



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 36 #4/October - December 2019

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

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

- New customer service app launched by the MPU
- Cove Power Station turns 10
- Employees honoured for long service



Preparing for a new you

In the last edition of the Watts Happening, we noted that a crew and equipment were being prepared to go to the Bahamas to assist with restoration of power after Hurricane Dorian destroyed the Abaco Islands. That team has now returned, having given four weeks of service to the citizens, through the Bahamas Power and Light Company. The men displayed agreed to take time away from their family and normal life and work and live in challenging circumstances to ensure that Bahamians enjoy a brighter Christmas. While restoration is not complete, we are pleased to have assisted in improving the level of comfort citizens are experiencing.

One definition for 'spirit' is a fundamental emotional

and activating principle that determines one's character. As with the restoration team, the spirit of compassion, or of determination and resilience to make something work, is frequently demonstrated within T&TEC. We've seen this again in the past three months. The latter is particularly evident in the stories of the four new security officers who started their lives here as temporary employees in the clerical field (in the main) and transitioned into security because of a new opportunity, despite the fact that this is not why they joined the organisation. We see that they started their journey, acknowledging their fear of the unknown, and have now come to recognise that mental fortitude was critical for their adjustment. That

shift in perspective was key in getting them to the point of acceptance and working well in their new field, to the point where they can advise people to 'try it you might like it'.

This is an allegory for life and an appropriate message as we end one year and move into another that will take us to the end of the decade. The willingness to try new things, to step out of your comfort zone, adjust your thinking and to find success, can improve the quality of not just your personal but professional life. As resolutions are being made for 2020 and beyond, consider this message.

COVER - A T&TEC Linesman on board an aerial lift truck (right) canvasses a vast expanse of destruction in the Abaco Islands, Bahamas. The 7-man T&TEC crew was dispatched to help restore electricity after Hurricane Dorian.

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TelUSS... new customer service app for MPU and its agencies

T&TEC has implemented a new customer satisfaction survey tool launched by the Ministry of Public Utilities on November 20. Championed by its Minister, Senator the Honourable Robert Le Hunte, TelUSS – the Terminal for Electronic User Satisfaction Survey – was introduced for utility customers to give feedback on the service they receive.

The online survey is completed using tablets installed at the service centres of the Ministry of Public Utilities and its agencies. T&TEC's customers can access it at all 14 customer service centres across Trinidad and Tobago.

According to the Minister, the application provides real-time feedback, gives citizens a voice and is timelier than suggestion boxes and traditional surveys. "We are now in a position to have any customer, immediately after service, anonymously rate that service in as fast as 30 seconds." Based on customers' input, the Ministry and the agency can monitor the quality of service delivered and identify areas to be targeted for improvement. The information received can also be used to rate customer satisfaction under specific categories, such as area of service, location or agency. "The responses will allow for the provision of rewards or (conversely) corrective action," the Minister said.



TelUSS was developed by the Ministry's Information and Communications Technology Department and is being implemented on a phased basis at all utility service centres. In addition to T&TEC, other participating agencies include the three offices of the Government Electrical Inspectorate, twelve TTPost locations, seven WASA customer service centres and at the Ministry's head office.



T&TEC helps to restore power in Bahamas after Dorian

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T&TEC's restoration team (in khaki uniforms and white hats), with their counterparts from the Barbados Power and Light Company Limited. Back row (l-r), Dwayne Peters – Linesman 'A', Jeffrey De Bique – Engineer I, Billy George – Linesman 'B' and Jason Williams – Linesman 'B'. Front row, Wade Mc Millian – Linesman 'B', Rodney Pariagsingh – Linesman 'B' and Jacon Salick – Linesman 'A' (Hotline).

The T&TEC flag was flown proudly in the Bahamas by a seven-man team deployed to help restore electricity to the Abaco Islands. After Hurricane Dorian devastated the Bahamas in September, General Manager, Kelvin

Ramsook and other senior employees, met with officials from the Bahamas Power and Light Company Limited with a view to offer assistance.

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Cove Power Station turns 10

"We are now into double figures, we are no longer a single figure baby!" were the proud words of newly installed Manager, Power Stations, Emile Baptiste, as T&TEC's Cove Power Station ("Cove") marked its tenth year of operations. The first dual-fuel reciprocating-engine plant in the English-speaking Caribbean, Cove was officially commissioned on October 23, 2009. The Tobago power station began operations with an interim capacity of 48MW (megawatts) that was increased, incrementally, to full capacity in 2018.

On October 25, current and retired employees of the Cove Power Station marked the anniversary with a small

function on site at Lowlands. In recalling the rationale for the Cove Power Station, Westly Orr, the first Manager at Cove, told the gathering that before the commissioning of the new plant, Tobago was "simply running out of power." Then, customers were supplied with power from the Milford Bay-Toco Link, via two 33kV submarine cables from Trinidad and the Scarborough Power Station. The situation was precarious, with frequent interruptions coupled with ageing equipment and a growing load demand. When the #2 submarine cable experienced a fault and supply to Tobago customers was severely interrupted, the plant was commissioned during the final stage of construction.

The Cove Power station is located at the Cove Eco-Industrial and Business Park in Lowlands, Tobago. The plant consists of an engine hall which houses four Wärtsilä dual-fuel reciprocating engine sets that seamlessly switch from natural gas to diesel. Each has a generation capacity of 16MW. The fifth engine, the General Electric dry low emission gas turbine, is the largest generating set, producing 20MW of power. The site also includes an engine control room, a workshop, an LV/ MV switchgear room, and warehouse room, a fuel and oil storage area, a 66kV substation, a network of asphalt roads, green space and parking for vehicles.





Former Plant Manager, Westly Orr, shares some of his experiences with employees during anniversary celebrations.

A member of Tobago Distribution Area's football team collects the winning trophy after beating their Cove counterparts in a friendly game as part of the Cove Power Plant 10-year celebrations.



Since its commissioning, the eco-friendly Cove Power Station has changed the island's transmission dependability. With a generating capacity of 84MW, the plant can meet and exceed Tobago's electricity daily requirements of 52MW. However, this milestone anniversary was not achieved without some challenges.

