



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Vol. 38 #1/Jan - March 2021

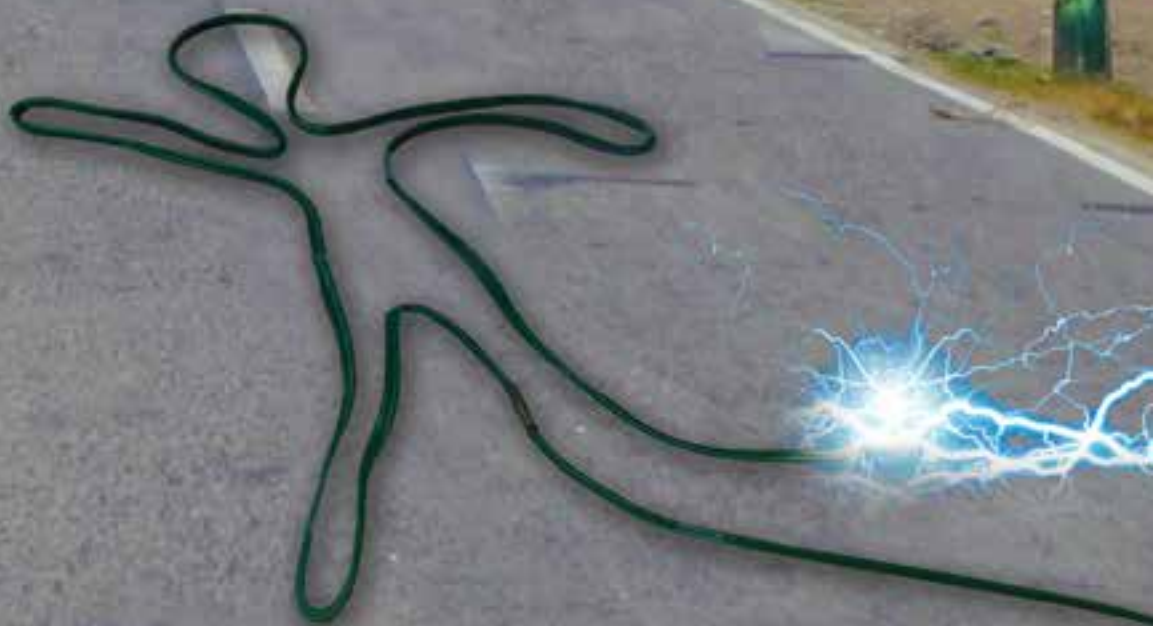
VISION - Leadership in Energy
Delivery, Excellence in
Customer Service,
enhancing the quality of life
for all.

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.

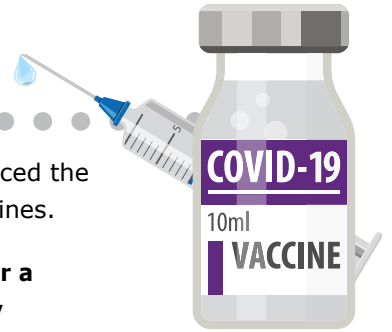
AMNESTY

on illegal T&TEC connections

- Aligning T&TEC with new Procurement Act
- Central Employees make 500 days without a LTI



COVID-19 vaccines



Given the current increases in COVID-19 cases nationally, we have replaced the customary editorial with this pertinent information about COVID-19 vaccines.

Q: How safe are COVID-19 vaccines?

A: Before receiving validation from the World Health Organisation (WHO) and national regulatory agencies, COVID-19 vaccines must undergo rigorous testing in clinical trials to prove that they meet strict, internationally-agreed benchmarks for safety and effectiveness. For Trinidad and Tobago, the Oxford-AstraZeneca vaccine and the Beijing Sinopharm (BBIBP-CorV) vaccine are among several vaccines, whose "safety, efficacy and quality" have been validated for and approved for Emergency Use Listing by the WHO. These two vaccines are offered to citizens, free of charge, under Government's mass vaccination programme. The Ministry of health has also stated that "No vaccine will be used until it has undergone rigorous scientific and clinical testing in keeping with the highest vaccine testing standards, as do all other vaccines used in Trinidad and Tobago."

Q: Can I get COVID-19 from the vaccine?

A: No. You cannot get COVID-19 from the vaccine. The vaccine helps your body make antibodies to the virus surface. This allows your immune system to attack the virus and fight off infection if you are exposed.

Q: Do I need to wear a mask and physically distance from others after receiving the COVID-19 Vaccine?

A: Yes. While the vaccines provide protection against COVID-19, they have not been shown to prevent the infection of others, so people who are immunised may still be able to spread the virus.

Additionally, it will take approximately three weeks after you receive the final dose of the vaccine before the desired immune response occurs.

To help keep yourself and others safe, follow the 3Ws for preventing COVID-19:

- Wear a mask
- Wash your hands frequently
- Watch your distance- maintain a six-foot distance from others.

