



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

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**VISION** - Leadership in Energy Delivery, Excellence in Customer Service... enhancing the quality of life for all.

**MISSION** - To provide a safe, reliable, high quality electricity supply, in an environmentally responsible manner, utilizing best practices, through empowered employees committed to excellence and customer satisfaction.



- T&T hosts CARILEC Engineering Conference
- Executive restructure at T&TEC
- North East Transmission system upgraded
- First solar LED streetlights for Manzanilla

# Editorial

## Evolving customer service

"The utility of the future will have to develop greater focus on the customer." These words from former T&TEC Commissioner, Professor Chandraban Sharma, at the Carilec Engineering Conference in July (see page 4) were in reference to the evolution that would be required in the electricity industry to match customer demands in an era of increasing smart technology. But, the needs of the customers outside of a "smart" world are, of course, still relevant and in that context, the "future" is now.

Maintaining high levels of service is the trigger to keep customer satisfaction levels high and incentivise customers to hold their end of the service

agreement in terms of bill payment.

T&TEC's most recent efforts at continuous improvement in service delivery are visible in its new system for managing damaged appliances claims; the Transmission Division's preemptive upgrade of a weak link on the north-east transmission circuit; the introduction of Solar LED street lights and the use of drones for maintenance. The damaged appliances system in particular is a boon to a process that has long challenged the patience of customers. (You can read more on these projects in this edition).

The next step in continuous improvement is moving past the resolution of known problems, anticipating future customer needs (technical and non-technical) and crafting options to satisfy them because, from the perspective of the customer, we can always do more. After all, we do have the power to make it work!

### FRONT COVER

A T&TEC crew from the Public Lighting Department makes final adjustments to one of the solar LED street lights installed along the Manzanilla/Mayaro Road (see pages 12 and 13 ).

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# Executive restructure at T&TEC

T&TEC's Chairman, Keith Sirju, announced a change in the organisation's structure at the level of the Senior Executive on July 25. The internal memo informed staff that "the Board took the decision to streamline the Commission's operations following the resignation of the Assistant General Manager – Administration, Ian Ramrattan, at the end of July 31." The restructure reduced the Senior Executive Managers from seven to five and took effect from September 1.

Under the new structure, four of the Senior Executives were re-designated with changes made to some portfolios.



**Kelvin Ramsook** continues to lead the Commission as General Manager, with the Corporate Support Department reporting to him.

remains the same, the top position in the Security Department, which reports to her, has been re-designated as Head, Security.



**Rene Austin** is now the Chief Operating Officer, with a new portfolio that includes the Information Systems, Commercial, Supplies, Metering, Business Development and Administration and Corporate Communications Departments. Prior to this appointment, Mr. Austin was the Assistant General Manager – Distribution.



Heading the technical side of T&TEC is **Courtenay Mark**, as Chief Technical Officer. Mr. Mark previously held the title of Assistant General Manager – Engineering. Reporting to him are all Area Managers and the Engineering Controller, Ravi Shukla, whose new portfolio includes responsibility for the Transmission and Engineering Departments.



**Jacqueline Cheesman** has been re-designated as Chief Human Resources Officer. She was formerly called Assistant General Manager – Human Resources. Although Mrs. Cheesman's portfolio



No change was made to the designation or portfolio of the Chief Financial Officer, **Neil Balgobin**.

# UWI Professor challenges regional utilities on the future of electricity services

"The utility of the future will have to develop greater focus on the customer." So said the University of the West Indies' Professor Chandrabhan Sharma as he delivered the keynote address at the opening of the Caribbean Electric Utility Corporation's (CARILEC) annual Engineering Conference and Exhibition, on July 22 at the Hyatt Regency, Trinidad.

In a comprehensive presentation, Professor Sharma explored the implications of plug-in electric vehicles and wind and solar generation on the electricity grid, and sought to enlighten on the elements of a smart grid. He spoke under the conference theme, Creating a NextGen Utility: Power Infrastructure in the Spotlight. Professor Sharma explained that a "new hybrid" is evolving from traditional power system models to those of smart grids. According to the Professor, what makes an electricity grid smart is the digital technology which allows for communication between the utility and its customers, and the sensing along the transmission and distribution



*Keynote speaker, Prof. Chandrabhan Sharma (right), accepts a token of appreciation from Dr. Cletus Bertin, Executive Director, CARILEC.*

lines. "A smarter grid will enable an unprecedented level of consumer participation," he said. Professor Sharma argued that in order to become successful, "utilities will have to invest in developing customer insight so as to understand what drives satisfaction and to identify opportunities for new services," he added.

In light of customers' increased expectations, the increasing use of electric vehicles and the move towards renewable energy sources, customer participation will become a key feature of smart grids.

However, electric vehicles and renewable sources will present some challenges for electricity infrastructure. Renewable energy sources, such as sunlight, which is not ever present, would affect system reliability, security and electricity quality. "[It shall] impose major technical and operational challenges on the existing grid... new flow patterns would be introduced requiring changes to the protection and control strategies, enhanced distribution automation capabilities, voltage management and overall reinforcement of distribution grid infrastructure." Similarly, unbalanced conditions



arising from an increase in the use of plug-in vehicles also comes with similar challenges to the quality of the power supply. But the UWI Professor reminded the audience that utilities can benefit from the increasing use of these innovations. Utilities can experience significant increases in revenue should electric transport become widespread, and when compared to traditional gasoline vehicles, consumers with plug-in vehicles can enjoy lower operational costs.

In light of the fact that greenhouse gases emissions per kilowatt hour from the Caribbean are good, Professor Sharma believes that any

renewable energy strategy should be driven by a desire to conserve our natural gas resource, not climate change. "This would give you a better decision making criterion and will inform how you implement and at what cost," he said.

In closing his remarks, Professor Sharma told the audience that in order to develop a resilient grid they must deal with grid vulnerability (grid architecture, design and implementation and asset condition), not only events or contingencies. "Events may occur at any time but vulnerability exists continuously," he said.

The annual engineering conference was attended by over 350 regional (Caribbean and Latin America) professionals and suppliers in the energy and electricity sector. Presentations during the three-day conference focused on various topics under the theme, which sought to put heightened focus on electricity infrastructure. As stated by CARILEC, it is a "national and regional imperative" that utilities undertake an approach to "optimis[e] the regional electric power delivery system of tomorrow, by choosing among specific alternatives today."

*Below: A cross section of the delegates at the opening of the conference.*



# Regional electric utilities discuss disaster preparedness strategies

A group catastrophe/disaster insurance policy for utilities across the region, and other partnerships, are being considered by the Caribbean Electric Utility Corporation (CARILEC), as the association seeks to strengthen efforts in disaster planning and



*CARILEC's Technical Services Manager, Andrew Thorington*

restoration for its members. So said CARILEC's Project Manager, Andrew Thorington, after a presentation made by the Trinidad & Tobago Electricity Commission (T&TEC) on its approach to disaster preparedness at the CARILEC Engineering Conference and Exhibition at the Hyatt Regency.