In the early days, a number of manufacturing problems challenged the engineering team, who, through diligent analysis and dialogue, resolved the problems locally. More recently, in February 2018, extensive repairs and testing on the #2 unit were successfully completed and it was returned to service in October 2019.

Before that, in September 2013, the plant was

successfully converted from diesel to natural gas, saving the Commission hundreds of millions of dollars in fuel costs to date. The 20MW expansion in November 2019 was the biggest success to date, resulting in an increase in the plant's generating capacity from 64MW to 84MW and catering for the continued development of the customer base in Tobago. In addition, Tobago is also provided with 4MW of power from the Scarborough Power Station and 15MW from the Milford Bay-Toco Link submarine cable.

In summarising the 10-year performance of the Lowlands site, Mr. Baptiste said that continuous training and regular maintenance to reduce

system failures had ironed out many of the critical challenges. He is confident that with the five generators at the Cove Power Plant, T&TEC is well-positioned to meet Tobago's demands for another 10 years.

The tenth anniversary celebrations on October 25 continued later that evening at the Canaan/Bon Accord Recreation Ground, where Cove employees played a friendly football match against their colleagues at Tobago Distribution Area. Despite their best efforts, the anniversary celebrators were defeated six goals to five by their challengers.

New appointments and a promotion in the executive management team



Rene Austin

Rene Austin is the Chief Technical Officer (CTO), Technical Division. This appointment took effect from November 1, 2019. It follows his previous position of Chief Operating

Officer (COO), which he had assumed in 2018. As CTO, Mr. Austin's new portfolio includes

responsibility for all five Distribution Areas and the Engineering and Transmission Departments.

Mr. Austin joined T&TEC as an Engineer-in-Training in 1983. He holds a BSc in Electrical Engineering and worked for over 36 years in various progressive positions in the Distribution and Transmission Divisions. In 2007, Mr. Austin was promoted to Manager, Transmission Maintenance Department. One year later, he was re-assigned as Area Manager at Southern Distribution. He was promoted to AGM – Distribution in 2012.

Curvis Francois

On November 1, 2019 Curvis Francois was appointed Chief Operating Officer (COO), Operations Division with a portfolio that includes the Information Systems, Commercial, Supplies, Metering, Business Development, Administration and Corporate Communications Departments.

Mr. Francois holds a BSc in Electrical Engineering and a Masters in Business Administration. He joined T&TEC as an Engineer-in-Training and in 1989 was appointed Engineer II at the Tobago Distribution Area. After several promotions in this Area he was

assigned, in 2006, to Central Distribution as Assistant Area Manager. In 2009, Mr. Francois was promoted to Manager, Public Lighting Department. In 2011 he was reassigned to the Supplies Department, before his appointment as Area Manager, Northern Distribution in 2015.



Kimrajh Ramoutar

Kimrajh Ramoutar is the new Head, Security Department. He was appointed on December 1, 2019.

Mr. Ramoutar joined T&TEC in 1987 as an Estate Constable Recruit. With

several promotions, he moved up the ranks from Estate Police Constable in 1988, Estate Police Corporal in 1994, Estate Police Sargent in 1997 and Estate Police Inspector in 2007. Mr. Ramoutar acted as Assistant Chief Security Officer for several periods between 2013 and 2018. He was promoted under a re-designated title of Assistant Head, Security in 2018.

Mr. Ramoutar holds a BSc in Business Management, a Masters in Business Administration and an Associate Degree in Business Management.

Ingenious solution for added protection



Engineer I, Purdy Gouveia, who created the computer alert system to detect blown capacitor fuses.

A system to detect blown capacitor fuses in a timely manner was developed and implemented by the System Planning and Research Department. Over time, these fuses can blow but remain virtually undetected until observed by Distribution personnel. Now, according to

Manager, Trevor Babwah, the computer monitoring and alert system will provide engineers and technicians with the information to return capacitors to service in the shortest possible time. He credited Purdy Gouveia, Technical Assistant III, for this innovative solution.

The new system was successfully tested in March, along the Trincity Mall 12kV (kilovolt) feeder out of the Trincity Substation. It was rolled out to all Distribution Areas, three weeks ahead of schedule, on September 6.

Mr. Babwah said that the new system utilises the capabilities of the existing Substation

Demand Monitoring System (SDMS) and monitors the real and reactive power along the three phases of a 12 kV feeder "to identify blown fuse conditions" in real time.

All 163 12kV feeders with capacitor banks are monitored through the SDMS. When a blown fuse is detected, the Distribution Area will receive an e-mail providing information on the substation, the feeder name, the phase of the blown fuse and the time it occurred. This will prompt action to check and replace the blown capacitor fuses and return the capacitors to service with minimum downtime.

Benefits of capacitors

Capacitors are passive devices installed along the 12kV network, which produce reactive power and provide many financial and operational benefits.

Capacitors reduce the amount of reactive power produced at the power stations, therefore the amount of natural gas required to produce electricity is also reduced. The use of capacitors also means that less power is transmitted across the transmission and distribution networks, resulting in improved voltages along the networks and a deferred need for additional transmission infrastructure.



Employees train in India

Four T&TEC employees were recently awarded scholarships, courtesy the Government of India, to participate in a course at the REC Institute of Power Management and Training (RECIPMT) formerly - Rural Electrification Corporation Limited - in Hyderabad, India.

In November, Senior Engineers, Danraj Ramcharan and Marvin Boochoon and Technical Assistant I, Lorraine Ignacio, participated in the course, 'Planning and Management of Power Transmission & Power Distribution Systems'. It was funded under the Indian Technical and Economic Co-operation Programme of the Ministry of External Affairs, India. In August, Assistant Area Manager, Vijai Ramnansingh, Distribution North, completed the Programme's Design, Erection, Operation, Maintenance and Protection of EHV Substations' course, at the



same Institute.

The RECIPMT provides extensive training in areas such as renewable energy, power reforms and regulatory affairs, metering and billing, pilferage of energy and legal aspects, among other areas.

In the photo, from left, Mr. Boochoon, Mr. Ramcharan and Ms. Ignacio meet with Attaché in the High Commission, Rentala Srinivas and His Excellency Arun Kumar Sahu, High Commissioner, at the India High Commission in Trinidad and Tobago, Port of Spain, prior to their departure.

