



# WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 37 #2 & #3 / July - December 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.

- New Chairman appointed
- Roxborough Customer Service Center opened
- Customers get free LED bulbs



# A message from the General Manager

Dear colleagues, as we begin a New Year I believe it is a good time to reflect on the gains made and the lessons learnt in 2020, so that we can positively embrace what is to come.

The numerous challenges of the COVID-19 pandemic have forced us to give up many of the old ways of doing things and some of the habits we have grown used to. Last year we unfortunately were unable to interact and participate in work and non-work related activities at the expense of camaraderie and the family spirit we have nurtured over the years. However, despite these difficulties, our focus still remains on the larger common goal of providing service to our customers and continue to do so in 2021.

I am pleased that many of you have not waned in your commitment to excellence and customer satisfaction. As you will read in this issue, over the past months, employees developed two online systems in-house - T&TEC's Energy Management Application and a new system for capital expenditure applications. We have also managed, on behalf of the Ministry of Public Utilities, the procurement and the distribution of 1.6 million LED bulbs to our customers. And for the first time, employees conducted a Factory Acceptance Test of transformers virtually.

Over the last few months, there have been other examples of employees going above and beyond to ensure projects are completed and that quality service is maintained. These

successes demonstrate that we not only have it within us to achieve our goals, but also the need to work together to get things done. As we continue to operate during these unprecedented times, let us unite in the common effort to continue to be the number one public utility in Trinidad and Tobago, providing quality, seamless service to our customers, even as we balance the other requirements to get the job done.

Finally, I take this opportunity to wish all of you and your families, the very best for 2021 and beyond.

Kelvin Ramsook  
General Manager

**COVER** - New LED street lights illuminate Ariapita Avenue, Woodbrook. The lights were installed as part of T&TEC's ongoing project to change out high pressure sodium street lights to LEDs. See page 7.

## Credits

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# Minister Marvin Gonzales appointed to Ministry of Public Utilities



T&TEC welcomes the Honourable Marvin Gonzales, Member of Parliament for Lopinot/Bon Air West, who was appointed Minister of Public Utilities on August 10, 2020.

An Attorney-at-Law, Minister

Gonzales holds a Bachelor of Law degree from the University of London, a Legal Education Certificate from the Hugh Wooding Law School and a Master of Law degree, with emphasis on Corporate/Commercial Law, from the University of the West Indies.

Minister Gonzales' avid interest in law, and its impact on society, was apparent from an early age. In 1995 he graduated from the Trinidad and Tobago Police Academy and is credited for bridging the gap between theory and practice in his role as an attorney for the Special Anti-

Crime Unit. Minister Gonzales was also instrumental in crafting Trinidad and Tobago's first DNA legislation and played a key role in the establishment of a Crime Scene Investigation Academy at the Cumuto Military Base.

As the former Director of Legal Services at the Ministry of Works and Transport, Minister Gonzales pioneered critical pieces of legislation and policies that resulted in the reduction of road fatalities. He was also influential in establishing the Demerit Points and Red Light Camera Enforcement System for Trinidad and Tobago.

## Board announcement

Mr. Romney Thomas, Attorney-at-Law, is the new Chairman of the Board of Commissioners of the Trinidad and Tobago Electricity Commission. His appointment is effective from January 1, 2021 and ends on December 9, 2021, the same time as the current Board of Commissioners.

Mr. Thomas replaced Mr. Keith Sirju, former Chairman, who demitted office on December 31, 2020.

We thank Mr. Sirju for his contribution towards the progress of T&TEC during his term of office.

Mr. Thomas has indicated his commitment to working with the rest of the Board, Management and staff of the Commission to ensure it



*The Minister of Public Utilities, the Honourable Marvin Gonzales, presented T&TEC's Chairman, Romney Thomas, with his instrument of appointment at the Ministry on January 4.*

operates in the most efficient manner possible to achieve our mandate.

# Executive appointments

There were three promotions and one re-assignment in the Commission's executive management team over the last six months. The appointments are listed below.

Leading the list of changes was the July 1 appointment of **Gerard Emmanuel-Rodriguez** as Internal Audit Manager. The former Head, Corporate Support holds a MSc degree in Environmental Engineering, a MBA degree in Sustainable Energy Management, a BSc in Mathematics and a BSc degree in Economics. He joined T&TEC in July 2012 as Senior Manager, Regulatory Compliance and Consumer Statistics and has acted as Internal Audit Manager several times over the past years.



On July 5, **Hemant Dharamdass** was promoted to Head, Corporate Support Department. The holder of a MBA and a BA degree in Business Administration, Mr. Dharamdass joined T&TEC in 1999 as a Trainee in the Central Distribution Area. After eight years, and several promotions, he was re-assigned in 2007 to the Internal Audit Department. Mr. Dharamdass was promoted to Internal Audit Assistant in 2013 and, after three years, to Corporate Planner, Corporate Support Department.

**Richard Sitahal** was appointed Area Manager, Distribution South from September 1. Mr. Sitahal holds a BSc degree in Electrical and Computer Engineering and joined T&TEC in 1994. His 25 years of experience with the Commission spans progressive positions in the System Planning and Control Department, Distribution South, Central and Tobago, and the Supplies and Metering Services Departments. Mr. Sitahal most recently held the position of Manager, Distribution Planning and Support.



**Kendel Francis** was appointed Area Manager, Distribution Tobago on September 1. Prior to this appointment Mr. Francis, a BSc graduate in Electrical and Computer Engineering, was the Assistant Area Manager, Distribution East. He joined T&TEC in 1995 in the Engineer-in-Training programme. His advancement in the Commission includes positions at Distribution North, Central, East and the Public Lighting Department.

The Minister of Public Utilities, the Hon. Marvin Gonzales (centre) prepares to cut the ribbon to mark the opening of the Roxborough Customer Service Centre. Joining him are (l-r) THA Sec. for Settlements, Urban Renewal and Public Utilities, Clarence Jacob; MP for Tobago East, the Hon. Ayanna Webster-Roy; Chief Secretary, the Hon. Ancil Dennis and T&TEC Chairman, Romney Thomas.



## New service centre opens, another relocates

T&TEC opened its 15th customer service centre at the Roxborough Administrative Complex, Tobago, on January 12, weeks after the Chaguanas Customer Service Centre opened its doors at a new location.

The new Roxborough Customer Service Centre, the second on the island, offers customers from the surrounding communities of Belle Garden, Louis D'or, Delaford, Glamorgan, Pembroke and Goodwood, Speyside and Charlotteville, and the farther communities of Castara and L'Anse Fourmi, a more convenient location to pay bills, request new connections and street lights, or make general

enquiries and reports. It was formally opened at a ceremony attended by the Chief Secretary of the Tobago House of Assembly (THA), the Honourable Ancil Dennis; Minister of Public Utilities, the Honourable Marvin Gonzales; and T&TEC's newly-appointed Chairman, Romney Thomas.