T&TEC's Head, Corporate Support, Gerard Emmanuel-Rodriguez, delivered the presentation on July 23 on behalf of General Manager,



*T&TEC's Head, Corporate Support, Gerard Emmanuel-Rodriguez.*

Kelvin Ramsook. It followed a panel discussion held earlier on the conference theme, Creating a NextGen Utility: Power Infrastructure in the Spotlight, where representatives of regional utilities, as well the CARICOM Secretariat, shared of their experiences in disaster management and restoration efforts.

In the proposed scheme, regional utilities would contribute a premium based on the value of the assets to be covered and when disaster strikes, would receive funding according to a fixed, predetermined, formula. It was also suggested that utilities form more interdependent relationships to facilitate the availability and provision of equipment/

materials for disaster recovery. While arrangements exist regionally to provide manpower on the ground in response to disasters, as with the Caribbean Disaster Assistance Programme, these do not provide funding for infrastructural works. Mr. Thorington was therefore pleased with the strategic approaches suggested by T&TEC, adding that the idea of insurance and a shared materials storage site for regional utilities were actively being pursued by CARILEC.

The measures were just two of several advanced by Mr. Emmanuel-Rodriguez, in the presentation that focused on T&TEC's existing and future disaster preparedness strategies. The strategies allow for a speedy restoration of electricity, a minimal loss of equipment and property and will ensure the safety and security of the population and employees in the event of a disaster.

On the national level, T&TEC's disaster preparedness plan, complete with a response team structure and responsibilities of all of T&TEC's Divisions and





*Representatives from regional utilities share their experiences in disaster management during the panel discussion. From l-r, Tyrone Carter (Anguilla Electricity Company Limited); Dr. Devon Gardner (CARICOM Secretariat); Damian Jennings (British Virgin Islands Electricity Corporation); Patrick Drijvers (NV GESM St. Maarten); and Chrisalston Belle (T&TEC).*

Departments, has already been implemented. Other initiatives include:

- Successful implementation of the T&TEC Emergency Operations Centre
- Employees practice of emergency drills
- Stock of key materials - poles, transformers, connectors, insulators
- Trailer-mounted mobile substations - to provide emergency supply in affected areas and in rural locations inaccessible after a disaster
- Mobile communications hut and telescopic tower with

antenna mast - to facilitate greater radio communications coverage for the emergency response trucks and personnel.

- Main and back-Up Control Centre
- Increased fleet of vehicles
- Satellite phones
- Drone technology to aid in fault identification and assessment

In addition to its regional alliances with CARILEC and the Caribbean Disaster Emergency Management Agency (CDEMA), T&TEC has formalised relationships with national

agencies, namely the Office of Disaster Preparedness and Management (ODPM), National Emergency Operations Centre (NEOC), Trinidad and Tobago Police Service (TTPS) and Trinidad and Tobago Fire Service (TTFS), all Regional Corporations and the Tobago Emergency Management Agency (TEMA).

Apart from the funding, other measures proposed to bolster the region's disaster planning efforts include developing relationships with companies in Miami and among regional utilities to source materials and equipment, and establishing arrangements with shipping companies to facilitate faster and easier transport of relief materials.

# New system to manage damaged appliance claims

Following the success of a pilot project at the Northern Distribution Area in April, a new, computerised system for damaged appliance claims has been implemented Commission-wide. The system facilitates a more efficient handling of customers' complaints, reduces paperwork and, since it reduces the investigation time, minimises the likelihood of fraudulent claims. It is a collaborative effort of the Risk Management and the Information Systems Departments and was developed through an analysis of each sequential phase in the process.

The Risk Manager, Ronald de Silva explained that by linking the damaged appliance database to the existing Customer Complaint System (CCS), the claims-handling procedure has been enhanced and accelerated. "A standardised form, together with the electronic movement of documents, permit personnel to view, review, amend content and apply digital signatures, within their areas of authority," he said. Perhaps the most



*Systems Analyst, Marlon Sinclair; Risk Management Assistant, Nicole Alexander; and Clerk, Nikeisha Williams chat about the new database for damaged appliance claims.*

noteworthy benefit of the first-time damaged appliance system is that customers will now receive faster responses on decisions regarding their claims.

Designated persons at the five Distribution Areas have been trained in the operations of the system. Feedback from these users confirm that the objectives of the project have been met and that the system is user friendly. So much so, that Mr. de Silva indicated that a similar undertaking is to be developed for other operational lines in the Risk

Management Department. These include motor vehicle accidents, damages to the Commission's property and employees' injuries.

In acknowledging the successful implementation of the project Mr. de Silva singled out Systems Analyst, Marlon Sinclair; Risk and Insurance Administrator, Curtis Rahim; Risk Management Assistant, Nicole Alexander; and Clerk, Kelya Williams for high praise.



# Drone inspections for T&TEC's installations

T&TEC has acquired its first drone. The DJI Matrice 210 drone was purchased in July by the Transmission Maintenance Department to aid with their inspections of the Commission's installations. Senior Engineer, Sean Giles said that drone technology has been used successfully by many utilities and "will assist in planning maintenance work on towers and pole circuits." The DJI Matrice 210 drone's thermal imaging camera, 4k resolution digital camera, and controller combined with a "crystalsky" touchscreen monitor, will improve the quality of these inspections. This, according to Mr. Giles, is a "progressive leap from the previous method of using binoculars to view the lines from the ground."

In preparation for operating the drone, eight Maintenance Technicians and four Land Management employees participated in a training programme. Conducted by the Trinidad and Tobago Civil Aviation Authority and supplier KVR Energy Limited, the programme taught the employees about no fly zones and local Unmanned Aircraft Regulations, theory,



*Attentive employees during their training session to prepare them to operate the drone.*



thermography, pre-flight planning and how to fly the drone.

*Above: Employees get close to the new DJI Matrice 210 drone.*

# Weak link in North-East transmission circuit upgraded



Careful and diligent planning, supervisory and technical skills of the employees of T&TEC's Transmission Maintenance Department were brought to bear on the successful completion of the project to replace the 50-year old Belmont-Cascade 33kV (kilovolts) cable.

The sub-transmission cable supplies the Belmont and Cascade Substations and forms part of the North East Ring, which comprises the Morvant, Santa Cruz, Cascade, Belmont and Keate Street Substations, and had reached the end of its useful life span. As Darrell Chautilal, then acting Senior Engineer, Transmission Maintenance, explained, "prior to the upgrade, a trip on the Barataria-Morvant circuit would have overloaded the Belmont-Cascade circuit because of its lower carrying capacity (365 Amperes). By upgrading it to 750 Amperes, it can now accommodate the load from Barataria-Morvant, should that circuit fail."

