Caballero brings to the Board a wealth of experience in human resources management, having served as Human Resources Adviser and subsequently as General Manager of Human Resources at Republic Bank between 2005 -2014. Prior to that, she was the Manager, Personnel, at the Personnel Department of the Central Bank of Trinidad and Tobago from 1979-1996. She was also a part time lecturer in the Departments of Management and Behavioural Sciences at UWI, and a former Chairman and President of the Council of the Institute of Banking and Finance of Trinidad and Tobago.

Ms. Caballero holds a Masters of Business Administration with a Major in Management and a Bachelor of Arts in Economics and Mathematics.

Minister of Public Utilities, Senator the Honourable Robert Le Hunte, noted that her experience in the area of human resources management will be critical in charting



*T&TEC Commissioner Sharmaine Caballero is presented with her instrument of appointment from Public Utilities Minister Sen. the Hon. Robert Le Hunte.*

the way forward for the Commission since all sides, employees and management, are critical in ensuring that T&TEC increases efficiency while at the same time reducing expenditure.

Senator Le Hunte said Ms. Caballero's appointment was an important addition to the board, as T&TEC undergoes

transformation to greater efficiency and service delivery to its consumers.

Ms. Caballero's appointment brings the number of T&TEC Commissioners to eight. We extend congratulations to Ms. Caballero on her appointment, and wish her a successful tenure in office.



## New substation for La Brea plant

T&TEC's role in the socio-economic development of Trinidad and Tobago came to the fore again with the commissioning of the Caribbean Gas Chemical Limited (CGCL) 66kV Substation in February. The new substation was built to solely provide the CGCL methanol/dimethyl ether plant with its power requirements of 16.8MVA.

T&TEC was hired by CGCL to design and build the Union Estate, La Brea substation to the specifications required for its operations. The CGCL plant will be a natural gas to petrochemicals complex that is proposed to house a methanol plant, a di-methyl-ether plant and a desalination plant. In his 2016 budget statement, Minister of Finance, Colm Imbert, noted that the project "...will create a range of downstream derivative industries offering good quality, long-term secure jobs for our citizens in the south-

west peninsula, as well as attractive opportunities for local businesses."

The three-project 'CGCL Cluster' began in September 2016. Led by the Transmission Division, the project involved the construction of the new 66kV substation, the installation of two additional 66kV bays and the installation of two 66kV lines at the Commission's Union Estate 220/66kV Substation. The latter two link T&TEC's substation to the customer's 66kV substation. As the two substations are in close proximity, system losses will be minimised and power cost reduced.

Months of diligent preparation, tight project management and the enlistment of an experienced contractor allowed the three projects to be undertaken simultaneously.

The construction of the Union Estate-CGCL No. 1 and No. 2



*Ravi Shukla*

66kV circuits, the final project of the CGCL cluster, was carried out by an in-house team from the Transmission Development and Engineering Services (TD&ES) and the Transmission Maintenance Departments. This project involved the installation of poles and stringing of phase and aerial conductors. Ravi Shukla, Assistant General Manager, Transmission Division commended employees for their hard work and commitment. Despite some external, unrelated challenges at the location, the Transmission team completed the project on schedule and the CGCL was energised on February 27.





Construction of the Caribbean Gas Chemical Limited complex is expected to be completed in December 2018, with production scheduled to start

in the first quarter of 2019. It will be the Commission's largest new customer for this year.

## ISO multi-site certificate on display



Having received notice of multi-site certification in ISO 9001:2008 Quality Management System (QMS) for T&TEC last December, General Manager – Kelvin Ramsook (centre) and Head – Corporate Support, Gerard Emmanuel-Rodriguez were on hand for the proud moment as Helper, Marlon Nelson, mounted the framed certificate

in the lobby of the Stanley P. Ottley Building, Mt. Hope on March 26.

In last quarter's issue we reported that the certification is valid until June 16, 2018, pending transition to ISO 9001:2015, and covers all Areas/ Divisions except the Health, Safety and the Environment, Security, Legal/Secretarial, Public Lighting, as well as some under the Finance Division, which are covered by other standards and regulations.



*Flashback: In photo above, the members of the Quality Assurance Section of the Corporate Support Department and representatives from Transmission Division, Distributions North and East and Supplies, Communications and System Planning and Research Departments, who participated in the sample audits to acquire multi-site certification, posed for a group photo after the notice of certification was received last year.*



*The panel of T&TEC officials prior to the start of the session.*

## T&TEC appears before Public Accounts Committee

Matters of productivity, efficiency and finance were central themes when T&TEC appeared before a Public Accounts Committee (PAC) on January 31.

As a state enterprise, T&TEC is required to participate in exercises necessary for Government to execute oversight with taxpayer's money. As such, a team led by T&TEC's Chairman, Keith Sirju, appeared before the Parliament's PAC to answer questions on audited financial statements for financial periods spanning 2012-2015.

Member of Parliament

and Committee Chairman, Bhoendradatt Tewarie, led a nine-member tri-partite mix of Lower and Upper House representatives for the session which was televised live and streamed online. While most of the questions were directed at Mr. Sirju and General Manager, Kelvin Ramsook, Commissioner Janet Richards and some Senior Executives and Heads of Departments were also on hand to provide clarification on questions when needed.

