



WATTS HAPPENING

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OUR VISION

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

Editorial

New Strategic Direction for T&TEC



Best selling author Jason Jennings speaking at the fifth Distinguished Leadership series organized by the Arthur Lok Jack School of Business at the Hilton Trinidad and Conference Centre in early 2007 told the audience “leaders of great companies had a cause that had nothing to do with money”.

He further advised that, “Causes must be big, bold and inclusive. It provides purpose, fuels passion, drives momentum, gives meaning to people lives, fixes something that is wrong and builds a culture. Culture is the ultimate competitive advantage. It is not a goal, but an ongoing journey”.

Electricity has long been recognized as the engine of economic growth and development and indeed leads to improvement in the quality of life of people. Following in Jennings philosophy it is therefore heartening to see T&TEC setting itself a new Vision of **“Leadership in Energy Delivery, Excellence in Customer Service... enhancing the quality of life for all”**. In so doing each and every member of the electric family from Labourer to General Manager must now be committed to realizing this wider vision.

The new Mission reveals how T&TEC intends to manage its core functions for realizing its Vision. Core Values expressed are aimed at ensuring that an appropriate and consistent culture is fostered organization-wide so that employees’ behaviors will be aligned to the Commission’s goals.

The six broad Strategic Objectives on the other hand, identifies areas the organization intends to focus on over the period 2008 – 2012 in order to facilitate its movement from its current state to the desired future state.

The success of the Commission’s Strategic Planning initiative was due primarily to the enthusiastic involvement of a wide cross section of its employees. Their frank, open and at times critical opinions in no small way contributed to formulation of the Vision, Mission, Core Values and Strategic Objectives. The commitment by these individuals to this exercise is lauded as their full engagement has helped in charting the course ensuring continued growth, success and a bright future for T&TEC.

All members of the Electric Family are now required to relentlessly contribute to improving society’s well being, not only through the provision of a safe and reliable supply of electricity, but in everything else that they do. The combined knowledge, skills, abilities and organizational resources must be harnessed in this continuous pursuit. Each and every employee is a leader in his or her own right and must lead by example. Essentially, all must fully embrace the Core Values as the Commission pursues its never-ending commitment to excellence in business solutions and customer service.

Credits

Watts Happening welcomes your feedback and contributions. Please send them to:

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CHARTING A NEW STRATEGIC DIRECTION FOR T&TEC

The following introduces T&TEC's new Vision, Mission, Value Statement and Strategic Objectives for the period 2008 - 2012.

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."

Value Statements

EMPLOYEES

- We value the health, safety and wellness of our employees
- We are committed to creating an environment conducive to the development of a highly empowered and motivated workforce
- We respect and appreciate the contribution of our employees and their representative bargaining units in achieving T&TEC's objectives

CUSTOMERS

- We are accessible and responsive to our customers
- We serve our customers with humility and value their comments
- We are dedicated to providing excellent service

LEADERSHIP

- We value effective leadership
- We encourage and foster teamwork, creativity and innovation and excellence
- We encourage the continuous and holistic development of our employees

ETHICAL CONDUCT

- We value integrity, transparency, exemplary conduct, professionalism, accountability, honesty, respect, trustworthiness, confidentiality, equity and fairness

SOCIAL & ENVIRONMENTAL CONSCIOUSNESS

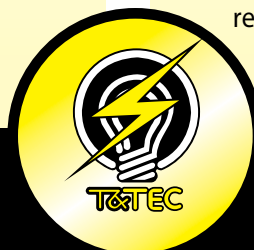
- We are committed to nation building and the protection and enhancement of the natural environment

COMMUNICATION

- We encourage and foster open, effective, respectful and responsible communication

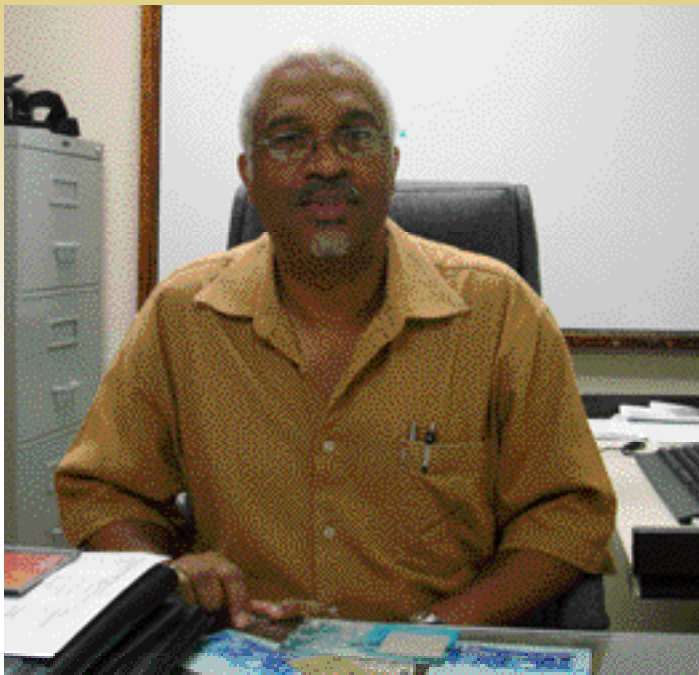
Strategic Objectives

1. To ensure that the necessary generation capacity is planned and developed to match the load demand with the desired reliability at all times
2. To ensure that the transmission and distribution infrastructure is developed, operated and maintained to provide a safe reliable electricity supply to all customers
3. To achieve the highest level of customer satisfaction through excellence in customer service
4. To ensure that T&TEC attains financial viability through the application of economic tariffs, cost consciousness, and the promotion of a culture of revenue enhancement and protection
5. To ensure that health, safety, security, environment, quality and disaster management systems are developed and integrated in all of T&TEC's business operations
6. To ensure the development of a caring and service oriented organizational culture, that promotes trust, respect, open communication, empowerment of employees, team work and a recognition and reward system for employees' performance.



Lighting your way to a brighter future

AMI UPDATE – the new team



AMI Project Team Leader, Kenneth George – Senior Analyst of Systems and Application Development

Mr Kenneth George, Senior Analyst of System and Application Development in the Information Systems Department was appointed as the Team Leader of the Advanced Metering Infrastructure (AMI) project with effect from October 1st 2007.

The AMI core team comprises staff from the Commercial Department, Distribution Areas, Metering Department and a few retired T&TEC professionals.

The AMI team is based in Central Trinidad and is responsible for co-ordinating the activities involved in the smooth change out of meters for over 35,000 of the Commission's residential and commercial customers. The team's list of responsibilities also includes the issuing of new meters and the discarding of old ones, the managing of the billing systems and the handling of related queries.

The AMI project is being carried out on a phased basis. The first phase began on December 10th 2007 and targeted customers in Barataria and parts of Port of Spain. The next phase is expected to start simultaneously in South and Central Trinidad. It is projected that by February 2008 over 50,000 meter changeovers would be completed.