The upgrade had therefore become necessary in order to maintain the reliability of

the supply to the Substations and to the customers in these communities.

Long before the start of the \$4 million project however, several agencies and key stakeholders were engaged for the necessary approvals and to coordinate activities. This required extensive pre-planning to ensure the safety of underground infrastructure owned by other public utilities and cable companies, as well as a lengthy approvals process from statutory agencies. The project entailed replacing the old lead cable with a thicker XLPE single core cable that "increases the current carrying capacity of the cable to 750 amperes, and improves its reliability," said Mr. Chautilal.

Cables and underground infrastructure were installed in three sections – from Belmont Substation along the Lady Young Road to St. Ann's Road, then from St. Ann's Road into and along Coblentz Avenue and finally, from Coblentz Avenue into Cascade Road to the Cascade Substation.

Once the excavation works began on July 13, "slow and



steady" was the order of the day for each section, to ensure the preservation of T&TEC's existing 12kV and 33kV lines and the National Gas Company's gas lines. Extra caution had to be exercised by the Ganger directing the digging and installation and the work of the cable crews, to ensure the excavation of the trenches, without incident.

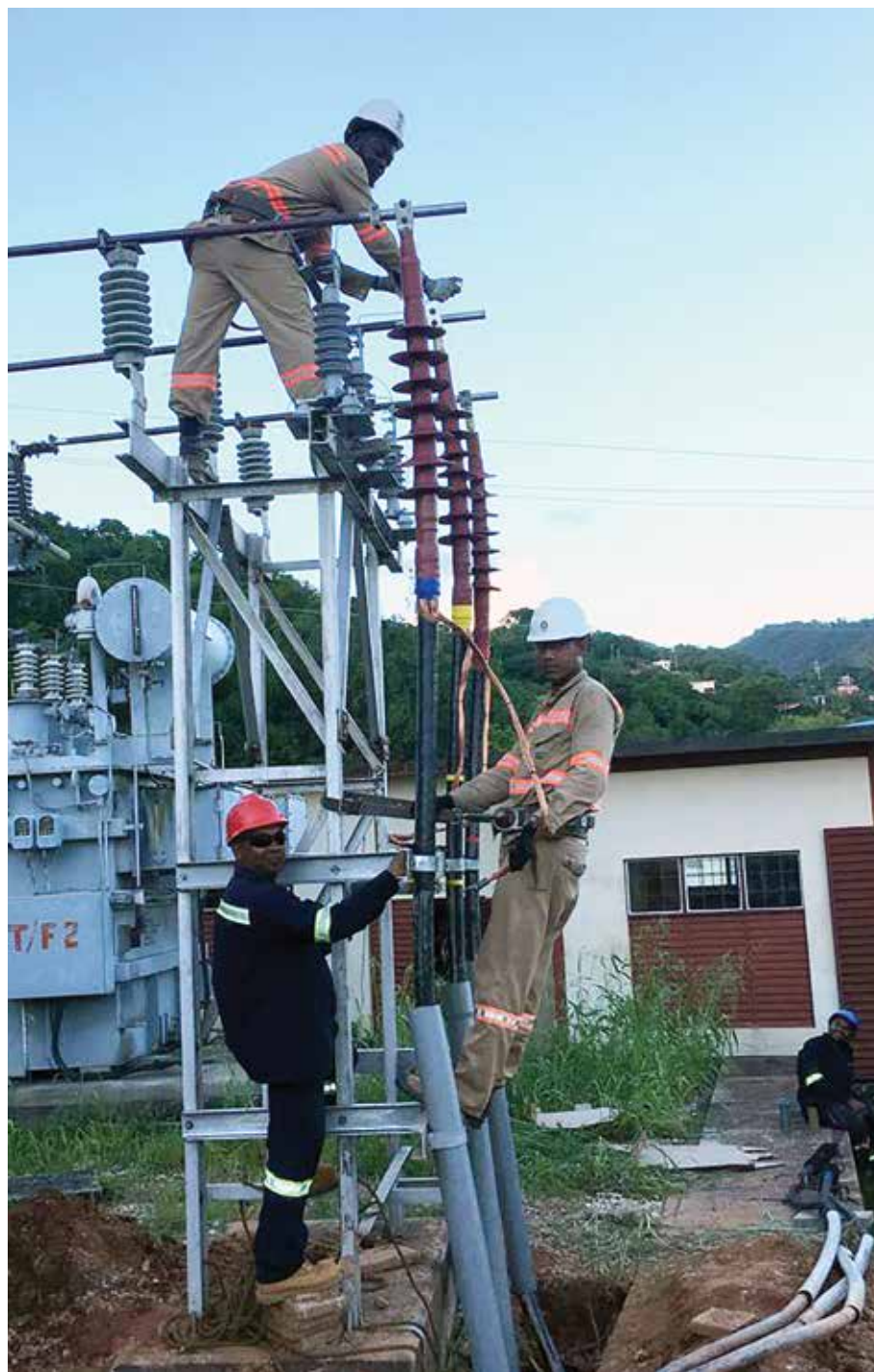
Thereafter, T&TEC's specialised Cable Jointers completed the intricate



splicing and termination of the cable to connect to the substation, followed by testing, to complete the installation. Employees from the Protection and SCADA Department did the necessary work at the Belmont and Cascade Substations to update the installation's protection settings.

Notwithstanding some hindrance due to bad weather and the anticipated traffic restrictions, the project was completed on August 06 and the cable was energised on August 16, with no interruption in the electricity supply and minimal fallout from customers and the motoring public. Mr. Chautilal credits his team including, Engineer 1, Gerron Kanchan; Senior Supervisors Joel Hyacinth and Amery Balkissoon; and the two cable crews of Transmission Maintenance for the timely and successful completion of this project.

Later on, in September, the Department also undertook a similar project to replace a section of oil-filled cable from the Bamboo-Wrightson Road #1 66kV circuit. The upgrade of this circuit, essential to the transmission of power to the northern areas of Trinidad, will aid in maintaining the reliability of the supply to the Wrightson Road 66kV



Substation and the northern areas of Trinidad. When completed in mid-October, just over 1.9 kilometres of six phases of new single core 630 mm<sup>2</sup> XLPE 66kV cables will be installed between the Tobago Ferry Terminal and Wrightson Road Substation, as the Commission advances

*Above: Employees of the Transmission Maintenance Department about to start work on an installation.*

plans to create a more robust transmission system to cater for the anticipated increase in the load into the capital city.



# Solar LEDs light the road to sustainable energy



The first solar light emitting diode (LED) streetlights to be installed by T&TEC, were an effort to make T&TEC more environmentally responsible, reduce its carbon footprint, and improve the area's road safety.

