



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 37 #1 & #2 / January - June 2020

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.

- Powering the nation during a pandemic
- "Smart Space" created in Port of Spain
- Managing change in the "new normal"



Looking Forward

2020 has been a wildly interesting year, to say the least.

As we adjust to life in a little more relaxed fashion, we have to define what the new normal means to us. It is important that we prepare to maintain this adjusted lifestyle for an extended period. Even though Trinidad and Tobago has, comparatively speaking, been marginally hit by the Covid-19 virus, the rest of the world has seen much more significant infection and the fallout will have an impact on us as a country, and as individuals, in the coming months, if not years.

While T&TEC was able to continue to operate in a stable and consistent manner during the stay-at-home restrictions-- to the credit of staff who were

required to work during the period-- complacency should not step in. Management will continue the work of the past month and further refine our business processes for greater efficiency in the new normal, but every individual has a responsibility to follow the public health guidelines regarding physical distancing, sanitisation and wearing of masks. This is for your safety and that of your colleagues.

Due to the pandemic, we merged two editions of the Watts Happening and feature the most important stories from the first six months of operations at the Commission. Our cover feature is in appreciation of the many staff who took us safely through the most difficult period. We will never have enough space to feature every single person,

but we are grateful for those who agreed to have their photo featured.

Importantly, this edition of the Watts Happening shares an article from Dr Asha Pemberton, which provides professional advice on how to cope with the stresses of Covid-19 and a resource list of mental health professionals.

We hope that this, and the other features are, as always, beneficial to you.

Do enjoy reading.

COVER - Our workers were on the job, making it work from home, in the office, or on the field, during the stay at home orders. From procurement, advertising, accounting, and maintenance, to customer queries, information technology, emergency response and dispatch, our teams ensured our customers received quality service and business continuity was maintained.

Featured are some of the thousands of employees responsible for powering the nation.

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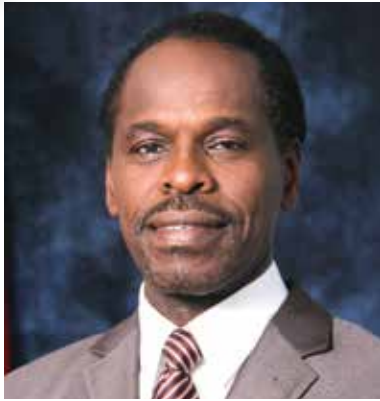
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Minister Fitzgerald Hinds reappointed to Ministry of Public Utilities



T&TEC welcomes back the Honourable Fitzgerald Hinds, Member of Parliament for the constituency of Laventille East/Morvant, who was appointed Minister of Public Utilities on

May 18, 2020. He was the Minister of Public Utilities from October 31, 2016 to June 30, 2017. In addition to his new portfolio, Minister Hinds is also Minister in the Ministry of the Attorney General and Legal Affairs.

Minister Hinds is a graduate of the Queen Mary and Westfield College, University of London where he earned his Bachelor of Laws Degree. He also holds a Master of Laws Degree, specialising in Government and Constitution, and the

Legal Education Certificate from the Hugh Wooding Law School.

Minister Hinds was first elected to the House of Representatives in 1995 and served in the Opposition until 2001. He was appointed as Minister of State in the Ministry of Public Administration and Information from 2001 to 2002, Minister of State in the Ministry of National Security and the Ministry of Trade and Industry from 2002 to 2007 and an Opposition Senator from 2010 to 2013.

New appointment to Board of Commissioners



Solange De Souza was appointed to T&TEC's Board of Commissioners on January 28, 2020. She holds a LLB (Honours), University of London and a Legal Practice Course certificate from the University of Wolverhampton, England. Ms. De Souza is a Senior Legal Counsel in the Ministry of the Attorney

General and Legal Affairs and has been comprehensively involved in policy generation with a passion for legislative enhancement.

Commenting on her appointment, Ms. De Souza said that "the Commission has proven itself to be an excellent service to Trinidad and Tobago and I am grateful for the opportunity to serve in the capacity as one of the Members of its Board of Commissioners."

Ms. De Souza brings a wealth

of experience, commitment and dedication to her new appointment at T&TEC. She has served on two Boards in Trinidad and Tobago - the Government Human Resource Services Board and the Board of Tourism Trinidad Limited.

Ms De Souza was admitted to practice law in Trinidad and Tobago in 2008, is a former member of the Southern Association of Lawyers and a former member of the Trainee Solicitors Group (UK) and the Law Society of England.

*Employees
at work on
the 13212kV
transformer#2
at the Ghandi
Village
Substation.*



Powering the nation during a pandemic

On March 12, soon after T&TEC formally advised staff on its Covid-19 safety protocols, the country confirmed its first case, triggering the Commission's multi-stage plan to protect staff and customers, while ensuring business continuity.

Mechanisms were activated, consistent with the Commission's General Instruction on Contagious/Communicable Diseases and the recommendations of the Ministry of Health guidelines, to manage physical contact among staff and between staff and customers, sanitization and the use of Personal Protective Equipment (PPE). About two weeks later, on March 27, in support of the Government's "Stay at Home" order, the plan was escalated and all employees who were not required to be on the field or could have otherwise operated remotely, were sent

home and "work from home" protocols were implemented.

As the country grappled with confinement, it was necessary that T&TEC, an essential service, continued to serve customers during and after the pandemic. Business continuity plans therefore catered for limited operations during the restrictions and full service under a "new normal". This required that the executive management team meet weekly to evaluate operations in the dynamically changing environment and make adjustments where necessary. For the period, all essential technical staff, including Engineers, field workers, Supervisors and Technicians, led by the executive management team, were rostered to ensure full emergency service. The Commission also temporarily suspended all non-critical maintenance jobs which would

require planned interruptions, to ensure citizens at home were not unduly inconvenienced. However, urgent repairs or maintenance that were necessary for the safe and reliable operation of the grid continued.

On-site employees functioned under public health guidelines for physical distancing and adherence to the wearing of PPE. Off-site, T&TEC instituted several changes to its customer touch points, with information technology providing the backbone for many of these alternative critical services.