For more information on COVID-19 vaccination in Trinidad and Tobago, please visit www.health.gov.tt

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Amnesty on illegal connections

In an effort to improve safety around its installations, T&TEC has implemented a three-month amnesty programme for individuals with illegal electricity connections. From March 22 to June 30, 2021, persons with an illegal electricity connection can apply to T&TEC to regularise their status and receive or reactivate an account.

The amnesty affords qualified persons a waiver on disconnection, administrative and interest charges, as well as retroactive charges for the period of the illegal connection. It is offered only to persons with connections to T&TEC's electricity system, and not to those connected to private systems. Successful applicants will also avoid legal prosecution.

According to coordinator of the Amnesty Programme, Corporate Communications Manager, Annabelle Brasnell, T&TEC receives an average of 27 new reports of illegal connections every week and current stealing disconnection exercises, or Electrical Verification Exercises, are carried out regularly by the Security Department. "This is a matter of safety and the protection of life and property" she said, "illegal connections are inherently dangerous and T&TEC is always concerned that members of public are safe around its installations."

As with any new customer, applicants for the amnesty would need to fulfill the standard requirements for applying for a T&TEC connection, namely, show ownership of the property or permission to occupy, and have their wiring inspected and approved by the Government Electrical Inspectorate Division, before they can be legally connected by the



Commission. Applicants risk disconnection and a delay in regularising their status if they apply without a valid inspection certificate. It should also be noted, that any outstanding charges incurred prior to the illegal connection would still be due. Acknowledging that "some persons may have unique situations eg. ownership issues that require further examination," Ms. Brasnell said such applications would be reviewed on a case by case basis.

Those with illegal connections who fail to apply for regularisation during the period, will face "any and all action available to T&TEC, including legal prosecution, to have the illegal connection removed and lost revenue recouped," according to a press ad on the initiative.

Ms. Brasnell therefore encouraged all persons with such connections to take the amnesty opportunity.

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Executive appointments

Executive changes between September and December 2020 resulted in the promotion of four, the lateral transfer of two and the re-designation of another in the Technical Division.



On September 1, Area Manager, Shaun Chase was re-designated to Operations Manager, North Distribution Area. He joined the Commission in 1994 and, after several promotions, was appointed Assistant Area Manager in 2008.

Mr. Chase's career path in the executive grade saw appointments at Distribution East, Central and North. He holds a BSc degree in Electrical and Computer Engineering and a MSc degree in Energy Systems.



Derick Davis was appointed Manager, Transmission Maintenance Department on December 1. Mr. Davis, who last held the position of Manager, Public Lighting Department, has a BSc degree in

Electrical and Computer Engineering and a MSc in Digital Systems. He joined T&TEC in 1998 and has worked at Distribution North, Central and Tobago and the Distribution Planning and Support Department.



Amir Mohammed was promoted to Assistant Area Manager, East Distribution Area on September 1. Prior to his appointment, Mr. Mohammed was a Technical Assistant I and acted on numerous occasions as Assistant Area Manager at

the North Distribution Area. He is a 17-year veteran with the Commission and holds a BSc degree in Electrical and Computer Engineering.



On December 1, Sean Giles was promoted to Assistant Area Manager, East Distribution Area. The former Senior Engineer, Transmission Maintenance Department, has acted in executive positions at Distribution North

and the Transmission Maintenance Department. He holds a BSc degree in Electrical and Computer Engineering, a MSc degree in Project Management and an EMBA. Mr. Giles has 22 years of service with the Commission.



Murvie Charles was promoted to Manager, Public Lighting Department on December 1. He holds a BSc degree in Electrical and Computer Engineering, a Post Graduate Diploma in Business Administration, an MSc

degree in Electrical Power Systems and is a Certified Reliability Engineer. Mr. Charles joined T&TEC in 1998 and was appointed Assistant Area Manager at the Distribution Tobago Area in 2015. He has acted as Manager, Cove Power Station, Distribution Central, Distribution North and in the Business Development and Administration Department.



The new Head of the Security Department is Harrilal Ramdewar. This appointment is effective February 1, 2021. Mr. Ramdewar joined T&TEC's Security Department in 1985 as an Estate Constable. He received several promotions and rank upgrades during his

35 years of service, including to Sargeant in 2007, Inspector in 2010 and Assistant Chief Security Officer in 2013. Mr. Ramdewar holds an Associate of Science degree in Security Administration and Management from the Cipriani Labour College.



Shazard Mohammed was reassigned as Area Manager, Distribution Central on December 1, 2020. Mr. Mohammed joined T&TEC in 1992 with a BSc degree in Electrical and Computer Engineering. He was promoted into the executive grade in

2009 and has worked in progressive capacities at Distribution South and Tobago and at the Public Lighting, Supplies and Transmission Maintenance Departments.