At a ceremony to commission the lights on July 18, installed along the Manzanilla/Mayaro Road, T&TEC's Chairman, Keith Sirju, said that alternative energy usage was a mandate set by the government's Committee on Renewable Energy. As a

member of this Committee, "this inclusion of solar LEDs furthers T&TEC's ongoing research and testing of renewable energy sources applicable to our conditions and circumstances," he said, adding that T&TEC remains committed to conducting the necessary research and collecting data to help guide the national effort.

LED streetlights are fast becoming a popular lighting option across the globe. Their benefits include a longer life span—over 10 years,

*Above: Minister Le Hunte and Minister of Agriculture, Land and Fisheries, Sen. the Hon. Clarence Rambharat, shake hands after switching on the lights. Also present (from l-r) were Deputy Chairman, Glenford Cyrille; Commissioner Clifford Campbell; MP for Mayaro, Rushton Paray; Chairman, Keith Sirju; Glen Ram, Chairman, Mayaro/Rio Claro Regional Corp.; Terry Rondon, Chairman, Sangre Grande Regional Corp.; and GM, Kelvin Ramsook.*

compared to 5 years for the High Pressure Sodium lights—and they use half of the electricity for the same level of lighting. In addition, disposal of the sodium lights requires special arrangements since they contain mercury.

Since 2016, T&TEC has piloted the use of these eco-friendly lights in a number of areas to determine their suitability and compatibility with the existing infrastructure. LED streetlights were installed around the Queen's Park Savannah; BWIA Boulevard, Piarco; Arima Bus Terminal; Corinth Overpass, Sir Solomon Hochoy Highway; and in Tobago, from the ANR Robinson Airport to Shirvan Road intersection. Coming off the heels of this pilot, the introduction of solar LED streetlights is another example of the Commission's attempts to be socially and

environmentally conscious.

At the commissioning ceremony, Mr. Sirju explained the rationale for this particular project. "These lights are being powered by solar energy, which means that they operate independent of the electricity grid," he said. With the abundance of available sunshine, the Manzanilla coastline was especially suited for this purpose. However, in the event of extended bad weather, the installation is equipped with batteries "which can store power for up to five days of service."

The 80 solar LED lights will also facilitate safer night driving for motorists and were positioned in an area known for providing nesting opportunities for the leatherback turtle.

Following their placement along the Manzanilla/Mayaro Road, solar LED streetlights were also installed along the Priority Bus Route, from Mount Hope to Farm Road, and along the Sir Solomon Hochoy Highway in the vicinity of the Gasparillo By-Pass Road.



*The new solar LED streetlights shine brightly under the cover of dusk along the Manzanilla stretch.*





*Kente as it is being woven.*

## African textiles feature cultural history lessons

On the days leading up to the Emancipation holiday on August 1, many persons chose to dress in the distinctive designs of hand-made African fabric and clothing. While there is growing international popularity and interest in African fashion, beyond its beauty, there is much to learn about African textiles and of the clothing made from them.

Currently trending in fashion, ankara is a cotton, wax-printed fabric, popular in West African countries like Ghana, Nigeria and Senegal. Surprisingly, ankara did not originate from Africa, but from the Netherlands for the Indonesian textile market, and was known as Dutch wax prints. The bright palettes and

tribal-like batik motifs were so appealing to West Africans that ankara became a popular choice for making traditional and contemporary outfits. It is worn at weddings, birthdays and other celebrations where family members wear matching prints to identify themselves among the guests.

Distribution Tobago's Nadine Small, doesn't wait for celebrations but instead, incorporates African wear into her regular wardrobe. She wears kaftans, dashikis, head wraps and formal African clothing in ankara and other prints because of the "authenticity" and the connection she feels to her ancestral heritage.



*Nadine Small in an outfit made from ankara.*

Kente is a popular traditional fabric that is quite recognisable because of its distinctive multi-coloured patterns of geometric shapes. Not many are aware that kente, which means 'basket', is not a print, but is actually made by the Ashanti in Ghana by sewing narrow strips of hand-woven cloth together. Head Office employee, Marsha Frank-Walker, a wearer of African clothing herself appreciated that the kente designs, colours and patterns, many copied into local prints, have special meanings and may be associated with different proverbs and stories. A little known fact about the popular kente print, is that it is traditionally worn by royalty, the wealthy and highly-respected people.

Like the other two authentic traditional fabrics, Bògòlanfini, or mud cloth, is among the most valued. Originating from





*Male and female mud cloth dashikis.*

Mali, it is the oldest type of fabric made in Africa. Both Ms. Frank-Walker and Ms. Small, who own mud cloth pieces, now know that it is created from a traditional process passed on through generations. Each cloth is uniquely hand-woven by men and hand painted and dyed by women. The intricate designs were created through the careful and repeated application of mud collected from riverbeds and fermented for up to a year in a clay jar. No wonder then, that today, mud cloth is regarded as a prized possession in the clothing, artwork and home decor of the people who own it.

This is no different for the T&TEC ladies, who also viewed their African outfits as prized possessions and as visible signs of homage to their

ancestors. Ms. Small, the 2011 T&TEC African Emancipation Queen, expanded on her earlier comment saying, "wearing African clothing only at Emancipation...doesn't reveal one's true appreciation of the struggles our ancestors endured to allow us our freedom. I wear my African clothing at church, work and wherever and whenever I choose."

On the day before the Emancipation holiday (31 July), Ms. Frank-Walker, in a beautiful gold head wrap, remarked that she really likes how she looks and feels in African garments. Her gele, a key element of the female African outfit, (also called duku in Malawi and Ghana and tukwi in Botswana), is usually made out of heavy or stiff fabric that can be wrapped and moulded into a specific shape. The male



*Marsha Frank-Walker in her gold gele (head wrap) to commemorate Emancipation at work.*

head dress is called a kufi, a brimless, short, and rounded cap. These accessories give a regal look that adds the final touch to the African outfit.

Thanks in part to celebrities, Hollywood and the global #melaninmagic movement on social media, more people are choosing to wear African or Afro-centric clothing year-round. A quick search online can open up your world to the source and significance of the fabric pattern, clothing styles and accessories that make up your African-inspired outfit. As Ms. Small said, "it is important to learn about the different African styles and clothing as there'll be a better appreciation for African history and a feeling of pride in wearing the clothing."

# EAW lights a path at anniversary celebrations



Above: The newly-installed ladies of the EAW Central Executive.

The Paria Suites Hotel and Conference Centre in La Romain was the venue for the 57th Anniversary Celebration and 49th Annual Conference of the T&TEC Electrical Association for Women (EAW) on June 30.

Speaking under the theme, *Women coming together can light the pathway in changing the world*, newly installed President, Julia Andrews, conveyed her expectations for the Association with a quote from an unknown author, saying "...the importance of good people in our life is just like the importance of a heartbeat...it's not visible but silently supports our life." She said that she was looking forward to the "heartbeat" of the EAW increasing with the excitement of innovation, be strengthened with new associations and "truly become

a heartbeat that silently supports the lives of women in this country."