Through a newly installed cloud-based PBX system, calls for commercial services were forwarded to a mobile call centre being manned by seventeen home-based Customer Service Representatives (CSRs). These employees answered billing queries, provided payment

assistance and remotely assisted customers with setting up their Customer Web Access (CWA), e-billing and Automated Credit Card payment services. As the phased reopening of the country started on May 11, over 37,000 customers had registered for the CWA/e-billing online services. The Commission's online payment platform was also expanded to accept VISA Debit card payments, in addition to credit cards. Customers were also encouraged to utilise existing third party payment options available at Commercial Banks, SurePay (Massy Stores) and Bill Express (Grace Kennedy/ Western Union) outlets and payments at these locations increased by 57 percent. Located across the country, increased collaboration between T&TEC and the agencies resulted in immediate resolution of issues for customers. An increased online presence via social media, radio and TV advertising gave customers guidance on the Commission's operations while pre-recorded messages, via the Interactive Voice Response system and PBX, pointed them to alternative ways of transacting business with the Commission. The trouble report Call Center remained a 24/7 operation as Telecom Operators attended to customers' queries and



Shelly-Ann Maharaj, Subsection Leader, Payments Section, all masked and ready to work.

directed emergency trouble reports to the five Distribution Areas for action.

Engineers, Health Safety and Environment (HSE) officers and managers provided support remotely and limited on-site visits, to facilitate the dispatch of crews. Even with crews restricted to emergency work, during the 'stay at home' period the electricity service was uncompromised as overall reliability compared favourably against the same period in 2019. In fact, there was a drop in feeder trips in the month of May 2020 which, the Distribution Support Department reported, was due to the favourable weather conditions.

Behind the scenes, designated employees were called upon to ensure deadlines were met for time-sensitive functions. In the Accounts Department, staff working reduced office hours or at home, ensured that wages and salaries, mandatory and statutory deductions and monthly payments to power producers and other suppliers were met. They also monitored cash resources, as more bill payments to the Commission



Members of a crew from Distribution Tobago performing their duties.

were being made through third party collection agencies. At the Supplies Department, employees working in the customs and warehouse sections were onsite on designated days, to ensure that goods were cleared, dispatched and delivered to Areas. Staff worked remotely to process tender evaluations, purchase orders and payments to suppliers. Engineering evaluations and inspections were managed through a combination of onsite and offsite work by employees. The Registry section was also kept busy maintaining the link for collection and delivery of mail between internal and external parties. And the Estate Police continued to provide security for offices and installations under an unchanged duty roster.

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Executive appointments

On April 1, 2020 **Chrisalston Belle**, a graduate of T&TEC's Engineers-in-Training (EIT) programme, became the Commission's Chief Technical Officer. His promotion to the Senior Executive followed the retirement of Rene Austin.



Mr. Belle joined the Commission in 1992 with a BSc degree in Electrical and Computer Engineering. He was first assigned to the Eastern Distribution Area and received several progressive appointments. In 2006 he was promoted to Senior Engineer in the Transmission Maintenance Department and two years later went on to become Manager of that

Department. In 2018 Mr. Belle returned to the Eastern Distribution, this time as Area Manager, a post he held until his latest promotion as head of the Technical Division.

Seven employees have been promoted into the Executive and one was laterally transferred to another department in the Technical Division. The appointments took place over the last six months. Seven of the eight employees are holders of BSc degrees in Electrical and Computer Engineering and are graduates of the Commission's Engineers-in-Training (EIT) programme. The other appointment is a graduate Civil Engineer.



Gerard Nina was promoted on January 2, to become Head of Projects. He joined T&TEC in 1999 and holds a BSc Civil Engineering degree. Prior to his appointment, Mr. Nina was Senior Engineer, Facilities.



Rajiv Parasram was promoted from Technical Assistant I, Southern Distribution Area to Assistant Area Manager, Eastern Distribution Area on February 3. Mr. Parasram joined the Commission in 2000.



Keron Seebaran

is Assistant Area Manager, Distribution Tobago. He has a MSc degree in Engineering Management and MBA in Sustainable Energy Management and, before his promotion

on March 1, was a Senior Engineer at the Public Lighting Department.



Since February 3, **Derick Davis** has been Manager, Public Lighting Department. Mr. Davis also holds a MSc degree in Digital Systems. He joined T&TEC in 1998 and was the Assistant Area

Manager, Northern Distribution Area.



Ashmeed Ali was appointed Business Development Manager on May 1. Prior to this appointment he was the Assistant Area Manager, Southern Distribution Area. Mr. Ali has a MBA and joined T&TEC in 1995.



Kenrick Nigel Bobb was promoted to Area Manager, Distribution East on February 3. His last appointment was at Systems Control and Generation Interface. He joined T&TEC in January 1994 and also

holds a MSc degree in Energy Systems and an EMBA.



After seven years as Manager, Public Lighting Department, **Shazard Mohammed** was promoted on February 3 as Manager, Transmission Maintenance Department. He joined T&TEC in June 1992.



On February 3, Manager **John Colthrust** was laterally transferred from the Transmission Maintenance Department to System Control and Generation Interface Department.

He has twenty nine years of service with the Commission.

Woodford Square now a smart space

Woodford Square, Port of Spain became the second public space to be developed as a smart space under an initiative developed and funded by the Ministry of Public Utilities. For T&TEC, this upgrade also marked 125 years since the



first street light was installed in Port of Spain in March 1895.

The commissioning of LED streetlights and free WIFI at the Square on January 29 is a joint project between T&TEC

and the Telecommunications Services of Trinidad and Tobago (TSTT) to provide smart spaces to citizens across Trinidad and Tobago

on behalf of the Ministry of Public Utilities. In December, the Queen's Park Savannah became the first such space with WiFi added, to previously installed LED lights around the savannah.

At the Woodford Square commissioning, Senator the Honourable Robert Le Hunte, then Minister of Public Utilities told guests that the infrastructure will give citizens "the best possible chance at succeeding in the global marketplace." But why smart cities? According to then Minister, smart cities and spaces provide the infrastructure and environment to achieve "efficient operations and services, connectivity, data-driven decision making, enhanced engagement between government and citizen and safer communities, in a clean and sustainable manner."