In his opening statement, the Acting Permanent Secretary of the Ministry of Public Utilities, Gary Joseph, set out the role of the Ministry in the

Commission's operations. Through a "robust reporting and monitoring framework", T&TEC and the Ministry have partnered together to fulfil the government's policy to "develop and modernise the electricity sector," he said. This paved the way for the questioning, with Mr. Sirju opening by contextualising T&TEC's operations within existing financial constraints. In light of the challenges, which have left T&TEC's "income [unable] to meet its expenditure," he said, this "important national enterprise" continues to "actively pursue ways aimed at stabilising its financial viability." Much of the ensuing



discussion centred around issues of productivity and the opportunities at T&TEC's disposal to deal with those challenges. Some planned measures outlined by Mr. Ramsook included retraining staff to increase the number of crews and renegotiating the Power Purchase Agreements with generating companies to reduce the capacity requirement needed by T&TEC. The continued management of overtime was also discussed. Overall, these measures are intended to improve efficiency and customer service and give more value for money.

The issue of improvement in overall productivity, with the need for crews to spend more productive time on job sites, was also discussed.

Assistant General Manager – Human Resources, Jacqueline Cheesman, further advised the Committee that through T&TEC's Absenteeism Policy, and a newly established Productivity Committee of management and union representatives, the Commission is continuously refining ways to minimise absenteeism and improve labour output.

Mr. Sirju's early acknowledgement that T&TEC's operating deficit is related to the selling price of electricity, which "has not been adjusted for eight years", also created much interest. However, as the General

Manager explained, the possibility of a rate increase, while it would help alleviate some of T&TEC's financial troubles, is still under review by the Regulated Industries Commission and unlikely to be resolved before mid-2018. He added however that T&TEC is still able to meet its short term commitments, by curtailing some projects, but not at

challenges, he acknowledged that "much of T&TEC is good and we continue to build on its strengths, as we strive to make this utility a world class one."

On conclusion of the session the Committee Chairman told the Commission that "people want to know that T&TEC is being efficiently and effectively



*Permanent Secretary (Ag.), MPU, Gary Joseph, responds to a question posed by the Committee.*

the expense of safety and reliability.

Other issues addressed by the T&TEC team during the two-hour session included measures for succession planning/training, collecting outstanding debts and renewable energy. Mr. Sirju's primary message to the Committee was clear – the Board is committed to providing customers with a safe, reliable supply of electricity; to develop plans to place the Commission in a financially viable state and to encourage industrial calm in the workplace. Despite the

run, that the workers are productive...so we are happy that the answers shared will be available to the public."

To view the entire meeting, visit the Parliament Channel on YouTube:

<https://www.youtube.com/watch?v=9feHToD49I8>

# T&TEC presses for progress - International Women's Day 2018

Trinidad and Tobago may have already seen its first female Prime Minister and President, but according to the World Economic Forum's 2017 Gender Gap Report\*, gender parity is still over 200 years away. As an organisation that aims to improve the equality between genders, T&TEC used the annual International Women's Day (IWD) observances and its theme, "Press for Progress," to share this important message with some young students.

Two of T&TEC's female engineers, Distribution

South's Chrystal Joseph and Distribution Planning and Support's Karimah Ali, were the guest speakers at an IWD forum organised by T&TEC for the students of the Nelson Street Girls' Roman Catholic School, Port of Spain. The session took place one day after IWD, on March 9, where they introduced the young ladies to the field of engineering and promoted the idea that they too can consider careers in similar male-dominated fields.

During the presentation, Ms. Joseph gave a brief overview

of T&TEC and highlighted some of the women in leadership, both within the organisation and nationally, who have paved the way towards reducing the gender gap. When it was time to speak about her chosen career, she was particularly passionate, declaring, "Engineers solve the problems of the world!" She encouraged the girls not to be intimidated by professions that may be male dominated, adding that, there is no one 'type' of person who can become an engineer or technician, "so if you like to solve problems,

*Below:  
Corporate  
Communications  
Manager,  
Annabelle  
Brasnell (back  
row, centre) and  
T&TEC staff  
join with some  
of the students  
and their teacher  
at the Nelson  
Street Girls' R.C.  
School to mark  
International  
Women's Day.*







All eyes trained on the board for the word search competition.

are curious and want to make a difference, then you can become an engineer."

After the presentation, the T&TEC team engaged the children in a competitive word search game and invited them to learn more about electricity by playing with the "nerve-tester".

Corporate Communications Manager, Annabelle Brasnell noted that, coming off the heels of IWD, the presentation will not only speak to the young girls about the importance of gender equality, but also "spark an interest" in the disciplines of science,



T&TEC Engineers Chrystal Joseph and Karimah Ali, during their presentation to the girls.

technology, engineering and mathematics (STEM) among female students. She observed that, when asked what they wanted to be when they grew up early in the presentation, the response by the roomful of standards four and five pupils, were the standard professions - teacher, doctor, nurse and lawyer. "By exposing the girls to these STEM disciplines, we hope to see more females pursuing these courses of study, and in time, help reduce the gender gap in the related fields, which will have a long term benefit for T&TEC," she said.

*\*The Global Gender Gap Report benchmarks 144 countries regarding their progress on gender parity via four main themes: Economic Participation and Opportunity, Educational Attainment, Health and Survival, and Political Empowerment.*



# A hub of communication



*A T&TEC Dispatcher utilises the GIS location map to assist a customer.*

Since its launch on November 20, a total of 4950 customers have downloaded T&TEC's mobile app and a monthly average of 10,000 customers have used the upgraded Interactive Voice Response (IVR) at the newly established Distribution Control Centre. These are promising results, following the Commission's decision to establish an in-house call centre and to adopt an Outage Management System (OMS).