Chairman, Mr. Thomas, said that the opening of the new service centre "leads the way for the expansion of T&TEC's customer services in this jurisdiction." He gave the audience, which included the Member of Parliament for Tobago East, the Honourable Ayanna Webster-Roy; the THA Secretary for Settlements, Urban Renewal and Public

Utilities, Mr. Clarence Jacob; and representatives from the Tobago business community, some insight into the Commission's medium and long term plans for Tobago. These include the upgrade of the Roxborough Customer Service Center to a Depot, to make it the base of operations for crews attending to reports on that side of the island, and several ongoing projects at the Studley Park and Courland Bay Substations, to cater for additional load growth in these areas.

The Chief Secretary, Mr. Dennis, welcomed news of T&TEC's ongoing efforts towards improving the service

*continued on page 11*

# Minister visits Tobago to discuss electricity service

With delivery of a reliable electricity service being a key issue for Tobago, the Minister of Public Utilities, the Honourable Marvin Gonzales, paid an official visit to the sister isle on November 30, where he met with officials of T&TEC and the Tobago House of Assembly (THA). The visit followed concerns indicated by THA personnel with the reliability of supply to Tobago inclusive of the issues related to a power outage that occurred on November 25, which left a large part of the island without electricity for just under one hour.

The Minister explained that he felt his presence was necessary to demonstrate his commitment to work with the THA and T&TEC to move public utilities into a new era. He said that the services provided by utilities should not be taken for granted, and they are especially critical during this COVID-19 pandemic, with online schooling and also with persons working from home.

Minister Gonzales was also keen to learn of T&TEC's plans to deal with unplanned interruptions. Following meetings and a tour of the Cove Power Station, he told members of the media that he was happy by T&TEC's level of professionalism and



*Minister of Public Utilities, the Hon. Marvin Gonzales (2<sup>nd</sup> from right), joins (from l-r) T&TEC's then Chairman, Keith Sirju; Secretary of Settlements, Urban Renewal and Public Utilities, Assemblyman Clarence Jacob; and T&TEC's General Manager, Kelvin Ramsook for a media conference after their meeting.*

the technology at the plant. He expressed confidence that, having identified areas in need of improvement, the "competent, professional and committed team" would implement the necessary plans for such improvement.

Regarding the November 25 power outage, Mr. Ramsook explained that it was an isolated incident which occurred during the recommissioning of a generating unit at the Cove Power Station. The scheduled maintenance was recently completed on the machine and a voltage anomaly developed during the restarting process. This caused the other machines, which were also connected to the grid, to trip, as the safety mechanisms were triggered. The machines

were restarted and power was restored on a rolling basis, starting approximately 30 minutes later. Mr. Ramsook advised that with approximately 90 megawatts of installed capacity, Tobago has almost twice the installed generating capacity to meet its demand. Notwithstanding this, he gave the assurance that T&TEC will examine what went wrong on November 25, 2020 with a view to improving its service and minimising the number of disruptions in the future.

Minister Gonzales added that the issue of reliability of electricity to the island will be monitored and reaffirmed his commitment to work with T&TEC to ensure that whatever is required to maintain a quality supply, will be prioritised.

# Four more community spaces get LEDs and twenty two recreation facilities lit



Four more community spaces - Ariapita Avenue, Woodbrook; Harris Promenade, San Fernando; Victor Chin Kit Park, Point Fortin and the Princess Royal Park, Arima - have been upgraded with new LED streetlights. The Ministry of Public Utilities' funded initiative is a joint project between T&TEC and the Telecommunications Services of Trinidad and Tobago.

The change out of High Pressure Sodium (HPS) lights to LEDs was executed by T&TEC's Public Lighting Department (PLD) between July and September 2020. It is in keeping with the Ministry's ongoing programme to create smart cities and spaces for

citizens across Trinidad and Tobago and the Commission's intention to change out, on a phased basis, HPS to LEDs.

The new energy-efficient lights, which can be adapted to provide additional services related to safety, crime and traffic management, are expected to provide consumers with improved visibility and an added level of security. Over 200 LEDs were installed by crews from the PLD, whose only challenge was navigating around the flow of traffic at these spaces. The newest upgrades follow the development of smart spaces at the Queen's Park Savannah and Woodford Square in

December 2019 and January 2020, respectively.

In addition to the LEDs, T&TEC outfitted 22 recreational facilities with new sporting lights and completed the electrification of the former Merikin Lands at Samuel Cooper Road in Moruga. Communities in Fyzabad, Princes Town and La Brea in south; Laventille and Morvant in the north; and Cumuto, Cunaripo, Sangre Grande and Matelot in the east of Trinidad, all benefitted from the lighting upgrades, which occurred in July and August 2020.

*see photo on page 9*



## Customers introduced to energy management with LED bulbs and Web Application

Trinidad and Tobago's once abundant supply of natural gas is on the decline, impacting the country's earnings from gas sales to the petro chemical sector. The electricity sector has priority on natural gas at a lower than market price, giving the average account holder a subsidy of over 80 percent on their bill as a result of this preferential rate. This situation was documented in the Government's Energy Efficiency/Energy Conservation (EE/EC) Policy and Action Plan 2020-2024. In an effort to rebalance the economic and environmental impact of this arrangement, the plan recommends that citizens be encouraged to practice energy efficiency, through the use of LED bulbs.

One point six million bulbs were procured by T&TEC on behalf of the Government for distribution to approximately 400,000 T&TEC residential customers, starting in September. On September 21, the Minister of Public Utilities, the Honourable Marvin Gonzales, launched the LED Bulb Distribution Programme, outlining the factors that led to the energy efficiency initiative. At the virtual event, which was streamed live on T&TEC's and TTT's Facebook pages, he noted that the current preferential arrangement for the use of natural gas to produce electricity "has resulted in a missed opportunity for the country to earn higher revenue for natural gas on the open market."

Chairman Keith Sirju agreed with this analysis, adding that the switch to LEDs reduces the Commission's demand for electricity and lessens the amount of natural gas used in generation, thereby reducing carbon emissions. Mr. Sirju endorsed the environmental benefits of switching to LED bulbs, saying "these lights provide the same amount of illumination, using less than half of the energy consumed by traditional ones." Estimates suggest that as much as 17% of our carbon footprint is due to lighting. This reduction will significantly contribute to Trinidad and Tobago achieving its commitment under the Paris Agreement, which focuses on an overall emission reduction of 15% by 2030

from the industrial, power generation and transport sectors.

As a complement to the energy efficiency offered by the bulbs, T&TEC's Energy Management Application will aid customers with energy conservation. Customers can monitor and manage their consumption through the application, via the Customer Web Access (CWA). The Application allows users to set goals for kWh consumption or bill total, monitor their usage habits and use a calculator to estimate the electricity consumed by their specific appliances. Each tool is linked to historical usage, allowing the customer to

make realistic plans based on lifestyle. This is particularly beneficial for customers who may have noticed an increase in their bills stemming from higher consumption, with persons being at home for longer periods because of the COVID-19 pandemic.

Customers can also view the level of carbon emissions they generate, to be better informed about greenhouse gases and how these relate to items used in everyday life. Through its website, Facebook posts and the media, T&TEC's customers are being advised to switch to energy efficient LED bulbs and practice energy management and simple energy conservation habits,

to reduce their electricity consumption and the charges on their electricity bill.