T&TEC contributes to Doing Business report

T&TEC participated in the World Bank Group's Doing Business 2021 project, and through its General Manager, Kelvin Ramsook, provided the necessary data under the topic 'Getting Electricity', one of the 12 indicators measured. The annual report is aimed at measuring the costs of business regulations in 190 countries.

According to the World Bank, "ease of doing business is an important springboard to structural reforms that encourage broad-based growth." Via a detailed questionnaire, T&TEC was asked to provide data on the procedures, time, and cost to get an electricity connection; the reliability of its electricity supply; and the transparency of its tariffs. In a note to Mr. Ramsook, Doing Business said thanks for his



"invaluable contribution" to the research which was essential for the quality of its data. Doing Business shares best and worst practices across the globe which inspires reform efforts.

The World Bank Group is an international financial institution that provides loans and grants to the governments of low and middle-income countries to pursue capital projects.

For more information, go to www.doingbusiness.org

Central employees mark over 500 days without a LTI



March 2021 marked a historical accomplishment for T&TEC's Central Distribution Area. It was the first time that the Area achieved over 540 days without a Lost Time Injury (LTI). This period represents approximately 18 months of no recordable accidents on the job by any of the 300 employees in this Health Safety & Environment (HSE) Zone.

Shazard Mohammed, Area Manager through his supervisors, praised employees for their "diligence and commitment" in ensuring that work was carried out safely, especially under the added COVID-19 health restrictions. He especially acknowledged the field workers who,

as frontline workers, carried out their duty in service to customers even as the country was under lockdown.

HSE Co-ordinator Brendon James said the willingness by employees to embrace added safety procedures heightened a sense of safety awareness and cautiousness. He credited supervisors for being hands-on and leading by example, saying "onsite sessions and frequent risk assessment" also contributed to the sterling safety record by the Distribution Central Zone.

Congratulations to the Distribution Central Area employees on this milestone achievement!

Amnesty on illegal connections

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"While persons would have made a decision to do something illegal, and inherently unsafe, we're still interested in helping them to reduce their risk of harm," she said.

The amnesty will not apply to all illegal connections, however. Persons who were disconnected for non-payment during the amnesty period and reconnected themselves; those who illegally installed poles, conductors and transformers to acquire a connection; and those who were previously charged, paid other penalties, or were disconnected for current stealing, will not be eligible for the waivers.

Ms. Brasnell and her department will manage the programme's public relations and advertising. They will work with several other departments to execute, namely the Security Department, to provide investigations and security support for disconnection teams; Commercial Department, to coordinate the disconnection exercises (performed by

Distribution Area crews), processing amnesty applications and customer advisory services; and the Legal Department, for legal advisory support.

WHO CAN APPLY FOR THE AMNESTY:

- Persons who have connected themselves directly from a T&TEC pole or overhead line.
- Persons whose T&TEC account was disconnected and who reconnected their supply.
- Persons who do not have a T&TEC account and receive an electricity supply via a connection from another property. *
- Persons who tampered with their meter to limit or eliminate the measurement of electricity used OR used a meter that was obtained from someone with no authority to make the connection.
- Persons who have an authorised T&TEC meter but never received a bill.
- Persons who repositioned their meter and cable without T&TEC's authorisation.

** T&TEC customers providing the illegal supply can also benefit from the amnesty protection.*

Visit www.ttec.co.tt/amnesty for more information





Nasilee Smart, Procurement and Supplies Manager.



Ms. Smart consults with Marina Browne, Clerk I on a document.

T&TEC readies for new Procurement Act

T&TEC has always placed emphasis on its procurement processes, ensuring that they are aligned to the State Enterprise Procurement Monitoring Manual (SEPM), the Government's guidelines for efficiency and effectiveness to maximise returns. This foundation of compliance has given T&TEC a significant head start in its preparation for the full proclamation of the Public Procurement and Disposal of Public Property Act (PPDPPA) 2015, which is anticipated to become legislation soon. The Commission was one of several State bodies identified as being "ready for best practice" by Moonilal Lalchan, Chairman of the Office of Procurement Regulator (OPR), in an interview with the Trinidad Express on February 7, 2021.

Preparation for the PPDPPA has been ongoing since the partial proclamation of the Act in 2015, when T&TEC performed a gap analysis to determine its ability to become fully compliant. Among the operational changes already instituted are the designation of Chief Operating Officer, Curvis Francois, as the Commission's Chief Procurement Officer and the renaming of the Supplies Department to "Procurement and Supplies", to capture its expanded roles and

responsibilities. A procurement and disposal handbook was also drafted in 2019 and is being updated based on the most recent changes to the Act.

