



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.



Tobago power for •
east Trinidad

Strategic Plan consultations •
start with employees

A new vibe for road races •

World Safety and Health Day 2019 •

The power of participation

One noteworthy outcome from the recently concluded employee consultations for the 2020-2024 strategic plan was the sense of empowerment felt by participants. While this was not the first “bottom-up” strategic planning consultation conducted in T&TEC, persons who were involved for the first time were pleased to contribute to planning for the future of the organisation.

While it was acknowledged that, in an ideal world, much more time could have been devoted to in-depth discussion, approximately 300 employees from across the Commission at varying levels, from field and office, have had an opportunity to help shape

their organisation and have a greater sense of what goes into the strategic planning process. The level of interest and interaction in identifying gaps and proffering solutions to problems, or identifying opportunities that could be harnessed by the Commission, confirmed the thinking that employee involvement in the decision-making process is always beneficial to the organisation. By seeking buy-in from employees upfront it is expected that they will be better positioned to implement the various aspects of the strategic plan. This greater understanding of the issues facing the organisation fosters greater engagement in quality work.

As always, this edition of the Watts Happening features stories of employees working as a team to execute the various plans set out by the management team. We look forward to the finalisation of the strategic plan, when employees can to execute the plans that they helped to shape.

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System Control and Generation Interface's Senior Engineer, Shastri Gayadeen and Manager, Nigel Bobb, assess the grid connectivity and monitor voltages and current flows during the test run.

Tobago power for east Trinidad

On Friday March 22, T&TEC scored a major achievement - a successful test run to export 15 megawatts (MW) of power from the Cove Power Plant, Tobago to Trinidad.

The test effectively demonstrated that power could be transmitted from Milford Bay Substation via the 33kV submarine cable to the Toco Substation. Thus making a limited electricity supply from Tobago available to customers on the far-east transmission ring in communities like Toco, Matura, Rampanalgas, Tapaná, North Oropouche and Sangre Grande.

Nigel Bobb, Manager, System Control and Generation Interface said there are certain circumstances where the Commission could tap into this new Tobago-Trinidad supply, such as if Trinidad was to experience an island-wide outage, such as in the event of a disaster, if there is a generation shortage in Trinidad, and if any major substations or overhead lines were to become compromised.

The Cove - Milford Bay - Toco test was a "real-world practical exercise" and, according to Mr. Bobb required a "national plan to execute."

Prior to the exercise, detailed preparations were required by several departmental teams, in just under two weeks. Key among these were the System Planning and Research Department's computer simulation using load flow studies to determine the maximum power that could be exported; technical adjustments made to machines by the Cove Power Station employees to ensure a reliable and efficient generation supply of that maximum; and the modification of the protection scheme at Milford Bay Substation by Protection and



Mr. Bobb and Shift Control Engineer I, Sean Mendonca, monitor the test run event from the Control Room, Mt. Hope

SCADA to facilitate the export of this volume of power. During the actual test, this Department was supported by Distribution Tobago's switching personnel to resynchronise the system in the event of trips and facilitate on-site tap changing. Also supporting were employees from the Transmission Maintenance Department, on site at the North Oropouche Substation, to monitor and adjust the taps on its 66kV and 33kV transformers.

While Tobago has an excess of 34MW of power available at this time, based on an average load demand of approximately 50MW, there are limitations as only 15MW could be exported due to the

aged 33kV submarine cable. "If we continuously load the cable, we run the risk of it faulting. So while we have the capability to export power from Tobago to Trinidad, we want to save that for emergencies only, such as in a disaster", said Mr. Bobb. The test also indicated that due to voltage limitations arising from the electrical and physical distance, it is not possible to extend power beyond Sangre Grande. Notwithstanding these limitations, Mr. Bobb described the exercise as a success, in that it proved power could be transmitted from Tobago to Trinidad.

On a macro level, the System Planning and Research Department is exploring

a Commission-wide plan to efficiently manage and optimise the distribution of the electricity supply to customers in the event of a natural disaster. The intention is to ensure that critical customers, like health facilities, police stations and WASA installations, remain with a reliable service.

Employees participate in Strategic Plan consultations



Employees from Mt. Hope participate in one of the first-stage consultation sessions.

The work of the Strategic Plan Committee to update T&TEC's Strategic Plan for the new period 2020-2024 continues as it progresses to stage two of the exercise.

The last of the 10 first-stage consultations took place on May 26 at Distribution South, rounding off a series of stimulating employee engagements and providing vital feedback for use going forward. Employees from all levels and with varying areas of expertise were purposely selected to participate in the sessions. The employees conducted a SWOT analysis - identifying T&TEC's Strengths, areas of Weaknesses, the

Opportunities to harness those strengths and the Threats to be mitigated as well as a Resources Audit and Stakeholder analysis. Through anecdotal personal work experiences, many pertinent issues were brought to the fore for consideration by the Strategic Plan Committee. Subject matter experts in the areas of finance and Human Resources were also present at several of the sessions. Their input provided useful information for employees to better contribute to the resource audit in particular.

The sessions revealed some peculiarities among the Distribution Areas and,

in some cases, gaps in policy. In one instance, discussions on intangible resources – led to a focus on after-school childcare and different measures that exist in different Areas stemming from the fact that there is no written policy to treat with this matter.

By treating with such disparities on a strategic level, it is believed that all Distribution Areas can benefit.

Based on the feedback, employees were generally pleased to have participated in the exercise and are expectant that concerns raised would be reflected in the new strategic plan. The Strategic Plan Committee has confirmed this to be so and the issues will also inform later discussions in the process. For now, its members are collating the information received from the employee consultations with a view to holding the stage two consultations with T&TEC's Executives in August this year.

Influencing HSE, nationally and regionally

T&TEC's Health, Safety and Environment (HSE) Manager, David St. Clair, was recently appointed to lead two institutions – the Safety Council of Trinidad and Tobago (SCTT) and the Business Continuity Management Information Exchange (BCMIE) Caribbean. Commenting on the two-year appointments, for the term 2019 to 2021, Mr. St. Clair said that they will "increase the Commission's HSE visibility, provide an opportunity to share our experience and gain access to major organisations of HSE and BCMIE Caribbean."

Mr. St Clair is an Electrical Engineer with over 18 years in the HSE field. He holds a Certificate from the National Examination Board in Occupational Safety and Health and is a qualified Occupational Safety and Health (OSH) Agency trainer. His management of the Commission's HSE Department, since October 2011, has been focussed on the delivery of its mission

to 'develop a changed or positive attitude towards safety and health throughout the Commission.' Mr. St. Clair is trained in Business Continuity Planning and represents the Commission at the National Emergency Operating Center, Office of Disaster Preparedness and Management.

