

## 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 delivered to



*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.*

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



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

Customer Service Centre, which moved 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.