Clarry Benn receives national award

The Trinidad and Tobago Electricity Commission extends warm congratulations to the Manager of T&TEC's Tropical Angel Harps Steel Orchestra, (TAHSO) Clarry Benn, on being conferred the Chaconia Medal (Gold) for long and meritorious service to Trinidad and Tobago.

As TAHSO's Manager, Mr. Benn's dedication to culture and youth development is well known, but as a former Executive Director of the Unit Trust Corporation, he is also highly regarded in the sphere of finance, for which he was nominated and awarded. Mr. Benn is currently the Chairman of the National Entrepreneurship Development Company Limited (NEDCO).



Photo courtesy the TAHSO facebook page.

The "deeply patriotic" Mr. Benn has expressed gratitude for the recognition of his work.

Congratulations, Mr. Benn!

Resilience to carry on

When Labourer, Lennox Petioni, lost his wife Betty Ann to cancer 16 months ago, he was thrust into a new role of single father. To mark International Men's Day, the Watts Happening shares Mr. Petioni's extraordinary story of resilience to highlight the story of a positive male role model at T&TEC and reflect the philosophy of the Day.



The loss of his wife still affects Lennox Petioni deeply. He referred to the Paul Young song, Every time you go away (you take a piece of me with you) saying "Not only is a physical part, but also a spiritual part of me is gone." Mr. Petioni believes that their union was God-ordained and thus, only God can help to fill the space. Betty Ann was a housewife and fully devoted to the demands of home and managing the family's minimart. Without her, it has been a challenge to get the children, who range in ages 9 to 22 years, to become more

independent and responsible. The eldest, aged 31, is married and does not live at home. "I have always done housework, so it means I have to do more. The older kids help out and they are all learning to pull their weight

- [but] a father can never fill the role of mother." And as simple as it may sound, he also misses having daily home cooked meals. "My children don't like to cook," he said.

In addition to his responsibilities at home, his job in the Maintenance and Services Department, Head Office, is also physically and mentally demanding. But he has a pragmatic approach to his duties. "Whatever you put in, you get back," he said. It was no surprise then, that

the former Best Performing Employee and multiple WOW award recipient was able to count on the support of his colleagues during the difficult time of his wife's illness.

He also received immense support from his relatives and his neighbours. With mother no longer around, it means less supervision for the kids. It helps that his neighbours and friends keep an eye out for him. "I would get calls whenever my children are spotted anywhere they should not be." According to Mr. Petioni, the boys "were never the partying type," but they still need close monitoring. For his three daughters, it was a little difficult to connect with them after their loss, but their aunts have helped to fill the void. He is confident, though, that they will all be okay. "The foundation laid by their mother and me will give them a good start. They watch how we lived and know how they must live."



It has been 16 months, and by appearances Mr. Petioni seems to have it 'together'. Dealing with Betty Ann's passing is a constant struggle, however, and he never reveals the depth of loss he feels. As a devout Christian, his heavenly Father is his source of strength. "Real men love Jesus," he said.

Mr. Petioni desires the same for his children – that they will be spiritually grounded. "Once they remember what we taught them, they will be good." In the meantime, he will continue to work hard to provide for them and ensure that his wife's memory lives on. He is definitely no stranger to working hard, characteristics he tries to instill in his children.

T&TEC helps to restore power in Bahamas after Dorian continued

On November 17, the team, comprising Linesmen from each Area and the Public Lighting Department, as well as an engineer from Distribution North, arrived in Nassau and left for the Abaco Islands the following day. Two of T&TEC's aerial lift trucks were shipped beforehand and were already there when the team arrived in the Bahamas. There they joined other restoration teams from Guyana and Dominica to replant poles and reconstruct the overhead line system. The men saw first-hand the devastation and limitations that follow such a disaster, and had to salvage wooden poles and reuse materials due to the shortage

of supplies. One of their first projects was to restore the electricity supply to a supermarket and hotel in Marsh Harbour.

The residents of Abaco were grateful for the help from their regional neighbours. It was also a fulfilling exercise for the men, who according to team leader, Engineer I, Jeffrey De Bique, were "all making a great contribution, while loving the experience."

The team returned on December 16.

HIV/AIDS committee continues work of education

T&TEC's observance of the World Aids Day 2019 took a slightly different slant from the theme, "Communities make the Difference," when employees took advantage of onsite testing to 'know their status.' At Mount Hope, on November 26, about 30 employees and some visitors, were tested by a Ministry of Health representative.

In a similar arrangement, employees at Tobago and Northern Distribution Areas were tested on November 29 and December 9, respectively. The sessions were co-ordinated by members of the HIV/Aids Education Committee as part of their mandate to promote awareness.

Established in 2011, this committee was instrumental in introducing T&TEC's Workplace Policy on HIV/Aids. They were also charged with the "co-ordination and implementation of the Policy framework and programme." That year, and again in 2015, Peer Educators were trained to "facilitate discussions with their co-workers [about HIV/Aids]." The goal was to "encourage

them to examine and change their high risk behaviour."



Peer Educator, Kerlene Mc Call-Woods, a Clerk II at Distribution Tobago, with Enrolled Nursing Assistant of the Scarborough Health Centre, Karen Francisco.

Employees show off their HIV/AIDS literature after attending onsite testing in Mount Hope.

Human Resources Officer III, Charmine Baptiste-Smith, recently appointed Chairperson of the HIV/AIDS Committee, admitted there has been a respite in these responsibilities, explaining that a limited budget and openings for new Peer Educators, left by those who have retired, had stymied the Committee's delivery of its objectives. She is hopeful that a new intake of peer educators, and an increase in budget, will alleviate this situation.

In 2020 Ms. Baptiste-Smith has also targeted a review of the Commission's HIV/Aids programme, including its workplace policy, to bring it in line with the national

policy; training for new Peer Educators; and boost counselling capabilities. In the meantime, Committee members, like Marian Mohammed, Stores Assistant, Protection and Scada Department; Jon Mahabir and Courtenay Legendre from the Northern Distribution Area and Omilia Jarrot from the Tobago Distribution Area, continue to do their best to disseminate information, recommend support groups and facilitate testing on HIV/Aids to employees and their families.