With the looming proclamation of the legislation, Manager, Procurement and Supplies, Nasilee Smart is pushing ahead with the Commission's preparation for full compliance with the legal requirements. This partly involves the formulation of an Annual Procurement Plan (APP), the Commission's strategic approach to procurement. Ms. Smart said the plan "aligns the Commission's resources (financial, systems and people) and risks to ensure its procurement objectives." Already "each department's planned procurement has been aggregated in categories, using the United Nations' Standards and Products Services Codes and automated risk assessment to ascertain the appropriate risk levels for procurement. All planned activities will be analysed to leverage T&TEC's spend through amalgamated purchases, and management of risk. The Department will continue to monitor the Commission's procurement performance and contract management to ensure compliance with planned procurement objectives.

Purchase amalgamation is expected to significantly reduce the volume of transactions using electronic procure-to-pay systems from purchase order to payment, which supports the Finance Division's vision for paperless payments. A key addendum to the APP is a Contracts Repository, which has been developed for the organisation to have full visibility of all contracts to assist in proper planning and execution. It is intended that this database will be linked to a contractor performance monitoring system, also to be developed.

While T&TEC is "not that far off in principle or documentation for what the Act requires", Ms. Smart said that departmental adherence needed improvement and monitoring. As such, she and a three-person in-house team have been developing and implementing automated systems to allow for ongoing monitoring, review and analysis of the Commission's procurement activities.

Going forward, the Commission's activities will be guided by revised procurement procedures based on the new legal requirements. Notably, the Board is no longer required to be directly involved in approvals. Instead, the Commission

is to establish a Compliance Unit to "review high value awards prior to the approval", said Ms. Smart. The implementation of a new "stand-still period" after tenders have been assessed, gives participants the opportunity to challenge the Commission's prospective awardee prior to execution. Additionally, a Procurement and Disposal Advisory Committee (PDAC) will be set up to give oversight with a legal, financial and technical perspective.

In anticipation of the procedural changes required by the PPDPPA, T&TEC's Divisional Heads, Heads of Departments and senior staff were, in 2020, provided with training on the requirements of the Act. Ms. Smart said there will be ongoing communication, training and guidance as the organisation steps into this challenging horizon. The emphasis, she said, is also on "code of conduct, confidentiality and conflict of interests". This is especially important as participants in the procurement and disposal processes would be required to commit/adhere to confidentiality agreements and declare conflict of interest situations. Together with the Human Resources Department, awareness sessions are planned for the third quarter of this year. *continued on page 10*



Procurement and Supplies Manager, Nasilee Smart and her team lead the charge towards legislation compliance.

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T&TEC readies for new Procurement Act

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Apart from internal preparation, the Commission must also keep its suppliers and contractors abreast of its changes. To this end, a Supplier Symposium was held in 2019 to bridge identified gaps in the supply chain.

Notwithstanding the tremendous work already done, Ms. Smart said “we have more work to do to ensure the Commission maintains a high level of compliance.” The recent appointment of Densil Gomez as Logistics Officer and the expected appointment of a Procurement Officer will help realise department goals. Still ongoing is the completion and execution of a Communications and Training Plan. Also included on the list is the Standstill Period General Guidelines, a new step in the Evaluation and Award of tenders.

These include the promotion of the principles of accountability, integrity, transparency and value for money, efficiency, fairness, equity and public confidence; and local industry development, sustainable procurement and sustainable

The Public Procurement and Disposal of Public Property Act 2015 (Section 5)

As the Procurement and Supplies Department forges ahead, Ms. Smart stressed that the efforts are not solely hers and paid tribute to her immediate team - Compliance Officer, Joanne Corneille-Mugabe; Clerk I, Marina Browne; and Temporary Clerk III, Tricia Taitt - who have worked outside of their normal working hours and have significantly contributed to the Commission’s progress.



Energy efficient lighting upgrades across T&TEC

Having commenced the replacement of High Pressure Sodium Streetlights with LEDs and encouraging customers to make a similar switch, T&TEC is also making a switch inhouse, with several operating centres changing fluorescent lights to energy efficient LEDs.

At the Frederick Street head office and next door CEB building, over one thousand lights have been converted to LED, all the work having been completed by employees said Glen Riley, Supervisor, Maintenance and Services. The project was completed in March 2021, just three months after it was started. According to Mr. Riley "work was scheduled to ensure minimum disruption [we worked on] unoccupied meeting rooms and car parks during the day and occupied spaces outside normal working hours."

Significant headway has also been made in the change out to LEDs at the Supplies Warehouse Complex, King Village, and at the South Distribution Area.

At King Village, Steve Ramdath, Maintenance and Services Assistant, said the change out is about 92 percent completed. The project started in August 2019 on a phased basis and is expected to be completed by April 2021, with 1750 LED bulbs already being installed.