As President of the two institutions, Mr. St. Clair shared that he will focus on the "delivery of the SCTT's objectives", including re-establishing its profile and the dissemination of information on codes, best safety management practices, environmental sustainability, skills and technologies for safety and accident prevention and various training programmes. Regarding BCMIE Caribbean, he intends to raise the awareness of this organisation which is now a Chapter of the Disaster Recovery Information Exchange, headquartered in Canada. The BCMIE Caribbean was officially launched in



2018 after transitioning from the Caribbean Association of Business Continuity Professionals. It is a non-profit association of regional professionals dedicated to the exchange of information on all aspects of business continuity management, from emergency response to the resumption of normal business.

Mr. St. Clair has been member of the Safety Council for 17 years, a past President (2011-2013 term) and has represented the SCTT on the Board of the OSH Agency.

HSE is more than slips, trips and falls

New policies for employee safety



Senior IR Officer, Kyle Moona (L), and IR Manager, Garth Garraway, field questions from Distribution East employees on the new Substance Abuse and Sexual Harassment policies.

With the introduction of two new policies by the Human Resources Division, T&TEC has implemented internationally accepted management practices for a safer, healthier and more comfortable work environment for its employees.

The Substance Abuse Policy (General Instruction No. HR57/1906) and Sexual Harassment Policy (General Instruction No. HR58/1904) were implemented in April this year after consultative sessions with the three employee bargaining bodies - the Oilfield Workers Trade Union, the Senior Staff Association and the Estate Police Association.

The finalised policies were introduced to employees, via a series of meetings hosted by the Industrial Relations (IR) Department. The sessions began on May 23 in Distribution South, followed by Distribution East and are expected to continue throughout the Commission. IR Manager, Garth Garraway, said that the intention of the onsite meetings is to ensure that all employees are brought up-to-date with the new policies and to answer any questions or concerns they might have.

The Sexual Harassment policy recognises such behaviour as all serious form of misconduct and seeks to

protect employees' right to operate in a professional environment and be treated with equity, courtesy and respect. The policy has adopted the Equal Opportunity Commission's definition of sexual harassment as "the unwelcome conduct of a sexual nature in the workplace, at an unwilling victim to whom that misconduct is offensive, disturbing, upsetting, worrying and/or psychologically harmful."

The Substance Abuse policy states that the inappropriate use of drugs can "seriously impair the job performance of an employee, create unacceptable liability and risk and pose serious health risks to users and others." The Commission recognises this and seeks to protect the health, safety and well being of employees.

The full-to-capacity Eastern Area Sports Club building was indicative of employees' interest in the new Commission initiatives. The IR team of Mr. Garraway and Kyle Moona, Industrial Relations Officer, set the stage for employee feedback



Area Manager, Distribution East, Chrisalston Belle, addresses his employees after the awareness session.

by presenting the key points of each policy. Using a question and answer session, several employees aired their concerns. Some viewed the Substance Abuse policy as punishing those who may need help. One employee was concerned at the wait time for Employee Assistance Programme appointments, while another questioned how leave would be managed during the treatment for substance abuse. Mr. Moona reassured employees that the policy was not meant to be punitive and Mr. Garraway, reminded employees that everyone has a responsibility to make the policy “real” and that “it will only be successful if we work together.”

Both policies document the support available through the existing Employee Assistance

Programme and from the Human Resources Department and Managers in general.

Discussions on the Sexual Harassment policy took on a different vibe however, even causing some employees to react emotionally. Issues such as confidentiality, and the seeming disparity between a formal policy and the common tendency by locals to make inappropriately friendly comments, were emphasised when a female employee, a self-described victim of workplace sexual abuse spoke about her experience. She said that while the matter was “handled and dealt with,” she still felt “stigmatised.” In an emotional appeal she asked colleagues to take sexual harassment seriously, not to “trivialise it”, and cautioned male colleagues to “talk to

female employees the way you would to your wife and daughters - respectfully.” Her testimony brought warm applause from the Distribution East staff, ending this segment on an affirmative note. She was later invited to share her story at a later session in Distribution South.

As Area Manager, Chris Belle, brought the awareness session to a close, he promised to “care for all employees,” urging the IR team to use the feedback constructively, and to “implement both policies in a fair way”. Mr. Garraway and his team took note of the issues raised and promised to investigate and deal with the concerns.



South illumination upgrades to improve lives

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The work of the Public Lighting Department continued this quarter with three illumination upgrades to benefit citizens in south Trinidad. One of the region's main routes has been outfitted with new, high efficiency, Light Emitting Diode (LED) streetlights, and residents of Barrackpore and Penal welcomed new lighting infrastructure at recreation grounds in their communities.

On April 10, T&TEC commissioned the LED street lights along San Fernando's busy Rienzi-Kirton Highway, as it advances its plans to phase out high pressure sodium (HPS) street lights and replace them with LED and solar LED street lights. The new smart design and construction involved in the installations are intended to provide better visibility

MP For San Fernando West, the Hon. Faris Al-Rawi; Minister of Public Utilities, Sen. the Hon. Robert Le Hunte; and His Worship, the Mayor of San Fernando, Alderman Junia Regrello in high spirits after switching on the lights.



and safer night driving for members of the public.

At the ceremony, T&TEC's Deputy Chairman, Glenford Cyrille, explained that the previous lighting was deficient in design and did not provide balanced lighting in certain areas of the highway. He said replacing them with LED lights is "a more modern and aesthetic approach to the lighting of the nation's second city." Mr. Cyrille told the audience that, compared to the traditional HPS lights, LEDs have a longer life span and use less electricity for the same level of lighting. "These benefits have made it highly desirable for the Commission to gradually change out the approximately 200,000 HPS lights currently in use across the country to LED lights."

Delivering the feature address, the Minister of Public Utilities, the Honourable Robert Le Hunte, commended the Commission for the successful completion of the project. He urged employees to "keep their eyes on the prize" while working on behalf of the citizens of Trinidad and Tobago. Alluding to the conservation benefits of LEDs, he reminded them of their responsibility in "the management of our resources to ensure that



David Williams and his wife stand, on invitation, to be recognised by the audience.

future generations will be able to benefit from a plentiful supply."

A double-header on June 13 marked the installation of lights at the Sukhan Trace Recreation Ground, Barrackpore and the David Williams Recreation Ground, Penal.

At the first ceremony at Sukhan Trace, residents, along with their Member of Parliament, Dr. the Honourable Lovell Francis, welcomed the new lighting infrastructure, which is expected to be put into good use, particularly for annual Ramleela celebrations.