According to Mr George, implementation of the Commission's new metering system is proceeding at a good pace.

The changeover of meters is being carried out by two (2) Itron Inc sub contractors and is expected to take only a few minutes.

The changeover process can be completed in five (5) simple steps:

Step 1: A photo is taken of the meter noting the reading

Step 2: The old meter is taken off

Step 3: The new meter is installed

Step 4: The Global Positioning System (GPS) coordinates are taken and noted.

Step 5: The meter is resealed

Although the process itself is simple, one of the biggest challenges, Mr George foresees, is the inaccessibility of meters by the contractors to customers' premises. This, he says, can slow down the rate of implementation. Mr George is appealing to the members of the public including employees, who are also T&TEC's customers, for their full co-operation towards the successful completion of the AMI project.

BENEFITS OF THE AMI SYSTEM

- ✓ Elimination of Estimate Bills
- ✓ Elimination of visits by Meter Readers to your premises
- ✓ Early Detection of defective meters
- ✓ Outage detection capability that would allow for faster restoration times.
- ✓ On demand reads to facilitate faster resolution of enquires and Transfer accounts



T&TEC'S NEW LINE MINISTER

A warm welcome to the Honourable Mustapha Abdul-Hamid, the Minister of Public Utilities.

Minister Abdul-Hamid officially joined the Ministry of Public Utilities on November 19th, 2007.

The Member of Parliament for the Constituency of Chaguanas East, Minister Abdul-Hamid is the former Minister of Science, Technology and Tertiary Education.

A past student of the Diego Martin Boys' Roman Catholic School, Minister Abdul-Hamid attended the Queen's Royal College where he was successful in securing eight (8) passes at the CXC O'Level Examinations and finishing his secondary education with four (4) A' Level passes, specializing in languages.

Minister Abdul-Hamid attended the University of the West Indies (UWI) and graduated in 1991 with a Bachelor of Arts (Honours) Degree in History and Political Science. He has a good working knowledge of both Spanish and French.

A teacher of Spanish and Social Studies for nine (9) years, Minister Abdul-Hamid began studies leading towards a Masters of Philosophy in Government at UWI, St. Augustine in 2002 before being called to serve at the national level.

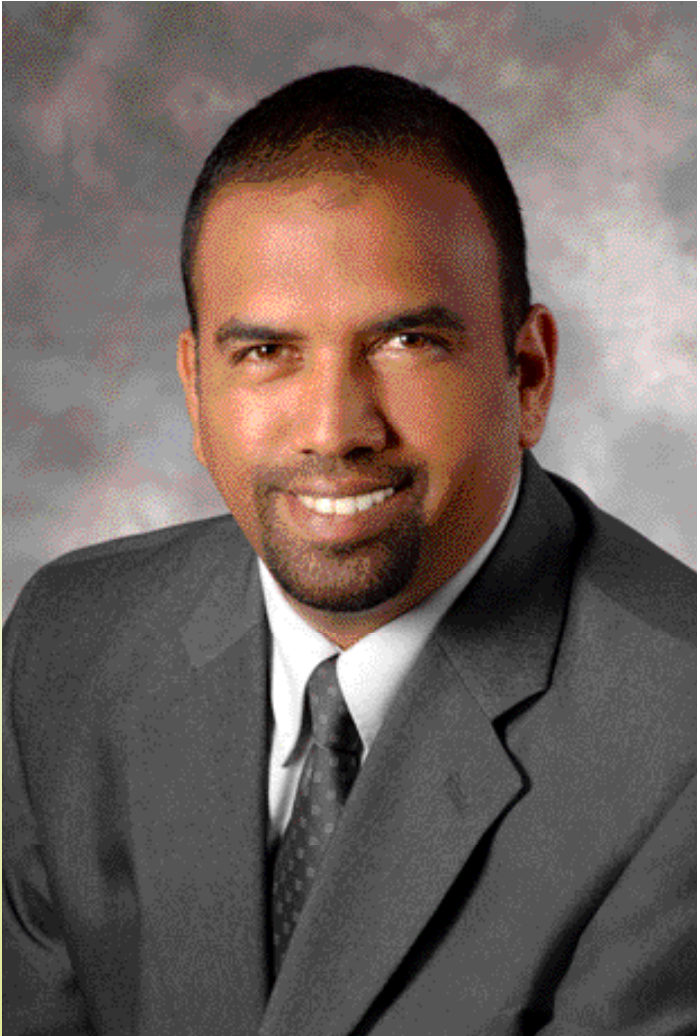
Minister Abdul-Hamid's political career spans various positions in Government. He has held several Ministerial portfolios and membership on several Parliamentary Committees, including two (2) Joint Select Committees.

His first Ministerial appointment was in 2001 as Minister of State in the Ministry of Science, Technology and Tertiary Education.

A few months later, he was granted full ministerial status and was appointed as the Minister of Social Development, a position he held from 2002 until 2005.

His ministerial portfolio changed, however, during 2005 when he was appointed Minister of Science, Technology and Tertiary Education, a position he held until November 2007. Minister Abdul-Hamid has been credited with successfully leading that Ministry to providing increased access to tertiary education and skills training to a wider cross-section of the population. Some of the significant accomplishments of Minister Abdul-Hamid's tenure at that Ministry include the implementation and management of the Government Assistance for Tuition Expenses Programme (GATE), the Higher Education Loan Programme (HELP), the Multi-sector Skills Training Programme (MUST), the On-the-Job Training (OJT), the Retraining Programme and the establishment of the University of Trinidad and Tobago (UTT).

The new Minister of Public Utilities, Mustapha Abdul-Hamid is totally committed to the achievement of developed country status by the year 2020.



***Honourable Mustapha Abdul-Hamid
Minister of Public Utilities***

Appointments, Promotions, Departures

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Cornelius Richardson	Welder 'A'	Distribution East
Gary Perez	Welder 'C'	Distribution East
Heeralal Persad	Chainman	Distribution North
Sean Clement	Mechanic 'A'	Distribution North
Nadine Small	Administrative Assistant III	Distribution Tobago
Harrilal Ramdewar	Estate Sergeant	Security Services
Kenric Fiddler	Estate Police Inspector	Security Services
Chad Walker	Draughtsman II	Transmission Development and Engineering Service

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Crystal Hughes	Clerk III	Accounts Department
Gerard Bernard	Clerk III	Accounts Department
Marvin Pascall	Clerk III	Accounts Department
Nataniar Sealy	Clerk III	Accounts Department
Valisha Sylvester	Clerk III	Accounts Department
Rachael-Ann Cave	Clerk III	Commercial
Kern Ranjitsingh	Draughtsman II	Distribution Central
Reva Rama	Clerk III	Distribution Central
Christopher Dookinram	Labourer	Distribution East
Hannah Doonie	Clerk III	Distribution East
Najil Mohammed	Labourer	Distribution North
Christopher Laldeo	Electrician 'C'	Distribution South
Davaline Atwell	Labourer	Distribution South
June Cayenne-Atwell	Typist	Distribution South
Negel Lall	Clerk III	Distribution South
Raymond Williams	Electrician 'C'	Distribution South
Sideek Mohammed	Electrician 'C'	Distribution South

MOVING ON

NAME	POSITION	AREA/DEPARTMENT
Ramcharan Mungroo	Crew Foreman	Distribution Central
Ramnarine Singh	Telecom Operator	Distribution Central
Harripersad Ramnarine	Surveying Assistant	Distribution South
Neeala Maharaj-Racha	Systems Analyst I	Information Systems
Mahabir Sinanan	Estate Constable	Secretarial
Beresford Sealey	Consignment Clerk	Supplies
Zainool Mohammed	Control Operator	Systems Plan & Control

New Employees

WATS HAPPENING is pleased to welcome Mr. Cedric Neptune and Stephen Ifill to the T&TEC family.