Farrell Christopher, Senior Analyst, Distribution Planning and Support,

who is responsible for the operational aspect of the Distribution Control Centre, which includes the Distribution Call Centre (Call Centre) and Distribution Control, said that customers are seeing, and have expressed appreciation for the benefits of the system that was specifically designed to improve their communication experiences with the Commission. In the short time since launch, the prompt response to reports made through the smartphone application and an increased call answer rate on 800-BULB have elicited a steady stream of positive feedback regarding the Commission's timely response to issues. Lessons have also been learned, including the importance of gathering thorough information, as well as a greater appreciation for customer service.

Mr. Christopher cited the co-ordination between the Areas and the Call Centre as a major component of the project's success. Call Centre Trouble Report Dispatcher IIs rely on their Telecomm Operator counterparts in the Distribution Areas for credible information and regular updates from

the crew to quickly provide feedback to customers.

Within minutes of a call, the Dispatchers at the Stanley P. Ottley hub can advise on the status of the crew and give a good estimate as to when electricity is expected to be restored, such is the quick flow of information between hundreds of customers and the centrally-located Call Centre. Assisting with internal information flows, especially with the Distribution Areas, is Karimah Ali, an Engineer I who has worked in the Distribution Division. Supported by two clerks, Ms Ali co-ordinates and provides direction for requests outside of the remit of the Dispatchers, such as for customers who may have been disconnected.

Operating on a 24/7 basis, the Dispatchers combine people skills and technology to efficiently field calls and answer texts in three shifts. Surrounded by several 28-inch computer screens which they monitor constantly for incoming calls, messages, alerts on street and infrastructure maps and updates on crews' status, they also deftly juggle phone calls—delivering answers in





*Call Centre Dispatchers on duty.*

measured tones—responses to voice mail messages and logging reports from, and texting responses to, customers via the app. They also man the mobile hotline which is activated for short periods such as during Carnival and SEA. While most calls and texts cover typical reports of outages and other issues such as malfunctioning street lights, a few of them can be challenging. This can come in the form of abusive callers who demand instant results, or an unusually large volume of calls of more than 1500 in one shift, typically triggered by an unplanned outage. If the phone is not answered in 30 seconds, the call is transferred to the emergency section in the

respective Distribution Area or to voice mail. Any customer who leaves a voice mail receives a follow-up call within one hour from the Call Centre. For quality control, all calls are recorded.

Through a pilot project, Distribution Central's customers have the added benefit of the enhanced Interactive Voice Response system, which gives the option of reporting outages and other issues using the automated system. Using caller ID technology, the system will recognise a phone number tied to an account or, if the number is different, will allow the customer to enter a related meter or account number for which the report

is being made. By following a series of prompts, the caller can provide additional details such as the apparent cause of the outage, or request a call back on restoration. The outcome of this pilot will provide invaluable information to refine the system as it is rolled out during the course of the year to other Distribution Areas, Mr Christopher said. Should they wish, customers can also speak to an operator for emergency issues.

In such cases, the professional responses of the officers at the Call Centre reflect the knowledge and confidence acquired from attending an intensive two-week training

*continued on page 12*

programme, as well as natural aptitude for customer service. The training covered practical aspects such as customer contact and the IVR system, included a ride along with an emergency crew, a two-day assignment with Telecom Operators at Distribution Areas, an introduction to the T&TEC electrical system

and an understanding of the customer information system, Ventyx.

Despite some of the challenges, Dispatchers still value the satisfaction of interacting with customers, particularly, as Ming-Lee Brisbane, Dispatcher II shared, "people are happy to talk to a

human [especially] when we call them back or when we answer their e-mail or texts".

## A Wakanda treat



*Employees making the kids feel extra special before their Black Panther viewing.*

A T&TEC team gave students from east Port of Spain a WAKANDA-inspired treat prior to their viewing of the popular Black Panther movie at Digicel IMAX, Port of Spain on March 14.

For just over two hours, the 14 employees tied headwraps and painted faces in the styles reminiscent of the people of the fictional African

nation. Several students expressed excitement over the opportunity to dress the part and looked forward to viewing Black Panther on screen.

Over 300 boys and girls from South East POS Secondary, Piccadilly Government Primary, Eastern Boys and Girls Primary, Nelson Street Boys and Girls Primary, Rosary Boys and Girls Primary and Gloster

Lodge Primary Schools, and the George Street and Nelson Street Police Youth Clubs, were among those that participated in the Trinidad and Tobago Police Service (TTPS) event.

T&TEC, as a responsible corporate citizen, was happy to assist in this venture which aimed to provide positive encouragement to the students.



# New lights at Arima Velodrome

Standing in excess of 100 feet, overlooking the 460 meter cycling track at the Arima Velodrome is a new 96-bulb custom-designed lighting system completed by the Public Lighting Department (PLD) in time to host the much anticipated two-day Easter Cycling Classic on March 30-31.



*The members of the PLD team who worked on the project, pose for a photo at the base of one of the poles, (from l-r) Craig Johnson, Harnarine Harrilal, Michael Griffith, Julien Leotaud, Sen Sahadath, Vaali Jagessar and Keith De Boulet.*

Shazard Mohammed, Manager, PLD credits the innovativeness of the late Foster Giles, former

PLD Senior Foreman, for the success of the replacement project. He explained that an initial review of the Velodrome project, which necessitated a change out of existing obsolete lighting fixtures,

was deemed infeasible as "the lights in stock (at T&TEC) were too heavy to fit on top the existing structure." As alternate solutions were rejected as unsuitable, the success of the project looked hopeless. Not swayed by this untenable situation, Mr. Giles challenged the imagination of his colleagues saying "where there is a will, there is a way" and "where one door is closed many more are opened".