At the second ceremony at the David Williams recreation ground, it was noted that this upgrade was the second illumination upgrade since the first set of lights were installed in 2006. Named after the former West Indies

wicket-keeper and Assistant Coach, the ground has had a long history of being a base for sporting talents from the area. Some insight into this was provided by Neil Guevara, President of the Penal Sports Foundation, who spoke at the ceremony. Reading from an extensive list of national football players and up and coming players, Mr. Guevara was proud that they have all excelled, despite the challenges of coming from a vulnerable community, in no small part due to having access to a facility with lights.

T&TEC's Chairman, Keith Sirju, who spoke at both ceremonies, reminded the residents to manage the use of the lights to avoid wasting electricity. "Please make full use of what has been provided, but do remember to have the lights switched off when not in use, so we can preserve them for future generations," he said.

World safety and health day activities

This year the commemoration of the ILO World Day for Safety and Health at Work took several different approaches at T&TEC. Although the day was observed on 28 April, the Commission's activities, in keeping with the call of the ILO, continued over several weeks.

Even before the official day, on 26 April, Distribution East marked the occasion with an interactive session that focussed on the health aspect of the ILO theme - *Safety and health and the future of work*. Keynote speaker, Hamlyn Dipnarine, HSE Co-ordinator II, shared a health issue story, setting the tone for discussions on healthy lifestyle options. Suggestions to employees on "starting with simple changes" included eating healthier and exercising.



Administrative Officer, Karen Mc Lean, presents Atiba Bridgeman with the challenge trophy for winning the Housekeeping competition as part of PLD's HSE week activities.

Speaking on safety, Jacqueline Cheesman, Chief Human Resources Officer, told employees from the Transmission Departments to "take ownership of safety and health ... exercise care and concern for fellow workers and to look out for each other's wellbeing." The Transmission activity on May 3 also included the presentation



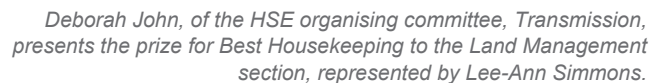
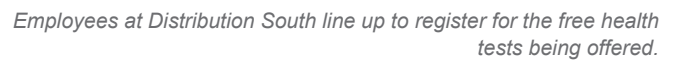
Kendel Francis, Assistant Area Manager, presents Tyjondah Antoine with one of the giveaways awarded during the HSE Week activities at Distribution East.

of prizes to winners of a word search, good housekeeping (field and office) and safety slogan competitions. Sharaz Ramjohn, Electrician 'B', Transmission Maintenance Department took first place for his slogan entry "The future of work belongs to those who understand the importance of safety and health today."

Employees of the Public Lighting Department also participated in similar competitions and, on May 17 concluded their activities with a lecture and skit from the Rape Crisis Society of Trinidad and Tobago. Guest lecturer, Deborah Commissiong, gave practical tips for dealing with the issues of rape, child sexual abuse/incest, buggery, human sexuality and wife battering.

Distribution South's HSE activity, on May 9, focussed on stress management. Led by

Ms. Pierre-George did a similar session for employees at T&TEC's King Village compound on 22 May. This was followed, the next day, by a Cancer Awareness session. Both sessions were attended by about 100 persons from the HSE, Metering and Supplies Departments, housed at this location.



Refresher training for Line Clearers

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Distribution Tobago was the first Area to benefit from an intense 21-day line clearing refresher training for 18 Climber/Line Clearers, Line Clearers and Gangers. The two-part training was developed and conducted by the Health, Safety and Environment (HSE) Department, Human Resources Department and Distribution Planning and Support Department, following the accidental death of Ahkenaton Quashie, Line Clearer, in Tobago last year. Its aim was to enhance participants' competence and regain their confidence, as field employees,

to conduct their duties in a safe manner in accordance with the Commission's safe work practices, policies and procedures.

The first of the two-part programme - classroom lectures - began on April 8 and ran for 10 days, at the Tobago Technical Training Facility in Blenheim. Seven topics - HSE practices, arboriculture and vegetation, review of gear and equipment, rigging and knots, climbing skills/ system, chainsaw handling and operations and rescues - were covered. According to Hollis Mc Cardy, Assistant



One of the trainees performs a practical evaluation for the single line repelling system.

Area Manager, Distribution Tobago, "participants found the interactive sessions interesting, very informative and helped to reinforce what they had previously learnt." The second part of the course involved 11 days of practical training in the workshop and

continued on page 23



Participants in the HSE awareness sessions for HSE field staff and senior employees associated with line clearing activities pose for a group photograph.

Distribution Tobago on uninterrupted supply



Employees installing cables and other equipment to connect the standby generators.

Employees operating from the Distribution office in Scarborough, now have the reassurance of a continuous electricity supply should there be a power disturbance to the building.

The installation of two 125kVA 115/230V 3-phase generators, in April, will provide a back-up supply to several sections including the Service Centre, Utilisation, Administration, Commercial, Planning, Stores, Security and Telecom Sections. The Sports Club is expected to be added to the backup electrical system at the end of July.

Ricardo Dillah, Technical Assistant II and Project Manager, said that preparation work, consisting

of the construction of steel reinforced concrete plinths and the fitting of new ducting was undertaken one month before the installation and commissioning of the generators. In one week, a team consisting of substation crews led by Leandre Yeates and Darren St. Clair; Engineering Assistant, Olando Fraser; and Senior Supervisor, Vaughn Aberdeen, working with a contractor, completed the upgrading of electrical cables, connection of four circuit breakers and panels and the programming of two transfer switches for the automatic transfer of power should there be a loss of T&TEC supply.

Participants warm up with some Zumba before the 5k and 10k road races.



A new vibe for T&TEC's road races

A new expanded route, custom designed medals, and open registration for non-employees, injected renewed interest in the 2019 edition of T&TEC's General Sports and Cultural Club's 5K and 10K road races. By the close of registration, anticipation was high for this long-standing event as all 300 places were filled, even attracting an overseas entrant from Brazil!

On race day, May 25, a very welcomed early morning shower brought an end to the country's prolonged dry spell and created favourable running conditions for the participants gathered at the Nelson Mandela Park, St. Clair, Port of Spain. Runners were encouraged to participate in some Zumba to warm up and quell their nerves.

Just after 6:00 a.m., the 10K athletes took their start, followed a few minutes later by the 5K runners. Supporters who remained to welcome the finishers did not have to

wait long. The first person to cross the finish line, 5K overall winner Kris Deonanan, did so in 18 and a half minutes! Thrizyl Nandoo, the 5K female overall winner, followed about 10 minutes later. Among the T&TEC finishers, Nicholas Jagdeo, representing the Tobago Sports Club placed first for the males, while Central Area Sports Club's Joanne Maynard, was the female winner.