T&TEC trucks flank the front of the recently opened Red House, during works to install new LED street lights around the neighbouring Woodford Square





Government, T&TEC and TSTT officials display their smart phones after switching on the LED lights and WiFi signal, to mark the launch of the smart space at Woodford Square. (L-R) Sen. the Hon. Clarence Rambharat, Minister of Agriculture, Land and Fisheries; Mr. Adrian Leonce, MP for Laventille East/Morvant; Mr. Keith Sirju, T&TEC's Chairman; Sen. the Hon. Robert Le Hunte, then Minister of Public Utilities; His Worship, the Mayor of Port-of-Spain, Joel Martinez; Sen. the Hon. Donna Cox, Minister of Communication; and Mr. Ian Galt, TSTT's GM – Enterprise Services.

T&TEC's Chairman Keith Sirju shared that the Commission's participation in the project falls in line with its intention to conduct a phased change out of the nation's street lights from existing High Pressure Sodium (HPS) to LEDs. He told the audience that T&TEC has been introducing LED street lights onto the grid since 2016, with several LED lighting projects already completed in Arima, Piarcó, Fyzabad and along the Sir Solomon Hochoy Highway. Solar LEDs have also been acquired and installed along the Manzanilla coastline, along the Priority Bus Route and along the highway, near Gasparillo. When compared to the traditional lights, the benefits of LEDs are significant. Mr. Sirju said that LEDs last longer, consume half of the electricity for the same level of lighting and also improve the colour rendering and imaging, useful for photography and security cameras.

The project at Woodford Square involved replacing the existing HPS lights around the Square and around the newly-renovated Red House with 38 LED street lights. The new lights can be adapted to provide services related to traffic management, emergency response, crime and security. Users of TSTT's WiFi network will have half-an-hour of free access to the service every 24 hours, at speeds of 5 megabits per second.

Also present at the launch were His Worship, the Mayor of Port of Spain, Alderman Joel Martinez, TSTT's General Manager – Enterprise Services, Ian Galt and representatives of the Port of Spain business community.

The ceremony concluded with the switching on of the lights and testing of the free WiFi by the dignitaries.

A boy's wish comes true



Pravir Soorajbally had been receiving treatment for stage 4 metastatic neuroblastoma cancer at the Just Because Foundation (JBF) Paediatric Specialty Unit at the Mount Hope Hospital. He had been doing so for almost three of his five years. While his medical condition was unpredictable with high and low points, Pravir and his parents lived their lives with hope.

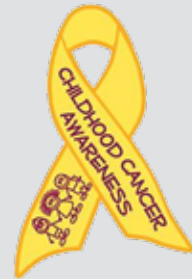
A strong, active and playful child, Pravir was very clear about what he liked - macaroni and cheese, playing with baby sister Naya, the colours yellow and black - like the T&TEC power cord, and to be a T&TEC man. It was the latter that prompted the "JBF Wishing

Well" - Making a dream come true for a child with cancer" to reach out to T&TEC.

On the morning of February 13, Pravir's wish came true. As the big yellow truck pulled up at the Wendy Fitzwilliam Paediatric Hospital, an animated Pravir reached for his plastic hammer, ready for work as a T&TEC man. Already geared in his hard hat, he was quickly helped into a custom-made mini version of T&TEC's FRC (Flame-resistant clothing), by his mother Alicia and Marlon Leacock, Driver, Northern Distribution Area, to transform into a mini linesman.



T&TEC Driver, Marlon Leacock, helps young cancer patient Pravir, into his FRC 'uniform'.



Some warning signs of childhood cancer

- Continued, unexplained weight loss
- Headaches, often with vomiting – early night/ and morning
- Increased swelling or pain in bones, joints, backs and legs
- Lumps/mass in abdomen, neck, chest, pelvic, armpits
- Development of excessive bruising, bleedings, rash
- Constant infections
- A whitish colour behind pupils
- Nausea which persists or vomiting without nausea
- Constant tiredness or noticeable paleness
- Eye or vision changes – occur suddenly or persists
- Recurrent or persistent fevers of unknown origins



The tiny and confident 'T&TEC man', kept up a steady stream of questions as Mr. Leacock and Joshua Shoy, Temporary Helper, guided his exploration of the truck and the workings of the boom. Mr. Leacock, who himself lost two close relatives from cancer, took a special interest in his young protégé. With yellow emergency lights flashing, the crew of two took him and his mother on a quick ride around the Mount Hope Hospital. Pravir living his dream, waved jubilantly to medical staff and JBF co-founder, Chevaughn Joseph. To top off his memorable experience, Pravir was presented with a big yellow toy truck; a keepsake of the T&TEC visit.

Sadly Pravir lost his fight with cancer on April 18.

Gone but not forgotten, this "T&TEC man" has left us with fond memories of having proudly granting his wish to be a T&TEC man. As a final tribute, Mr. Leacock again volunteered to take his truck to the final rites and give Pravir a fitting send off. Rest in peace, little Pravir. Your joyful spirit will be remembered.

The **Just Because Foundation** is a non-profit Paediatric Cancer Support Organisation that provides emotional, practical and social support for families of children with cancer. For more information contact them at www.thejustbecausefoundation.com or call 299 2JBF (2523).



Employees donate over \$59,000 in Covid-19 relief hampers



Security Officers from the Southern Distribution Area with packaged items for distribution.



In the midst of the fear and uncertainty felt by many during this Covid-19 pandemic coupled with a loss of income for some, employees from the Central and Southern Distribution Areas, Northern Area Sports Club and the Security Department, lent a helping hand and provided over 250 hampers, totalling \$59,400, to needy families across Trinidad.

In April, soon after the lockdown, the Northern Area Sports Club Executive Committee partnered with Woo Ling Supermarket and charitable organisation, Is There Not A Cause (ITNAC),

to provide urgent care packages to needy families. Utilising funds from members' contributions, 40 hampers, valued at \$160 each, were donated to ITNAC's "Operation 200" project that resulted in 200 hampers being given out over one weekend.

Fifty families affected by job loss in several communities, including Freeport, Chaguanas, Tunapuna, Arima, Trincity and Sangre Grande, each received hampers purchased with \$17,000 donated by employees from the Southern Distribution Area. The hampers of essential food items, children's snacks

and two face masks were purchased and packaged by a committee comprising Lester Lal, Kwesi Blackburn, Sarah Gopaul, Kayar Bannister, David Williams and Shazam Mohammed.

Co-ordinating the efforts of the Central Distribution Area was "High Voltage Promotions", a committee of field workers - Larry Seales, Derek Gomez, Sherwin Baptiste, Michael Rosemond, Sheldon Joseph, Sheldon Guy, Wilfred Babb and retiree, Walcott Charles. This group distributed over 120 hampers valued at \$200 each to households in central

Members of the Northern Area Sports Club executive and charitable organisation, ITNAC pose during the handover of hampers for distribution to needy families.



communities and other areas, including Princes Town.