*Foster Giles*

Pumped by the inspiring words, the team of Craig Johnson, Lister Hospidales and Anil Sammy returned to

the drawing board. The result was a plan that could work, albeit with some tweaking from Kevin Hart, Consumer Service Investigator and Sen Sahadath, Electrician 'C'. Fifteen hundred-watt bulbs, ballasts and capacitors were used together with the existing refractors. Two weeks later the upgraded project was completed on March 27.

Amit Dipnarine, Engineer II, led the PLD Velodrome project team which also comprised Vaali Jagessar, Senior Supervisor Transmission & Distribution, Julien Leotaud, Crew Supervisor, Harnarine Harrilal, Linesman 'B', Keith DeBoulet, Driver – Pole Hole Borer Combination, Michael Griffith, Electrician 'C', Craig Johnson, Helper and Sen Sahadath.

*The 100-foot pole with new sporting lights installed by the PLD around the cycling track at the Arima Velodrome.*





*Distribution East Area Manager, Alvin Ramsaran (right), presents Annette Charles, Senior Clerk, with her 35-year long service award.*



*Melissa Ragunauth, Clerk II, receives her 10-year long service award from Narendra Biptah, Technical Assistant I, Distribution East.*



*Linesman B and Best Performing Award recipient, Jelani Paul, collects his award from Assistant Area Manager – Distribution East, Kendel Francis.*

## Long service awards with a difference

There was no customary gala event to honour long service awardees for 2017. Instead, seven retirees and six employees expected to retire in early 2018 were celebrated at a luncheon in December (see the Oct-Dec issue of the Watts Happening). The other 550 employees who achieved milestone years of service – 5 to 35 years – were officially recognised by their Managers

and peers, albeit on a smaller scale, in their respective offices.

Distribution South and Central opted to commemorate their special employees during their staff meetings, where special time was set aside for awardees to be presented with their tokens by their Heads of Department or Area Manager. Distribution

North and East went a step further and arranged their own 'Employee Recognition and Awards Ceremony', complete with speeches and refreshments. Distribution East's Area Manager, Alvin Ramsaran, on behalf of the Commission, applauded all employees, especially those who "dedicated most of their life" to the job of bringing power to the nation.



*Meter Reader, St. Servius Pamphile, collects his award from Mr. Ramsaran for 35 years of service.*



*Labourer, Anton Walker, receives his award for 5 years of service from Mr. Biptah.*

As Mr. Ramsaran told recipients at the luncheon in December, despite T&TEC financial challenges, loyal employees still warrant "our admiration, our appreciation and our applause...for their service to company and country."

Congratulations to all employees on your years of sterling service.



# Employees to receive annual pension statements

In January this year, about 2,700 permanent employees of T&TEC started receiving their Statement of Pension Plan Benefits, which provides an annual snapshot of individual pension earnings.

The statement provided an estimated lump sum and monthly pension for employees over 50 years. For those less than 50 years old, it also estimates refund of contributions, which reflect the cumulative contributions at any point in time, with interest. Since these employees are ineligible for retirement benefits at this age, the full pension cannot be calculated.

Lisa Sargeant, Manager – Pensions and Investments, explained that statements were issued as a proactive move, in anticipation of the regulatory requirements for the Central Bank's proposed Occupational Pension Plans legislation. She said that the new legislation requires that "statements must be delivered to employees either on an annual basis or where there is a material change in the benefit due to enhancements."

The Statement of Pension Plan Benefits provides information

on the employee's current beneficiary; mode of exit (normal retirement, early retirement, or resignation); date they joined the plan; total contributory years of service, estimated lump sum; employee's contributions with interest; estimated gross monthly pension and pensionable earnings.

Ms. Sargeant said the statements will now be a key component of the Pensions Benefits Administration System, as "once the

legislation is passed, failure to comply will result in administrative fines and penalties charged to the Pension Plan."

With regard to the first statement, employees are encouraged to contact the Pensions and Investment Department to secure a copy or to make any queries about their pension statement.

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION  
PENSIONS DEPARTMENT

**STATEMENT OF PENSION BENEFITS**

EMPLOYEE: 75 – Lyman Wattage

DATE EMPLOYED: 2003-15-05

DEPARTMENT: Distribution East

DESIGNATION: Clerk II

DATE JOINED PLAN: 2004-03-01

DATE OF BIRTH: 1977-01-17

DATE OF EXIT: 2017-09-30

MODE OF EXIT: Resignation

CURRENT AGE: 40 NORMAL RETIRE

SALARY: \$14,844.00

% Allocation: 100.0

Beneficiary: Adora Shockness

Relationship: Parent

Total Contributory Years of Service: 14.00

**CONTRIBUTIONS AND INTEREST**

Employee Contributions:-

Accumulated Interest:-

\*Balance as at 2017-09-30:-

...is subject to Income Tax.

# Street light repairs on the increase

Since September 2017, more than 20,000 street lights have been repaired or replaced by the Public Lighting Department (PLD). This result was the effort of a special project set up by the Commission to reduce the number of reports concerning non-functioning lights.

Public Lighting Department Manager, Shazard Mohammed, explained that the intention of the programme is to significantly reduce the back log of customers' reports to the point where it can be managed in the Department's normal work routine. In

the meantime, in keeping with the objectives of the programme, T&TEC's crews have been working two shifts, supplemented by contractors, to clear the list of reports across the country. Their efforts have produced a consistent and steady decline of malfunctioning lights. Officials from the regional corporations have also been providing some assistance to the PLD by identifying street lights for immediate attention.