With a blistering time of 37:37 minutes, Kevon Mitchell completed the 10K race first overall. The new route took participants around the Queen's Park Savannah and along the Saddle Road and Long Circular Road in Maraval. While navigating vehicular traffic and some difficult inclines made the course a bit challenging for most, Northern Area Sports Club's Melissa Guevara, T&TEC's 2018 female 10K champion, successfully defended her title. In 46 minutes, she was the first

female, and first employee, to cross the finish line. The first T&TEC male, Northern Area's Jon Mahabir, followed soon after in 47 minutes.

Whether it was the 5K or 10K, for all participants, completing the race provided a personal sense of achievement. Once you crossed the finish line, receiving the coveted custom-designed, bulb-shaped medal/bottle opener, served as a bonus. For employees, a complimentary sports massage and breakfast made it even more worthy of the effort.

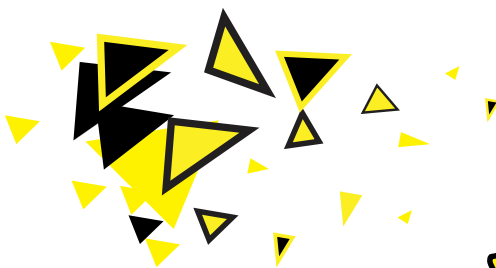
This year's event also included an employees' farmers market, with members of the Electric Family offering homemade and other items for sale. Participants and their supporters spent some time afterwards enjoying the delicious breakfast, craft items, plants, provisions and jewelry, before the award of prizes.

Congratulations to all winners!





5k/10k Results



SP Ottley 5K Male (T&TEC)

- 1st - Nicholas Jagdeo (Tobago Sports Club)
- 2nd - Oladele Ballantyne (Northern Area Sports Club)
- 3rd - Parasnath Singh (Mt. Hope Sports Club)

Judith Morris 5K Female (T&TEC)

- 1st - Joanne Maynard (Central Area Sports Club)
- 2nd - Sherry Ann Williams (Northern Area Sports Club)
- 3rd - Carol-Ann Granger-Brasnell (Tobago Sports Club)

Orlando Cornelio 10K Male (T&TEC)

- 1st - Jon Mahabir (Northern Area Sports Club)
- 2nd - Joseph Seetahal (Penal Training Facility)
- 3rd - Jamal Sylvan (Penal Training Facility)

Ingrid George 10K Female (T&TEC)

- 1st - Melissa Guevara (Northern Area Sports Club)
- 2nd - Leisel Mohammed (Northern Area Sports Club)
- 3rd - Annabelle Brasnell (Northern Area Sports Club)

A full photo album is available on T&TEC's intranet.



Northern Area Sports Club's Oladele Ballantyne, 2nd place T&TEC male (5K) and teammate, Jon Mahabir, who placed first among T&TEC males in the 10K.



First place female (T&TEC and overall), Northern Area's Melissa Guevara, running the course.



Tobago Sports Club's Nicholas Jagdeo collects his prize for placing first among T&TEC males in the 5K.



T&TEC Female 5K winner, Central Area Sports Club's Joanne Maynard with her prizes.



Employee Frances Hosein and Andrew Joseph display their produce at the farmer's market.



Runners from the Penal Training Facility were out in full force.

A father shares his son's success



Jafar Naeem Howe's story on the local news on his efforts to acquire US\$5,000 for annual expenses not covered by his scholarship, to Princeton University USA, struck a chord of admiration with citizens. The enterprising young man from Quarry Street, Laventille, sold popcorn at his alma mater, St. Mary's College, and had also begun a tutoring service in Chemistry, Biology and Physics to raise the funds needed to pursue a degree in Engineering and Public Policy. His story was especially significant for members of the Electric Family, since Jafar is the son of Joseph Howe Jr., a Surveying Assistant at Distribution North.

"I never told him to start a business, that's all him," said

Mr. Howe. Jafar's actions were not surprising, since "he, like his siblings, were raised to be self-motivated to prepare for the real world." Despite being self driven, Jafar attributes this trait to his upbringing, sharing in one interview, "I look up a lot to my parents. I wanted to be like them. This [my success] is my version of being like them."

The Watts Happening met with Joseph Howe at the Drawing Office in Distribution North, to get the backstory on this

inspirational accomplishment.

"There was no secret formula," Mr. Howe said about his and his wife's Camille's success at raising a well-rounded, academically flourishing and socially grounded child. Despite the challenges of living in a "hotspot" Jafar was not distracted from his goal. Jafar, whose Arabic name means benevolent, exhibited exceptional maturity and academic abilities from an early age. "He was reading at three years old, it was as though he was preparing himself



Jafar Howe (back, left) with his father, Joseph; mother, Camille; and siblings, Zara and Jirai.

for a great responsibility... but you don't know until you know" Mr. Howe said. "Jafar has delivered beyond our expectations, he knows that success is based on what you put in it."

This innate quest to achieve was encouraged and the talents of the Howe children were developed to "help them achieve their best potential." Jafar played a bit of football, swam, represented the country in water polo at the Carifta Games and loved to read. Mr. Howe teasingly added that "Camille would spend her last dollar to buy him the latest edition of some epic series."

In addition to his parents, Jafar's grandmothers, Lenore and Cecilia kept the family unit strong and grounded. This expanded family circle, and his father's determination "to be a good provider and protector of his family", is patterned after Mr. Howe's close relationship with his beloved father, the late Joseph Howe Snr., a former Meter Reader at T&TEC.

It is a responsibility Mr. Howe takes seriously, opening savings accounts for each of his children as a means



Joseph Howe with his colleagues from the Drawing Office. From l-r, Andrea Cozier-Ruiz, Damion Bellamy and Clifford Gray.

of securing their financial future, and seeking ways to protect them from the harsh realities of living in the Laventille community. On the latter, it remains a daily battle. "One cannot escape the fact that dodging bullets and encountering dead bodies is not uncommon." On more than one occasion, the family has been a victim of crime. Mr. Howe defied those negative situations by enrolling his children in the public library and encouraging their participation in extra-curricular activities. "Education and sport are two ways to help escape the madness," he said.

Mr. Howe's support is far reaching and also includes his colleagues at Distribution North, who have supported

and been there for him. "They have all played a role in this success. Julien Huggins (Maintenance Technician II), in particular, has been a genuine, trustworthy friend who always treated my family as his own," Mr. Howe said.

As Jafar prepares for Princeton in August, his story of tenacity in getting there remains an inspiring one for many. Despite all the attention, his proud father remains sober minded. "I just wish, for all my kids, a healthy life and that they absorb all the life lessons that come their way during this journey," he said.

The Watts Happening joins with the rest of the T&TEC Family in wishing Jafar all success.