A similar approach was adopted at the South Distribution Area. According to Naresh Jeewan, Acting Field Controller, all offices and spaces at the San Fernando location, including the Sports Club, Area substations, Service Centres and Depots will be lit by LEDs. Using mainly internal resources, the south replacement



Maintenance and Services employees were seen at work installing LED bulbs at various T&TEC offices.

project was started in 2018 and, with close to 1500 LEDs already installed, is about 80 percent completed. Mr. Jeewan said "once fluorescent tubes become defective, they are replaced with LED bulbs.

Central Distribution Area and the SP Ottley Building, Mt. Hope, have also begun their changeout to LEDs, which is in progress.

Since the change to LED bulbs, users agreed that there has been an improvement in office lighting levels, less heat is emitted, the bulbs have a longer operating life and, as they are environmentally friendly, we are saving the planet...one energy efficient bulb at a time!

Building capacity, Senior Supervisors trained

Fifteen employees are currently participating in a one-year programme to become Senior Supervisors in the Commission's Technical Division. The all-male group has significant years of experience and was selected from an internal advertisement to fill vacancies and maintain operational continuity.

The group began the first of two training modules on January 18. As this was in-person training at T&TEC's Head Office, the group was divided into two, in keeping with COVID-19 guidelines for reduced numbers. Using video interface, senior employees engaged the Senior Supervisors-in-training with presentations on the role and functions of departments including Health Safety & Environment, Commercial, Risk and Insurance, Procurement and Supplies, Finance, Transmission and Legal. This segment was completed on February 16 and the trainees participated in the first of several progress interviews. The second module, comprising 12 weeks of on-the-job training, began in March and will be followed by about 9 months of rotation at Distribution Areas and some

technical departments such as Metering, Protection and SCADA, Communications, Transmission Maintenance and Public Lighting.

Then Acting Manager, Human Resources Department, Nalini Baboolal-Rampath described the programme as "giving the Senior Supervisor-in-training the knowledge and competencies to perform their new duties." She said that soft skills, like Root Cause Analysis, Business Etiquette and Protocol, Quality Customer Service and Conflict Management, "will conclude the training to ensure a balanced approach to their duties." About the progressive interviews, Mrs. Baboolal-Rampath explained "any area of challenge is quickly addressed to ensure all candidates meet the required standard." Senior Supervisors are tasked with planning and coordinating the activities of Distribution crews involved in the construction, reconstruction and maintenance of transmission and distribution plant and equipment to provide a continuous supply of electricity to the country.

Senior Supervisors-in-Training at one of the sessions during their year-long training programme.



Breaking the glass ceiling

Chrystal Joseph, Technical Assistant I was appointed to act as Assistant Area Manager (ASAM) – Administration, Projects and Development in the South Distribution Area in March 2021. This appointment marks a historic day for the Commission as it is the first time that a female engineer has been appointed as an ASAM.

Commenting on her achievement, Ms. Joseph said she was “honoured to break the glass ceiling”, “I am pleased that the appointment coincided with International Women’s Day on March 8, 2021. Leading by example, Ms. Joseph sees her achievements as a means to encourage women to strive for excellence, even in male dominated roles. In April, Kizzy Ramdhanie, Technical Assistant I was appointed to act as ASAM at the North Distribution Area.

Ms. Joseph has over 13 years of service with the Commission. She holds a BSc degree in Electrical and Computer Engineering and a MSc in Occupational and Environment Safety and Health.

Outside of her work responsibilities, Ms. Joseph, a full time wife and mother of three, is active in the promotion of electricity and safety. In a presentation to students of Nelson Street Girls’ RC School to commemorate International Women’s Day 2018, she highlighted the Commission’s role in gender equality and women in power and science. The following year, to commemorate International Women’s Day, she supported the Electrical Association



Chrystal Joseph, the first female to act as an Assistant Area Manager.

of Women - Siparia Branch in an outreach programme giving guidelines on electrical safety. Ms. Joseph holds executive positions in the Youth and Peer Counselling Ministry at the La Divina Pastora RC Church, Siparia. She is also a musician and singer and is a member of T&TEC Luces Brillantes and Voix Riches, a choir of young ladies.

Transforming waste into useful



An eye-catching lamp shade made from plastic spoons won the favour of the judges in T&TEC's first recycling competition held in March. As part of observances for Global Recycling Day on March 18, T&TEC's Public Sector Recycling Programme Committee (PSRPC) invited employees to participate in a competition to create something functional using recyclable materials.

The lamp shade, created by a team of employees from the Public Lighting Department (PLD), placed first among a handful of ingenious submissions, including a decorative paper tree, also from the PLD; a car tyre table and chair set from a combined Health, Safety and Environment/Metering team; and a handy decorative basket made from newspapers, from employees of the Corporate Communications Department. Teams competed for trophies and tokens, with the aim being to raise awareness and encourage the practice of recycling.

The Committee thanks all participants, and the three judges – Chief Operating Officer, Curvis Francois; Gisèle Telfer, Public Education Officer of the Solid Waste Management Company Limited; and Lisa Cazoe, Area Administrative Officer, North Distribution Area, for the success of the initiative.