Looking ahead, the PLD Manager said that measures have been put in place to address some of the issues

that resulted in the back log. One of these is the newly-stocked 16,000 lumen LED street lights and the future purchase of LED luminaires, including solar powered LED lights. These street lights have a higher life expectancy and as such will not require change out as often as is currently required. The use of LED lights also reduces the need for hazardous waste disposal, required for high pressure sodium and metal halide bulbs.

# Farewell to Grace Maharaj



*Mrs. Maharaj (centre), flanked by Members of the Board and the Senior Executive.*

A farewell lunch was hosted by the Board of Commissioners on March 27, in honour of outgoing Corporate Secretary, Grace Maharaj, who retired from the Commission in March, after 20 years of service.

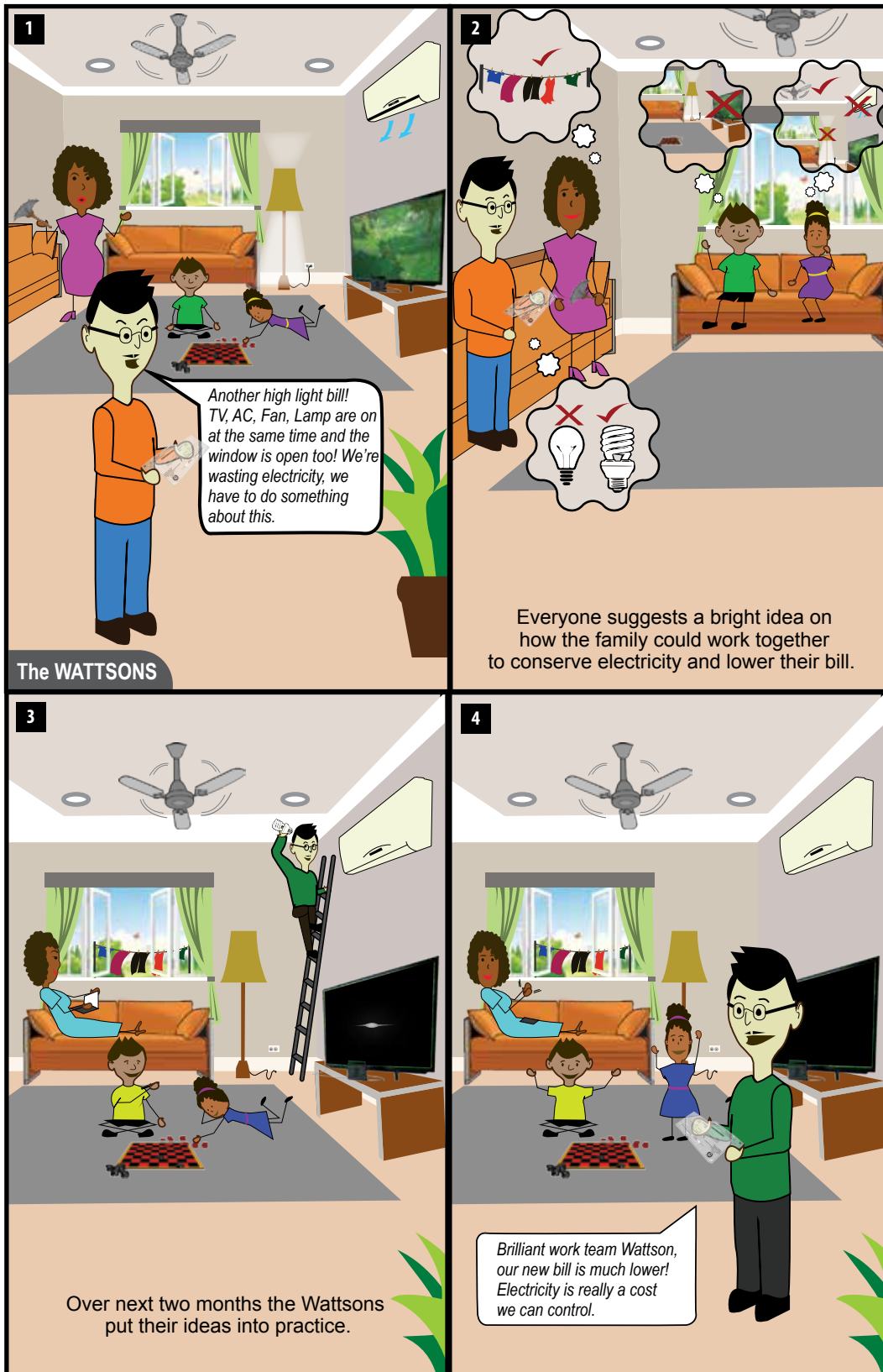
On March 29, the staff of the Legal Department surprised Mrs. Maharaj with an Easter themed farewell brunch. We wish Mrs. Maharaj all the best in her retirement.



# Watty Conservation Tips



## THE WATSONS



# Electrifying steelband performances

T&TEC's sponsored bands, Tropical Angel Harps Steel Orchestra (TAHSO), New East Side Dimension Steel Orchestra and the Tropical Angel Harps Youth, delivered outstanding performances at Panorama events in this year's Carnival season.

TAHSO danced to their own rendition of Sweet for Days when they performed the mega hit by Patrice Roberts and arranged by Clarence Morris at the Panorama Preliminaries, outdoing 12 bands to earn them fourth place and a position in the semi-finals. The youth Band of the orchestra also stirred Chris Garcia's Chutney Bacchanal in the Junior Panorama Elite Class and maintained their



*TAHSO Youths pose for a photo after one of their performances*

momentum to earn fourth place in their finals, playing a Curtis Jones arrangement. Manager Clarry Benn commended their achievement saying, "the commitment and skill development of the youth was impressive."