Ms. Andrews was also pleased with the recently amended EAW constitution and objectives. This "strong move in the right direction will make the EAW more relevant in today's world," she said, as she encouraged the nine Branches and the Central Executive to use the conference theme as their inspiration for the next year.

Similarly, feature speaker, Social Worker Rachel Lidlow acknowledged the organisation's willingness to implement new strategies "for the EAW to become more significant to the public."

The inter-branch competitions for community outreach and

branch management included the Stanley P. Ottley Award for A FIRM Branch, won by the Sangre Grande Branch, with the Chaguanas Branch placing second and the Arima Branch in third place. This competition is judged on members' attendance at meetings, fund raising activities, information programmes, reporting and membership growth.

The Sangre Grande Branch also won the Collin Matthews Community Award, for its project, *Lighting the Way*, which included seminars on safety and motivation, as well as an exhibition themed *Then and Now*, featuring items used before electricity and their electrical replacements. The Port of Spain and Arima Branches placed second and third respectively.

The presentation of awards was followed by the installation of the new Central Executive by Annabelle Brasnell, T&TEC's Corporate Communications Manager. Supporting Ms. Andrews for the 2018/2019 term are Cherry Ann Nicholas, Vice President; Maureen Taylor Gordon, Secretary; Vanessa Reefer, Assistant Secretary; Jenny Moren-Rawle, Treasurer and Grace Mc Ewen, Public Relations Officer.

# Kavel places third in SEA

Several T&TEC employees were among the thousands of parents celebrating their children's successes in this year's Secondary Entrance Assessment (SEA). Perhaps the most jubilant was Karen Pereira, whose daughter, Kavel Mikaela Pereira, tied with one of her schoolmates at the Chaguanas Government Primary School for third place in the examination.

Mrs. Pereira works as a Senior Clerk at Distribution Central and along with her husband, Nigel, was present at the school when the results were given in July. "The tears came instantly," she said. "We were elated, ecstatic, pleasantly surprised, thankful. Although we always knew that Kavel possessed remarkable potential, her performance superseded our expectations."

Success did not come without guidance from her parents however. To prepare her for the exam, they ensured that Kavel did daily revision as she "was not allowed to leave her work to pile up," and concentrated on the areas that were challenging to her. Kavel, whose favourite subjects were creative writing and art, did not make it difficult for her parents, but remained focused.

Mrs. Pereira also credits her daughter's "amazing" teacher, Neilla Kissoon, who was able to complete the syllabus in Standard four, leaving the last year entirely for revision. This "proud moment", she was quick to add, "serves to remind us that if we work hard, stay focused and believe in ourselves, with the help of God we can accomplish anything we set our minds to."



The job of parenting is no easy task, but Mrs. Pereira was happy to share a few of the principles which guided their approach to raising a successful SEA student. "Believe in your children. Speak words of affirmation that will help to build their confidence. Let them know that they can achieve great things and allow them to dream big. Spend quality time with them, listening and getting to know their strengths and weaknesses. Above all, be their number one supporter."

The sky is indeed the limit for this shining star. We congratulate Kavel and her parents on this achievement and wish her all the best in her life's journey.





# MPU takes services to citizens



*Assistant Corporate Communications Manager, Clare Cooper-Vincent, engages with members of the public at T&TEC's booth during the MPU outreach in Sangre Grande.*

"I am giving you my commitment...my assurance, that all complaints raised... are followed up," Senator the Honourable Robert Le Hunte, Minister of Public Utilities, told the audience at the first session of the Ministry's outreach programme, at the New Dass Building in Sangre Grande on August 14. The community outreach programme is a new initiative of the Ministry to enhance the connection between the Ministry and its agencies, and follows on the Minister's passion for customer service in the utility sector.

As a state agency, T&TEC's participation in the initiative was also an opportunity to raise awareness about some of its newer services, as well as remind its customers of cost saving and safety measures. Visitors to the Commission's booth kept its staff busy with questions, many leaving with flyers and pamphlets on e-billing, safety and conservation. A video on the T&TEC mobile application also caught the attention of many.

The open mic segment of the outreach programme, took the form of a question and

answer conversation between key decision makers of the public utilities' agencies, and the residents of Sangre Grande. Leading the T&TEC team were Chairman, Keith Sirju and then acting General Manager, Courtenay Mark. Residents expressed their concerns, sought clarification and made requests on issues such as street lighting, voltage fluctuation and supply. T&TEC began resolving problems the next day, and by September 25, had completed 55 of approximately 58 reports.

A second outreach was held in Lopinot/BonAir on September 26 and others are to follow. Among the agencies also taking part in the programme are the Water and Sewerage Authority (WASA), the Trinidad and Tobago Postal Corporation (TTPOST), the Electrical Inspectorate Division and the Trinidad and Tobago Solid Waste Management Company Limited (SWMCOL).

# 2.2 tonnes of garbage collected at beach cleanup

A medical intravenous bag, complete with tube and syringe, a microwave oven and a toilet bowl were collected by T&TEC volunteers at this year's International Coastal Cleanup on September 15.

Along with the usual plastic, paper and styrofoam waste, the unusual items were retrieved from along the sandy turf and surrounding bushes of the Balandra Beach, a popular spot for body-surfing and fishing.

In all, 145 bags of garbage, weighing a total of 3668 pounds or 1,667 kilogrammes, were picked up by the 212

volunteers. This more than doubled the 1,777 pounds (806 kilogrammes) collected in 2017 at the Mayaro Beach.

Among the employees and their families were members of the Electrical Association for Women and the Rotaract Clubs of St. Augustine West and Sangre Grande. In Tobago, 35 employees and their families were joined by the teacher and students of the fourth form Geography class of the Scarborough Secondary School to pick up garbage from the Grand Courland Bay. Their



efforts contributed to a total of 1,378 pounds of trash collected.

Corporate Communications Manager, Annabelle Brasnell, thanked the volunteers for their hard work, some of whom return dutifully every year. Because of you, she said, "T&TEC continues to be one of the top five performers in the annual beach cleanup exercise."





# TATECO (San Fernando) commemorates 65 years of growth and prosperity



Above: Feature speaker, Minister Jennifer Baptiste-Primus, greets TATECO Treasurer, Brian Bachoo, upon her arrival at the celebrations. Also in the photo (from l-r) are President, James Solomon; Vice President, Vivian Lively; and Secretary, Mary Shim.