Are you interested in becoming a HIV/AIDS Peer Educator? Contact Charmine Baptiste-Smith, Human Resources Officer III, Industrial Relations Department for more information.

Go green, join the recycling scene



Eco-team members (in t-shirts) join with employees from the Information Systems Department – winners of T&TEC's recycling programme's slogan competition.

Employees in T&TEC's head office can now deposit paper, plastic and glass bottles, aluminium cans and tetra packs into designated blue bins and "join the recycling scene", following the launch of T&TEC's recycling programme on October 1. Participation in the Public Sector Recycling Programme (PSRP) came at the request of the Ministry of Public Utilities (MPU) to have one T&TEC location involved to start.

The PSRP was created to prompt behavioural and attitudinal change relating to waste generation and disposal, and is the brainchild of the MPU, in collaboration with the Solid Waste Management Company Limited (SWMCOL).

As large producers of waste including paper, cardboard, beverage containers and electronics, Government Ministries and State Agencies were targeted to lead the Ministry's 'reduce, reuse and recycle' drive. The aim – to reduce the volume of recyclable waste entering the nation's landfills by 50 percent over 10 years.

Leading the charge at head office is an eight-member eco-team comprising representatives from various departments. This eco-team is responsible for informing employees of

the goals and objectives of the programme, encouraging their participation, monitoring recycling stations, co-ordinating weighing and collection of filled bags and liaising with eco-partner, SWMCOL, which collects and processes collected items.

Team lead, Leisel Mohammed, Administrative Assistant III, Corporate Communications Department, is responsible for spearheading recycling efforts, with support from SWMCOL. "Since we launched the programme, the response has been slow, but steady," she said. During the first month, she has observed that most departments use the paper bins more than the recyclable waste bins.

The eco team hopes that the recycling movement will gain momentum and is already discussing rolling out the programme throughout T&TEC. Interest and support for the initiative was evident by the encouraging response from employees to a slogan competition held just after the launch of the programme. The winning slogan – Go green, join the recycling scene – was submitted by the Information Systems Department, who won a pizza lime for their efforts.



Registrar, Susan Birbal-Khan, collects her award for 40 years of service from General Manager, Kelvin Ramsook.

19 employees, 743 years of service, 1.5 million hours of work

These impressive figures mark the careers of 19 employees who were honoured at T&TEC's 2019 Employee Recognition and Awards ceremony. For the third year, the long standing gala event to honour long serving employees was replaced by an intimate luncheon at the Stanley P. Ottley Building, Mt. Hope.

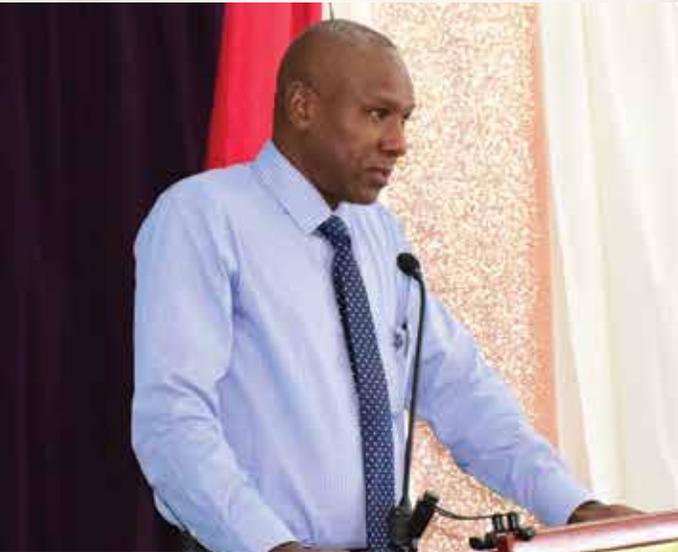
Many of the award recipients would have worked together in the past or were 'batch mates' from the Trade School, so the luncheon setting on December 13 was well suited for a small reunion of sorts. The diverse group came from a cross-section of the

T&TEC workforce and was recognised for 25 to 42 years of service. A Meter and Relay Supervisor, Registrar, Safety Inspector, Administrative Officer and a former Head of Security, were among the professions represented. The awardees would have reached their qualifying long service category year and, in some instances, retired at 60 or are due to retire within a few months.

Based on their profiles, T&TEC's Chairman, Keith Sirju, commended the recipients on their work, saying "Your ingenuity, patience, humility [and] adherence to the golden

rule of life, are invaluable attributes for a successful and rewarding career." He expressed the hope that their attributes would have been imparted to their colleagues and will help the rest of employees to continue to carry out the Commission's mandate.

In delivering welcome remarks to the awardees and their guests, General Manager, Kelvin Ramsook, identified each person by name and provided personal anecdotes of his experiences with them, as well as those with their colleagues. Registrar, Susan Birbal-Khan remarked that



Forty-year award recipient, retired HSE Co-ordinator, Michael Modeste, delivers the vote of thanks.



Friends from Trade School days, 40-year award recipients – Communications Supervisor, Cliff Ramsbag; Communications Technician I, Peter Burke; Meter and Relay Supervisor, Heera Boodram; and Meter and Relay Technician I, Eric Purcell.

this personal touch could not be replicated at the traditional gala ceremony and it added to the feeling of being “truly appreciated.”

With strength and resilience, these 19 men and women have helped to build this T&TEC tower of power, a behemoth at the forefront of national development, providing quality electricity service to over 490,000 customers daily.

We salute and thank them for their contribution.

Our longest serving employees, (from l-r) Cliff Ramsbag, Patrick Wiggins, Michael Modeste, Peter Burke, Susan Birbal-Khan, Zane Mike, William Douglas, Placidus Vance, Heera Boodram, Evor Billy-Peters, Christopher Serrette, Reynold Ganpat and Eric Purcell. Missing are Edwin St. Louis, Junior Peters, Anthony Harewood, Cypriano Cova, Bertrand Pope and Benny Jadoonanan.





Diwali, a celebration of Hindu culture and symbolism

Judyann Babwah was invited by Deolal (Ramesh) Gangabissoon, Welder 'C' in Supplies Department to attend Divali celebrations at the Balmain, Couva mandir on Saturday 19 October, with a promise that it would be "more about the religious observance than commercially focused." She shares some of the highlights of her experience at this celebration.