Not to be outdone, Tobago's New East Side Dimension

energetically played Patrice Roberts' Big Girl Now arranged by Ken "Professor" Philmore. This led them to the Small Band Panorama finals for the third consecutive year. "The input of young energy has been an invaluable asset to our consistency and progress" said Band Secretary, Jocelyn Blackman-Muir.



The sponsored bands continue to have programmes throughout the year to develop young talent and expose them to national competition.

*Players of the T&TEC New East Side Dimension Steel Orchestra go through their paces during the carnival season.*



# T&TEC's Marlon Rampersad regains South King title

Welder 'B' from T&TEC's Distribution South and Carnival enthusiast, Marlon Rampersad, truly embodied 'D Midas Touch', as King of the south-based Ivan Kalicharan band, 'The elixir of life'. His resplendent gold costume, with an image of King Midas delighting over his treasure, earned him the South King of Carnival title and fourth place at the National Senior King of Carnival competition. Mr. Rampersad also walked away with the title of Male

Masquerader of the Year.

Together with his family, Mr. Rampersad was responsible for the concept, design and construction of his estimated \$25,000 costume. Admitting that accumulating funds was more challenging this year because of the economic downturn, materials – including fiberglass and aluminium rods – from last year's costume were reused and most of the supplies purchased locally.

The labour of love paid off, with Mr. Rampersad affirming with pride that "this was one of my best Carnival seasons." The family, which operates from their Princes Town backyard, is enjoying a much needed break before it is back to the drawing board in a few months to begin work on their 2019 portrayals.





# Are you ready for the 'big one'?

"We are seeing a build-up of activity, this is a global phenomenon....and our analysis is that bigger earthquakes, that is greater than magnitude six, may occur in future." Director of the UWI Seismic Research Centre, Dr. Joan Latchman, said in an interview with LoopTT on November 10, 2017. Some of these predictions became fact when Trinidad and Tobago experienced over eight earthquakes with an average magnitude of 4.8 in the first quarter of 2018, prompting avid discussions and raising awareness of disaster preparedness for earthquakes.

If you are still unsure of what these are, here are some tips to guide you:

## Before an earthquake

- Create and review a family

emergency plan and keep a list of emergency numbers. All family members should know how to use emergency equipment like how to turn off water, electricity, gas and main switches.

- Ensure emergency items such as flashlights, battery-operated radios, fire extinguishers, First Aid kit, canned foods, and medication are packed and operational.
- Bolt heavy furniture such as storage units, water tanks, and water heaters to walls or floor/ground. Place heaviest or largest items on lower shelves.
- Ensure you have adequate amounts of cash at hand, as ATMs may not work.

## If inside

- Do not run out of the building, get under a sturdy desk, table/bed or stand in a strong doorway and hold on.
- Move away from heavy objects, windows, pictures, mirrors, bookcases, glass doors, and hanging plants. These items may fall, break and possibly injure you.
- Do not use elevators or stairs.

## If outside

- If in a vehicle, do not stop on or under a bridge, stop at the side of the road, away from electricity poles, lines and trees. Remain in your vehicle as there may be falling



debris, including energised power lines.

- If power lines fall on your vehicle do not attempt to get out. Remain inside your vehicle until the line is de-energised. The vehicle's tyres will protect you from electrocution.
- After an earthquake
- Be prepared for more earthquakes (aftershocks).
- If at home, ensure that it is safe to re-enter your house. Before doing so, look for fallen power lines or broken poles. Also,

check the electric point of entry to your home for sparking, broken or frayed wires or any other damages and report them to T&TEC.

- Be aware that earthquakes can also cause tsunamis. Look out for signs of an impending tsunami. These include a rapid fall in sea level that may cause the ground to be exposed and an audible roar, similar to an approaching train. When these signs occur, immediately head to higher ground.

## What is an earthquake?

Earthquakes are caused by the movement of plates (huge slabs of rock) making up the surface of the Earth. The region where two or more plates meet is called a plate boundary. The plates are constantly moving but this plate movement is neither smooth nor continuous, rather the plates often lock together at plate boundaries causing a build-up of energy. When the plates eventually move out of this locked position the energy that is released may be felt as an earthquake.

## Colouring fun in Central

T&TEC's colouring themed 2018 desk planner has inspired the employees of the Utilisation Section of the Central Distribution Area to engage in some friendly competition.

Employees from the Section put their colouring skills into effect and every month, their artful masterpieces are judged by their colleagues from other Sections. Thanks to contributions from the staff, the winner receives tangible rewards - a challenge trophy, a medal bearing his/her name and of course, bragging rights.

What an ingenious way to foster a high level of togetherness and unity in their Section!



# Aerobics burnout and mini health fair

Two fifty-year-old competitors took the two top places, making history at the General Sports and Cultural Club's (GSCC) Aerobics Burnout and Mini Health Fair. The event was hosted by the Northern Area Sports Club at Flament Street, Port of Spain on February 24.

During the gruelling 80-minute burnout, Northern Area Sports Club's Hayden Kurban and Sherry-Ann Williams stunned young contenders with their stamina, footwork and co-ordination, effortlessly executing the complex combinations by the instructor.

In the end Mr. Kurban, the 2013 winner, was declared the victor. Of his latest success he said "I enjoyed myself and did my best." Ms Williams, placed second and regular contender, Usha Ramcharan, who entered in the 36-49 category, came in third.