Iftar, a humbling experience for a non-Muslim

Every year, 1.5 billion followers of Islam abstain from food and drink, from dawn to dusk, for 30 days, during the month of Ramadan. It is considered one of the fundamental pillars of Islam, when prayers and charity are valued much more than any other time of year. Muslims therefore fully commit to this sacred time since they believe that Ramadan is overflowing with opportunities for reward from God.

During this holy month, a typical day for Muslims begins before the first light of dawn, with breakfast, or *Suhoor*, followed by *Fajr*, the first of the five daily prayers, at dawn. The rest of the day is spent doing regular activities, minus food or drink, and is used as a time for reflection and self-improvement.

For non-Muslims, it may all seem extraordinary and baffling. In an effort to better understand the faith and demystify what occurs during this time, Corporate Communications Assistant,

Ayesha Scott-Hinkson, accepted an invitation from the Chairman of T&TEC's Islamic Committee, Haseeb Ali, to join with him and his family as they hosted *Iftar*, the meal to break the fast, and dinner, one evening during the holy month. The occasion was also to celebrate an earlier *Aqiqah* (sacrificial offering for a child's wellbeing) for his son Hamza and niece Azariah.

The venue was the Barakah Musallah Hall in Chaguanas, not a traditional Mosque, but one which was converted into an ideal praying space, with chairs and tables arranged outside for dining. By 6:20 p.m. the area was bustling with

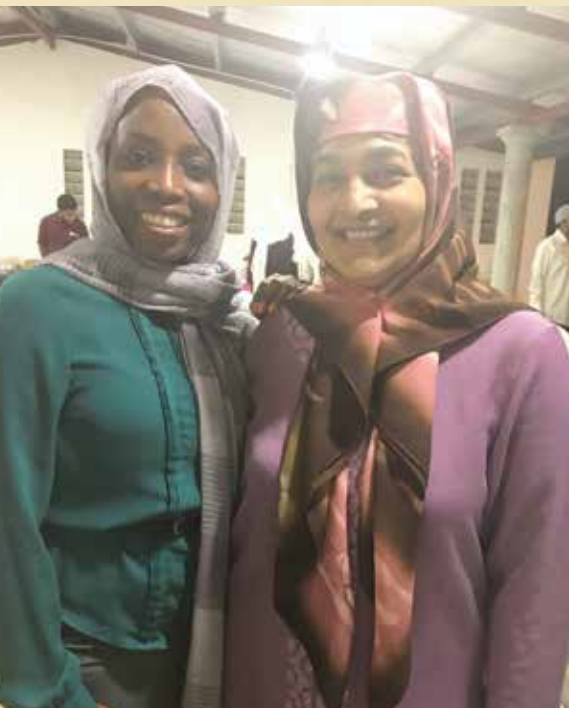
Muslim kindred, dressed in Islamic wear, warmly greeting each other with the traditional "As-salāmu alaykum" (Peace be unto you). The outfits ranged from ornate, to simple, but all modest reflecting the semiformal nature of this typical community affair



A devotee performing wudu, ritual cleansing, before salah, prayer.



Families and friends enjoy iftar, or breaking of the fast, together.



The writer and her company for the evening, Nadia Mustapha.

and celebration. Soon afterwards, everyone took their seats and small snack boxes and bottles of water were distributed as they prepared to have their first bit of food and drink in over 14 hours.

However, before we could indulge, Maulana Iqbal Habib set the mood with a short reflection about the blessings of Ramadan. He also reminded guests that the *Aqiqah* is a time of rejoicing, as when the prophet Abraham rejoiced when he was delivered by God from sacrificing his son. It was fascinating to hear what is familiarly regarded as a biblical story included in an Islamic setting, an interesting convergence that also reminded me of the duality of Christian and Islamic beliefs.

reminiscent of the feeling evoked at Catholic Churches during Easter, during the singing of the Latin hymn, *Pange Lingua* – a recognisable feeling of reverence and devotion.

Once finished, everyone returned outside for dinner – a feast of buss-up-shut, curried lamb and goat, with the regular accompaniments. This was followed by the *Isha*, or fifth prayer, and a special Ramadan prayer, called *Taraweeh*, to end the evening.

Fasting and charity are widely known as key features of Ramadan. As a non-Muslim, the opportunity to experience how Muslims culminate the fast at the end of every evening with prayerful camaraderie, solidarity and a genuine sense of community and kinship was a humbling one. It allowed me to appreciate our similar devotion to faith, while still respecting the fundamental differences.

One imagines how difficult it must be to relinquish those special moments once Ramadan is over. For most, fasting is a challenge, but the evenings spent sharing *iftar*, praying with your Muslim brethren, and the promise of 70 times the reward from God, will certainly help with keeping up the physical and spiritual demands of the month.

Eid Mubarak to the Muslim community at T&TEC and the wider society.



Women share the evening meal

The distinctive call to prayer, *Adhan*, signalled the time to break the fast soon after, so snack boxes were opened and the teasing smell of deep fried goodness turned out to be welcomed bites of pholourie, samosas and dates.

Within minutes, it was time for *Maghrib*, the fourth prayer, so everyone filed into the hall and filled the areas separated for women and men. Facing the direction of Mecca, standing, bending and prostrating in supplication, everyone fully immersed themselves into the *Rakaat*, the three obligatory prayers, led by Imam Saieed Ali. The hypnotic strains of the Imam's devotional recitation filled the entire venue with a sense of peace. It was

HSE in focus all year



Employees take part in a mock field sobriety test during the lecture by the TT Police Service.



Sensei Hansley King and Natalie King of Purple Dragon Academy demonstrate self-defense techniques.

Emerging from a shared desire to practice HSE every day, a group of 10 employees from T&TEC's King Village centre have formed a Health, Safety and the Environment (HSE) Conversation Committee, to guide colleagues along a '2019 HSE Journey'. The year-long series are intended to promote employees' physical and emotional wellbeing, create environmental awareness, enhance a culture of safety and increase the practice of healthy habits in the area.

Abinge Horsford, Customs Officer, Supplies Department, who chairs the Committee of

mainly Supplies volunteers, as well as one from the Arima Stores and the HSE Department, said that the Committee was established earlier this year, to continue from last year's HSE Conversations sessions. Its purpose, he said, is to present the 'soft' side of HSE in the area, so that "it becomes a way of life and not just another rule to which we must conform."

He said the Committee was challenged by Manager Nasilee Smart to find ways to ingrain HSE as a lifestyle change where employees

naturally think HSE and do HSE. Through "brain storming and planning" and, mindful of its overarching purpose, the Committee centered activities under the theme 'health, safety and the future of work'. These activities are developed from employees' suggestions and the UN International Days calendar 2019. Ideas are categorised into a monthly theme, from which activities are planned and held in the Employee Wellness Centre.