The large sized 'murti' of Mother Lakshmi, one of eight exquisitely built life size sculptures of Hindu deities in the Spring Village Mandir, was a constant reminder of the reason for this annual Divali celebration.

My experience began at about 5:15 p.m. when I arrived at the mandir. Careful to observe formalities, I left my shoes

outside the door as I skirted worshippers, just inside the entrance, performing "Aarti," circling a lit deya in a bronze plate, in Pranaam (homage) to a statuette of Lord Ganesh, the remover of all obstacles. Responding to greetings of "Sita Ram" the invocation of the names of the divine, I made my way to a large, air conditioned, three-level open space, beautifully adorned with pictures of Hindu gods and goddesses, brightly-coloured curtains and electric deyas. Lakshmi Puja was being performed to summon the blessings of the Goddess Lakshmi for peace, wealth and prosperity and I joined devotees bedecked in beautiful Indian wear, to witness this ritual by Pundit Shivanand Radhay-Maharaj, spiritual leader of the Mandir. Also

joining the ceremony was the in-house "kirtan group" of singers and musicians on the harmonium, dhantal and tabla, who had devotees clapping their hands, gently swaying and tapping their feet to the metrical beat of devotional songs "bhajans," in Hindi. Although these songs were unfamiliar, and the lyrics foreign, I was absorbed by the liveliness and joy in the music, even joining in singing the refrain of the familiar Divali song "Om Jai Latchmi Mata."

The announcement to light deyas, however, saw me leaving the puja and joining with several devotees outside on the mandir's grounds. The lights of several dozens pre-positioned deyas, filled with oil and set with wick and resting on bamboo, bent the day before by "Uncle Ramesh"



Deolal Gangabissoon makes some final adjustments to his bamboo display on the grounds of the Balmain, Couva mandir.



The children of the Balmain Mandir.

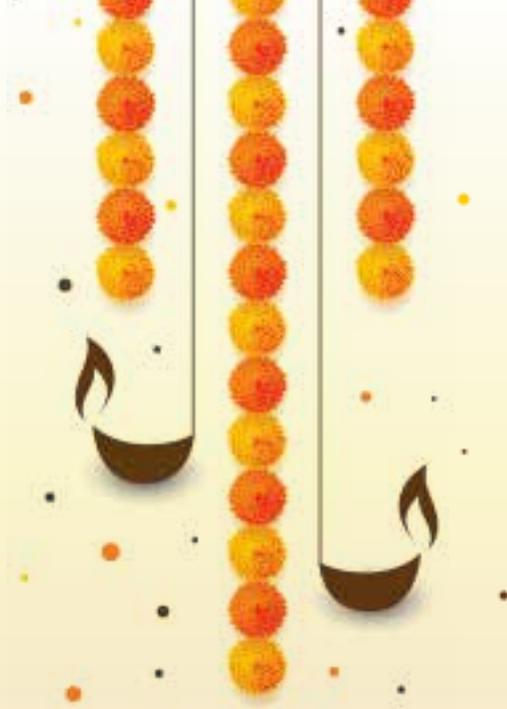
Gangabissoon, transformed the grounds from darkness to light, leaving no doubt to passers-by about the reason for the celebration. That task completed, we returned inside and settled into comfortable seats for the evening's programme themed, "Dil ki Divali."

This segment, which was less about traditional rituals and more about cultural representation, was no less spiritual. This "Hindu-Trini" observance of Divali was obvious in the talents of young people, supported by adults, who delivered performances that included invocational dances in the Indian classical Kattick style, bhajans and expositions on the story of

Ram and Sita, modelling of Indian wear, art and a tabla recital. I was particularly impressed with the recitals of sisters Samiya and Sania Mahabeer. This gifted duo were singers in the choir, participated in the acrostic on the meaning of 'DIVALI' and placed first and third in the deya art competition. Indeed, the talent of all the youngsters was of such a high standard that organisers recognised each child with tokens after every performance. However, it was the effortless renditions of bhajans, first of "Vigneshwar" by Mr. Gangabissoon and then of "Sri Ram tum hare mandir mein" by his granddaughter Shalani Bedassie that left me most impressed, as I was unaware of the musical talents of my host and his family.

As the Spring Village Mandir's Divali celebration came to an end, devotees departed, smiles on their faces, satisfied that the evening was well-spent. It was a good prelude to their own Divali preparations to welcome Mother Lakshmi into their homes.

Divali 2019 is over, but for me, the experience at the Spring Village Mandir celebration lingers on. Indeed, my perspective about this



festival, which symbolises the spiritual "victory of light over darkness, good over evil and knowledge over ignorance" has left me more conversant with this mystical religion. Now, in addition to enjoying the deya displays, Indian cuisine and company of friends at Divali, I can truly appreciate the significance of this joyous religious observation.



Shalani Bedassie performs a bhajan during the programme.

Four T&TEC children among scholarship winners

Congratulations to Ariel Sylvia Nina, Ranelle J Bharatsingh, Amaris Sarisha Bujhawan, and Rayne Alexa Faith Affonso, children of proud T&TEC employees, who received national scholarships. The four young women were successful at this year's CAPE examination. We join with their parents in celebrating the accomplishments of these exceptional students and wish them continued success as they pursue tertiary education.



Like her father, Gerard Nina, Senior Engineer (Facilities) – Engineering Controller, **Ariel Sylvia Nina** plans to be a Civil Engineer. This open Mathematics scholarship winner is already pursuing studies at the University of the West Indies. "I am happy with her achievement," Mr. Nina said about the former Holy Name Convent, Port of Spain student. He cautioned parents "not to put pressure on their child to succeed" rather, he offered "be there for them in a supportive role".

"We are ecstatic and proud of her success," parents Rakesh Bharatsingh, Draughtsman I at the Transmission Development and Engineering Services Department, and his wife Cindy, shared about their daughter **Ranelle J Bharatsingh**. Ranelle's hard work and passion has paid off, as she "maintained a balance between academics and physical development," participating in sports, including table tennis competitions, at the East Zone Division. Their suggestion to parents is to "get your child involved in sports and music."