Rounding off the hamper distribution effort was Security Officers from central and south who joined forces to provide 43 packages to needy families. Through a committee led by Acting Inspector Seepersad Roopnarine and including Acting Sergeant Marcus Matthews, Corporals Rudolph Hazard and Julien Charles and Constables Rickadonna Campbell and Siyra King Taitt, over \$12,000 in cash and food

items were collected from employees from the Central and Southern Distribution Areas, the Rio Claro and Point Fortin Depots and the Public Lighting Department.

The generosity of the Commission's employees to those in need will be remembered with gratitude. For those who gave – be it time, money or effort – the satisfaction is in knowing you made a positive difference during the Covid-19 crisis.

Employee Michael Brereton of Central Distribution Area, accepts a delivery of baked treats from Michelle Sohan of Bakery Treatz on behalf of his colleagues. The gesture, made on April 29, was "a little thank you" from Ms. Sohan, "for making sure we're enjoying one of our absolute necessities, electricity!"



Change: unavoidable, but not unmanageable

The following is an article by Dr. Asha Pemberton which was featured in the May 2020 edition of Thinkwell, a magazine on News and Thinking on Issues on Mental Wellbeing. The article *Change: unavoidable, but not unmanageable* gives some perspective on the “new normal” and offers some practical suggestions for coping.

“Change is an unavoidable constant”. Nick Tasler says in a 2016 article for the Harvard Business Review, writing in the context of the workplace and its management. Now, that axiom has spread to almost every aspect of our lives in response to the regulations and advice relevant to Covid-19. Dr. Asha Pemberton offers these tips for coping with change.



Focus on things you can control



Stress during times of difficulty often arises when we try to control situations or circumstances which we simply cannot. At any turning point, a useful practice involves objectively reviewing the moment, accepting the areas that are beyond our control and making intentional efforts to modify the things we can. By recognising that there will always be something beyond our abilities, we remove a source of frustration and helplessness. By focusing our efforts on issues we can improve, we provide ourselves opportunities for positive feedback and growth.

Review your view

Perspective is everything. Even in complex and challenging times, those who are able to adjust their view often find



a structure to build upon or reasons to express gratitude. Changes to employment may allow more time for family bonding or parenting. An ended relationship can provide space for self-improvement and personal development. Real change for a different future requires a change in how you view your position.

Build upon your strengths

The anxiety created by major life events can be positively re-directed to spur us into action. When productively applied, stress can awaken talents which previously lay dormant. We often summon creativity and fortitude at those times when we tell ourselves there is no other



option. A shift in mind-set from vulnerability to resilience occurs when a decision is made to actively alter the direction of one's life. This shift takes time, consistent effort and most importantly patience.

Accept your emotions but access solutions

A common misconception regarding the emotional upheaval of change is that anger, fear or frustration should be either ignored or ruminated upon. While we must recognise and accept the floods of emotions experienced during difficult times, an effective way to proceed is to seek support in strategy and problem solving. Recognise your feelings, accept them, but do not dwell on them. Set out on a path to make positive adjustments in your life. This process often requires the support and counsel of mentors, friends or professionals who are valuable assets during difficult times.

Live mindfully

Loss of employment, separation, divorce and death leave us feeling that our very foundation has been shaken. Strategies to develop and maintain calm include mindful pauses and reflections, recognising each moment without judgement. Inculcating a practice which includes self-care and mindfulness is pivotal to restoring balance in our lives. The future will be full of new opportunity and more change, and we are best placed to approach it with an open but peaceful mind.

There are several options for accessing free professional mental health support and advice. T&TEC's Employee Assistance Programme (EAP) provider - Elder Associates Limited - is available to employees and their families. They can be contacted at 622-6594 (Port of Spain) or at 226-4325 for other branches or via email at info@eldertt.com.

EPA offices are located at:

- Port of Spain (Head Office) – #30-32 Picton Street, Newtown.
- San Fernando - #53 Sutton Street.
- Tacarigua - #43 Cane Farm Road, Tacarigua.
- Tobago – 13 Robinson Street, Scarborough.

The Trinidad and Tobago Association of Psychologists has also provided the following list of free resources throughout the country:

East

Raymond – 732-2702
Laura – 474 -2737
Margaret – 342 - 1578
Greisy -769 – 8094

West

Wendy – 787 0975
Sally – 730 7639
Michelle – 469 9983
Patricia – 386 2815

Central

Deborah – 757- 9348
Kareen – 731- 2386
Jefferson – 689 1243
Luscia – 784 -6678

Tobago

Stacy – 718 - 4387
Dionne – 495 1750
Marion – 485 - 7382

Spanish callers

Greisy – 769-8094

Parents with young children (0-5 years)

Karin – 620 -8783

Parents with children with special needs

Laura – 474-2737

North Central regional Health Authority, Mental Health Support

489-1168 and 723-1122

Changing to LEDs

Switching to LED bulbs, light emitting diodes, has been a discussion in the public domain for some time. But do we understand why we should do so? When compared to incandescent and fluorescent lighting, LED lighting is more energy efficient, versatile and lasts longer.

LEDs are beneficial because they:

- Use less energy, up to 50 percent less, than compact fluorescent lighting (CFL) and incandescent lighting.
- Last longer - up to 19,000 hours.
- Provide full brightness immediately
- Are environmentally friendly, as less electricity means less natural gas is used, reducing carbon emissions as its energy is turned into light rather than heat.

While LED bulbs are more expensive than CFL and incandescent bulbs, over time, the benefits outweigh the costs.

When changing to LEDs, here are some points to remember:

- Sockets – make sure the mounting base is the same size and type as the existing fixture.
- Location – LEDs are directional light sources which mean they emit light in a specific direction. Incandescent and CFL emit light and heat in all directions.
- Shop for lumens, not watts – Non LED light sources are typically represented in wattage (e.g. 100w power consumption) whereas LEDs are represented in lumens (brightness) with less wattage. See chart below as an easy reference.

Incandescent	LED	Lumens
25 watts	3-4 watts	250
40	4-5	450
60	6-8	800
75	9-13	1,100
100	16-20	1,600
125	21-23	2,000
150	25-28	2,600

So get started, make the switch to LEDs and save time, money and the planet.