The 2019 journey commenced on May 22 with the World Safety and Health Day activities, titled 'less stress is

bess cause stroke is no joke'. In addition to a stress and stroke awareness session, employees enjoyed free zumba and yoga classes. The June theme, 'Stay alert, don't get hurt' was reinforced by a TT Police Service lecture on personal safety and a well-attended self-defense class.

Mr. Horsford said attendance at these activities has been good and feedback positive. He feels satisfied that the Committee is on the right track and that, "in

addition to strengthening camaraderie, employees feel more empowered with the knowledge and skills towards a more balanced life style." Mr. Horsford commended the HSE Central Zone Management for their support of the 'HSE Journey'. He singled out Ms. Smart, for her endorsement and personal commitment towards this first time effort. Mindful of the limited funding from the Commission, the team is attempting to use innovative ways to reward participants with options such as movie and lunch vouchers

and negotiating free lectures and classes.

In the upcoming months, King Village employees can expect to enjoy a range of stimulating discussions and fun activities, including disaster awareness in July and financial management in August.

Are you up to developing your own Area/Department's HSE Journey? As you can see from the team at King Village, these activities are both rewarding and fun!

Refresher training for Line Clearers

continued from page 13

on-the-job. The programme concluded with written evaluations and practical assessments.

The re-training of Line Clearers follows three HSE awareness sessions in February, March and April for HSE Department field staff (HSE Co-ordinators, HSE Officers, HSE Inspectors) and senior employees associated with line clearing activities from all Zones. Engineers, Senior

Supervisors and Line Clearing Supervisors participated in this three-day programme aimed at increasing their oversight capabilities on issues such as identification of risks associated with vegetation management, control measures, conducting health and safety inspections, and audits to eliminate the possibility of accidents.

In the upcoming months, crews from other Distribution

Areas will also have an opportunity to sharpen their skills and increase their knowledge and competency on line clearing work, including overhead lines. The training will be facilitated by a team of HSE employees and field personnel and includes three employees who excelled at the refresher training - Jerome Jordan, Ganger, Jeffery Ranghill, Climber/Line Clearer and Nakeisha Noel, HSE Inspector.

Energy efficiency, the focus on International Day of Light



International
Day of Light

On May 16, T&TEC joined with the rest of the world in commemorating International Day of Light (IDL), an initiative of the United Nations Educational, Scientific and Cultural Organisation (UNESCO). Annually, the day provides an opportunity to focus on the continued appreciation of light and its role in science, culture and art, education, and sustainable development, and in diverse spheres like medicine, communications, and energy.

The International Day of Light was also an opportunity for T&TEC to underscore its commitment to several of the IDL's goals. Among these is raising awareness on how technologies and design can play an important role in achieving greater energy efficiency, in particular by limiting energy wastage, and in reducing light pollution.

By October 2019, T&TEC will, on a phased basis, introduce remote monitoring and the switching on and off of lights at recreation grounds. Approximately 200 spaces will utilise motion sensing technology and live video footage, to verify active use.


T&TEC will then remotely switch off the lights if the ground is not being used. This initiative should provide a reduction in maintenance costs, with an operating cost savings of up to \$5.9 million annually.

T&TEC has also been phasing out high pressure sodium street lights to energy-efficient, light emitting diode (LED) and solar LED street lights, with 100 solar LED lights already installed at various locations across the country. T&TEC has also been conducting research on the development of renewable energy sources, in particular, wind and solar.

Another of UNESCO's goals for the IDL is to promote the importance of lighting technology and the need for access to light and energy infrastructure in sustainable development. T&TEC's 95 percent electrification rate, the over 200,000 street lights and the over 300 recreation grounds illuminated across Trinidad and Tobago, give credence to this.

Readers are invited to recognise the efforts made

in pursuit of the goals of the IDL. Be motivated to lead by example and adopt a similar approach in your homes and communities. Use the following tips to help:

- Replace incandescent and Compact Fluorescent Lights (CFLs) with energy efficient technology such as LED bulbs. 
- Use motion sensor lights for security lighting rather than dusk to dawn lights. 
- Install dimmers or use lower wattage bulbs where possible. 
- Consider lighting design to ensure using the proper amount of light at the proper time in the proper location. 
- Take advantage of natural light where ever possible. 

Remember that light and optical technologies are important for our future and for the development of society, so use it wisely.

Love and service

Wedding meals shared with homeless



Remember Michael Chong Kiaw, the selfless employee who was featured in the last issue of the Watts Happening for his preparation and distribution of food to the homeless? As it turns out, even his wedding didn't stop him from his charitable activities. The Supplies Department employee got married to his love, Crystal, on June 1, and together, they continued the gift of giving on their wedding day.

Photos of the couple distributing food to the homeless made the rounds on social media, on CNC3 news, the Trinidad Express and the Trinidad Guardian newspapers. Images showed the couple, still dressed in their formal attire of suit and bridal gown, sharing food from their reception to the less fortunate on the streets of Chaguanas.



Photos sourced from the Love All Serve All Facebook page.

As to the motive behind the generous act, Mr. Chong Kiaw said, "We enjoy helping people and we didn't want to give anyone the task of giving out the food. It was our wedding and our food, so why not?"

We would love to feature more employees who are involved in helping others through charity or volunteerism. If you want to share your story or know of a colleague, drop us a line jbabwah@ttec.co.tt

Congratulations to Mr. and Mrs. Chong Kiaw!

Indoor sporting action in the east



Ganesh Ramnath, representing TATECO Credit Union, prepares to take a shot.

Regulars, a few newbies and long-standing rivals were among the indoor sporting enthusiasts who assembled at the Eastern Area Sports Club for the annual scrabble, draughts and pool competitions on April 6.

The two heavyweights in the draughts competition, Northern Area Sports Club's Randolph Pierre and Tobago Sports Club's Bainet Hamlet, have been swapping first and second places over the last few years. This year was no exception. Last year's winner, Mr. Hamlet, was unable to stave off Mr. Pierre's attacks and was relegated into second place, while Mr.

Pierre regained the crown he last held in 2017. Southern Area Sports Club's Wendell Caberrea, placed third.

In similar fashion, Northern Area's Curvis Francois, who won the scrabble competition in 2017, but placed second in 2018, was able to once again regain victory ahead of Central Area Sports Club's Saidah Hosein.