The recipient of an additional scholarship for Natural Sciences, this former Lakshmi Girls' Hindu College student has already started



studies in Electrical and Computer Engineering at the University of the West Indies and intends to become an Electrical Engineer, to be a "valuable asset wherever she goes."

Amaris Sarisha Bujhawan is pursuing a double major in Psychology and Theatre Arts at the University at the West Indies to “combine her passion for psychology and love for theatre



to help children and adults that need it”. The former St. Augustine Girls High School student is the recipient of an additional scholarship in Natural Sciences.

“Thankful and happy” is how Anil Bujhawan, Senior Engineer, Transmission Engineering and Development Services Department described his feeling about his daughter’s achievement. Her success demanded “a lot of perseverance”, and he remains committed to support her career choice. His advice to parents, “have confidence in them, so they can have it in themselves. Give them space and trust in their process as, at times, it might vary from yours.”

Another St Augustine Girls High School alumna, **Rayne Alexa Faith Affonso**, has already begun studies in Law at the University at the West Indies. Rayne is the daughter of Ana Lopez and Ryan Affonso, Clerk II, Eastern Distribution Area. “No words can express our pride, joy and excitement,” in Rayne’s accomplishments, they said.

The recipient of an open scholarship in Language Studies, Rayne is still undecided of her career path. Whatever her choice, her proud parents are convinced that her “drive and positive attitude will serve her well”. The recipient of the regional award from CAPE for the Most Outstanding Candidate for Language Studies, Rayne has also received the Lynette Dial Award for Literatures in English Unit 2;



the Ria Karim Trophy for Languages and the Naparima Alumni Association of Canada Literary Award. Her accomplishments are due to her discipline and determination and, according to her parents, they will continue to nurture her with their recipe for success – “God, food, shelter, clothing and love.”

Employee update

Appointments, Promotions, Moving On and Accomplishments

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Joel Bacchus	Operator-in-Training	Distribution Tobago
Kernell Bruno	Operator-in-Training	Distribution Tobago
Kirth Muir	Operator-in-Training	Distribution Tobago
Shervorne Worrell	Operator-in-Training	Distribution Tobago

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Alicia Kangeloo	Senior Software Developer	Information Systems
Andrea De Vignes	Subsection Leader	Distribution Tobago
Andrea Dhanpaul	Tech Assistant I	Transm Devel & Eng Services
Anthony Baptiste	Snr. Supervisor Trans. & Distribution	Distribution East
Arlene Pantaleon	Subsection Leader	Distribution East
Atul Singh	Comm Technician I (Trv)	Communications Department
Brian Adams	Comm Technician I (Trv)	Communications Department
Camille Arneaud	Tech Assistant I	Transmission Maintenance
Charlene Garcia	Senior Clerk	Distribution East
Clint Jerry	Estate Police Inspector	Security – Distribution Tobago
Curvis Francois	Chief Operating Officer	Operations Division
Dawn Greenidge	Inventory Coordinator	Supplies
Devorah John	Clerk Typist	Engineering Controller
Frank Chatee	Area Manager	Distribution Central
Gyasi Ambrose	Systems Assistant	Supplies
Hazel Mohan-George	HSE – Co-ordinator III	Health, Safety & Environment
Hilary Glodon	Dr – Lr. Ldr./Lift Comb.	Transmission Maintenance
Joy Hinds	Clerk II	Chief Accountant
Kareem Turton	Comm Technician I (Trv)	Communications Department
Kenneth Phillip	Cable Supervisor	Distribution North
Kevin Ramsook	Engineer I	Transmission Maintenance
Lindon Soondar	Communications Technician III	Communications Department
Mark Moodie	Customer Services Officer	Distribution South
Mark Mahabir	Driver – Aerial Lift Truck	Distribution North
Navin Dabiesingh	Systems Administrator II	Information Systems
Navin Rampersad	Engineer I	Communications Department
Nicole Childs	Accounting Assistant	Chief Accountant
Nigel Harding	Comm Technician I (Trv)	Communications Department
Nirmala Baldeo	Technical Assistant III	Protect & Scada
Rene Austin	Chief Technical Officer	Technical Division
Roger James	Driver – Aerial Lift Truck	Public Lighting
Sean Mendonca	Senior Engineer	System Control & Gen Interface
Shauna Ramroop	Clerk I	Engineering Controller
Sunil Ramdeo	Assistant Cable Supervisor	Transmission Maintenance
Vijay Barbadeen	Communications Technician III	Communications Department

Employee update

Appointments, Promotions, Moving On and Accomplishments

DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Abbyommie Thomas	Line Clearer	Distribution Tobago
Alvin Ramsaran	System Plan & Research Manager	System Planning and Research
Anthony Harewood	Maintenance Technician II	Distribution Central
Anthony Lewis	Cleaner	Operations Division
Bertrand Pope	Crew Supervisor	Distribution East
Christopher Serrette	Dispatcher	Supplies
Courtenay Mark	Chief Technical Officer	Technical Division
Curtis Charles	Estate Sergeant	Distribution East
Cypriano Cova	Crew Supervisor	Distribution South
David Morris	Driver – Aerial Lift Truck	Distribution East
Edwin Davis	Subsection Leader	Distribution East
Edwin St Louis	Hotline Supervisor	Distribution North
Errol Williams	Electrician 'C'	Distribution North
Heather Daniel	Administrative Assistant III	Distribution East
Junior Peters	H.S.E. Co-ordinator I	Health, Safety & Environment
Keith Johnson	Crew Supervisor	Distribution Tobago
Louis Thompson	Crew Supervisor	Transmission Maintenance
Michael Deonarine	Driver – Aerial Lift Truck	Distribution East
Neisha Smith	Systems Assistant	Finance Division
Patrick Wiggins	Crew Supervisor	Distribution South
Placidus Vance	Crew Supervisor	Distribution East
Rabindra Ramkeesoon	Estate Constable	Distribution East
Raynor Forde	Dr – Lr. Ldr./Lift Comb.	Distribution Tobago
Seeram Kelly	Assistant Cable Supervisor	Distribution North
Vaali Jagessar	Snr. Supervisor Trans. & Distribution	Public Lighting
Zane Mike	Crew Supervisor	Distribution South

Tributes pour in for Ruthvin Charles

Ruthvin "Spanner" "Charlo" Charles, Consumers Investigator and Chairman of the T&TEC African Emancipation Committee, passed away on October 31 at the age of 58. He was buried on November 6, aptly during Black History month, following a fitting celebration for a man who dedicated his life in service to his fellow men and women.