Cedric Neptune

Mr. Neptune joined the Commission as Chief Security Officer (CSO) in the Security Services Department as at November 12, 2007.

The new CSO is also an Attorney-at-Law and is currently pursuing his MBA at the Arthur Lok Jack Graduate School of Business.

Mr. Neptune formerly worked with the Trinidad and Tobago Police Service at various Branches and Sections including the Guard and Emergency Branch, and the Southern, Port of Spain and Western Divisions. He also served on various units such as the Special Investigation Unit. His most recent posting was at the Homicide Bureau of Investigation. Mr. Neptune also served as the President of the Trinidad and Tobago Police Service Social and Welfare Association for a period of three years.



Stephen Ifill

WATS HAPPENING welcomes back Mr. Stephen Ifill, who has re-joined the Commission in November 2007 as Industrial Relations (IR) Officer attached to the Human Resources Division.

This UWI graduate previously held that post as member of T&TEC's IR team, from December 2004 to May 2005.

Some may remember that Mr. Ifill's IR working experience included working for the Ministry of Labour and the Water and the Sewage Authority of Trinidad and Tobago. Prior to re-joining T&TEC, Mr. Ifill acquired additional IR experience working for MTS and the international company, Arcelor Mittal.

WATS HAPPENING wishes both Mr. Neptune and Mr. Ifill a fulfilling experience with the T&TEC family.

FAREWELL LINDA

T&TEC's Information System (IS) Department hosted a farewell reception on November 2, 2007 for one of its long serving and integral employees, Linda Irvine.

Linda worked with the IS Department since the start of her career with T&TEC. She began as a EDP Programmer II in 1974 and went on to hold the positions of EDP Programmer I, Senior Programmer, Systems Officer, Systems Analyst III. Linda retired in the post of Systems Analyst II.

Apart from her professional duties Linda was well known for her culinary skills. One co-worker described her cooking as "...not good, but FANTASTIC" and since food is very much a part of the lives of the IS employees, Linda's sweet hand will be greatly missed by all.

WATS HAPPENING joins her co-workers in wishing Linda a wonderful retirement season filled with health, wealth and happiness.



AREA NEWS

Transmission Maintenance Department

SUBSTATION UPGRADES

The **Transmission Maintenance Department** continues to work steadfastly to ensure that the Commission's transmission system is always in a state of readiness to deliver a high quality supply of electricity to customers.

Recently, in keeping with the Commission's strategy to replace high maintenance oil circuit breakers, a total of eight oil circuit breakers at the Pinto Road and Bamboo 66kV substations were replaced with state of the art Areva DT1 66kV Gas Circuit Breakers.

Defective oil circuit breakers were also replaced at the St. Mary's and Harmony Hall substations, with a VOX Vacuum Circuit Breaker (VCB) and an Areva DT1 Gas Circuit Breaker, respectively.

The program will continue with the change out of the JB428 oil circuit breakers at North Oropouche substation.



MEN AT WORK

DISTRIBUTION TOBAGO

Chris Seemungal, Linesman B and Andrew Washington, Linesman A (Hotline) give their fullest attention to the installation of an intermediate 12m pole on the Mt. Irvine 12kV feeder. The procedure was part of a voltage correction exercise in Black Rock, Tobago. Hotline techniques were used so customers' supply was not interrupted.



*"One machine can do the work of fifty ordinary men.
No machine can do the work of one extraordinary man."*

- Elbert Hubbard

Protection and Scada Department

SUBSTATIONS UPGRADE IN 2007

This year the **Protection and Scada Department** did significant protection works at new and existing substations throughout the country. The new substations where works were done are New Brighton 66kV, New Mt. Hope 132/33kV and Trincity 66kV. As at November 2007 the Mt. Hope substation was very near completion, the New Brighton 65% completed and Edward Street 50% completed.

In the East, at the Trincity substation, a 12.5/16 MVA transformer was replaced with a 20/25 MVA transformer. At San Raphael a new 132 kV live tank circuit breaker and protection upgrade for the 132/66kV Transformer #2 was installed and at Macoya substation a defective 12.5/16 MVA transformer was replaced with a new 20/25 MVA transformer.

In the Central Area circuit breakers and associated equipment were installed at the Bamboo substation, to establish the Gateway #1 and #2 and Mt. Hope #1 and #2 132 kV circuits. One 12.5/16 MVA transformer, a 66kV circuit breaker and two 12kV auto-reclosures were commissioned at the New Charlieville substation.

In the North at the St James substation, a new 12.5/16MVA transformer was commissioned. Additionally, 12kV circuit breakers were retrofitted from oil to vacuum and an upgrade of the substation's protection was done.

FIBRE OPTIC NETWORK EXPANSIONS

The objective of the fibre optic network project is to create a reliable and fault protected data transport backbone for T&TEC. This project will facilitate the efficient data flow of SCADA, line protection, Ethernet connectivity, PABX connectivity and other voice and data applications.

A main ring connecting the Commission's main sites will first be established. This will be followed by the establishment of a series of sub-rings interconnecting clusters of substations to the main ring.

Under the Protection and Scada Department, work was completed resulting in over 389 km of fibre cables being laid by December 2007 out of the targeted 826 km. The Inner and Outer West Rings have been completed; 78% of the works have been completed for the Port of Spain Ring and 61% for the North East/ Near East Ring. The Far East Ring is 58% completed, the Central Ring is 57% completed and the Pt. Lisas Ring is 70% completed. Fibre optic connection in Tobago and between Pinto Road and Toco has been completed.

NORTHERN AREA HONOURS EMPLOYEES

Employees of Northern Distribution Area turned out for a special ceremony held in their honour on December 21, 2007. At this ceremony, presentations were made to employees for 10 and 15 years long service and for safe driving. Two special awards were presented to David Gellineau - Senior Clerk and Theophilus Bishop - Driver - Pole Hole Borer Combination, for exceptional punctuality and attendance.

T&TEC's General Manager, Indarjit Singh and Assistant General Manager - Distribution, Courtney Mark addressed the employees and assisted in the presentation of awards. Former Northern Area employee, Angel Charles and his supporting group provided entertainment. Over 200 employees attended this function.