Powering the nation during a pandemic

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On May 4, once extensive work for the physical safety of staff and customers- which had commenced in March - was completed, service centres were reopened for bill payments. This re-configuration of public and office spaces for the "new normal" was managed by the Civil Engineering and Facilities Management Department. The installation of glass partitions in the service centres was enhanced with intercommunication microphone systems for Cashiers to speak with customers and the installation of what has become the standard for Covid-19 safety measures- "safe distance" floor markings and hand sanitization stations. The Commission also went above the minimum guidelines and instituted infrared temperature screening for all persons entering its compounds. Helping to manage these new requirements are Security Officers, who have been assisting customers in navigating the new setting at all service centers. Where required, new partitions have also been installed in offices, creating required social distancing, even as rotation of

staff continued for six weeks. Safety protocols governing the use of masks and close contact remain in place and the HSE Department has been providing guidance to staff in this vein.

As the nation slowly returns to work, T&TEC, mindful of its role to provide a safe, reliable high quality electricity service, is up to the challenge and has adopted an appropriate new tagline ...T&TEC, powering our new normal.



A security officer from Distribution South conducts temperature checks on customers.



A worker retrofitting one of T&TEC's Service Centres to safely accommodate staff and customers.



Distribution South Linesman Robin Pustam and Driver Roger Ghisyawan about to install a meter on a customer's house.



An employee prepares one of T&TEC's vehicles for use by sanitizing its exterior.

Employee update

Appointments, Promotions, Moving On and Accomplishments

APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Joey Tickorie	Engineer II	Transm Devel & Eng. Services
Kerlina Gopaul	Engineer II	Protect & Scada
Terrance Mc Kenna	Engineer II	Distribution Tobago

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Afraz Ali	Linesman 'B' (Hotline)	Distribution Central
Akini Adams	Chainman	Distribution South
Alain Ramdeen	Messenger	Distribution South
Alvin Bhagan	Driver – Aerial Lift Truck	Transmission Maintenance
Amanda Zama	Human Resources Assistant	Human Resources Manager
Amit Ramoutar	HR Specialist III	Human Resources Department
Amral Alsaran	Estate Sergeant	Security – Distribution North
Anita Lacaille	Engineer II	Communications Department
Arlene Maynard	Systems Assistant	Finance Division
Asa Ramdhanie	Meter & Relay Technician I	Protect & Scada
Ashmeed Ali	Manager – Business Dev. & Adm.	Operations Division
Avinash Maharaj	Senior Engineer	Trans Devel & Eng Services
Avinash Singh	Driver – Aerial Lift Truck	Transmission Maintenance
Bernadette Guy	Admin. Asst. III	Distribution North
Brian Grant	Jointer 'B'	Distribution East
Candice Dedier	Human Resources Assistant	Human Resources Department
Chalanor James	Operator-In-Training	Distribution Tobago
Charmaine Baptiste-Smith	Human Resources Officer II	Industrial Relations
Cherisse Garcia-Singh	Human Resources Assistant	Human Resources Department
Cheryl-Ann Nelson-Alleyne	Human Resources Officer III	Human Resources Department
Chrisalston Belle	Chief Technical Officer	Technical Division
Clint Pamphile	Linesman 'C'	Distribution South
Clive Best	Field Controller	Transmission Maintenance
Coryse Small	Senior Clerk	Distribution Tobago
Courtenay Tyson	Ganger	Supplies
Curtson Thomas	Crew Supervisor	Distribution Tobago
Dale Ross	Meter & Relay Technician I	Protect & Scada
Darrel Patron	Hotline Supervisor	Distribution North
Darryl Ganga	Linesman 'B' (Hotline)	Distribution Central
Daryl Ramkissoon	Shift Control Engineer I	System Control & Gen Interface
Davan Deoraj	Engineer II	Engineering Controller
Dave Singh	Engineer II	Transmission Maintenance
Dean Richards	Estate Sergeant	Security - Distribution Central
Densil Gomez	Senior Clerk	Supplies
Derick Davis	Public Lighting Manager	Public Lighting
Desta Francis	Linesman 'C'	Distribution South
Diana Ince	Human Resources Assistant	Human Resources
Dion Mohammed	Driver – Aerial Lift Truck	Transmission Maintenance
Dominic Moore	Electrician 'B'	Distribution East
Edwin Bowlah	Line Clearer Supervisor (T)	Distribution Central
Esley Charles	Meter & Relay Technician I	Protect & Scada
Everton Caesar	Crew Supervisor	Distribution Tobago
Frances Hosein	Subsection Leader	Chief Accountant
Gary Joseph	Jointer 'B'	Distribution North
Gerard Nina	Head of Projects - Distribution	Technical Division
Greig Silva	Jointer 'C'	Distribution North

Employee update

Appointments, Promotions, Moving On and Accomplishments

Gregory Robinson
 Harrilal Ramdewar
 Hasan Khan
 Jason Chin Sang
 Jeewan Ramroop
 Jeffrey Jones
 Jenelle Bennette-Wharton
 Jerrod Campbell
 Joanne Hall
 Joy Carasquero
 Karen Brooker
 Keisha Yates
 Keive Campbell
 Kendall Babb
 Kendall Birjue
 Kenrick Nigel Bobb
 Kern Nibbs
 Kern Chase
 Keron Seebaran
 Kevin David
 Kevin Garcia
 Khadja Antoine
 Kimberly Jaggernaut
 Kimraj Ramoutar
 Leisel Brathwaite-Sealey
 Lisa Felix
 Marina Browne
 Malanie King-Ramroop
 Naresh Seepersad
 Naseema Cassim
 Nkosi Ifill
 Nsilo John
 Octavia Fletcher-Forde
 Oladele Ballantyne
 Omilia Jarrott
 Patrick Bascombe
 Radikha Bharati
 Rajendra Kisto
 Rajiv Parasram
 Ramnath Jeboudsingh
 Ranjeet Soogrim Ram
 Raveed Maharaj
 Ravindra Sharma
 Ricardo Dillah
 Richard Davis
 Ricky Sampath
 Roger Wickham
 Rohini Ramroop-Dhاندoolal
 Rondell Urquhart
 Sacha Lyman
 Sarfraaz Ali
 Shazam Mohammed
 Shazard Mohammed
 Shirron Cuffy
 Shiva Sitahal
 Simeon Augustus
 Sophia Clarke