Mr. Charles' celebration service took place at the Kwame Ture Education and Development Centre, in his hometown of Laventille. Tributes came from persons from different walks of life for the man who saw the good in all religions and all people. An Orisha libation, Christian prayers, Islamic greetings and shouts of "Jah Rastafari!" marked the lively proceedings. Such was

Mr. Charles' 'Iwa Pele', or character, as described by Brother Avery Ammon, who performed the libation. "He was a selfless proponent of unity and lived to elevate all those around him," he said.

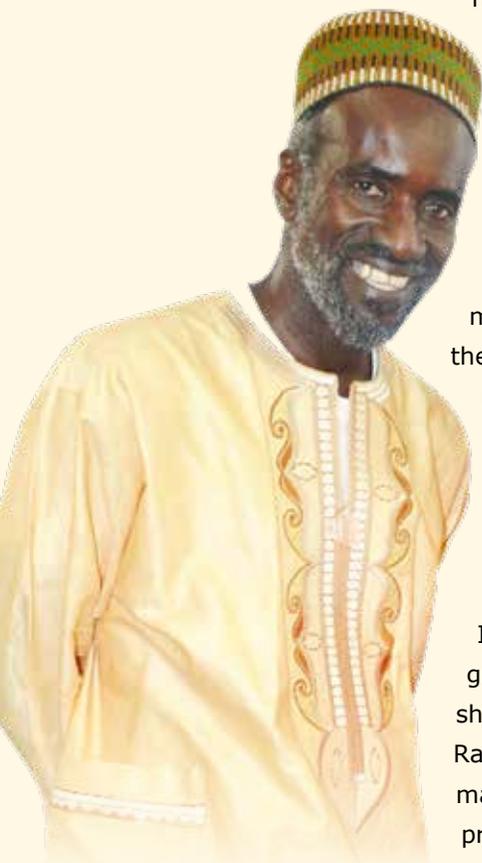
Mr. Charles first joined T&TEC in 1977 as an Apprentice at the Port of Spain Trade School. After two years, he was appointed as an Electrician 'B' at the Port of Spain Power Station. In 1994 he was transferred to Head Office, and remained in this position until his promotion to Consumers Investigator, Distribution North, in 2001.

At his funeral celebration Mr. Charles was recognised for his devotion to the less fortunate. Many were unaware that every Sunday, for over 30 years, he distributed lunches to persons in communities in and around Port of Spain, or that he was the founder of the 20-year old RSSR Football Academy, for young males and females in John John, Beetham and the surrounding communities of Port of Spain.

But perhaps Mr. Charles is best known for his passion regarding all things African. 'Okobie Shaka Khan,' as he was known by his Trade School colleagues, will

be remembered for his efforts to positively impact his fellow African people through education, and for bringing African culture to the fore. David Muhammad of the Nation of Islam told mourners that Mr. Charles was instrumental in building the Kwame Ture Education and Development Centre. And, as a founding member of the T&TEC African Emancipation Committee, Mr. Charles had raised the bar for local emancipation celebrations. From small beginnings at the Head Office car park in 1996 to informative lectures and gala Emancipation Queen and King Shows, Mr. Charles and his Committee placed T&TEC at the forefront as having some of Trinidad and Tobago's finest Emancipation productions.

Among the many speakers at Mr. Charles' celebration service were Permanent Representative to the United Nations, Ambassador Penelope Beckles; T&TEC's General Manager, Kelvin Ramsook; Industrial Relations Manager and Manager of RSSR Football Academy, Garth Garraway; Former Plant Manager at PowerGen, Selcrest Husbands; President of the Northern Football Association, Tony



Harford; and close friend and 'brother', Dexter Harris.

Assistant Area Manager - Distribution North, Derick Davis, in his tribute said that Mr. Charles taught him two lessons - "You can live without only looking out for yourself and you live by investing in

the next generation, even when they don't understand or appreciate it."

A scholar, activist and humanitarian, Ruthvin Charles provided the Commission with close to 40 years of service and a lifetime of service

to society. We extend our deepest condolences to his wife Hazel, his mother Ruth, daughters Fayola and Zakiya, his sons Akil and Sayeed, and his many friends and colleagues on his passing.

May he rest in peace. Asè.

GSCC sporting action

Indoor and outdoor sporting action was the focus this quarter with all-fours and football competitions hosted by the General Sports and Cultural Club.

The Tobago 7-a-side and over-40 football competition started things off on October 5 at the Mt. Grace Recreation Ground. Central Area Sports Club emerged as champions, ahead of second placed Southern Area Sports Club (team 1) and the Eastern Area Sports Club, which placed third. Central Area also outshone in presentation, winning the Best Dressed Team title. Southern Area's Anthony Noriega was selected the Most Valuable Player, with the Cove Power Station team being awarded the Most Disciplined Team.

In the over-40 competition, Tobago Sports Club defeated the Northern Area Sports



Club, with the Eastern Area Sports Club coming in third. Tobago's Dennis Grant was named the Most Valuable Player.

The finale of the Inter-Area All Fours competition took place on November 29 at the Mt. Hope Sports Club. The guys in orange, representing the Point Fortin Sports Club, defeated the Northern Area Sports Club in spirited fashion.

Year in review 2019

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- 1 Supplies employee, Michael Chong Kiaw, prepares to serve hot meals as a volunteer cook of the charitable group, Love All, Serve All.
- 2 The group of T&TEC's long service award recipients pose after the 2018 Employee Recognition and Awards Ceremony in January.
- 3 Participants set off at the start of the 10K road race in May at the Nelson Mandela Park, St. Clair.
- 4 The new Central Executive members of the Electrical Association for Women being sworn in during their annual Conference in June.
- 5 T&TEC's Tropical Angel Harps Steel Orchestra gave an exhilarating performance of Super Blue's Rag Storm in February at the Panorama finals.
- 6 Lively discussions, such as this one among Head Office staff in March, formed part of the employee consultations to update the strategic plan.
- 7 San Fernando's Rienzi-Kirton Highway was outfitted with new, high efficiency, LED streetlights in April.
- 8 A Tobago crew in action clearing trees from damaged lines in a thicketed area in Hermitage after some adverse weather in September.