T&TEC HOSTS SOUTH MEDIA

Media representatives from south and central were hosted by T&TEC to cocktails at Soong's Great Wall in October 2007.

This function was held to acknowledge and thank the media for their co-operation in covering the activities of the Commission during the year.

Executives and Management of T&TEC took the opportunity

to personally meet media personnel and to discuss the Commission's plans for 2008.

Among the specially invited guests at this function were Senator Hazel Manning, Minister of Education and Krishna Ramkumar, Chairman of National Self-Help Commission.

Several representatives from the daily newspapers, Heritage Communications Network, Hindu Credit Union Communications, WIN TV, Masala Radio, Life Radio and WACK 90.1 attended the function and enjoyed the hospitality of T&TEC that included delicious hors d'oeuvres and soothing entertainment. Guests were presented with tokens of appreciation on departure.



T&TEC IMPROVED SERVICE TO CUSTOMERS IN 2007

According to an end of year Performance Report presented by Courtenay Mark – Assistant General Manager – Distribution, T&TEC has improved its service to customers in 2007.

Mr. Mark revealed that the Commission exceeded its 2007 target of 90% same day connection and as at October 2007 data indicated 94% same day connections were achieved. The Commission has also achieved its 2007 goal of 100% connection for less than three (3) days, up by 1.9% from the previous year.

A target was set in 2007 for 100% same day re-connections and though findings indicated 99.8% was achieved, this figure marks a 0.2% improvement on the previous year. The Assistant General Manager – Distribution also revealed that the number of trouble reports received in 2007 fell by 3.7% with a total of 19,619 reports made.

The Commission

Eight (8) new insulated articulating telescopic aerial lift trucks were recently added to the Commission's fleet. At a simple official handing over session which was held at Distribution East on October 8, 2007, the trucks were distributed as follows:

Distribution North	-	1
Distribution South	-	2
Distribution Tobago	-	1
Distribution East	-	1
Distribution Central	-	2
Street Lighting		
Implementation Unit (SLIU)	-	1

The new vehicles boast a shorter wheelbase and robust chassis, which allow for better maneuverability and improved stability. They also boast a single joystick control for all aerial lift functions instead of the one control lever in the older vehicles.

The handing over session followed operations and maintenance training conducted in September. Caribbean Power Solutions supplied the International trucks mounted with Terex insulated articulating telescopic aerial lift fitted by local agent High Tower Hydraulics.

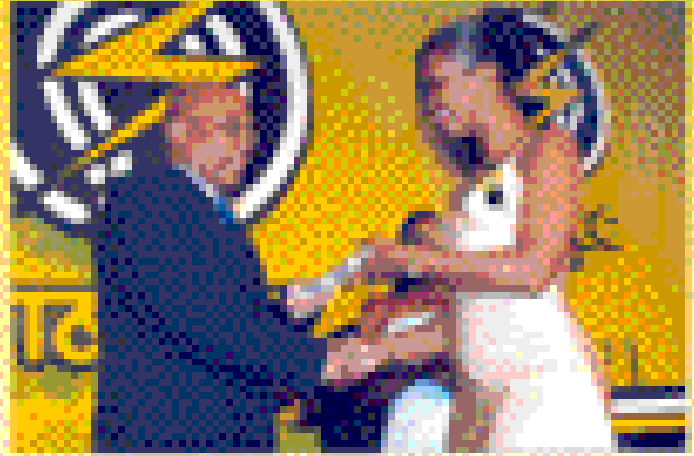
Expands Its Fleet



Courtenay Mark, AGM - Distribution tests the controls under the watchful eyes of veteran driver Theophilus Bishops of Distribution North

BELOW:
David Buffong (in black shirt) of High Tower Hydraulics speaks with T&TEC executives and drivers. The new trucks are in the background.





Celebrating Service Excellence

"Celebrating Service Excellence" was the theme of T&TEC's 53rd Employee Recognition and Awards Ceremony, which was held on October 27, 2007 at the Hilton Trinidad and Conference Centre.

Over 275 employees were honoured for their long and outstanding service to the Commission for periods of 20, 25, 30, 35, 40, 43 years and safe driving. The Chairman's Awards for the most outstanding employee/s in each department and area were also presented to the respective recipients.

The other Chairman's Awards were as follows:-

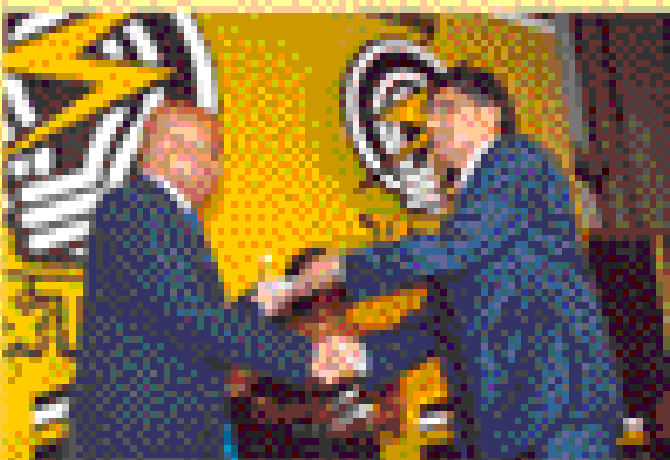
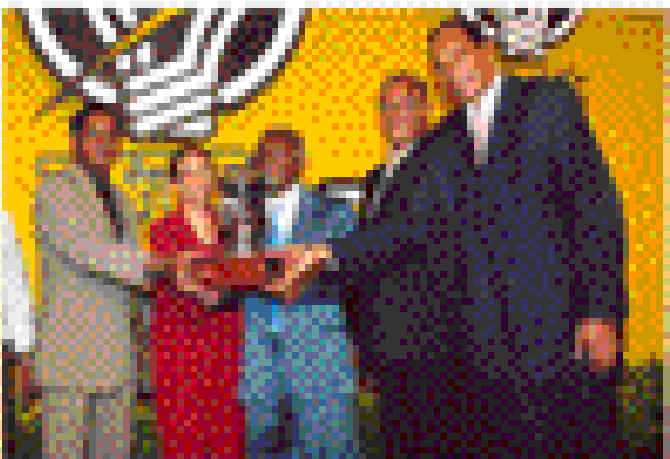
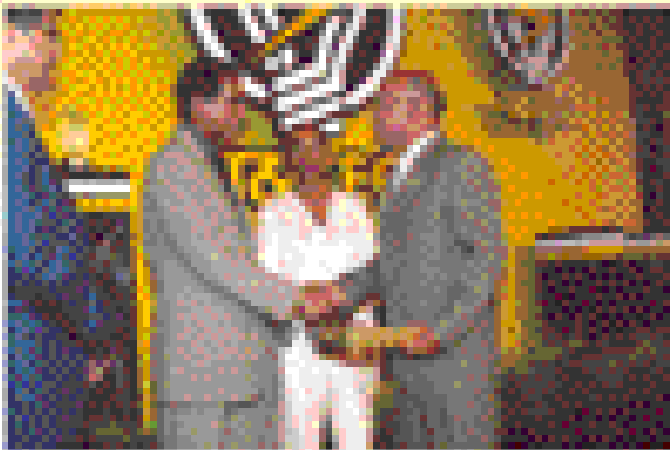
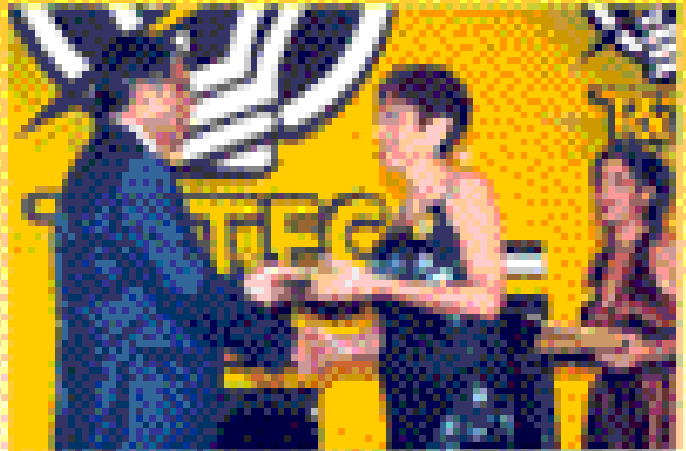
- **Most Service Oriented Area - Distribution Central**
- **Most Cost Effective Area/Dept - Distribution East**
- **Most Cost Effective Department (Sm) - AGM - Distribution**
- **Most Cost Effective (Lg) - Supplies**
- **Best Performing Area (Safety) - Distribution Central**
- **Best Performing Area Overall - Distribution Central**
- **Best Performing Division - Street Lighting Implementation Unit**