Customers appeared eager to become more energy efficient, and on the first day of distribution, 3,265 persons presented themselves at service centres to collect their LED bulbs. David John had the honour of being the first customer at the Frederick Street Customer Service Centre to receive LED bulbs. He was presented with his package by Curvis Francois, Chief Operating Officer. As at December 31, 2020 just over 180,809 residential customers collected 723,231 bulbs at T&TEC customer service centres across the country.



*Children play a game of 'small goal' under the new lights installed at the Ridgehill Recreation Ground, Tacarigua, in August.*

# Additional systems introduced to improve service delivery



Following the introduction and enhancement of online services to protect the health and safety of employees and customers during the COVID-19 pandemic, T&TEC has introduced further measures to reduce in-person requests for services and ensure service quality to customers at home.

Chief Technical Officer, Chris Belle, shared that planned maintenance outages have been adjusted, condensed or shifted to accommodate persons working from home and for those participating in online classes. He said that “in addition to hotline work, routine maintenance work carried out by crews across the five Distribution Areas, is scheduled for later in the day, mostly in the afternoons and, where feasible, for shorter periods of time.” Work typically starts at 1 p.m., closer to dismissal time for most online schools. This time also minimises inconvenience for professionals working normal hours at home.

For customers seeking Commercial and Utilisation services, applications can now be submitted online by completing the Request a Service form on the Commission's website, after which they will be contacted by a service representative. Follow up on Utilisation services can be done via dedicated WhatsApp business numbers and email addresses. These services will continue to work as a supplement to those offered in-house to walk-in customers.

**Customers can submit a request online for any of the following services:**

- New/upgrade/downgrade of electricity supply
- Maintenance Services:
  - Relocation/repositioning of overhead lines, poles, meters or guy wires
  - Confirmation of underground infrastructure
  - Attachment of utilities on poles
  - Generator licences
- Major Contracting Services:
  - Temporary electricity supply
  - Isolation of electricity supply
  - Hanging of Banners and Pennants
  - Piloting of vehicles
  - Supervision of excavation works

## Email Addresses and WhatsApp Numbers by Distribution Areas:

**Distribution North:** [utquerydistn@ttec.co.tt](mailto:utquerydistn@ttec.co.tt)  
Phone number - 278-3904

**Distribution Central:** [utquerydistc@ttec.co.tt](mailto:utquerydistc@ttec.co.tt)  
Phone number - 280-3558

**Distribution South:** [utquerydists@ttec.co.tt](mailto:utquerydists@ttec.co.tt)  
Phone number - 278-4091

**Distribution East:** [utquerydiste@ttec.co.tt](mailto:utquerydiste@ttec.co.tt)  
Phone number - 278-4706

**Distribution Tobago:** [utquerytbgo@ttec.co.tt](mailto:utquerytbgo@ttec.co.tt)  
Phone number -278-4015



T&TEC continues to engage in hotline work to minimise electricity interruptions to customers. Our roving cameras were able to capture two job sites, in central (Freeport) and south (Siparia) Trinidad, where hotline work was being carried out.

## New service centre opens, another relocates continued

delivered to customers in Tobago. He was pleased to witness the opening of the customer service centre, and encouraged employees to deliver the best service they can, since “customers are more important than the building and equipment”.

Minister Gonzales, in his feature address, spoke of a number of T&TEC’s “customer-centred” initiatives and publicly endorsed its strategic direction. He said that a robust and adaptive electricity sector is needed for national development, citing the Outage Management

System - scheduled to be implemented in Tobago by the first quarter of 2021 - and which allows for more efficient responses to emergencies, as one such example. He commended the men and women of T&TEC who “continue to exemplify professionalism, hard work and commitment” for their continued support of Government’s thrust towards a better and brighter future for the citizens of this country.

On November 30, staff assumed their duties at the relocated Chaguanas Customer Service Centre, which moved



*Customers line up to conduct business at the Chaguanas Customer Service Centre on its opening day in November.*

from the Chaguanas Main Road to the ground floor, Mid Centre Mall. Chief Operating Officer, Curvis Francois and Commercial Manager, Rodney Latchman, were on hand to meet with employees and welcome customers on the first day at the new location.



Overhead line construction and maintenance crews at work to install infrastructure to power the proposed Phoenix Park Industrial Estate.

# The power to make it work at eTeck Phoenix Park Industrial Estate

Linesmen atop poles and trucks with specialist capabilities cut an impressive sight for users of Marshall Trace and Phoenix Park Road from July to October 2020, as crews from the Central Distribution Area worked to install 65 poles of varying sizes and related infrastructure.

The two-and-a-half month long construction of overhead line infrastructure, along six kilometers of roadway, provides three separate points of supply to the proposed eTeck Phoenix Park Industrial Estate (PPIE) site at Point Lisas. It represents the start of a \$39m project to meet

the anticipated 18MVA load demand of the 133-acre site being developed by eTeck and the Beijing Construction Engineering Group. While power will be made available in the near future the civil project itself is expected to be completed in 2022.

Ravi Ramsaran, Assistant Area Manager, attributed the successful completion of the 12kV system to "team effort". He said that the "dedicated efforts and hard work" of Engineers Vivian Narine and Stephen La Guerre, the overhead line construction and maintenance crews and drivers of the lift and pole

hole borer trucks, ensured the project was completed on schedule. "We are proud to have contributed to the Commission's delivery of an electricity supply, consistent with meeting the needs of a developing nation," he said.

The project team comprised Crew Supervisors Sheldon Guy, Brian Subnaik, Karan Ramjewan, acting Crew Supervisor, Raymond Ramlal and Drivers - Gary Thomas, Lorry Loader/Lift Combination and Azard Mohammed and Robin Ramtahal - Pole Hole Borer Combination. They were supported by Transmission and Distribution Senior



Supervisors, Roland Ramberan and Ivor Phillip.

The Phoenix Park Industrial Estate is the first project of its kind to be developed in the Caribbean under the Belt and Road Initiative, a global infrastructure development strategy adopted by the Chinese Government to invest in nearly 70 countries and international

organisations. It is intended to promote Governments' diversification efforts in the areas of high value and light manufacturing, logistics/ warehousing, and emerging industries (electronic technology, information technology, energy-saving ecological building materials and biotechnology).



## New trucks added to the fleet

The delivery of five new trucks in September, has enhanced T&TEC's response to customers, particularly regarding increasing volume of hotline work. In addition to having better manoeuvrability and traction with 4WD, the automatic vehicles have extended cabs and are outfitted with specially insulated digger derricks,

grounding clamps and cables. One truck is also equipped with a 24-inch auger for the installation of transmission poles. All the trucks are fitted with enhanced safety features such as emergency ladders, alarms and shutdown mechanisms.

Danraj Ramcharan, Senior Engineer, Distribution Planning and Support Department, stated that specifications for the trucks were developed by a team consisting of Field Controllers from the Distribution Areas and staff from the Distribution Planning and Support Department. "The criteria for acquisition incorporated feedback from truck users, the requirement for safe and functional features and value for money" he said.