The first recycling competition winners:

First Place: Lamp shade (PLD Dept.) - Amrita Mohan, Alisha Augustin, Keesha Brown-Andrews, Shawn Mohammed, Natasha Karamath and Crystal Kissoon-Sinanan

Second Place: Tyre table and chair set (HSE/Metering Departments) - Hansley Baboolal, Sangeet Boodoosingh, Jevon Redhead, Kiel Crosby, Diana Maraj and Sterling Kent

Third Place: Newspaper basket (Corporate Communications Department) - Diandra Gomez, Avianne Ali, Clare Cooper-Vincent and Ayesha Scott-Hinkson.



First Place: Lamp shade



Third Place: Newspaper basket



Second Place: Tyre table and chair set



We have moved

Customers seeking the services of the Commission's Utilisation section can now do so at 57-59 Dundonald Street, Port of Spain. The new North Distribution Area main office also provides upgraded accommodation for about sixty-nine employees of the Area's Administration Office, Maintenance Planning, Projects and Claims Sections. The Security Department's Surveillance Command Center will also be housed there in the near future.

Each floor of the three-storey building has washroom facilities, a kitchenette and lunch room. The 'up Dundonald Street' building also has a basement and, while a few projects are still to be done to conclude the relocation, employees are generally very pleased with the new accommodations. Most agree that it is comfortable and a huge step up from the previous accommodations.

Wendell Bhagirath, Assistant Area Manager, North Distribution said the move from Flament Street was due to the decommission of the PowerGen Port of Spain Power Station. He said that the Dundonald Street building was chosen from several options, and that the open concept floors had to be configured into office spaces with design input from North Distribution, Civil Engineering and Facilities Management Department. Construction commenced in June 2020 and took 2 months. Civil construction work was coordinated by the Civil Engineering and Facilities Management Department and undertaken by three private building contractors. All electrical works, networking systems and communication system works were done by the Commission's employees. Maintenance Planner, Jamel Reid, said that the move to the new office space was done floor by floor over three weekends using employees and vehicles from the Northern Area, Training Facility and Supplies Department.

Women forging through the pandemic

The COVID-19 pandemic has altered life for many, but for women as primary caregivers, the impact has been particularly challenging. A study published by the Inter-American Development Bank (IDB) in December 2020 concluded that, traditionally, women have borne the burden of unpaid care work (household chores and childcare) and, intensified by the pandemic, Caribbean women were more adversely affected than their male counterparts. The results of the study are a timely reference for International Women's Day (IWD) 2021, which was commemorated under the theme Choose to Challenge. The theme, as always, focuses attention on celebrating women, while calling out gender inequality.

IWD 2021

#choosetochallenge

Below: Allison Acres-John, Producer, with the rest of her cast Husband, Jerome; and children (from l-r) Anya-Lin, Avery, Andrzej, Alexey-Marie and Alyssa-Lee.

As the world marked IWD on March 8, we asked three female employees - Stenotypist, Allison Acres-John; Clerk/Typist, Gennieve Romany; and Draughtsman II, Ria Ali - how they coped during the pandemic.

What they revealed aligned with the research findings. During the stay-at-home restrictions, the mothers had to take on further responsibilities regarding child-care and home school arrangements and also bear the burden of being mentally strong for other family members during the period of heightened uncertainty. However, like other working mothers, once they returned to work full time, they continued to maintain the same level of responsibility at home.

Ms. Acres-John, a mother of five school-aged children ranging from ages 14 to 20 years, admitted that balancing the demands of being teacher/mummy/mentor/professional was a challenge. "Remote learning doesn't have the same impact as the physical classroom environment [and] each of my children learn differently," she said. After acquiring laptops for each child, a struggle in itself, she was committed to keeping their learning "consistent" despite the lack of supervision. "They are required to be disciplined





*Gennieve Romany,
with her daughter,
Brenieve.*

and work independently, but they copy me on all assignments submitted and I review all work before it is turned in."

Ms. Romany, the single-parent of an 11-year old daughter, has similar experiences. Fortunately for the Corporate Communications Department employee, she has help from her mother to supervise online schooling while at work. But this arrangement also has its challenges, as "technological mishaps are usually solved remotely... at times it is frustrating."

It has also been a juggling act for Mrs. Ali, who works in the South Distribution Area. Her husband works flexible hours and her elderly parents help with supervising her 13 and 11-year-old boys, but this is not adequate. "After work I still have to check class assignments and projects and then clean up and organise food for the next day," she said. All this, in addition to joining with her husband every evening to play sports with the kids, to give them a break from the electronic devices. She takes it all in stride however, explaining that "despite how I may feel, I have to emanate stability and strength, when [my kids] are overwhelmed with fear and anxiety."