This year the prestigious Millennium Award was given to T&TEC's Chairman, Devanand Ramlal, who in accepting it, invited management of the Street Lighting Implementation Unit (SLIU) to share the honour of the award with him.

Mrs. Jacqueline Gauteaume-Farrell, Permanent Secretary, Ministry of Public Utilities and the Environment delivered the feature address on behalf of the Honourable, Penelope Beckles. T&TEC's Chairman, Devanand Ramlal and General Manager, Indarjit Singh, also addressed the audience.

The Shiv Shakti Dance Company, Nalini Akal and Denise Plummer; T&TEC's Godwin Jerome and Francis Prime, T&TEC sponsored bands - Gayatones and Lucas Brillantes provided the evening's entertainment.







T&TEC LIGHTS UP MID CENTRE MALL

The lights of T&TEC's Divali Celebration 2007 drew the regular crowd on November 3, 2007 despite election-eve activities nationwide. Once again, Mid Centre Mall car park was transformed into a village of spectacular illumination and festivity through the efforts of T&TEC's hardworking Divali Committee and the participating areas and departments.

T&TEC's Chairman, Devanand Ramlal and General Manager, Indarjit Singh and Antony Ramnarine, representing the Ministry of Public Utilities and Environment, brought Divali greetings to the large gathering and audience listening via radio. Pundit Bramdeo Maharaj conducted the Laskshmi Puja at the start of the evening's activities.

Highlights of the evening were the "Parade of Divali Queens" and the Bamboo Bending Competitions. Bria Hosein, Head Office was crowned Divali Queen 2007, she was followed by Kerri-Ann Mohammed, Distribution Central and Kristal Ramsook, Distribution South. Distribution Central walked away winner of the Bamboo Bending Competition leaving Distribution South in second place. Third place was a tie between Distribution East and Mt. Hope.

T&TEC Malick Tassa Drummers, T&TEC Nada Sangama Steel Orchestra, T&TEC Gayatones and the D'Vikash Dancers provided entertainment.

Upgraded Lights at Recreational Grounds

Three (3) recreational facilities in Arima, Tableland and Princes Town were among more than twenty (20) recreation grounds and parks that were targeted for illumination by T&TEC's Street Lighting Implementation Unit (SLIU) for 2007.

Simple ceremonies, marking these new areas of illumination, were held over the last months of last year.

In Arima, the Honourable Pernelle Beckles, Minister of Public Utilities and the Environment, threw the switch for the illumination of the Felix Farrier Ground, Pinto Road. This project consists of sixteen (16) double arched poles each mounted with one (1) 1500W spot light and one (1) 1000W flood light which were placed along the perimeter of the ground.

In Princes Town, Senator Hazel Manning, Minister of Education symbolically switched on the lights for the George Village Recreation Ground at Tableland on October 4, 2007. At that ground ten (10) double arch poles with 1000W and 400W floodlights were installed.

Also in Princes Town, Senator the Honourable Hazel Manning, Minister of Education did the honours of officially throwing the switch to illuminate the Ramleela Ground, Matilda Road on October 10, 2007. Three (3) 47ft T poles with 1000W floodlights and three (3) 250W luminare lights were installed at this facility.

At each ceremony T&TEC's Chairman, Devanand Ramlal addressed the audience of special guests and members of the community who welcomed this new development to their area.

T&TEC sponsored bands - Malick Tassa Drummers and Lucas Brillantes, supported by Ninos De Santa Rosa, Simple Song Steel Orchestra and Los Buenos Paranderos, provided entertainment at these functions.



Recreational facilities illuminated under T&TEC's Street Lighting Implementation Unit (SLIU).



"God didn't promise days without pain, laughter without sorrow, sun without rain, but He did promise strength for the day, comfort for the tears, and light for the way."



Remembering Lindley Abdulah

Lindley Garth Abdulah, a member of the Board of the Trinidad and Tobago Electricity Commission, passed away on October 28, 2007. Mr. Abdulah joined T&TEC as a Board Member on July 17, 2006 under the chairmanship of Mr. Devanand Ramlal. He served on three sub-committees

of the Commission, Rural Electrification, Reliability and Performance and the Customer Relations Committees.

WATTS HAPPENING extends sincere condolences to the family and friends of Mr. Abdulah on his passing.

May he rest in peace.





T&TEC SPREADS CHRISTMAS CHEER

The Trinidad and Tobago Electricity Commission transformed the World Select Gem Centre, Freeport into a Christmas village on Saturday 8 December, 2007, when it hosted its ninth annual Children's Christmas Party.

Hundreds of employees turned out with their children, twelve and under, to enjoy the numerous activities, gift giving and refreshments. Guests were treated to performances by T&TEC Luces Brillantes, T&TEC Nada Sangama Steel Orchestra, a monologue by T&TEC's employee Gina Parris and a puppet show which was a big hit with the children.

Children from the Margaret Kistow Home, Sea Lots Youth Club and Bethlehem Children Foundation were invited by the Commission to share in this wonderful Christmas experience which included the distribution of Christmas presents and goody bags.

T&TEC's Chairman, Devanand Ramlal; Board Member, Joycelyn Jobe-Balfour and General Manager, Indarjit Singh along with members of Commission's executives and senior staff were also present to share in the memorable T&TEC yuletide experience.