In addition to the traditional prizes, several fun prizes were also presented after the competition. In acknowledgement of his smiles throughout the activity, Darius Deallie received the 'Happiest Face' prize. The 'Most Vibe' prize went to Michael Nelson Jr for his enthusiastic moves and the 'Most Effort' prize went to Hema Balwah for her fighting spirit.

A mini health fair was a new attraction at the GSCC's annual event this year.



*Employees of all ages as they participated in the aerobics burnout.*

Participants and their guests took advantage of the onsite booths to check their blood pressure, assess their health and test for diabetes. While most of the booths were arranged by external organisations; one of them that provided information about sport nutrition, weight loss and health care and featured a full display of organic products, was organised and manned by Information Services Department employee - Software Developer II, Dalia Anthony and Distribution North - Clerk II, Asha Vishnu-Mahabir.

Here is a summary of the results:

**WINNER** - Hayden Kurban (Northern Area Sports Club)

**SECOND PLACE** - Sherry-Ann Williams (Northern Area Sports Club)

**THIRD PLACE** - Usha Ramcharan (Northern Area Sports Club)

## AGE CATEGORIES

**17 – 25** - M - Keanu Gill (Penal Training Facility)

**26 – 35** - M - Kwami Attzs (Penal Training Facility)

**36 – 49** - F - Usha Ramcharan (Northern Area Sports Club)

**50+** M - Hayden Kurbann (Northern Area Sports Club)

F - Sherry-Ann Williams (Northern Area Sports Club)

## SPECIAL PRIZES

**Non-Employee** - Maya Balwah

**Most Vibe** - Michael Nelson Jr (Penal Training Facility)

**Most Effort** - Hema Balwah (Mt. Hope Sports Club)

**Happiest Face** - Darius Deallie (Mt. Hope Spots Club)



# T&TEC mourns the passing of three employees

The Commission recently lost three employees, who passed away in December. Our condolences go out to the colleagues and families of Mankard Bridgemohan, Stephen Paria and Allen Wilson.



*Mankard Bridgemohan*

Mankard Bridgemohan was a Meter and Relay Supervisor of the Protection and SCADA Department, who passed away suddenly on December 20, 2017. He provided the Commission with 38 years of service, first joining as an Apprentice of the Port of Spain Trade School in 1977. After his training, Mr. Bridgemohan joined the Protection and SCADA Department as a Meter and Relay Mechanic II, and he would remain there for the course of his career, attaining several promotions until his

last position as Supervisor in 2004.

Mr. Bridgemohan, who will be remembered as a highly knowledgeable employee with an immense skill-set, was due to retire in September 2021.



*Stephen Paria*

Stephen Paria, a Linesman 'C' attached to Distribution East, passed away on December 21, 2017 after a prolonged illness. Mr. Paria first entered T&TEC in 2008 as a temporary Labourer in Distribution East. Two years later, he became a Linesman 'C', where he remained for the course of his career at T&TEC.

Mr. Paria was 33 years old, was quiet and well-liked by his colleagues, for he was always willing to go the extra

distance. His pleasant and respectful nature will be missed.



*Allen Wilson*

Distribution North's Allen Wilson, passed away suddenly on December 27, 2017. Mr. Wilson joined the Commission in 1998, as a Temporary Labourer at Distribution North. He was made permanent on November 29, 2007. Almost two years later, in May 2009, he was promoted to Driver, vehicles < 25000 lbs.

Mr. Wilson is remembered as a dedicated worker who was quiet and soft spoken but focused on the job. He was very social, friendly and well-liked by his peers. Mr. Wilson would have been 43 years old in March.

May their souls rest in peace.

# Employee update

Appointments, Promotions, Moving On and Accomplishments

## PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Aaron Ramlogan	Linesman 'A' (Hotline)	Distribution East
Amos David	Linesman 'B' (Hotline)	Distribution North
Andre-Phillip Daniel	Linesman 'B' (Hotline)	Distribution North
Anthony Timothy	Climber/ Line Clearer	Distribution North
Anthony Baptiste	Senior Supervisor-In-Training	Human Resources Department
Ayanna Best	Telecom Operator	Distribution East
Brent Tobias	Senior Supervisor-In-Training	Human Resources Department
Candy Superville	Telecom Operator	Distribution Tobago
Chad Walker	H.S.E Officer	Health, Safety & Environment
Christopher Johnson	Driver –Aerial Lift Truck	Distribution North
Clevon Apparicio	Climber / Line Clearer	Distribution North
Clint Reid	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution Tobago
Darren St. Clair	Substation Supervisor	Distribution Tobago
Dave Noray	Snr. Supervisor Trans. & Dist.	Distribution Tobago
David Guillen	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution Tobago
Dexter Seecharan	Senior Supervisor-In-Training	Human Resources Department
Faustin Joseph	Jointer 'A'	Distribution North
Gail Lewis-Britto	Customer Services Officer	Distribution East
Ganesh Mongroo	Driver – Aerial Lift Truck	Distribution North
Helen Alfred	Credit Control Officer	Commercial
Ivor Phillip	Senior Supervisor-In-Training	Human Resources Department
Julian Christian	Senior Supervisor-In-Training	Human Resources Department
Kefim Lorde	Senior Supervisor-In-Training	Human Resources Department
Keith De Freitas	Draughtsman II	Distribution North
Kenrick Moore	Surveying Assistant	Distribution East
Kevin Gordon	Driver – Dist. Line Truck	Distribution Tobago
Kevin Seebachan	Welder 'A'	Distribution North
Kimberly Wallace	Corporate Comm. Assistant	Corporate Communications
Kiron Thomas	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution Tobago
Kishan Jaggan	Senior Supervisor-In-Training	Human Resources Department
Leandre Yeates	Substation Supervisor	Distribution Tobago
Malchiel Meade	Mechanic 'C'	Distribution North
Mckoy Murray	Dr – Lr. Ldr. /Lift Comb.	Distribution Tobago
Miguel Parejo	Climber/ Line Clearer	Distribution North
Miguel Pompey	Climber/ Line Clearer	Distribution North
Mikhail Greene	Senior Supervisor-In-Training	Human Resources Department
Nari Persad	Crew Supervisor	Distribution East
Nejalva Rampersad	Senior Supervisor-In-Training	Human Resources Department
Nicanor Irvine	Linesman 'A' (Hotline)	Distribution Tobago
Paul Dempster	Snr. Supervisor Trans. & Dist.	Distribution Tobago
Rajesh Jaimungal	Senior Supervisor-In-Training	Human Resources Department
Rajesh Neebar	Dr – Vehicles < 25000 Lbs.	Transmission Maintenance
Ravindra Laltoo	Senior Supervisor-In-Training	Human Resources Department
Rawlston Daniel	Driver – Aerial Lift Truck	Distribution North