ANSA McAl, suppliers of Freightliner trucks, and Hightower Hydraulics, installers of the digger derricks, were chosen as best satisfying the requirements of the public tender for the new trucks. In addition to warranty on the trucks and equipment, the post-sale package also included the training of 80 employees, including Drivers, on the operations of the trucks.

The five new trucks have been assigned to Distribution North, South, East and Central and the Transmission Maintenance Department. Before dispatch, they were blessed at an interfaith gathering on August 28.

# From India to Trinidad, a virtual first for T&TEC



*A snapshot of two of the Toshiba transformers being manufactured, which recently underwent a Factory Acceptance Test via Skype.*

In many ways the COVID-19 pandemic restrictions have prompted innovative solutions for business continuity. The first virtual Factory Acceptance Test (FAT) for distribution power transformers, a variation from the usual witnessing of the FAT at the supplier's factory, was another example of the Commission's approach to meeting its obligation to provide a reliable supply of electricity, despite these challenging times.

The virtual FAT took place in August and September, one each for three transformers being manufactured by Toshiba Transmission and Distribution Systems (India) Pvt. Ltd. The FAT was carried out by a team of T&TEC engineers via Skype and

WhatsApp. Senior Engineer, Distribution Planning and Support Department, Danraj Ramcharan explained that the virtual test was conducted using agreed test procedures, routine test reports and guidance from the relevant International Electrotechnical Commission Standards.

Despite the time difference and not being physically present to witness the process, the test was carried out smoothly and, according to Mr. Ramcharan, "the FAT results met the criteria, giving the nod to the supplier to commence manufacture of the transformers as per the Tenders."

Toshiba (India) was the successful Tenderer in three

tenders for 16 Distribution power transformers of various capacities: 66/12kV 12.5/16 MVA; 33/12 kV 12.5/16 MVA and 66/12kV 20/25 MVA. In addition to the virtual factory acceptance test, a third party inspection will be carried out on the remaining transformers before they are shipped to Trinidad. These transformers are expected by the first quarter of 2021 and will be installed at the Commission's various substations throughout the five Distribution Areas. The team of engineers witnessing the virtual FAT also included Senior Engineer, Jason Chin Sang, Protection and SCADA Department and Technical Assistants I, Zahir Rahim and Kevin Nanan.

# Approvals for Capital Expenditure, online



A paper-driven process requiring several layers of approval, which would customarily take as long as one month, can now be done in a week. Customers can now get faster approvals for jobs requiring a Form 'A' – capital expenditure, now that the process is fully online.

The move to have these approvals, specific to the processing of customer applications for new electricity extensions, including upgrades, online, is to improve efficiency and is the first step towards a full Online Application for Capital Expenditure (Online ACE) system.

The Online ACE (phase one) was spearheaded by the Finance Division and developed by the Information Systems Department. Test support was provided by the South and East Distribution Areas. On its implementation, Natalie Caesar, Senior Accountant, Financial Projects commended the efforts of the entire team, which worked during the COVID-19 lockdown period to ensure deadlines were met. She said, "change is constant and inevitable and 2020 has shown us that, as an organisation, these ever changing times demand a new way in the way we approach the business at hand."

Prior to the online Form 'A', the approval process for ACEs was done manually. This involved the dispatch of documents from Utilisation Sections at Distribution Areas via several layers of approval, to the Budgets Section, Accounts Department for approval. Now, with the online form, signatories are notified via email that documents are ready for their approval and online signatures.

Maintenance Planner, Utilisation Department, South Distribution Area, Shazam Mohammed, said of the old system, "Because processing was done manually, there was room for unforeseen errors like typos, or miscalculations. ACE forms with errors would be returned to the Areas, resulting in additional time spent on processing." And since paper documents no longer have to be transported from one location to another, "customers can now get faster approvals for their jobs from the time the Condition of Supply letter is signed." The Condition of Supply letter provides the customer with the terms, conditions and other infrastructural details relevant to the requested electricity supply.

According to Ms. Caesar, with the Online ACE system these



delays are a thing of the past. She added that in addition to faster approvals, "the system is also equipped with built-in security and audit features to ensure the integrity of data in the system." So overall, "data entry errors are reduced; accuracy, processing speed and efficiency are improved; queries are investigated faster and reporting is done timelier."

Full implementation of Form 'A', External Projects – capital jobs valued over \$50,000 for customers requiring an extension of supply – is expected to be completed at the end of 2020. Work on the rest of services to be included in the Online ACE system - Form 'B' – Internal Projects; Form 'D' – Government Funded Projects; and Electrification Jobs; is expected to start in 2021.

# Upgrade of Westmoorings Substation completed

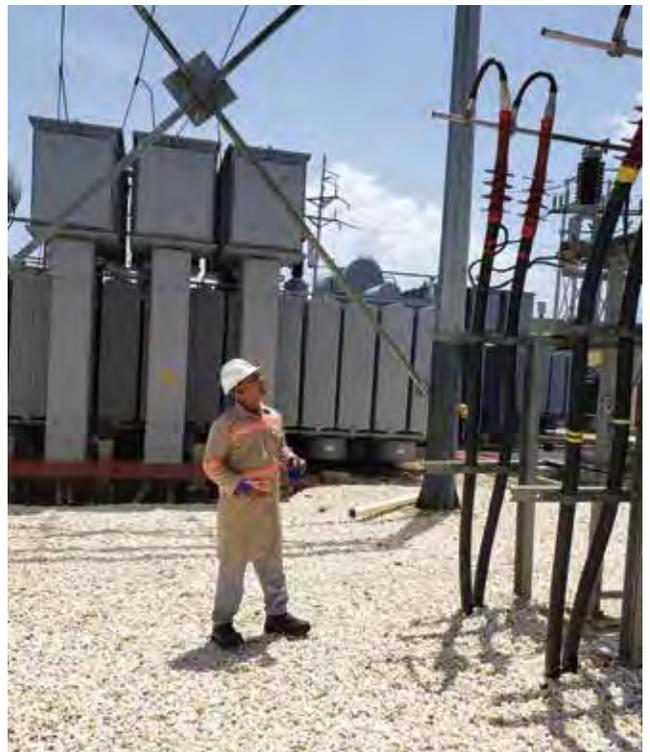
About 50,000 customers in Port of Spain and the outer west ring, from Diego Martin to Chaguaramas, are benefiting from a more-than-adequate supply of electricity, as well as increased capacity for future load growth. This improvement is as a result of an upgrade and expansion of the 66/33/12kV Westmoorings Substation which was completed in September, 2020.

The upgrade, a project of the Transmission Development and Engineering Services (TD&ES) Department, was already in train when it was sped up following a fire in 2013 that caused the failure of one of the 50/70 MVA transformers, reducing reliability to customers. Given the damage to the station transformer there was an urgent need to procure and install a new replacement transformer. Thus began the start of the first phase of a two-phase project to complete works and upgrade the Westmoorings Substation.

The project, which spanned over four years, at a cost of \$28m, involved civil works and designs as well as the procurement and installation of two new 100/130 MVA transformers, a 33kV bus, 66kV circuit breakers, protection equipment and the construction of a new switch house. Now completed, the Westmoorings Substation's supply has almost doubled with the energisation of the two higher capacity transformers and has strengthened and stabilised supply for customers in the outer west ring.