Whilst Jean and Dinah was posing down the corner in the 1950s, enthusiastic officers of the TATECO Credit Union were hard at work with an education drive about a "new phenomenon sweeping through Trinidad and Tobago and the wider Caribbean." This was revealed by James Solomon, President, TATECO (San Fernando) in a creatively narrated video presentation that lifted the curtain on the credit union's

65th anniversary celebrations. The 15-minute video, which told the story in milestone highlights, also informed the audience of the course the TATECO (San Fernando) Credit Union Society Limited took to become one of the pioneers of the credit union movement in Trinidad and Tobago and the Caribbean. A fact that was further endorsed by Mr. Solomon in his speech, when he referred to the credit union as having leveraged its "strong foundation and unique culture, to become the resilient and successful financial organisation that it is today." The organisation was listed with assets of \$906.00 in 1953. Today, assets are listed at over \$143 million.

Feature speaker, Senator the Honourable Jennifer Baptiste-Primus, Minister of Labour and Small Enterprise Development, congratulated the Credit Union, saying "sixty five years in the life of any organisation is an achievement of very

meaningful significance... your credit union has stood the test of time." As she shared her personal journey with the credit union movement, she disclosed that "everything that she owns in her life, including her house and two lots of land, she owes to the Credit Union movement."

The black-tie gala, themed *Fulfilment of dreams and prosperity*, was held on Saturday, July 7, at City Hall, Harris Promenade, San Fernando. The Mayor of San Fernando, His Worship Alderman Junia Regrello, delivered congratulatory remarks and was among the specially-invited guests which also included recipients of long service awards. Dinner and live entertainment from various artists, including jazz, pan and vocalists, concluded the event of camaraderie and celebration.



# T&TEC loses three employees

T&TEC was thrown into mourning recently with the loss of three employees over the last quarter. As a solemn mark of respect, its flags were flown at half-mast to honour Allan Ramdeen, Stephen John and Akhenaton Quashie.



*Akhenaton Quashie*

Distribution Tobago's Line Clearer, Akhenaton Quashie, passed away on the job on August 10 under tragic circumstances. At the service that celebrated his life, Gang 14 co-worker Kadion Moore said of Quashie, "He never got angry and when others got angry he would say 'All yuh, nuh fight life', a suggestion that fighting diminished one's quality of life.

Mr. Quashie was 32 years old and joined the Commission in February 2013 under the Line Clearer Training Programme. He was employed as a Temporary Line Clearer in July that year and was made permanent in August 2015.

In a tribute to Quashie's life, Acting General Manager, Courtenay Mark said he was "an extraordinary person with an uncapped love for everyone around him. He operated with

such strength, kindness and tenacity that every person that came in contact with him knew his presence." Similarly, Line Clearer Supervisor, Roy Bowles, said that he was well loved by everyone and verbally lamented "my son, my friend... until we meet again." Other tributes came from his co-workers in the form of song and poetry.

Another colleague, Stephen John, passed away on August 7 after ailing for some time. He last worked as a Driver – Aerial Lift Truck at Distribution North.



*Stephen John*

Mr. John joined the Commission in 1995 as a Temporary Labourer in Distribution North, and subsequently held a few acting stints as a Driver. In May 2009, Mr. John was appointed as Driver – Vehicles <25000 Lbs., then in April 2013, he was promoted to his last position of Driver – Aerial Lift Truck.

Mr. John, who was 57 years old, will be remembered by his colleagues as a very pleasant and jovial worker and his soothing singing voice will be especially missed by those in

the Area administrative office.

A third employee, Senior Computer Operator, Information Systems (IS) Department, Allan Ramdeen, passed away on July 14. He served the Commission for 25 years, having joined the IS Department as a Computer Operator in 1993. Mr. Ramdeen is remembered for his passion in the things he believed in. IS Manager, Charlene John, shared that "he was dedicated to his job and was always among the first to arrive at work on mornings."



*Allan Ramdeen*

Mr. Ramdeen was seconded to the OWTU, Paramount Building for two years from 2004 and was the Assistant Secretary/Treasurer of the T&TEC Port of Spain Branch of the OWTU in 2006 and 2008. He was a former National Treasurer of the Diabetes Association of Trinidad and Tobago. He would have retired in October this year.

The T&TEC family extends condolences to the family, friends and colleagues of Messrs Ramdeen, John and Quashie. May their souls rest in peace.

# GSCC sporting action

The General Sports and Cultural Club (GSCC) held a number of activities over the last few months to keep the competitive spirit among employees. Catering to the young and the not-so-young, the agile and the couch-potato alike, with action in cricket, video-gaming, scrabble, all-fours and draughts, there was something for everyone.



## 7-a-side windball cricket and video gaming

First up on the calendar was a fusion event on April 21, featuring 7-a-side windball cricket and video gaming at the Central Area Sports Club.

The Eastern Area Sport Club emerged on top this keenly contested cricket match with eight points, ahead of the Mt. Hope Sports Club, which placed second with six points and Central Area in third place with four points. Darlian Nehore of Mt. Hope Sports Club was the biggest hitter

with 74 runs, while Central Area's Simone St. Cyr was the best bowler, with a very economical three wickets for only three runs.

The video gamers were not to be outdone by the on-field action, with the unattached family and friends of employees dominating the competition. Among the Street Fighter enthusiasts, Trevis Tobias, Mt. Hope's Lindon Soondar, Quinn Ramjohn and Adam Williams were declared the champs of the combos, placing first to fourth respectively. The FIFA18 winners were Southern Area Sports Club's Anthony Noriega (first), Keron Kelly (second) and Mt. Hope's Shawn Markhan and Jean Marc Mc Millan (third).



## Inter-area all fours

May saw the start of the Inter-Area All Fours League, where Area clubs hosted the preliminary games, culminating with the finals on July 27, between Central Area Sports Club and Pt. Fortin Sports Club (part of the Southern Area Sports Club). In the end, it was the Pt. Fortin team that chalked up the most wins, with the Distribution Central Area taking second place.

## MPU Cricket Allstars Battle Royale

In June, the Ministry of Public Utilities (MPU) invited Departments, Divisions and Agencies to participate in its Cricket Allstars Battle Royale competition at Constantine Park, Macoya. While the T&TEC team did not qualify in the top two positions, their resilience under challenging conditions, including bad weather, injury and some logistical issues, was a credible showing of good sportsmanship. The dedicated T&TEC team, comprising members of various sports clubs was captained by Ashram Sitram of the Eastern Area Sports Club. In the end, the team from the Water and Sewerage Authority placed second behind overall winners, MPU Head Office.

## Scrabble and Draughts

The final activity hosted by the GSCC for the quarter, the annual scrabble and draughts competition, saw enthusiasts converge on July 7 at the Eastern Area Sports Club for these mind games.

This year the scrabble competition featured a special category for novices, leaving the experts to compete within their level. The Penal Training Facility made a clean sweep of the novice competition, with its members, Malique George, Kwani Attzs and Gregory Sandy taking the first, second and third places, respectively. Among the experts, last year's winner, Northern Area Sports Club's Curvis Francois, had to settle for second place, after being defeated by Ermyn Thompson of the Retirees Association of T&TEC. Johnathan Samuel, also of the Northern Area, rounded off winners' row in third place.