The action continued in the afternoon with the Inter-Area pool competition. Another regular, Mt. Hope's Sports Club's Surendra Ramnath, secured the first place against Tobago's Rennie Bowles in the finals, but not before



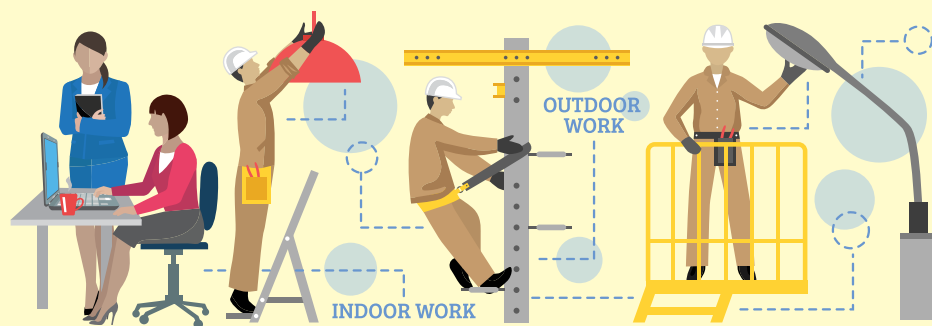
Pool champion, Surendra Ramnath, of the Mt. Hope Sports Club.

beating his own son, Ganesh, representing TATECO Credit Union, in the semi-finals.

The events were hosted by the General Sports and Cultural Club.

Well done everyone!

A day in the life of a T&TEC worker



How well do you know your company? Test your knowledge on some key T&TEC terms and use the clues below to complete “a day as a T&TEC worker”.

I returned home from work, accident free! How? I always do my part and wear _____1_____. At the jobsite I filled out the _____2_____ to assess any dangers which might have obstructed a safe work environment. I did this because I would have hated for an accident to occur where someone could be hurt. I would have to submit an _____3_____ to my Head of Department. Back at the office, I signed into my E-mail account and changed my password since 90 days had passed. I always practice _____4_____ to protect my identity and files. After work, when I got home, a tree fell on a power line so the electricity supply was cut. I called _____5_____ to make a trouble report. But then, I remembered I can use my smartphone. I took a photo and uploaded it to the trouble report using the _____6_____. When electricity was restored, I decided to pay my electricity bill online with my credit card by logging onto _____7_____. I was so happy to receive a rebate of _____8_____ since my electricity bill was less than _____9_____. This service is so convenient and the best part was the cost to sign up! It was _____10_____!

Clues:

- Garments or accessories to protect the body
(P_____ P_____ E_____)
- Used to assess hazards before a job
(J___ H_____ A_____)
- To be done after an accident occurs
(A_____ R_____)
- Refers to taking precaution with online pass words etc (C_____ S_____)
- Phone line to make a Trouble Report
(800_____ 800_____)
- Besides phone, what other way can a Trouble report be submitted.
(M_____ A_____)
- Portal to manage TTEC Bill online
(C_____ W_____ A_____)
- What is the Rebate on an electricity bill
(____%)
- Bill amount in dollars to qualify for a rebate
(_____)
- What is the fee to sign up for E-billing?
(F_____)

Employee update

Appointments, Promotions, Moving On and Accomplishments

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Carol Ann Lee Singh-Kaloo	Head of Projects – Dist.	Technical Division
Nickesha Sammy	Subsection Leader	Distribution Tobago
Louis Castillo	Crew Supervisor	Distribution South
Adelle Joseph	Technical Assistant II	Transmission Devel. & Eng. Services
Ambrish Tewari	Technical Assistant I	Distribution North
Andrew Motilal	Technical Assistant I	Transmission Devel. & Eng. Services
Brent Tobias	Snr. Supervisor Trans. & Dist.	Distribution East
Christian Sandy	HR Officer-In-Training	Human Resources
Christiana Mitchell	Stenotypist	Metering Services
Cossyle James-Abraham	Section Leader	Distribution Tobago
Debbie Alleyne	Subsection Leader	Supplies
Deidre Jack	Area Administrative Officer	Distribution Tobago
Deleshia George	Engineer I	Transmission Maintenance
Dexter Seecharan	Snr. Supervisor Trans. & Dist.	Distribution South
Elijah Harris	Electrician 'C'	Distribution North
Hansley Baboolal	Meter & Relay Technician III	Metering Services
Ina Campbell-Anthony	Commercial Officer	Distribution Tobago
Jaime Bhual	Subsection Leader	Distribution East
Jeffrey De Bique	Engineer I	Distribution North
Kefim Lorde	Snr. Supervisor Trans. & Dist.	Transmission Maintenance
Keith Burke	Technical Assistant I	Distribution North
Kevin Greene	Crew Supervisor	Transmission Maintenance
Kevin Ramsook	Engineer I	Transmission Maintenance
Kishan Jaggan	Snr. Supervisor Trans. & Dist.	Distribution North
Laurelle Ferrette	Stenotypist	Protection & SCADA
Lee Cummings	Subsection Leader	Supplies
Marc Gaspard	Subsection Leader	Distribution East
Marisa Victor	HR Officer-In-Training	Human Resources
Natasha Ransome-Felix	Clerk Typist	Communications
Natasha Gayadeen	Accountant-In-Training	Human Resources
Natasha Kanhai	HR Officer-In-Training	Human Resources
Nejalva Rampersad	Snr. Supervisor Trans. & Dist.	Distribution South
Nicholas Rambally	Clerk II	Technical Division
Rajesh Jaimungal	Snr. Supervisor Trans. & Dist.	Public Lighting
Ramnarace Roopnarine	Meter Supervisor	Metering Services
Ravindra Laltoo	Snr. Supervisor Trans. & Dist.	Transmission Maintenance
Ricardo Mc Bain	Electrician 'C'	Distribution North
Rhonda Pierre-Lewis	Accountant-In-Training	Human Resources
Rhonda Cummins	Corporate Secretary	Corporate Secretary
Shelly-Ann Boyce	Customer Service Officer	Distribution Central

Employee update

DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Allan Reyes	Driver – Aerial Lift Truck	Distribution North
Andrew Briggs	Field Controller	Transmission Maintenance
Andy Alleyne	Consumer Investigator	Distribution South
Brian Millington	Crew Supervisor	Distribution East
Carl Alleyne	Driver – Class 5 Vehicle	Distribution North
Eddison John	Line Clearer	Distribution North
Errol Denner	Systems Assistant	Supplies
Fazal Mohammed	Line Clearer Supervisor (T)	Distribution East
Gabriel Nelson	Estate Corporal	Security – Distribution Central
Ganesh Mongroo	Driver – Aerial Lift Truck	Distribution North
Garth Gomez	Dr – Vehicles < 25000 Lbs.	Supplies
Harridath Roopnarine	H.S.E. Officer	Health, Safety & Environment
Harold Lee	Manager- Dist. Plan. & Support	Technical Division
Henry Francis	Ganger (Supplies)	Supplies
Joseph Lewis	Meter Reader	Distribution North
Karen Joseph	HR Specialist III	Human Resources
Lennard Taylor	Meter Reader	Distribution South
Lennox Thomas	Electrician 'A'	Distribution Tobago
Mahadeo Dookie	Mechanical Assistant	Distribution East
Mary Shim	Administrative Assistant III	Distribution Central
Nari Persad	Crew Supervisor	Distribution East
Patrick Bharath	Dr – Lr. Ldr./Lift Comb.	Supplies
Rawle Patrick	Driver – Aerial Lift Truck	Distribution Central
Reynold Ganpat	Snr. Supervisor Trans. & Dist.	Distribution Central
Roy Bowles	Line Clearer Supervisor (T)	Distribution Tobago
Rufus Armour	Crew Supervisor	Distribution South
Sheila Williams	Commercial Officer	Distribution Tobago
Sterlin Retess	Meter Reader	Distribution South
Surindra Jagessar	Estate Constable	Security - Distribution Central
Stephen Venner	Mechanic Foreman	Distribution East
Zarak Peters	Estate Constable	Security - Distribution South