Children's Christmas Party 2007

Employees Respond To HSE Competition

The response to the H.S.E.'s poster and quiz competitions signaled a growing and creative interest by T&TEC employees about health, safety and environment.

This interest resulted in a higher standard of entries for the competitions, attracting new departments and some unique interpretations of the theme "A Shared Responsibility."

Here are the results and comments about the competition from several of the winners:

Dale Patrice, Clerk II, Utilization Department, Distribution Central placed 1st in the Health and Environment categories and 2nd in the Safety category. She commented, "I have always had a great passion for graphic designing. A lot of time and effort went into the designing process, but actually placing in the Competition made the effort more worthwhile. Thanks to my colleagues for their input."

Joy Joseph, Clerk III, Supplies Department at Central Warehouse, won 1st place in the Safety category, 2nd in the Environment category and 3rd in the H.S.E. category. Ms. Joseph had by far the most entries in the competition. This is what she had to say about her experience, "Winning three (3) categories and prizes in the poster competition, motivated me to look forward to HSE Week 2008. The prizes were great and the awards ceremony induced lots of excitement."

Andy Amos, Labourer, Central Warehouse submitted one entry which depicted his artistic skills. It was hand drawn. Mr Amos won 1st place in the Safety category. "I have always been interested in drawing", Mr Amos said. "I entered the competition to see how far I could get, but I did not expect to win! I am happy about the experience and I am also overwhelmed by the outcome."



A joint team, from the Supplies Department and the Metering Services Department, represented the Central Warehouse Zone. This team is known for its avid participation in the H.S.E. weeklong activities.

The Supplies/Metering Services team placed a respectable 3rd in the H.S.E. Quiz, 2nd in the Environment/Green Space competition and won the coveted Overall Best H.S.E. Week Programme for their exceptional participation and management initiative.

Out of the nineteen (19) poster competition entries, Supplies/Metering Services dominated with fourteen (14) entries and took home seven (7) wins out of a possible twelve (12).

Ave-Ann Perry, the Supplies/Metering Services Quiz Team Manager remarked, "the 2007 theme - A Shared Responsibility generated excitement among our employees. This theme was very pertinent to the Supplies Department and Metering Services as different sections and warehouses were able to come together to share expertise, knowledge and enthusiasm, which created a bond at the Central Warehouse."

Two (2) new competing teams entered the 2007 H.S.E. Quiz Competition - the Trade School and Distribution, Tobago. Both teams made significant contributions with the Distribution Tobago team taking 2nd place in the finals of the Quiz competition.

Congratulations are extended to everyone who participated in the H.S.E.'s week of activities and the H.S.E. Department looks forward to the same enthusiastic participation for 2008.



Leading the way...

New Power Plant For Tobago

The Trinidad and Tobago Electricity Commission awarded a TT\$485 million dollar contract to Wärtsilä Corporation of Finland, to supply a dual-fuel power plant to be constructed in Tobago. The plant will be located at the Cove Eco-Industrial and Business Park, Lowlands and will run on clean-burning natural gas and light fuel oil.

A sod turning ceremony, to mark the construction of the plant, took place on December 19, 2007.

The new plant is the first natural gas reciprocating engine plant of its kind in the region. It will supply 64MW of power which will meet the Tobago's current demand of 40MW and the anticipated demand for the next ten (10) years. This plant will also augment the country's overall baseload generation capacity, as power will also be supplied to Trinidad via existing submarine cables.



Employee Profile

“As the oldest and longest serving employee, I relate closely to most employees. Sometimes I am referred to as ‘Dr. Springer’”

Majella Modeste began working with the Commission in 1977 as a Typist. During her first two years she worked in the Secretarial Department and at Distribution South. The following 29 years up to the present were spent working at Distribution Central, where she moved up the ranks to her current position of Administrative Assistant III.

As her job title implies, Majella offers critical assistance to the Area Manager. She ensures that his instructions are carried out and requests granted. This entails liaising with customers and employees on a daily basis, constantly tapping into her versatility and people skills, which are critical to her job function. Majella revealed that “one of the biggest challenges is ...adjusting to ... new and different styles of management of Area Managers”. She views her contribution to T&TEC as “priceless” as it was no small task to have worked harmoniously and productively with nine (9) Area Managers for almost three decades. Her most memorable work experience was the planning and hosting of the 25th Anniversary Celebration for Distribution Central in 2004.

Despite the challenges, Majella enjoys relating with employees most of all. She notes that “As the oldest and longest serving employee, I relate closely to most employees. Sometimes I am referred to as ‘Dr. Springer’, People usually come to me for advice.” This mother of



two observed, “gone are the days when love for the company was based on dedication and commitment to work”.

“Dr. Springer’s” leisure moments are filled with enjoying romance and thriller novels, traveling to exotic countries as Scandanavia, dancing and listening to music by Andre Bocelli, Elton John, Lionel Richie and Kenny G.

A Glance At Training In 2007

Training was provided for one thousand, six hundred and nineteen (1,619) employees of the Commission during the period of January to October 2007.

Training programmes were conducted internally and externally with several employees attending courses overseas.

In house training programmes covered such topics as Leadership and Management, Supervisory Skills, Health and Safety, Communications Skills, Customer Service and Orientation.

Here is a breakdown of the training programmes in 2007:

Internally

Focus was placed on improving customer service training programmes in areas such as Quality Customer Service, Business Etiquette and Protocol and Telephone Skills.

T&TEC’s Telecom Operators, from the Commission’s five (5) Distribution Areas, were exposed to a Professional Telephone Behaviour training programme. This programme was designed to enhance the Commission’s relationship with its public and other stakeholders. The programme also provided Operators with techniques for dealing with customers’ that had complaints.

Other internal training activities included Early Start to Financial Independence and Engineer-in-Training programme.

Externally

Two hundred and eighteen (218) employees attended seventy-one (71) courses offered by external training providers or institutions. Twenty-four (24) employees traveled overseas to attend conferences, seminars or to test equipment between January to October 2007.

T&TEC PARTICIPATES IN ORACLE OPEN WORLD 2007

The Trinidad and Tobago Electricity Commission was represented at the international Oracle Open World 2007 Conference, which took place on November 11-15 at the Moscone Centre, San Francisco, California. Colleen Licorish, A.G.M.- Finance; Ramdeo Sadhoo, A.G.M. - Human Resources; Lisa Mc Nicolls-Sargeant - Senior Accountant - Financial Projects; Audra Ramsook-Samuel - Systems Analyst I; Samuel Lee Sing Chang - Systems Administrator II and Claudia Forde - Salaries and Wages Supervisor formed the T&TEC delegation. The conference brought together users of Oracle systems from across the world including many from the Caribbean region.

Oracle is the company responsible for PeopleSoft Financials which are used by the Commission for its Financial, Purchasing and Inventory processes. The daily schedule for this conference covered ten (10) hours of training, feedback, networking and marketing activities.