In attempting to create a balance, Ms. Romany read books, sewed and did online tutorials/ courses with Microsoft, Google and Clever Girl Finance, which helped to stimulate her mind and creativity. Mrs. Ali turned to gardening and house cleaning, which helped her to appreciate each moment.

T&TEC is one of a few organisations with built-in support for the psychological challenges prompted by COVID-19 and Dr Brent Pereira, Clinical Director of Elder Associates Limited, providers of the Commission's Employee Assistance Programme (EAP) had some advice for women who are heavily relied on in the home and in the community. "Make adjustments regarding expectations and responsibilities on how we do things and on what we can do... acknowledge that you need help...reach out for it and accept it," he said. This requires tapping into available support systems, which can come from within and out of the family circle. This was the approach of Ms. Romany and Mrs. Ali, who got assistance from relatives with childcare and managing the home. Mrs. Acres-John chose to lean on fellow parents at the St. George Regional Parent Teachers Association, sharing, "as its First Vice President, my peers are reservoirs of knowledge and support to keep me up-to-date and included in discussions on parenting and the evolving education system."

Looking back at the past year under the health restrictions, the three ladies all missed external stress relieving activities. For Ms. Acres-John it's partying with friends; "travelling," said Mrs. Ali; and Ms. Romany longs to restart her community group workouts. Given the situation, the sense of loss is normal and expected, but Dr. Pereira advises that to maintain a healthy outlook during the pandemic, we should learn to accept this new normal. "Out of necessity, we have made changes.

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Women forging through the pandemic

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Ria Ali and her husband, Shivananda Deo, with boys Varune and Khalil.

“Despite how I may feel, I have to emanate stability and strength, when (my kids) are overwhelmed with fear and anxiety.”

If we are able to accept that life has changed for the foreseeable future, we can be better poised to cope with and make the best of circumstances,” he said.

The idea of making adjustments as we go forward in the ongoing pandemic aligns with the IWD theme, which also urges to “#ChooseToChallenge beyond International Women’s Day.” In the context of COVID-19 it can allow overburdened women some breathing room, but it also provides an opportunity to examine the new challenges faced by women, even as we seek out and celebrate their achievements, to create a more equal world.

Some resources to help:

International Women’s Day

<https://www.internationalwomensday.com/resources>

Contact our Employee Assistance Programme:

24-hour hotline service: (868) 622-6594

Email: info@eldertt.com

Visit Caribbean Parenting on Facebook for resources on family life including finance, parenting approaches, relationship building and more:

<https://www.facebook.com/caribbeanparentingdigitalshow/>

Help your child manage their mental health:

https://www.moe.gov.tt/wp-content/uploads/2021/02/OPM_booklet_web_version.pdf

Capacity doubled at Studley Park substation

From Studley Park to Charlotteville, over 5,000 customers are benefiting from a more reliable supply of electricity with the installation of a new 33/12kV transformer at the Studley Park Substation in Tobago. The commissioning of a second transformer on February 10, 2020 has doubled the capacity of this substation to 16 MVA. It also validates the announcement by T&TEC's Chairman Romney Thomas at the formal opening of the Roxborough Service Centre in January about the development of "several ongoing projects [on this side of the island] to cater for additional load growth."

According to Acting Assistant Area Manager, Kurlan Hackett, in addition to increases in capacity, a second transformer also offers system flexibility. Explaining that prior, "any maintenance work on the lone transformer would ultimately force customers on the Upper Windward feeder to be out of supply." Now, maintenance works can be performed on one while the other is still in operation, minimising planned outages.

Preparations for the installation of the new transformer began in early 2020, however, due to COVID-19 restrictions, the

project was delayed and was finally completed at the end of January. Technical Assistant II, Nicholas Jagdeo, who was in charge of the project, credited the successful completion to the "co-operation and dedication of the crew to seeing the project implemented". The substation team consisted of Substation Supervisor, Darren St Clair and Electricians - Marlon Pitt, Colin Sylvan, Jeron Campbell, Javion Tangwell, Kielon Edwards, Drivers David Alexander and Hollis Campbell. They were supported by Senior Supervisor, Vaughn Aberdeen.



Nathaniel goes the distance

"Children will always excel in doing what they love." So said Joel Kallicharan, Meter Supervisor, Metering Department whose son, Nathaniel, was awarded an additional scholarship in creative and performance studies after this year's Caribbean Advanced Proficiency Examination (CAPE).

Nathaniel, a former student of Shiva Boys Hindu College has always been passionate about sports. This appeal was enhanced by opportunities provided to him through membership in the Penal-based Metronomes Sports and Cultural Club. A long-distance runner, Nathaniel has participated in several local events including the UWI half-marathon.

At the CAPE, Nathaniel topped the Caribbean in Paper I – Physical Education, making the merit list. It is no surprise that he wants to further his studies along those interests. His hope is to pursue a BSc. degree in Physical Therapy at the University of the West Indies' Mona campus, and eventually specialise in sports physiotherapy.