Senior Clerk
 Assistant Head, Security
 Engineer II
 Senior Engineer
 Linesman 'C'
 Snr. Supervisor Trans. & Dist.
 Senior Clerk
 Communications Rigger
 Steno Typist
 Human Resources Specialist III
 Subsection Leader
 Stenotypist
 Human Resources Assistant
 Jointer 'C'
 Meter & Relay Technician III
 Area Manager
 Linesman 'A' (Hotline)
 Substation
 Assistant Area Manager
 Systems Analyst III
 Hotline Supervisor
 Subsection Leader
 Clerk Typist
 Head, Security
 Purchasing Assistant
 Senior Clerk
 Clerk I
 Clerk I
 Meter & Relay Technician III
 Senior Legal Officer
 Jointer 'C'
 Senior Clerk
 Systems Assistant
 Jointer 'B'
 Field Controller
 Estate Sergeant
 Accountant III – I.A.
 Linesman 'C'
 Assistant Area Manager
 Internal Audit Supervisor
 Jointer 'B'
 Snr Accountant – Fin.
 Technical Assistant III
 Technical Assistant I
 Jointer 'A'
 Mechanic 'A'
 Estate Sergeant
 Clerk I
 Linesman 'C'
 Senior Clerk
 Estate Sergeant
 Technical Assistant I
 Transmission Maintenance Manager
 Jointer 'B'
 Jointer 'C'
 Linesman 'C'
 Subsection Leader

Distribution East
 Security – Dist. Central
 Engineering Controller
 Protect & Scada
 Distribution South
 Distribution East
 Distribution East
 Communications
 Transmission Maintenance
 Human Resources
 Chief Accountant
 Distribution North
 Human Resources
 Distribution East
 Protect & Scada
 Distribution East
 Distribution South
 Distribution Central
 Distribution Tobago
 Internal Audit
 Distribution South
 Technical Division
 Distribution North
 Security – Head Office
 Supplies
 Distribution East
 Supplies
 Distribution East
 Protect & Scada
 Corporate Secretary
 Distribution North
 Supplies
 Human Resources
 Distribution North
 Distribution Tobago
 Security – Distribution Central
 Internal Audit
 Distribution Central
 Distribution East
 Internal Audit
 Distribution North
 Chief Accountant
 System Control & Gen Interface
 Distribution Tobago
 Transmission Maintenance
 Distribution South
 Security – Mt. Hope
 Supplies
 Distribution Tobago
 Operations Division
 Security – Head Office
 Distribution South
 Transmission Maintenance
 Distribution North
 Distribution North
 Distribution South
 Chief Accountant

PROMOTIONS

NAME

Stephen La Guerre
Terry Phillip
Tigana Sparks
Timmy Duncan
Tracy Reid
Trevorn Felix
Umar Mohammed
Valmiki Seepaul
Vashtie Seereeram
Vijai Ramdhan
Yuraj Rooplal
Zaheer Mohammed
James Solomon

POSITION

Engineer I
Crew Supervisor
Linesman 'C'
Engineer II
Technical Assistant III
Engineer II
Subsection Leader
Senior Engineer (Senior)
Supplies Clerk
Consumers Investigator
Linesman 'B' (Hotline)
Assistant Warehouse Supervisor
Area Administrative Officer

AREA/DEPARTMENT

Distribution Central
Distribution Tobago
Distribution South
Transmission Maintenance
System Control & Gen Interface
Engineering Controller
Chief Accountant
Engineering Controller
Supplies
Public Lighting
Distribution South
Metering Services
Supplies

DEPARTURE

NAME

Afzal Khan
Ambrose Mendoza
Anthony Joseph
Arlene Greaves
Benny Jadoonanan
Brian Francis
Calliste La Croix
Carol Ann Lee Sing-Kalloo
Christopher Moore
Deorajh Ramkumar
Ernest Samuel
Eldon St. Rose
Evor Billy-Peters
Fareeda Harradan
Gemma Charles-Lawrence
Hayden Hernandez
Israiel Ali
Jason Lyder
Joel De Riggs
John Wilson
June Lashley
Lester James
Michael Modeste
Nicole Roberts
Pamela Jones
Radikha Bharati
Raffick Mohammed
Randolph Shipley
Ricky Guerra
Robert Martin
Sandra Marcano
Shyam Seerattan
Sonya Drakes
Stanley Searles
Susan Birbal-Khan
Terry Badree
Trevor Felix
Trevor Kipps
Varune Maharaj
Victor Lewis
Vishnu Rajgir
William Douglas
Yolande Ceballo

POSITION

Crew Supervisor
Dr – Vehicles < 25000 Lbs.
Crew Supervisor
Area Administrative Office
Consumer Investigator
Dr – Lr. Ldr./Lift Comb.
Substation Supervisor
Head, Projects
Snr. Supervisor Trans. & Dist.
Driver – Aerial Lift Truck
Mechanic Foreman
Crew Supervisor
Area Administrative Officer
Subsection Leader
Subsection Leader
Crew Supervisor
Manager – Business Dev. & Adm.
Labourer
Assistant Cable Supervisor
Estate Constable
Senior Clerk
Ganger (Distribution)
Senior H.S.E. Co-ordinator
Senior Clerk
Subsection Leader
Accountant III – I.A.
Estate Sergeant
Dr – Lr. Ldr./Lift Comb.
Ganger
Welder 'A'
Telephonist
Estate Corporal
Cashier
Stock Control Supervisor
Registrar
Dr – Vehicles < 25000 Lbs.
Driver – Aerial Lift Truck
Network Supervisor
Senior Engineer
Ganger (Distribution)
Driver – Aerial Lift Truck
Head, Security
Subsection Leader

AREA/DEPARTMENT

Distribution North
Distribution Central
Distribution Tobago
Supplies
Distribution South
Distribution South
Transmission Maintenance
Technical Division
Distribution North
Distribution East
Distribution Central
Distribution South
Distribution North
Distribution North
Commercial
Distribution East
Operations Division
Distribution East
Distribution North
Security – Distribution South
Distribution Central
Distribution North
Health, Safety & Environment
Information Systems
Distribution Central
Internal Audit
Security – Distribution East
Distribution South
Supplies
Distribution Central
Distribution East
Security – Distribution South
Commercial
Supplies
Operations Division
Distribution North
Distribution North
Information Systems
Supplies
Distribution North
Distribution Central
Security – Head Office
Chief Accountant

T&TEC mourns the passing of employee

The Commission was saddened by the passing of two employees - Keron Marc Holder and Soogrim Samaroo - in June.