According to Lisa Mc Nicolls-Sargeant who heads T&TEC's PeopleSoft implementation team "It was an excellent fact-finding opportunity for T&TEC to acquire the know how to make things (Enterprise resource planning systems) work better".



(L-R) Colleen Licorish, Ramdeo Sadhoo, Samuel Lee Sing Chang and Claudia Forde.



WATTY EXPLAINS CIRCUIT BREAKERS


A circuit breaker is an electrical switch that is automatically operated to protect an electrical circuit from damage caused by an overload or short circuit condition. Unlike a fuse, which operates once and then has to be replaced, a circuit breaker can be reset (either manually or automatically) to resume normal operation.

Circuit breakers are also used as circuit control devices. By manually opening and closing the contacts of a circuit breaker, power can be switched on and off. Circuit breakers are made in varying sizes, from small devices that protect an individual household appliance, to large switchgear designed to protect high voltage circuits feeding an entire city.

Procedures And Work Instructions Being Developed By ISO 9001:2000 Implementation Team

Members of the ISO 9001:2000 Implementation Team were trained in the implementation of a Quality Management System (QMS). The documentation of Procedures and the development of Work Instructions to support the QMS are currently being prepared and will subsequently be implemented at the Southern Distribution Area.

The photograph below shows Mr. Courtenay Mark (c), Assistant General Manager- Distribution, Mr. Patrick Brown (r), Mr. Israel Ali - Assistant to the General Manager and ISO Team Member and Ms. Margaret Western – ISO Consultant.

More on ISO 9001:2000 in the next issue of 



IEEE (T&T Section) -

Local Chapter Industry Applications Society Seminars

The local Chapter of the Industry Applications Society (IEEE-T&T Section) was quite busy in 2007 holding several activities aimed at informing its publics about the electrical industry.

The highlight of the IEEE calendar of events was its annual seminar entitled Electrical Grounding, which was held in November 2007. This event was chaired by Chairman of the IAS Chapter Trevor Babwah, (Shift Control Engineer T&TEC) and was organised in conjunction with Year Three students of the Electrical and Computer Engineering Department, UWI (St Augustine) and Power Engineering Society (PES) – Chapter Chairman, Ravi Shukla, who is also Manager - Transmission Development & Engineering Services, T&TEC.

The event attracted its usual high caliber of presenters including Engineers Anil Bujhawan of T&TEC's Transmission Department who dealt with the design of substation grounding using IEEE Standard 80 and Peter Sammy (Technical Assistant I - Design Engineering Services Ltd) whose presentations examined various grounding standards.

This was the third event on the IAS calendar for 2007.

The first event which was held in July launched the New Colour Code. The Seminar addressed the implications associated with the changeover of the new electrical colour code which includes the new colours, brown, black, blue and grey. Black is now a live wire. As a key stakeholder, T&TEC supported this initiative, which was led by the Ministry of Public Utilities and included the Board of Engineering Colour Code Committee, the Trinidad and Tobago Bureau of Standards (TTBS), the Government Electrical Inspectorate and the Private Sector.

The IEEE also hosted a presentation by Nigel Baptiste (T&TEC) entitled "The Evolution of Control Systems at Powergen, Port of Spain".

Also in the month of November, and under the banner of the IEEE Distinguished Lecture Series, T&TEC Engineers Charles Inniss - Area Manager, Tobago and Curvis Francois - Assistant Area Manager, Distribution South and representatives from UWI and the private sector delivered presentations on "Alternative Energy".

We look forward to the activities of the IEEE (T&T Section) in 2008!

T&TEC Hosts Seminar On Renewable Energy

Engineers from energy-related companies, various utilities and academic institutions in Trinidad and Tobago attended a one-day seminar titled "Renewable Energy in the Electrical Grid". This seminar was hosted by T&TEC at its Mt. Hope office on November 21, 2007.

The Trinidad and Tobago Section of the Industry Applications and Power Society Chapters (IEEE) organized the seminar, which was sponsored jointly by T&TEC, BP Alternative Energy and PowerGen.

Dr. Kaushik Rajashekara, Distinguished Lecturer of the IEEE Industry Applications Society and Senior Technologist – Rolls-Royce Corporation delivered the feature address on "Technologies for Distributed Generation". Early in his presentation Dr. Rajashekara stressed that, by 2050, it will be necessary to acquire 50% of energy from alternative sources.

Dr. Rajashekara, whose specialty is hybrid power generation, illustrated various Distribution Energy Systems (i.e. systems that allow for the use of power from various sources) and how they could be integrated into the electrical grid. He spoke favourably of Microturbines and touted its benefits as high reliability, low maintenance, competitive efficiency and inexpensive.

Other presenters at the conference were Dr. Fernando Castellanos of the University of the West Indies, Ian Boon from the DC Power Systems and our own Curvis Francois. Dr. Castellanos, a Lecturer in Power Systems at the UWI, St. Augustine, delivered his presentation on "Wind Energy". In his address, Dr. Castellanos provided information from countries around the world on the latest developments in wind power.

He spoke of installations in Denmark, Germany and Spain, citing these countries as having the most capacity for wind power. Europe, he said, plans to have a 20% penetration of wind power by 2020.

Mr. Boon, representing DC Power Systems, made a presentation on "Solar and Renewable Energy in T&T". Mr Boon highlighted many successful photovoltaic projects in the Caribbean. He also provided the conference participants with updates on projects he undertook in conjunction with T&TEC in Trinidad in the communities of Cumaca, Valencia; Paria, Blanchisseuse and Chickland, Freeport.

The T&TEC's team – Mr Curvis Francois, Assistant Area



Professor Brian Copeland, Dean of the Faculty of Engineering (r) shares a moment of humour with the audience.



Indarjit Singh, T&TEC's General Manager exchange ideas with Dr. Kaushik Rajashekara, Distinguished IEEE Lecturer and feature address speaker.



Curvis Francois, (r) T&TEC Assistant Area Manager – Distribution Central, field questions from the audience, while Dr. Fernando Castellanos of the Faculty of Engineering UWI – St Augustine, looks on.



A cross-section of the audience listens with rapt attention. At front left is Professor K.D. Srivastava of the University of Trinidad and Tobago.

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T&TEC Hosts Seminar On Renewable Energy

Continued from pg 23

Manager – Distribution Central, T&TEC together with his colleagues Kavita Deonarine, (Ag) Shift Control Engineer and John Colthrust, Senior Research and Support Engineer, System Planning and Control Department, delivered a presentation on “Opportunities for Renewable Energy for T&TEC”. The Commission’s team provided participants with T&TEC’s perspective on the Commission’s solar projects as well as explored the feasibility of T&TEC utilizing various alternative energy sources such as wind power, Mini and

Micro Hydro, Wave and Tidal, Waste Energy, Bio mass, Bio fuel and Bio gas.