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- 9 A Line Clearer performs a practical evaluation for the single line repelling system as part of his refresher training in April.
- 10 Muslim families and friends enjoy iftar, or breaking of the fast, during the holy month of Ramadan in June.
- 11 A fashionably-dressed lady was among thousands who came out in regal splendour for the Emancipation Day parade in August.
- 12 Public Lighting Department employees Karen Mc Lean and Atiba Bridgeman with the Housekeeping competition challenge trophy during April's HSE week activities.
- 13 T&TEC suppliers listen attentively during the first-time procurement symposium in August organised by the Supplies Department.
- 14 Electrical Association for Women volunteers gather trash for collection as part of September's International Coastal Cleanup exercise.



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Sports Clubs host children's Christmas parties

They say that Christmas is for children. So, with the children of T&TEC in mind, the Southern (Point Fortin Depot), Northern and Eastern Area Sports Clubs hosted Children's Christmas parties for their members in December. Parents willingly made a nominal contribution to give about 300 children the opportunity to enjoy the merry-making and gift-receiving of Christmas.

See the photo highlights below.



LETTERS

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



September 12, 2019

Greetings,

On September 11, we experienced low voltage in our area of La Platta Gardens, Valencia. We called the complaints line and was told that a team would come out to check the problem as soon as possible. I'm happy to report that the team did, in fact, come to our area

where they took their time to determine the cause of the problem, solved it and responded to our questions and concerns.

I wish to express my sincere gratitude for, and appreciation of, their prompt service. Keep up the great work!

Regards,
Mr. Ian Henry & Dr. Elecia Henry

Editor's note: *This report was handled by the 757 Crew from the Eastern Distribution Area. The crew included Crew Supervisor, Abzal Mohammed; Linesman 'A', Vishan Ramesar; Linesman 'A', Aeneas Robinson and Driver, Kris Balkaransingh.*

November 10, 2019

Mr. Kelvin Ramsook
General Manger
T&TEC

Dear Sir

On behalf of the residents of Point Pleasant Park, Cunupia we wish to thank T&TEC, and your office, for the required assistance.

Special mention to Vivian Narine, Technical Assistant who was extremely co-operative and worked effectively to ensure the issues [fluctuating voltages] were resolved.

We would also like to express our gratitude to Rene Austin, Chief Technical Officer, and the

crews from the Central Distribution Area.

Once again, our deepest appreciation.

Sincerely
Ramlochan Ragoonanan

Editor's Note: *The corrective works to address customers' reports at Point Pleasant Park and Homeland Gardens took several days. Three crews assisted with the execution of this project which included the installation of a new capacitor bank, the installation of an additional transformer, the upgrade of conductors on the main feeder system and the servicing, inspection and*

adjustment of circuits.

The crews consisted of a team from the Overhead Line Maintenance Section including Senior Supervisor, Roland Ramberan and Hotline Crew Supervisors, Karan Ramjewan, Wilfred Babb and Dirck Roberts; Hotline Linesmen - Dwayne Peters, Mahendra Sankar, Raymond Ramlal, Sheldon Joseph; and Linesmen 'B' Afraz Ali and Darryl Ganga. Support was provided by Crew Supervisor, Mickey Johnitty and Engineer II, Stephen La Guerre and Senior Supervisor, Ivor Phillip from the Emergency Section.



2020



JANUARY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 New Year's Day	2	3	4 FQ
5	6	7	8	9	10 FM	11
12	13	14	15	16	17 LQ	18
19	20	21	22	23	24 NM	25
26	27	28	29	30	31	

FEBRUARY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 FQ
2	3	4	5	6	7	8
9 FM	10	11	12	13	14	15 LQ
16	17	18	19	20	21	22
23 NM	24 Carnival Monday	25 Carnival Tuesday	26	27	28	29

MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 FQ	3	4	5	6	7
8	9 FM	10	11	12	13	14
15	16 LQ	17	18	19	20	21
22	23	24	25	26	27	28
29	30 Spiritual Baptist Liberation Day	31				

APRIL

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 FQ	2	3	4
5	6	7 FM	8	9	10	11
12 Easter Sunday	13 Easter Monday	14 LQ	15	16	17	18
19	20	21	22 NM	23	24	25
26	27	28	29	30 FQ		

MAY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31					1	2
3	4	5	6	7 FM	8	9
10	11	12	13	14 LQ	15	16
17	18	19	20	21	22 NM	23
24 *Eid al Fitr -TBA	25	26	27	28	29	30 FQ Indian Arrival Day

JUNE

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6 FM
7	8	9	10	11 Corpus Christi	12	13 LQ
14	15	16	17	18	19 Labour Day	20
21 NM	22	23	24	25	26	27
28 FQ	29	30				

JULY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5 FM	6	7	8	9	10	11
12 LQ	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27 FQ	28	29	30	31	

AUGUST

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31 Independence Day					1 Emancipation Day
2	3 FM	4	5	6	7	8
9	10	11 LQ	12	13	14	15
16	17	18 NM	19	20	21	22
23	24	25 FQ	26	27	28	29

SEPTEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 FM	3	4	5
6	7	8	9	10 LQ	11	12
13	14	15	16	17 NM	18	19
20	21	22	23 FQ	24 Republic Day	25	26
27	28	29	30			

OCTOBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 FM	2	3
4	5	6	7	8	9 LQ	10
11	12	13	14	15	16 NM	17
18	19	20	21	22	23 FQ	24
25	26	27	28	29	30	31 FM

NOVEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8 LQ	9	10	11	12	13	14 *Divali -TBA
15 NM	16	17	18	19	20	21
22 FQ	23	24	25	26	27	28
29	30 FM					

DECEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7 LQ	8	9	10	11	12
13	14 NM	15	16	17	18	19
20	21 FQ	22	23	24	25 Christmas Day	26 Boxing Day
27	28	29 FM	30	31		