Keron Marc Holder, Electrician 'A' in the Substation Section, Transmission Maintenance (TX) Department passed away in a vehicular accident on June 10.

He was Annual Leave and would have been 35 years in October.

Mr. Holder joined T&TEC on July 2, 2007 as a Craft Trainee at the Port of Spain Training

Facility. He was assigned to the Transmission Maintenance Department as Electrician 'B' on January 13, 2011 and was promoted to Electrician 'A' on January 21, 2016. From time to time Mr. Holder acted as Substation Supervisor in that Department. Sean Giles, Senior Engineer, Transmission Maintenance Department remembers Mr. Holder as a dedicated employee who went above the call of duty in executing his job. Sharing that he was a straight forward and serious guy who will be missed by all.

Another colleague, Soogrim Samaroo, Substation Supervisor, Southern Distribution Area passed away suddenly on June 15.

Mr. Samaroo joined T&TEC as a Craft Trainee in 1977 and became a permanent employee in 1982. He was assigned to the Southern Distribution Area as an Electrician 'B' and remained at this Area for the duration of his tenure with the Commission. In 2003 Mr. Samaroo was promoted to Electrician 'A' and in 2010 to Substation Foreman. He was re-designated to Substation Supervisor in 2011. This upgrade facilitated his selection, the following year, as a training supervisor for the craft trainees' on-the-job segment.

Mr. Samaroo was 59 years old, would have retired in May 2021. He is remembered by Area Manager, Vishnu Seetaram



as a very straightforward person who was knowledgeable, honest, very helpful and always on time. According to Mr. Seetaram it was his [Samaroo's] demeanour that made him a suitable candidate as a trainer.

The T&TEC Family extends condolences to the relatives, friends and colleagues of these employees. May their souls rest in peace.

T&TEC in de Carnival

T&TEC's sponsored bands, New Eastside Dimension and Tropical Angel Harps, and employees Marlon Rampersad and Sekon Alves did the T&TEC family proud during this year's Carnival activities.



Tobago band, T&TEC New East Side Dimension had another fantastic Panorama season.

Under the direction of 25-year old arranger, Kersh Ramsey, T&TEC's New Eastside Dimension's 2020 rendition of Kees Dieffenthaler's Savannah Grass, captured the attention of judges to secure top placements in this year's competitions. Their reward was first place in a three-way tie at the Panorama small conventional band preliminaries on December 9, fourth place at the Semifinals on January 11 and culminating, in another fourth placing, this time at the national small conventional bands finals at the Savannah on January 17. Band Secretary/Treasurer, Joycelyn Blackman-Muir, said the season was "short and grueling," requiring six nights of tedious practice every week, for over five weeks, for the 60-member band. The band went on to

successfully defended their 2019 title at the Tobago House of Assembly's 2020 Pan Champs on February 5 at the Dwight York Stadium.

T&TEC's Tropical Angel Harps was among 11 finalists in the national panorama large band competition held on February 22 at



T&TEC's Tropical Angel Harps during their finals performance on the Savannah stage.

the Savannah. For their performance, Arranger, Clarence Morris, said some important adjustments were made to the percussions and climax of their semifinal rendition of More Sokah by Nailah Blackman. Their efforts earned the Enterprise-based band ninth place.

Mas maker, Marlon Rampersad, placed third at the national King of Carnival finals competition on Dimanche Gras night, February 23. With his portrayal of King Cyrus the Great, the Southern Distribution Area employee wowed the judges with his majestic red and gold behemoth, which spanned 17 feet tall, 26 feet wide and weighed approximately 100 pounds. Dancing to Swappi's Feeling It, he battled the odds to secure his highest placing at the competition finals to date.



Marlon Rampersad portraying King Cyrus the Great at the national King of Carnival finals.

T&TEC calypso veteran, Central Distribution Area's Sekon Alves, also had a commendable season as a performer at the Icons Calypso tent. Singing De New Handbook, his song provided new rules for former Petrotrin workers, should they become employees of the new OWTU-managed refinery. The Consumers Investigator also competed in the Young Kings competition on February 11. His performance opened with a band of picketing workers clad in union jerseys, who were then schooled by Alves on his new rules. He was awarded 7th place out of 16 finalists.

Congratulations to the management teams, players and supporters of New Eastside Dimension and Tropical Angel Harps and Mr. Rampersad and Mr. Alves for another successful carnival season.

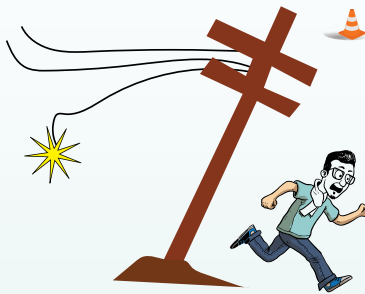


*Central Distribution Area's Sekon Alves does his thing on the Young King finals stage.
Photo courtesy: Wack Radio facebook page.*

Electricity safety tips for natural disasters

Earthquake . Flood . Hurricane

With the hurricane season officially starting on June 1, and with the repeated occurrence of earthquakes in our country, we encourage you to practice the following safety tips to protect you and your property.



⚠️ Outdoors? Stay away from poles and wires as they may fall. Fallen and/or low, sagging power lines can be dangerous even if they are not sparking.

⚠️ Treat fallen poles or wires as if they are live! Do not touch!

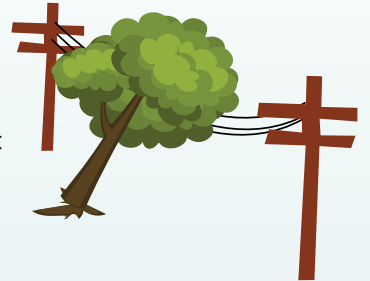
⚠️ Do not use electrical appliances during a storm, as lightning can cause them to malfunction and even cause injury.

⚠️ Do not touch electrical appliances, wires or equipment especially if they are wet.

⚠️ Flood waters may be electrically charged from power lines. Check for damage to electrical lines and appliances.