Fun page answers

1	Personal Protective Equipment	4	Cyber Security	8	25%
2	Job Hazard Analysis	5	800-BULB/ 800-TTEC	9	\$300
3	Accident Report	6	Mobile App	10	Free
		7	Customer Web Access		

Watty Says



On June 5, Trinidad and Tobago joined with the citizens around the globe to commemorate the World Environment Day (WED). This year's theme, 'Air Pollution', encouraged awareness and action for the protection of the environment. This United Nations day also urged governments, industry, communities and individuals to come together to explore renewable energy and green technologies and improve air quality in cities and regions across the world.

Although the dedicated day has passed, we should re-enforce our efforts towards the preservation of our planet. Simple changes can make a big difference. Have you started? How much of a green crusader are you?

Use these Watty tips to calculate your environmental impact.

Each tip equals one point.

- ☐ Plant a tree.
- ☐ Use LED Bulbs.
- ☐ Use re-usable bags when shopping.
- ☐ Wash larger loads in cold water.
- ☐ Unplug appliances when not in use.
- ☐ Buy local foods to reduce freight transportation costs.
- ☐ Drive less, walk more.
- ☐ Carpool to school/work.
- ☐ Use public transport.
- ☐ Take shorter showers.
- ☐ Reuse and Recycle.
- ☐ Turn off lights when not in use.
- ☐ Power down computers instead of standby mode.
- ☐ Use the stairs instead of elevator/escalator.
- ☐ Use energy efficient appliances.
- ☐ Use fans instead of air conditioning units.
- ☐ Secure home from sunlight - use blinds/curtains for temperature control.
- ☐ Spend more time outdoors than engaged in television/internet.
- ☐ Use natural home cleaning products- vinegar, lemon, baking soda, etc.
- ☐ Make a compost heap for your garden. (Reduces waste to landfill)
- ☐ Eat more local, in-season foods

How did you score?

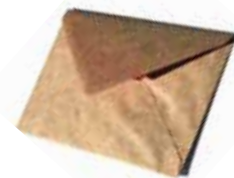
16 and over points – Way to go, Captain Planet! You are a true green crusader. How about amplifying your impact by encouraging others to follow your lead! Perhaps start your own movement!

11-15 points – You take some steps to reduce your carbon footprint, but you can do more by putting some more of these tips into practice.

1-10 points – You may have practiced a couple of the tips, but you should try to make a greater effort towards reducing your carbon footprint. Our planet depends on it!

LETTERS

The following are excerpts of some letters and emails that have been received over the last quarter. Correspondence may be edited for length or clarity.



April 28, 2019

Ms. Helen Alfred
T&TEC Commercial
Department
Head Office

Thank you very much for your hospitality. In the last three years since I have been handling my father's affairs after his demise, your agency has TOPPED the list in customer service, beginning with you.

I called and spoke with Ivan Ramnarine, [then acting Credit Control Officer], the day before I showed up. He was kind and very welcoming. On my visit, Nalene Gopaul politely walked me over to Satis Phillip, who was also polite and knowledgeable. My information was left to be processed. I felt as a Queen. It was the FIRST time I have ever received such service in Trinidad, from a Government Agency.

Thank you so much Ms. Alfred and your staff. The service was OUTSTANDING.

Respectfully,

Nataki J. Harris
[Ms. Phillips and Ms. Gopaul
are Clerks IIIs in the
Commercial Department]

May 10, 2019

Mr. Kelvin Ramsook
General Manager

Re: Leaning TTEC Pole at 3
Saut D'eau Gardens, Maraval

Reference is made to our correspondence dated April 24, 2019 on the above captioned matter.

On Wednesday May 1 2019,

a team* headed by Clive Scantlebury, [Sen. Sup. Trans & Dist] investigated the complaint and corrected the issue. The pole is no longer leaning and does not seem to present a hazard.

We express our sincere gratitude for the quick response to, and rectification of, the matter, as well as the professionalism with which the team performed their work.

With sincere thanks,

Mario Edwards and Margaret Edwards
Attorneys at Law

Editor's note:

* The team from Northern Distribution Area comprised:

Edwin St. Louis, Hotline Supervisor; Randolph Holder, Linesman 'A' (Hotline); Imran Mohammed, Linesman 'B' (Hotline); Wayne Pamphile, Driver - Aerial Lift Truck; Kenny Mahabir, Driver, Pole Hole Borer Combination; Matthew Bhola, Transport Labourer/Lorry Loader/Borer/Lift Combination; Cupid Parson, Helper (Temporary)

Email to the Registrar – T&TEC
20 June 2019

Sir/Madam,

I reported a problem today about my service [James St, Marabella] and your workers came fairly quickly. I would like to commend Mr. [Jason] Maxwell and his team S03*. They fixed my connection and restored my service in record time. They were very courteous and professional.

I also reported a rusting light

pole earlier this week and your team came to look at it and fixed it.

Keep up the good work.

Kindest regards.
Susan Walcott.

Editor's Note:

* Crew S03 from Southern Distribution Area:

Sham Surajbally, Crew Supervisor; Jason Maxwell, 'A' Class Linesman; Sieon Bethel, 'B' Class Linesman ; Abraham Mohammed, Driver

E-mail to Ms. Annabelle Brasnell, Corporate Communications Manager

June 26, 2019

Good day, I am writing to inform you about the amazing customer service I received from Ms. Avianne Ali [Corporate Communications Assistant]. On Monday I experience a power outage for about 9 hours, I was so exhausted and frustrated, I called and got Ms. Ali, she was able to explain to me why I was not notified [customer was unaware of a planned outage] and most important she came up with a solution in order to not let it happen again.

I must commend her level of customer service. I was totally pleased and satisfied with her performance. Thank you for supplying me with such excellent customer service.

Thanks kindly
Joanne Ferdinand
Fort George