**NAME**

Ryan Bahadur  
Sunita Naipaul Singh  
Wahid Abdool

**POSITION**

Telecom Operator  
Clerk I  
H.S.E. Officer

**AREA/DEPARTMENT**

Distribution South  
Distribution North  
Health, Safety & Environment

**DEPARTURES****NAME**

Calvin Holland  
Clifford Madoo  
David Sookram  
Dexter Greene  
Gary Singh  
Ian Serrette  
Ingrid Franklin-Alleyne  
Ingrid Mundy  
John Quashie  
Kelvin Sammy  
Manuchan Butkoon  
Michael George  
Oronde Matunde  
Ronald Joseph  
Roy George  
Rudolph James  
Wade Glasgow

**POSITION**

Consumers Investigator  
Warehouse Supervisor I  
Telecom Operator  
Crew Supervisor  
Human Resources Manager  
Crew Supervisor  
Subsection Leader  
Area Administrative Officer  
Trans. L/Lry.Ldr/B/Lft. Comb  
Dr – Pole Trk. Tr. Comb  
Estate Constable  
Crew Supervisor  
Trans. L/Lry.Ldr/B/Lft. Comb  
Snr. Supervisor Trans. & Dist.  
Operator I (Tobago)  
Line Clearer Supervisor (T)  
Crew Supervisor

**AREA/DEPARTMENT**

Distribution North  
Supplies  
Distribution South  
Distribution North  
Human Resources Department  
Distribution North  
Distribution South  
Distribution South  
Distribution Tobago  
Distribution Tobago  
Security – Head Office  
Distribution South  
Distribution East  
Transmission Maintenance  
Distribution Tobago  
Distribution Tobago  
Distribution North

## First Aid training for employees



Training and retraining of employees as Emergency First Responders (EMRs) continues on an ongoing basis. As recommended by training providers, Efficient First Aid Responders Limited, retraining of EMRs should be done after 36 months to maintain their confidence of care in the event of an emergency. In light of this, a number of field and office staff workers from various disciplines were among the latest batch of employees to be trained or re-trained. The EMR training included life-saving skills in cardiopulmonary resuscitation (CPR) and first aid for adults, children and infants. This training was facilitated by the Human Resources Department.

*In the photo, Instructor, Solomon Baksh, demonstrates on a volunteer, how to place a casualty in the 'recovery' position.*

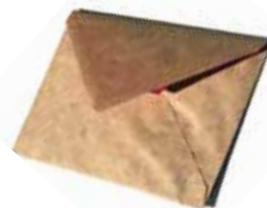
Fun colouring page





# LETTERS

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



Customer, Derick De Souza requested, through an email to the Ministry of Public Utilities, for tree trimming to be done at his location in Reid Trace, Maracas Bay. His concern was that should he loose supply because of the encroaching foliage, restoration may take a while as a crew would have to travel a long distance to reach his location in Maracas Bay.

The report was forwarded to the Commission's Distribution North Area and a crew was dispatched the next day (February 23) to resolve his report.

Mr. De Souza responded below:

February 23, 2018

I would like to take this opportunity to thank you for the visit made today by your maintenance crew to Reid Trace, Maracas Bay to clear the overhead lines.

I also received a follow up call from Mr Vijai Ramnanansingh at 3:30 p.m. to confirm the job was done.

Again I say thank you for your prompt response to my email and may your department continue its good customer service.

Derek de Souza

March 14, 2018

I would like to register my appreciation to T&TEC for the efficiency of service received with respect to the replacement of a street light on Hope Road, Princes Town.

I made a report via 800-BULB on Monday March 5 and on Wednesday March 7, 2018 I was called to verify the location of the faulty street light. The T&TEC truck showed up less than 10 minutes after the call. After approximately 15 minutes, the street light was replaced and the crew was on their way to the next job.

Noteworthy T&TEC, just continue to make these small improvements every day and they will add up and be noticed. Thank you for this admirable service delivery.

Kester Beale



*An employee displays his T&TEC Carnival t-shirt after collecting at Head Office. The t-shirts, designed in-house, came in a variety of colours and were available for purchase by employees to be worn on Carnival Friday.*

***"...Why do you look for the living  
among the dead?"***

***He is not here; He has risen!"***

***Luke 24:50-6***

A new day brings renewed  
hope for believers.

# Happy Easter!

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

***The power to make it work.***