⚠️ Look outside for fallen power lines before doing checks outdoors.

⚠️ Stay away from trees touching power lines as they can conduct electricity and electrocute or shock you.



⚠️ Turn off breakers to protect appliances in the event of electricity surges.

⚠️ Do not turn on any electrical equipment (even the main power source in your house) until you are sure the wiring is safe. You may need an electrician to check your house.



EAW work and play

The members of the Electrical Association for Women (EAW) were kept busy with an outreach event and a fun respite pre-Covid. On February 6, the Sangre Grande Branch took part in a Climate Change and Community Recycling Day at the Cumana Recreation Ground. The ladies engaged students from 16 schools, in the region, in competitions and activities geared towards encouraging them to recycle and care for the environment.

Later in the month, the members got down to fun at their annual Sports and Family Day.

Held under the theme Shining through the years, the event took place at the Bon Air Gardens Recreation Ground, Arouca on February 29. Eight of the nine branches – Tobago, Port of Spain, San Fernando, Arima, Siparia, Point Fortin, Chaguanas and Sangre Grande - participated in a parade of teams. Although this was not a competition, the Point Fortin Branch stood out with their costumes and dance routines. The afternoon of fun and fellowship included activities such as bouncy castle, sack race, face painting and tug-of-war.



T&TEC's Corporate Communications Manager, Annabelle Brasnell; Assistant Manager, Clare Cooper; and Senior Corporate Communications Assistant and EAW liaison, Usha Ramcharan were also on hand to share in the event with this T&TEC sponsored group.

The ladies of the EAW Central Branch had a fantastic time during the parade of teams.

EAW outreach



Young visitors take in the educational material at the EAW booth at a Climate Change and Community Recycling Day

The new normal - Covid-19



Health authorities recommend the following guidelines to reduce the spread of Covid-19:

- **Wear a mask when you go out in public**
- **Keep your distance from others (6 feet)**
- **Stay home if you are ill**
- **Wash your hands often with soap and water or use an alcohol-based hand sanitizer**
- **Cough into a tissue or into the crook of your elbow**
- **Avoid touching your face**
- **Clean then sanitize surfaces (e.g. table tops, door knobs and cell phones).**

There are several options of masks available for use by the general population. While cloth masks is a popular choice, surgical and N95 masks are also being used/.



Cloth masks should be made from multiple layers of fabric. They should be washed after every use with regular detergent. Avoid using bleach or other harsher chemicals and dry them thoroughly.

Throw away cloth masks when they are damaged, show dirt, lose their shape or no longer fit snugly.



Surgical masks are loose fitting, but protect the nose and mouth from contact with airborne matter that may contain germs. They are not intended to be used more than once and should be disposed of in a covered bin.



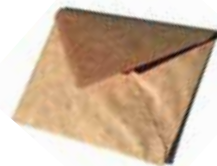
N95/ 99 respirator masks. The number (95, 99) indicates the level of particles blocked by the respirator e.g. the N95 blocks out at least 95 percent of particles. These respirators come in different brands and sizes. They can be reused if they are stored in a separate breathable paper bag at room temperature between uses.

If your N95/ N99 respirator is damaged or soiled, or if breathing becomes difficult, remove the respirator, discard it properly, and replace it with a new one.

Whatever your choice, wearing your mask correctly when out in public can help reduce the spread of the Covid-19 virus. It will also be a restraint to you touching your mouth and nose.

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.



December 8, 2019.

Good night,

At this ungodly hour, T&TEC San Fernando took my call in the most courteous/professional manner [regarding an issue] at my home at Mc Lelland Street, St Joseph Village. [They came in] the blink of an eye and sorted out my issues. I don't know their names, but thank you. Please extend my heartfelt gratitude.

Melissa Badree Jones

Editor's note: The customer's report was taken by Telecom Operator, Darian Chin Slick about a 'phase out' issue. The responding crew was led by Crew Supervisor, Terrance Pitelal, and included Linesmen 'B' Keegan Jagessar and Gary Lopez and Driver – Aerial Lift Truck Praimchand Kenrick. Their checks found a defective service connection wire which was replaced and the customer's was reconnected with a normal supply.

In a thank you card Mrs. Alston-Smith expressed her "gratitude and admiration" to Tynielle Solomon, Acting Corporate Communications Assistant, Mr. Mc Kenna and the crews, for assisting in rectifying her problem. Writing, "the other utilities should try and emulate your work ethic Ms. Solomon, you could teach customer service. Well done T&TEC Tobago, I am very proud of you all! Job well done!"

Editor's Note: The crews and support staff comprised Marcus Cordner, Crew Supervisor; Curtis Louis, Acting Crew Supervisor; Jelani Turner, Acting Linesman 'A'; Deon Mc Dowall and Terrence Noray, Linesmen 'B'; Devon Edwards, Linesman 'C'; Villard Williams, Acting Ganger; Antonio Balfour and Trevern James, Climbers; Bevon Thomas, Line Clearer and David Alexander, Ronald Williams and Giddel Jordan, Drivers and Elvin Hackett, Maintenance Technician I.

December 23, 2019

Customer Carol Alston-Smith's letter of complaint to Distribution Tobago on December 19, 2019 explained that she had been experiencing frequent outages at Hopeton Crown Trace, Prospect, Tobago. This prompted the immediate inspection of the overhead line circuit by Engineer-In-Training, Terrance Mc Kenna and Senior Supervisor, Vaughn Aberdeen and a pole-to-pole inspection by an overhead lines crew, to ascertain the problem. The next day crews were dispatched to conduct overhead lines maintenance on the circuit to rectify the problem. The customer was kept up-to-date on the progress of the work which was completed in one day.

In a March 5 email to Vishnu Seetaram, Area Manager, Southern Distribution, Rocky Ramsingh, Telecom Operator, Rio Claro Depot complemented his colleagues for their prompt and professional service. Mr. Ramsingh wrote:

I would like to please add my personal observations to Bernard Lewis, Crew Supervisor and, by extension his crew - Kelvin Beharry, Linesman 'B' and Davis Maharaj, Driver - Aerial Lift Truck [who] always go the extra mile to achieve customer satisfaction.

Mr. Lewis often go on Trouble Reports and calls and on additional issues (unrelated) such as vines, vegetation and defective lamps which he promptly attends to. This crews' work ethic is very admirable.