*Some of the switchboard inside the upgraded Westmoorings Substation.*



*TD&ES Manager, Sahadeo Latchmepersad, inspects the infrastructure near the new 33kV bus.*

# Christmas at T&TEC

The spirit of the Christmas season did not escape employees who still did the customary decorating of the offices to bring cheer. The South and Tobago Distribution Areas both organised inter-office door decoration competitions, while staff of the Corporate Communications Department used personal sentiments of goodwill to decorate their tree and ceiling.



Tobago Distribution Area winners row (l-r) Elissa Sandy for Planning Section (3rd), Iona Gray-Williams for Operations (1st) and Melissa Baird for Utilisation (2nd) The winning door in Tobago Distribution had a 'Covidmas' theme (photo at right).



The 'goodwill' tree at Corporate Communications Department.



South Distribution Area's winning doors (l-r) Utilisation (1st), Field Office (2nd) and Engineering Section (3rd).



Staff at East Distribution Area brought the Christmas cheer by decorating their personal spaces.



## New uniforms for female staff

The grey plaid jackets with individually-coloured inner pieces of the stylish new female T&TEC uniforms were a refreshing sight for anyone entering T&TEC’s Customer Service Centres. These also included uniforms for female field staff, who have been outfitted in similarly coloured long-sleeved shirts (which can

fold to a shorter length) and black pants.

The Janouras Limited design offers three different ways to button the jacket, and comes with a choice of the customary pants, skirt and dress options.

Employees seem to be particularly pleased by the versatility of the jackets, with different wearing options to accompany the colours aptly named deep ocean, petunia, canary, hot coral and grenadines.



## Employees light up lives with Christmas Drive

As a result of the generosity of employees, \$48,200.00 was collected in T&TEC’s ‘Season of Caring, Christmas Drive’ bringing joy and comfort to the less fortunate over Christmas.

The December 7 appeal for a minimum contribution of \$50.00 per employee resulted in a steady uptick in funds until the Christmas Drive closed on December 18. Thanks to these

contributions, several departments/areas were able to donate hampers, food vouchers and toys to families and groups identified by the employees.

Thanks to everyone who gave and assisted. The Electric Family has once again made a positive difference.



# Employee update

## Appointments, Promotions, Moving On and Accomplishments

### PROMOTIONS

<b>NAME</b>	<b>POSITION</b>	<b>AREA/DEPARTMENT</b>
Aaron Ramsingh	Linesman 'C'	Distribution South
Adrian Nedd	Linesman 'A'	Distribution Tobago
Ainka Joseph	Estate Corporal	Security – Distribution Tobago
Akil Charles	Crew Supervisor	Distribution Central
Akin Pritchard	Technical Assistant I	Distribution Tobago
Alden Henry	Technical Assistant II	Public Lighting
Aleicia Maharaj	Area Administrative Officer	Distribution Central
Allison Mason-Boodoo	Technical Assistant II	Metering Services
Alpheus Ovid	Senior Clerk	Commercial
Amrit Primsingh	Estate Corporal	Security – Distribution North
Ainka Joseph	Estate Corporal	Security – Distribution Tobago
Anil Ghuran	Communications Supervisor	Communications Department
Anita Singh	Accountant II – Financial Services	Chief Accountant
Annisa Alexander	Clerk Typist	Information Systems
Arnold Cambridge	Estate Corporal	Security – Distribution East
Ayanna Cyrille	Senior Clerk	Chief Accountant
Beverly Joseph	Clerk II	Chief Accountant
Billy George	Linesman 'A' (Hotline)	Distribution East
Carlton Frank	Telecom Operator	Distribution North
Chantal Hospedales	Senior Legal Officer	Corporate Secretary
Cheryl-Ann Gill	Administrative Assistant III	Public Lighting
Christian Sandy	Human Resources Officer III	Industrial Relations
Christopher Rennie	Engineer I	Technical Division
Clarence Sealey	Estate Corporal	Security - Distribution Tobago
Cleavon Joseph	Mechanic 'A'	Transmission Maintenance
Darwin Anthony	Linesman 'A' (Hotline)	Distribution South
Dennis Grant	Welder 'C'	Distribution Tobago
Derick Burgess	Linesman 'A'	Distribution Tobago
Dexter Cadogan	Estate Corporal	Security – Distribution North
Dionne Leacock	Clerk I	Supplies
Donna Sylvester-Charles	Corporate Planner	Head – Corporate Support
Edwaldo Copeland	Crew Supervisor	Distribution East
Egan Bazzey	Estate Corporal	Security – Distribution East
Ellis Dyett	Linesman 'C'	Distribution East
Elmonn Morris	Senior Clerk	Commercial
Eustace Darius	Linesman 'C'	Distribution South
Farzana Ghanny	Senior Clerk	Chief Accountant
Frank Morrison	Network Supervisor	Information Systems
Gary Dalrymple	Meter & Relay Technician II	Metering Services
Gerard Emmanuel-Rodriguez	Internal Audit Manager	Internal Audit
Gregory Robinson	Senior Clerk	Distribution East
Haseeb Ali	Registrar	Business Development & Admin.
Hemant Dharamdass	Head, Corporate Support	Corporate Support
Heston Murray	Estate Corporal	Security – Head Office
Ian Arjoon	Mechanic Foreman	Distribution Central
Indra Sammy	Senior Clerk	Chief Accountant
Jabari Seaforth	Engineer-In-Training	Human Resources Department