The draughts strategists saw repeat rivals, Tobago's Baint Hamlet and Northern Area's Randolph Pierre do battle for top honours. The defending champion Randolph Pierre was however unable to succeed Mr. Hamlet, who improved from second place last year to emerge in first place. Tobago Sports Club's Christian Cromathy, placed third.

Congratulations to all winners.







## Chow war at Distribution Central

In an Area far away...well not that far, what began as friendly banter between two colleagues of the Planning and Utilisation sections soon escalated into a chow war at Distribution Central.

The fiercely contested competition took place at lunchtime on Friday, May 18 and involved five sections - Administration, Commercial and Security and the original boasters, Planning and Utilisation. Since the prize was bragging rights of "Best Chow Maker," judging was left to employees, including those

from competing sections.

Among the offerings for tasting were chows made from mangoes, cucumbers, plums, apples and pineapples. Even the lesser used carambola (five fingers) and the vegetable, pumpkin, were put to the test. Seasoned with peppers of varying intensity, garlic, bhandhanya, lime and/or lemon juice, the chow, with garnishes such as salt prunes for colour, left tasters with noses running and eyes watering from the after burn. One of the organisers, Surveying Assistant, Terry

Mohammed considered the presentations "reminiscent of a Food Network Chopped episode."

In the end however, all the chows were declared winners as the judges felt the selections "were unique in varying ways." Perhaps the real winners were the employees who got to sample the efforts of the chow chefs, maybe hoping that in 2019 the activity would be, more appropriately, renamed 'chow fest'.

# Employee update

Appointments, Promotions, Moving On and Accomplishments

## APPOINTMENTS

### NAME

Kathryna Baptiste Assee

### POSITION

Corporate Secretary

### AREA/DEPARTMENT

Secretarial

## PROMOTIONS

### NAME

Abbegale Williams Inniss

Abinge Horsford

Adanna Ray

Akeem Francis-Charles

Akeem Nichols

Akeem Young

Aliaster Purcell

Amit Bhagwandeem

Anita Singh

Anton Walker

Aquina Semper-Smith

Barry Fairchild

Bryan Ali

Calvin Bhajan

Camille Greaves-Hosein

Cleavon Joseph

Dalia Trotman

Dane Warner

Darren Jeatto

Dave Ramroop

David Emery

Delroy Smart

Deosaran Ramroop

Devon Hyacinth

Donny Bedase

Garvey Mc Carthy

Imran Mohammed

Ishmael Ranga

Ishwarnath Rajkumar

Jeewan Beharry

Jelani Paul

Jesim Yee Loy

Jesse Cardinez

Joanne Corneille-Mugabe

Joseph Howard

Kevin James

Kris Balkaransingh

Krishna Lal

Louis Castillo

Luis Maitland

### POSITION

Area Administrative Officer

Customs Officer

Clerk Typist

Linesman 'A'

Driver - Dist. Line Truck

Linesman 'B'

Crew Supervisor

Driver - < Vehicles 25,000lbs

Accountant III - Financial Acct.

Trans. L/Lry.Ldr/B/Lft. Comb

Clerk Typist

Assistant Cable Supervisor

Electrician 'A'

Crew Supervisor

Senior Clerk

Mechanic 'B'

H.S.E Inspector

Dispatcher

Linesman 'C'

Linesman 'B'

Linesman 'A'

Senior Clerk

Linesman 'A'

Linesman 'A'

Dr - Vehicles < 25000 Lbs.

Driver - < Vehicles 25,000lbs

Linesman 'B'

Linesman 'A'

Dr - Vehicles < 25000 Lbs.

Driver - < Vehicles 25,000lbs

Linesman 'A'

Linesman 'B'

Driver - < Vehicles 25,000lbs

Warehouse Supervisor I

Clerk II

Linesman 'C'

Driver - < Vehicles 25,000lbs

Crew Supervisor

Crew Supervisor

Meter & Relay Technician II

### AREA/DEPARTMENT

Distribution East

Supplies

Distribution East

Distribution East

Distribution Tobago

Distribution East

Distribution South

Distribution East

Chief Accountant

Distribution East

Supplies

Distribution East

Distribution East

Distribution South

Distribution North

Transmission Maintenance

Health, Safety & Environment

Distribution Tobago

Distribution East

Distribution East

Distribution East

Distribution Tobago

Distribution East

Distribution East

Distribution East

Distribution East

Distribution East

Distribution East

Distribution South

Distribution East

Distribution East

Distribution East

Distribution East

Supplies

Distribution East

Distribution East

Distribution East

Distribution South

Distribution South

Protect & Scada

## PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Makest Piggott	Climber/Line Clearer	Distribution Tobago
Marcus Ballantyne	Linesman 'C'	Distribution East
Marvin Williams	Trans. L/Lry.Ldr/B/Lft. Comb	Distribution East
Maxwell Williams	Crew Supervisor	Distribution Tobago
Narendra Ramkissoon	H.S.E. Inspector	Health, Safety & Environment
Natasha George-Bompart	Senior Clerk	Distribution North
Natasha Kanhai	Systems Assistant	Human Resources Department
Neil Mahabir	Linesman 'B'	Distribution East
Nigel Jardine	Driver – Aerial Lift Truck	Distribution East
Nsilo John	Clerk I	Supplies
Olinto Lynch	Electrician 'B'	Distribution North
Rakish Harrinanan	Linesman 'B'	Distribution East
Ravideo Maharaj	Accountant III – Mgt. Accting.	Finance Division
Rayaz Mohammed	Meter & Relay Technician II	Protect & Scada
Reon Richardson	Driver – Aerial Lift Truck	Distribution East
Rheaz Sultan-Khan	Systems Officer I	Information Systems
Rhonda Cummins	Senior Legal Officer	Secretarial
Roger Mookram	Substation Supervisor	Distribution South
Roland George	Linesman 'A'	Distribution East
Ronald Mohammed	Linesman 'A'	Distribution East
Rudy Gobin	Crew Supervisor	Distribution North
Russell Joseph	Electrician 'A'	Distribution East
Salisha Mussio-Seepersad	Engineer I	Transm Devel & Eng Services
Sean Charles	Linesman 'B'	Distribution East
Shafflon Mc Intosh	Linesman 'B'	Distribution East
Shinoy Eliche	Linesman 'B'	Distribution North
Stacy Richards	Engineer II	Metering Services
Stanley Miller	Crew Supervisor	Distribution Tobago
Starrel Hosein	Substation Supervisor	Distribution East
Steven Gajadhar	Linesman 'A'	Distribution East
Summer Matthews	Supplies Clerk	Supplies
Tarun Ramlal	Electrician 'A'	Distribution East
Terrance Moore	H.S.E. Inspector	Health, Safety & Environment
Vedash Seegobin	Tech Assistant I	Transm Devel & Eng Services
Vishan Ramesar	Linesman 'A'	Distribution East
Vishan Ramrattan	Driver – Aerial Lift Truck	Distribution East
Wazim Ali	Linesman 'C'	Distribution East
Yadesh Lakhansingh	Linesman 'A'	Distribution East