An open discussion followed the presentations, which revealed that there remains an unquestionable need for integrating alternative energy sources in the electrical grid. It was also agreed that Trinidad and Tobago was lagging behind in their implementation of renewable energy and that efforts must be exerted to correct this situation.

The seminar concluded with the presentations of tokens of appreciation and expression of thanks to those who contributed to making it a reality.



MARTEL RE-ELECTED TO CRICKET BOARD

Stephen Martel, T&TEC’s Corporate Communications Manager, has been re-elected unopposed to the Trinidad & Tobago Cricket Board.

Additionally, Mr. Martel was re-elected, also unopposed, to the post of Secretary of the North Zonal Council of the Trinidad and Tobago Cricket Board.

The Trinidad and Tobago Cricket Board has appointed Mr. Martel to the International Matches Committee for the 2008-2009 period.

Mr. Martel has served in the Cricket arena for the past fifteen (15) years and was named “Administrator of the Year” in 2005 by the Trinidad and Tobago Cricket Board North Zonal Council.

WATTS HAPPENING extends our congratulation to Mr. Martel and wishes him a successful term in office.

Anxiety

Self-Help Tips for Controlling & Reducing Anxiety

Exercise regularly - Yoga and aerobic activities are particularly calming.

Get enough sleep - Lack of sleep can exacerbate anxiety.

Eat a healthy diet - Healthy eating can help in the battle against anxiety and stress. Make sure your diet includes plenty of fruits and vegetables.

Mediate - Common types of mediation include mindfulness, walking mediation, and transcendental mediation.

Practice relaxation techniques - Relaxation techniques such as deep breathing and visualization can help reduce anxiety.

Avoid alcohol and drugs - Don’t use substances to cope with your anxiety. They can make the problem worse, and eventually will cause problems of their own.

Eliminate caffeine - Stop drinking or cut back on caffeinated beverages, including soda, coffee, and tea.

Cultivate a support system - Spend as much time as possible with people who make you feel good and emotionally supportive.

- H.R. ‘Focus on employee wellness’, Issue Seventeen, Dec. 2007

Yesterday is gone, forget it. Tomorrow may never come, don’t worry about it. Do a master job today.

11th Annual Sports Awards

Betancourt named Sports Administrator Southern Area Takes Club of the Year

The General Sports and Cultural Club held its 11th Annual Presentation of Prizes and Awards Ceremony on Saturday 24th November 2007, at the Coliseum in San Fernando.

Prizes were presented to winners in sixteen (16) sporting disciplines, that were contested during the year.

Ricardo Betancourt, Vice President of the General Sports and Cultural Club was named Sports Administrator of the year 2007. Mr. Betancourt has worked tirelessly over the years at all our Sports and Cultural programmes.

The 2007 Sports Club of the Year was won by Southern Area Sports and Cultural Club for the second consecutive year. In his report the Honorary Secretary, Mr. Stephen Martel reflected upon the past year urging employees to be more disciplined and not to mix sports with industrial relations. Mr. Martel said that sports clubs must be accountable to its membership.

In his feature address, Mr. Glenford Cyrille, Asst. General Manager - Administration congratulated the club for its continued quest to build employee morale and pledged the Commission's commitment to sports and culture.



T&TEC Joins in Raising Awareness of HIV/AIDS

The Commission through its HIV/AIDS Workplace Committee joined with other organizations and companies to increase public awareness of HIV/AIDS. The Ministry of Labour together with the Ministry of National Security and the International Labour Organisation (ILO) organized the exposition in commemoration of World AIDS Day. The event took place on December 13, 2007 under the theme "Leadership".

Educational material on HIV/AIDS were distributed to hundreds of citizens and of overwhelming success was the Mobile HIV/AIDS testing facility. T&TEC also distributed materials on its operations and promotional items.



Helen Jacob(L), Admin Officer - Dist. East, assists members of the public by providing requested information materials.

GIFTS FOR MC BEAN SCHOOL CHILDREN

Curvis Francois, Assistant Area Manager – Distribution Central, Angeline Khadoo, Corporate Communication Assistant – Distribution Central and Usha Ramcharan, Clerk/Typist, Corporate Communications Department, delivered Christmas presents to students from the Mc Bean Presbyterian School. The gift-giving initiative was part of the school's traditional end of term Christmas Treat and took place on December 13, 2007.

Mr. Francois delivered greetings of the season on behalf of T&TEC and shared with the children advice on electrical safety for the Christmas Season.



Usha Ramcharan and Angeline Khadoo amidst the children.



Thank you for your...

...letters

Dear Mr. Ramsook

I wish to thank you for the prompt response to my request for a streetlight at the above address.

I want to express our gratitude to you on behalf of the residents of our tiny community. We now feel a bit safer and happier in the glow of our street lights.

Sandra Gomes
Mission Lane
Princes Town

Dear Mr. Martel

Carnegie Free Library wishes to express a sincere thank you for your generous donation towards our Annual Children's Christmas Programme which was held on Tuesday 11th December 2007.

Your timely contribution aided greatly to the success of our programme.

Thank you again for your support. Season's Greeting and Best Wishes to you and your staff in the coming year.

Yours Respectfully,

Mona Boodoo (Mrs.)
Librarian I (Ag.)
Children's Department
NALIS

Dear Mr. Martel

The Special Child Foundation would like to sincerely thank you for your contribution toward our programs for 2007.

With your assistance we have trained sixty (60) adult students to aid Mentally Challenged/ Learning Disabled Individuals across Trinidad and Tobago. The cost of remedial work for fifty (50) Special Students have been subsidized at the Special Child Foundation Clinic.

Thank you again and we hope for your continued support in the future.

Much regards

Chester P.B. Lakatoo
The Special Child Foundation

Upcoming Events

Friday 18th January

Event: 20th Annual Calypso Competition
Area: St. John's Ambulance Hall
Time: 4:30pm

Friday 25th January

Event: T&TEC Media Function
Area: Hyatt Regency Trinidad
Time: 11:30 a.m.

Friday 15th February

Event: Annual General Meeting
Area: San Fernando Sports Club
Time: 9:00am

Saturday 16th February

Event: Aerobic Burnout
Area: Northern Area Sports Club
Time: 9:00am

Saturday 1st March

Event: Leadership Development Seminar
Area: Central Office
Time: 9:00am

Saturday 15th March

Event: Scrabble/Draughts
Area: Eastern Area Sports Club
Time: 9:00am

Saturday 5th & Sunday 6th April

Event: Inter-Area Hardball Cricket 8/8
Area: Freeport
Time: 9:00am

Saturday 19th April

Event: 7-A-Side Windball Cricket
Area: Central Area Sports Club
Time: 9:00am

Sunday 18th May

Event: Marathon 5&10K
Area: Queen's Park Savannah
Time: 6:30am

Sat 3rd May & Sat 14th June

Event: Windball Cricket Final
Area: Central Area Sports Club
Time: 9:00a.m.

Sunday 25th May

Event: 43rd Annual Sports Culture & Family Day
Area: Larry Gomes Stadium
Time: 10:00am