# Employee update

## Appointments, Promotions, Moving On and Accomplishments

James Solomon	Area Administrative Officer	Supplies
Javeed Khan	Estate Corporal	Security - Distribution East
Jayantee Ramkissoon	Engineer I	System Planning and Research
Jeffrey Gabriel	H.S.E. Co-ordinator I	Health, Safety & Environment
Jelani Bramble	Linesman 'A'	Distribution Tobago
Jenifer Christo Samaroo	Section Leader	Commercial
Jerrod Campbell	Communications Rigger	Communications Department
Jill Rosemond Rivas	Subsection Leader	Transmission Maintenance
Joseph Douglas	Estate Corporal	Security – Distribution South
Juliano Marajh	Electrician 'C'	Distribution South
Karianne Cassar	Subsection Leader	Engineering Controller
Kayode Martin	Assistant Area Manager	Distribution Tobago
Kendel Francis	Area Manager	Distribution Tobago
Keon Yorke	Linesman 'A'	Distribution Tobago
Keron Roberts	Linesman 'A' (Hotline)	Distribution South
Kersha Williams	Clerk I	Distribution East
Kerwin Daniel	Estate Corporal	Security – Distribution Tobago
Kevon Johnson	Technical Assistant II	Metering Services
Kevon Legerton	Estate Corporal	Security – Distribution Tobago
Krishna Nandlal	Technical Assistant II	Metering Services
Kwame Tuckett	Field Controller	Public Lighting
Kwesi Young	Human Resources Assistant	Industrial Relations
Larry Vidalis	Linesman 'C'	Distribution North
Lauren Rambert	Legal Officer-in-Training	Corporate Secretary
Lawrence Gookool	Estate Corporal	Security – Distribution North
Lennox Petioni	Electrician 'C'	Engineering Controller
Leslie Francis	Electrician 'A'	Distribution East
Lester Neptune	Estate Sergeant	Security – Distribution Tobago
Lester Sylvester	Senior Clerk	Commercial
Marae Padilla	Estate Corporal	Security – Distribution South
Marisa Dickerson	Senior Clerk	Supplies
Marsha Frank-Walker	Senior Clerk	Chief Accountant
Melissa Guevara	Administrative Assistant III	Pensions & Investments Dept.
Michael Sobers	Crew Supervisor	Distribution Tobago
Mitra Rajaram	Communications Technician II	Communications Department
Nadia Isaac	Estate Corporal	Security – Distribution Tobago
Nataniar Sealy	Senior Clerk	Chief Accountant
Natasha Drayton	Subsection Leader	Chief Accountant
Natasha Kanhai	Human Resources Officer III	Human Resources Department
Nathasia James	Clerk I	Distribution Tobago
Nicholas Jagdeo	Technical Assistant II	Distribution Tobago
Nigel Oliver	Senior Clerk	Chief Accountant
Nirmala Harricharan-Ali	Senior Clerk	Commercial
Peter Boxill	Estate Corporal	Security – Head Office
Rahim John	Estate Corporal	Security – Mt. Hope
Randy Harryram	Senior Land Management Officer	Transm Devel & Eng Services
Ravindra Bhaggan	Meter & Relay Technician II	Metering Services
Rennie Bowles	Linesman 'A'	Distribution Tobago
Rhonda Pierre-Lewis	Accountant III	Chief Accountant

## PROMOTIONS

<b>NAME</b>	<b>POSITION</b>	<b>AREA/DEPARTMENT</b>
Ria Look Loy	Clerk I	Distribution East
Richard Abraham	Senior Clerk	Commercial
Richard Singh	Engineer-In-Training (Trv)	Human Resources Department
Richard Sitahal	Area Manager	Distribution South
Riselle Rochard	Subsection Leader	Commercial
Roberto Mendoza	Linesman 'A' (Hotline)	Distribution South
Ronnie Moonilal	Subsection Leader	Commercial
Sacha Boothman-Monseque	Senior Clerk	Commercial
Saidah Hosein	Tech. Assistant I	Public Lighting
Saied Mohammed	Estate Corporal	Security – Mt. Hope
Sean Bernard	Ganger (Supplies)	Supplies
Shaliza Ali-Jacob	Estate Corporal	Security – Distribution South
Shane Pedro	Senior Clerk	Pensions & Investments Dept.
Shawn Harper	Assistant Cable Supervisor	Distribution North
Shawn Jones	Ganger	Supplies
Shivanand Persad	Engineer-In-Training	Human Resources Manager
Siyra King Taitt	Estate Corporal	Security – Distribution Central
Stefan Corridon	Jointer 'B'	Distribution East
Stephen Bryan	Carpenter 'A'	Engineering Controller
Tamieta Samaroo	Estate Corporal	Security – Mt. Hope
Terrance Jaikaran	Communications Technician III	Communications Department
Thomas Richardson	Linesman 'A'	Distribution Tobago
Trevawn Jones	Linesman 'C'	Distribution Central
Tricia Dhani	Clerk I	Distribution East
Valisha Sylvester	Senior Clerk	Chief Accountant
Vishnu Ramroop	Estate Corporal	Security – Distribution East
Vivian Narine	Tech Assistant I	Distribution Central

## DEPARTURES

<b>NAME</b>	<b>POSITION</b>	<b>AREA/DEPARTMENT</b>
Aeneas Robinson	Linesman 'A'	Distribution East
Alexis Molligan	Crew Supervisor	Distribution East
Ann Marie Sargeant	Stewardess	Supplies
Ann Marie Passee-Weekes	Admin. Asst. II	Finance Division
Annette Charles	Senior Clerk	Distribution East
Anthony George	Dr – Lr. Ldr./Lift Comb.	Distribution Central
Anthony Prescod	Hotline Supervisor	Distribution Central
Anthony Ramsumair	Snr. Eng.-Stds. & Spec. (PTH)	System Planning and Research
Avelline Felician	Administrative Assistant III	Chief Accountant
Barry Rogers	Estate Constable	Security – Distribution East
Benny Jadoonanan	Consumers Investigator	Distribution South
Charmaine Baptiste	Subsection Leader	Commercial
Curtis Ellis	Crew Supervisor	Distribution South
David Mitchell	Linesman 'A'	Distribution North
Denise Thomas	Subsection Leader	Communications Department
Deorajh Ramkumar	Driver – Aerial Lift Truck	Distribution East
Garren Garraway	Human Resources Officer II	Human Resources Department
Garry Charles	Crew Supervisor	Distribution North
Gary Lewis	Stores Assistant	Engineering Controller
Gregory Dandrade	Meter Reader	Commercial
Harry Rampersad	Communications Supervisor	Communications Department

## DEPARTURES

<b>NAME</b>	<b>POSITION</b>	<b>AREA/DEPARTMENT</b>
Jerome Gloster	Crew Supervisor	Distribution North
Krishna Lal	Crew Supervisor	Distribution South
Krishna Seenath	Systems Analyst I	Information Systems
Lenna Francis-Wilson	Internal Auditor (PTH)	Internal Audit
Lennette Buffong	Technical Assistant I	Public Lighting
Leslie Williams	Crew Supervisor	Distribution North
Marlon Duncan	Crew Supervisor	Distribution South
Neil Pinchilia	Estate Corporal	Security – Mt. Hope
Normandie Hector	Ganger (Distribution)	Distribution North
Oma Mohammed	Stewardess	Human Resources Department
Pamela Jones	Subsection Leader	Distribution Central
Patrick Hope	Linesman 'A'	Distribution South
Randolph Ramcharan	Estate Corporal	Security – Distribution Central
Razack Ali	Ganger (Supplies)	Supplies
Reead Rahamut	Manager – Special Projects	Finance Division
Rene Austin	Chief Technical Officer	Technical Division
Roger Ali	Estate Constable	Security – Distribution North
Rondell Noel	Estate Constable	Security – Distribution East
Russel Graham	Systems Analyst II	Information Systems
Sadika Dookie	Section Leader	Chief Accountant
Shirwin Baptiste	Hotline Supervisor	Distribution Central
Sylvester Jacob	Estate Constable	Security – Mt. Hope
Vishnu Seebachan	Meter Inspector	Commercial
Vishnu Seetaram	Area Manager	Distribution South
Winston Harley	Dr – Lr. Ldr./Lift Comb	Distribution North



# “Come back home” new TATECO President invites members



Cliff Ramsbag is the new President of the TATECO Port of Spain Credit Union. He was appointed, along with a new Executive of five, shortly after the Credit Union’s virtual Annual General Meeting on August 30. Mr. Ramsbag is also

the President of the General Sports and Cultural Club and President of the Mount Hope Sports Club.