## DEPARTURE

NAME	POSITION	AREA/DEPARTMENT
Alison Paul	Subsection Leader	Transmission Maintenance
Anderson Rojas	Customer Services Officer	Distribution North
Beverley Frederick	Customs Officer	Supplies
Brenda Adams-Onyegbuchulam	Senior Clerk	Distribution Tobago
Curtis Chung	Senior Engineer	AGM - Distribution
Darril Patterson	Crew Supervisor	Distribution Tobago
Donald Giles	Substation Supervisor	Distribution North
Errol Moe	Meter & Relay Supervisor	Protect & Scada



# DEPARTURE

## NAME

Franklyn Diaz  
Godfrey Isaac  
Ian Ramrattan  
Joan Edwards  
Joell Mc Lean  
John Deyalsingh  
Karen-Lee Dean  
Kishore Balbadar  
Mc Leod Lalsee  
Michael Providence  
Moses Boxie  
Patricia Harris  
Pearlie Chaitan  
Peter Mendoza  
Rachael Raphael  
Rhonda Gittens  
Ronald Ross  
Sandra Muradali  
Sanjay Ramroop  
Sattish Rampersad  
Wayne Brown  
Yvette Batson

## POSITION

Crew Supervisor  
Line Clearer  
Chief Operating Officer  
Commercial Officer  
Linesman 'B'  
Senior Cable Supervisor  
Subsection Leader  
Revenue Accounts Officer  
Meter Reader  
Senior Engineer  
Dr – Lr. Ldr. /Lift Comb.  
Human Resources Officer III  
Senior HR Officer  
Snr. Supervisor Trans. & Dist.  
Typist  
Senior Clerk  
Substation Supervisor  
Systems Assistant  
Engineering Assistant  
Estate Constable  
Cleaner  
Subsection Leader

## AREA/DEPARTMENT

Distribution East  
Distribution  
Operations Division  
Distribution Central  
Distribution North  
Distribution North  
Distribution Central  
Chief Accountant  
Distribution South  
Supplies  
Distribution Central  
Human Resources Department  
Human Resources Department  
Distribution South  
Distribution North  
Distribution Central  
Distribution East  
Supplies  
AGM – Administration  
Security – Distribution East  
Distribution South  
Distribution East

# Curry duck on East menu

The Eastern Area Sports Club's Curry Duck cookout and tent decoration competition fed the competitive and gastric appetites of its members on July 27.

The Friday after-work lime saw employees from the Field Office, Arima Stores (Supplies), Utilisation, Commercial and Emergency Sections vie for top place in the competition. Spectators and judges were captured by the creativity of the cooks and sous chefs as they 'spiced up' their bubbling pots of duck meat with a variety of herbs, pepper, their special concoction of curry and other garnishes. Teams also showed their creativity with their tent décor, with the winning Utilisation Section pulling out all the stops with an African-inspired Wakan'duck' Forever design.

The tantalising smells provided the backdrop for the finals of the Inter Area All Fours match between Central Area and Point Fortin Sports Clubs, which took place simultaneously.



*The Utilisation team in front their winning tent.*



*These gentlemen display some teamwork for a delicious outcome.*

## Curry Duck Competition:

1st	-	Field Office
2nd	-	Stores

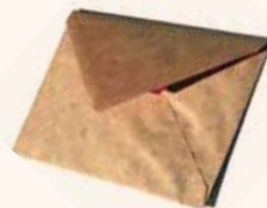
## Tent Decorating:

1st	-	Utilisation
2nd	-	Emergency Crew



# LETTERS

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



June 25th, 2018

Mr. Zainool Mohammed  
Area Manager – Distribution  
Tobago

On behalf of the Management and staff of Studley Park Enterprise Limited, I would like to express heartfelt appreciation for the assistance rendered in the mobilisation of the items [transportation of large equipment] from Studley Park to Seereeram Brothers Limited.

You and your team\* performed impressively, [in piloting the truck over two days] especially at the last minute, and for that we are truly grateful. We would like to specially recognise the crew in front, who ensured everything went smoothly.

Thank you again and all the best to you and your teams in your future endeavours.

Regards

Mrs. Akilah Kaiser  
Business Operations Assistant II  
Studley Park Enterprise Limited,  
Tobago

Editor's note: \*The two crews comprised Curtson Thomas and Marcus Cordner, Acting Crew Supervisors, Arthurton George and Curtis Louis, Linesmen 'A', Jason Williams, Hector Graham and Adrian Nedd, Linesmen 'B' and Marlon Hector and Ronald Williams, Drivers. The crews were supported by Nicholas Jagdeo,

Engineer I and Dave Noray,  
Senior Supervisor.

July 23, 2018

In a letter addressed to Ian Lewis, Technical Assistant I and Sadiyya Khan-Biptah, Eastern Distribution Area, Jasema Mungalsingh, Secretary, Auzonville Mall, Tunapuna commended the Commission for "speedily responding" to their request to postpone a planned outage that was scheduled for Sunday, July 22, 2018.

Ms. Mungalsingh thanked Mr. Lewis for his intervention as they had "events planned" for the same day as the outage. The outage was cancelled and "the Mall was able to have electricity on that day."

August 21, 2018

Sir/Madam  
On behalf of my family and the neighbors in our street I would like to thank you for your prompt response in having fluctuations in electricity at LP 82A Esmeralda Road, Cunupia resolved.

The representative on the telephone was very helpful and displayed genuine concern for our situation. Mr. Derek Gomez, Linesman 'A' and his T&TEC team [from Distribution Central] were very

courteous, informative and knowledgeable, arriving within the stipulated time frame. We felt extremely relieved after your staff visited our premises.

If possible, we would be very grateful if a street light can be erected at the top of our street as it is a very dark area, an observation also made by Mr. Gomez.

Again thank you for your support and have a great day.

Regards  
Vanessa Sookdeo-Hosein

August 22, 2018

To Registrar,

I felt compelled to congratulate your mobile teams [emergency crews] on a job well done on the evening of the earthquake (August 21). In a few hours, the majority of power was restored. This tells me proper network is in place. Very reassuring.

Thank you again for your diligent work at a time which could have become a national disaster.

Keep it up!  
Susan Gresham Holland





*Ladies of the Electrical Association for Women, in photos at top, join with T&TEC employees to clean the Balandra Beach, and Tobago employees and their families (below) gathered at Grand Courland Bay for the 2018 International Beach Clean Up exercise (see page 19)*