While Mr. Ramsbag is excited about his new role to lead the Credit Union, he is also mindful that there are some challenges which he and his new Executive must address. One of these, he said, is a decline in borrowing by the membership over recent months. But he is ready, sharing, that in the immediate term his plans are to make TATECO’s products more marketable to encourage members to “come back home.” He is also ready to distribute recently-acquired lands in Tobago to members as part of its Homestead Land Development

Programme and open a third branch in San Fernando.

Mr. Ramsbag joined TATECO in the late 1970s as an apprentice of the T&TEC Trade School. Reminiscing about his personal benefits from being a member, he shared, “I purchased my first car and my wedding rings through the Credit Union. I love TATECO...It has remained strong throughout the years so we will try our best to ensure it continues to be the financial institution of choice for the Electric Family.”

**The other newly-appointed Executive Members of the Credit Union are:**

- Ms. Charlene John – Vice President
- Ms. Colleen Licorish – Secretary
- Ms. Khadja Antoine – Assistant Secretary
- Mr. Leonardo Da Costa George – Public Relations Officer

These members will serve for a term of three years. The TATECO Port of Spain Credit Union was established in July, 1953 and its current membership stands at approximately 7,700.

# T&TEC computers for online students



Eighteen refurbished desktop computers, each with a monitor, keyboard and mouse, were donated by T&TEC in support of a nationwide request by the Ministry of Education (MOE) to

provide students with the tools to access virtual classes.

The equipment was handed over to representatives from the Ministry’s ICT Division by Charlene John, Manager, Information Systems Department on August 28. They will be distributed, by the MOE, to assist children with online classes following the closure of schools due to the COVID-19 pandemic.

In photo, Ms. John oversees handover of the computers to representatives of the Ministry’s ICT Division.

# Conservation and energy tips



**Energy efficiency means using less energy to perform the same task, thereby eliminating energy wastage. This is usually achieved through the use of technology.**

**Energy conservation is behaviour aimed at reducing energy consumption.**

**Here are some lesser known energy-saving tips that would reap significant benefits.**

**Washers** - Fill it up. Clothes washers use about the same amount of energy, regardless of the size of the load, so run full loads whenever possible



**Dryers** - Clean the lint filter. Cleaning the filter after every load will improve air circulation and increase the efficiency of the dryer. It's also an important safety measure.



**Showers/Water heating.** Turn down the temperature. The factory setting on most water heaters is set to 60 degrees Celsius - too hot for human skin. When installing, have your plumber turn it down to 49 degrees Celsius.



**Electronics** - Set the display brightness on your smart TVs, tablets, laptops and smartphones to automatically adjust to the room's brightness. When your computer monitor is not active for extended periods, let it switch to sleep mode or turn the monitor off instead.



**Cooling** - Plant shrubbery near your home. Shrubs planted near your exterior walls help insulate your home from heat, thus reducing your need for cooling appliances.

## **Air Conditioning (A/C)**

Check the BTU rating to choose the right size air conditioning unit for your space. Set a timer during the night to have your A/C switched off when it gets cooler. Alternatively, you can switch to a fan for the rest of the night.



**Cooking** - Cook multiple dishes at the same time. Be strategic with your oven racks, and put multiple dishes in at the same time. You'll save energy—and time!

## **Refrigerators/Freezers - Stand alone.**

Consider buying a single door refrigerator or one with a top-mounted or bottom-mounted freezer, they are usually more energy efficient. A single door refrigerator uses between 30-40 percent less energy than a double door refrigerator. A top-freezer refrigerator that has earned the ENERGY STAR rating uses less energy than a 60-watt light bulb.



**Drip drip.** Repair water leaks immediately. If your plumbing is connected to an electric water pump, leaks in your pipes, taps, toilet, etc., will cause your water pump to run more than normal, using more electricity.



# GSCC makes plans for 2021

The COVID-19 pandemic has caused many changes to life-as-we-know-it. Many activities, including sports and social events, came to a grinding halt because of health guidelines, even delaying the much anticipated Olympics Games. It was the same situation for T&TEC's Sports Clubs with no sporting activities held in a calendar year, for the first time in the history of the Sports Club.

The absence of the usual activities and restrictions on physical interactions prompted the General Sports and Cultural Club (GSCC) Management Committee to hold discussions via WhatsApp on innovative ways for the Clubs to remain functioning. This resulted in a variety of "new normal" activities. Among these were virtual physical exercises for members to stay fit during the stay-at-home period; charitable activities to alleviate the suffering of vulnerable groups and individuals further exacerbated by the pandemic; the donation of face masks to members and the public, and arrangement

for the donation of laptops to deserving students. The GSCC is also encouraging its general membership to play a very important role by offering suggestions to their Club's leadership to initiate other events and activities that can be performed virtually.

Meanwhile as the COVID-19 vaccine is expected in Trinidad and Tobago in the near future, the GSCC is hopeful that sporting activities will return to normalcy by the middle to last quarter of 2021. Once this occurs its Honorary Secretary, and T&TEC's Industrial Relations Manager, Garth Garraway said "we will put heads together again and celebrate this achievement with events to herald this new breath of fresh air". Mr. Garraway, whose term is close to its end, said there are two main projects that the management team will like executed - the upgrading of lights at the Distribution Central Sports Ground and documentation of the history of the GSCC and the Sports Clubs. Closure of some governance issues is also on the agenda.



But even as the GSCC's leadership looks anxiously towards resuming its annual calendar of events in 2021, they are mindful that some of the 2020 activities, adopted under the new normal, will be included in this new agenda. That said, they especially wanted to commend members for keeping the number of COVID-19 cases low at the Commission by following the health guidelines. And, as they extend greetings for 2021, everyone is reminded to continue to do so and stay safe!



# Home energy-saving trivia

Check how well you remember Watty's home conservation tips on page 23 by answering the questions below:

1. A water leak can increase your electricity usage.  
*True or False.*
2. Which of the following is an energy efficient way to use your air conditioning (A/C) unit?
  - a. Check the BTU rating for the correct size A/C for your space.
  - b. Use it to cool your room in the evening, then switch to a fan for the night.
  - c. Set a timer on your A/C so it switches off when it gets cooler at nights.
  - d. All of the above
3. A washing machine uses more energy, the larger the size of the load.  
*True or False.*
4. Which of the following can save energy?
  - a. Purchasing the largest TV that can fit in your room.
  - b. Keeping your computer's screen saver on to use as a night light.
  - c. Setting your TV display to its brightest setting.
  - d. Setting your monitor to automatically adjust to the room's brightness.
5. Which of these is an energy-efficient way to use your clothes dryer?
  - a. Clean the lint filter after every load
  - b. Use a dryer sheet
  - c. Use a laundry bag
  - d. Use fabric softener
6. Turn down the factory set temperature of your water heater to save energy.  
*True or False.*
7. Planting shrubs near the exterior walls of your home is a good idea because:
  - a. They help hide poor paint jobs
  - b. They help to insulate your home from heat
  - c. They are more cost effective than paving
  - d. They keep away prying neighbours
8. A refrigerator with side-by-side doors is less energy-efficient than those with top or bottom-mounted freezers.  
*True or False.*
9. Which of the following can save you energy while cooking?
  - a. Cooking and/or baking more than one dish at the same time
  - b. Keeping the oven light on to view baking progress
  - c. Playing music while cooking large meals
  - d. Washing up dirty dishes during the cooking process
10. Which of the following are sources of energy wastage?
  - a. A constantly-running electric water pump.
  - b. An A/C with too low of a BTU rating for a large living area.
  - c. A dirty lint filter in your clothes dryer.
  - d. Leaving your tablet device plugged in overnight.
  - e. All of the above



# Customer commendations

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

**Several customers provided feedback about T&TEC’s service via email and on the Commission’s facebook page. We share some below:**

Stacy Daniel-Williams of #6 Eden Court, Paradise Gardens, Tacarigua extended heartfelt thanks and commendation to the T&TEC crew that ensured prompt restoration of a service outage in her area (Richard Street into Paradise Gardens, Tacarigua). This occurred at lunchtime today, July 28. The report was made via 800-TTEC at approx. 1.00 p.m. and by 2.20 p.m. the electricity service was restored. She also received calls about the restoration of her supply. Ms. Daniel-Williams thanked Crew Supervisor, Arthur Bellerand and Telecom Operators Maurice Richards and Vernon Duncan for their effort.

*From Desiree Govia-Jones on facebook in September.*

I would like to publicly commend the T&TEC crew that worked on changing the electricity poles in Poolside 2, Maracas Valley, St. Joseph yesterday, September 3. We were informed about the outage days before the actual work was scheduled, a time frame of 9:00 a.m.-3:00

p.m. was given. The crew arrived before 9:00 a.m. and at 9:15 the electricity was taken off and the crew began their work. The works took place close to my home and I was able to observe their excellent work ethic. The crew worked well together, poles were removed and replaced by new ones all without taking a break for lunch! Oh did I mention that it was raining and they worked through the rain to get the job done within the time promised? At 2:57 p.m. they completed their task and power was returned to the community. Well done guys!

*From Pearl Bhagan, 3 Tangerine Drive, Santa Rosa Heights, Arima regarding service in September.*

This is to thank you for your quick response to our request to repair, or change, the blown street lights in our area with direct reference to Pole#52. Thank you so much. Your service teams are always so awesome; the men in the T&TEC trucks give the best customer service.

*From Devanand Lalu, Krystal Avenue, Spring Gardens, Balmain, Couva received on September 13.*

I wish to communicate my sincerest appreciation to the Central T&TEC organisation for their timely response to two different reports I made in recent times. I must say that it was quite a refreshing experience to have such excellent customer service. Thanks again for the great work. Please keep it up and let your guys know that they are appreciated and important.

*From Peter Burke, Executive Vice President Oilfields Workers’ Trade Union on September 11, 2020.*

On Thursday, September 10 at approximately 4:00 p.m. a report was made to the Call Centre of smoke emanating from a transformer connection in the vicinity of New and Charlotte Streets, Port of Spain. Within one hour a crew was dispatched and repairs quickly effected.

Please convey our appreciation to the Dispatchers and the Emergency Crew for a job well done.



*From Sandra Racha, 160 Anna Street, Pt. Pleasant Park, Cunupia sent on October 15, 2020.*

I reported a problem a few days ago regarding light pole noises and it was promptly fixed inclusive of lights changed. Very efficient staff at T&TEC. It was great service from all T&TEC staff. I would like you say thank you very much. Much appreciated.



*Tiffany Wells from Ibis Gardens, Caroni praised Distribution Central employees for their quick response to her call, signing her email a "pleased customer". She wrote:*

I would like to recognize the maintenance crew that worked on Divali day (November 14) on the T&TEC truck, PBK 9421.

I had an issue with my connection coming in from the pole to my home. I made the call at approximately 8:48 a.m. after my electrician rule out any internal issues. I received feedback from the crew at 9:15 a.m asking for directions to my home. To my surprise they showed up and backed up the truck

to the connection near the house. They quickly addressed the problem and all my electrical issues were resolved (flickering lights and no electricity on certain parts of the house).

This is what great customer service is all about. I am truly pleased with the service and the urgency in which it was dealt with. I want to express kudos to the team, from the technician receiving and dispatching the call to the crew that responded. Thanks a mil and keep up the great work!

Editor's Note: The responding crew were: Michael Rosemond, Crew Foreman; Nigel Mc Tair, Linesman 'A'; Neil Darceuil, Linesman 'B' and Larry Seales, Driver.



In a November 14 email Linda Lee Chan complimented the Curepe Service Centre staff for their "high level of professional and efficiency". Adding that "it was particularly appreciated during these stressful times."

**Answers from**  
**page 25:**  
 1. True  
 2. D  
 3. False  
 4. D  
 5. A  
 6. True  
 7. B  
 8. True  
 9. A  
 10. E



**SAFETY IS OUR PRIORITY**  
**PROTECT YOURSELF FROM ELECTRIC SHOCK OR DEATH**

### January

Sun	Mon	Tue	Wed	Thu	Fr	Sat
31					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### February

Sun	Mon	Tue	Wed	Thu	Fr	Sat
	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

### March

Sun	Mon	Tue	Wed	Thu	Fr	Sat
	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

### April

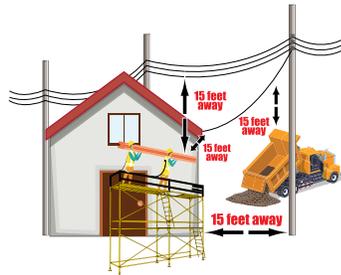
Sun	Mon	Tue	Wed	Thu	Fr	Sat
				01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

### May

Sun	Mon	Tue	Wed	Thu	Fr	Sat
30	31					01
02	03	04	05	06	07	08
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

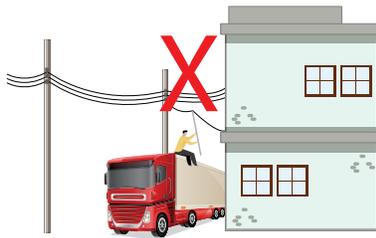
### June

Sun	Mon	Tue	Wed	Thu	Fr	Sat
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



**Doing construction?** Keep ladders, scaffolding, roof beams, oversized material of any type, and body parts at least 15 feet from electricity poles and lines.

Before doing construction work close to overhead lines or the point of connection to your home, contact T&TEC for a temporary disconnection.



**When driving tall/oversized vehicles,** ensure they do NOT come within 15 feet of overhead lines. Do not lift lines to allow vehicles to pass.



**Pad-mounted transformers are connected to live underground electrical cables.** Never sit or lean on, play around, dig or plant shrubs and trees near them. Contact T&TEC immediately if it is unlocked or broken.

### July

Sun	Mon	Tue	Wed	Thu	Fr	Sat
				01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### August

Sun	Mon	Tue	Wed	Thu	Fr	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### September

Sun	Mon	Tue	Wed	Thu	Fr	Sat
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

### October

Sun	Mon	Tue	Wed	Thu	Fr	Sat
31					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### November

Sun	Mon	Tue	Wed	Thu	Fr	Sat
	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

### December

Sun	Mon	Tue	Wed	Thu	Fr	Sat
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	