"He wants to give back to the sporting fraternity," said his father, describing his son as dedicated, disciplined and a natural leader. "Other young people look up to him." Mr. Kallicharan and his wife, Hema, are naturally proud of their son's achievements and have pledged their continued support to him and his



Proud parents, Joel Kallicharan, Meter Supervisor, his wife Hema and their son, Nathaniel.

brother in all their future pursuits. "As parents we encourage our children to follow their dreams. Our advice to parents – allow your children to follow their dreams, not yours."

The T&TEC Family is proud of you, Nathaniel. We wish you continued success in your studies.



Take an anniversary trip down memory lane...

Did you know that T&TEC is 75 years old? Yes! The ordinance establishing the Trinidad and Tobago Electricity Commission was passed in December, 1945, and the Commission started operations in 1946.

How much of the Commission's decades of history do you know? Test your knowledge with the quiz below.

1. Who was the first Chairman of T&TEC?

2. Which union was the first to be recognised to represent T&TEC workers?

3. Which of the following persons never served on T&TEC's Board?

- a. Mr. Surujrattan Rambachan
- b. Mr. Bernard Mitchell
- c. Ms. Susilla Ramkissoon
- d. Dr. Hollis Liverpool

4. What year did the OWTU replace the National Union of Government Employees (NUGE) as the bargaining body for the Commission's hourly rated workers?

- a. 1958 b. 1969
- c. 1982 d. 1974

5. When was the last approved rate increase to be implemented by T&TEC?

6. Which sponsored group was formed in 1961 to encourage the exchange of information and ideas among women for the adoption of safe and efficient electricity practices?

7. Who was the first local General Manager appointed at T&TEC?

8. What was the length of the first submarine cable that was laid between Trinidad and Tobago and energised in December 1965?

- a. 23 miles b. 15 miles
- c. 43 miles d. 18 miles

9. At one time customers in Tobago paid more for electricity than did customers in Trinidad. True or False?

10. In what year was T&TEC's General Sports and Cultural Club formed?

11. Who acted as General Manager following the sudden passing of Stanley Ottley on September 19, 2000?

12. What T&TEC policy seeks to protect employees' right to operate in a professional environment and be treated with equity,

courtesy and respect?

13. In what year did the Engineer-in-Training programme start?

14. What was the first natural gas reciprocating power plant (has both diesel and gas turbines) in the region?

15. Which of T&TEC's currently-sponsored bands has enjoyed the longest running sponsorship?

16. What is the name of T&TEC's newest substation?

17. What year was T&TEC's generation assets divested, which saw the creation of PowerGen?

18. Who was T&TEC's first Public Relations Officer?

19. Which T&TEC customer was the first to make a heavy demand on its system?

20. Where is T&TEC's newest customer service centre located?

Answers to anniversary trip down memory lane on page 25

Employee update

Appointments, Promotions, Moving On and Accomplishments
December 01 2020 - February 28 2021

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Aaron Ramlogan	Senior Supervisor-In-Training	Human Resources Department
Amir Mohammed	Assistant Area Manager	Distribution East
Andrea Cozier-Ruiz	Land Management Officer	Transm Devel & Eng. Services
Arlene Seales-King	Administrative Assistant III	Chief Accountant
Christopher Laldeo	Senior Supervisor-In-Training	Human Resources Department
Daymian Stewart	Senior Supervisor-In-Training	Human Resources Department
David Emery	Senior Supervisor-In-Training	Human Resources Department
Derick Davis	Transmission Maintenance Manager	Transmission Maintenance
Donna Michelle Mc Donald-Forgenie	Senior Engineer – Facilities	Engineering Controller
Earl Sankar	Meter & Relay Supervisor	Protection & Scada
Harrilal Ramdewar	Head, Security	Security – Head Office
Hilary Glodon	Driver – Class 5 Vehicle	Transmission Maintenance
Ishwar Balgobin	Senior Supervisor-In-Training	Human Resources Department
Issailya Motilal	Clerk II	Chief Accountant
Jelani Bramble	Linesman 'A'	Distribution Tobago
Jenifer Christo Samaroo	Section Leader	Commercial
Kedar Mark	Senior Supervisor-In-Training	Human Resources Department
Khamchan Bidaisee	Senior Clerk	Chief Accountant
Kirth Muir	Operator III (Tobago)	Cove Power Station
Lisa Cazoe	Area Administrative Officer	Distribution North
Lorenzo Tiwari	Electrician 'A'	Transmission Maintenance
Marisa Victor	Human Resources Officer III	Human Resources Manager
Nekesa Sobers-Bullard	Subsection Leader	Transmission Maintenance
Omilia Jarrott	Field Controller	Distribution Tobago
Sean Giles	Assistant Area Manager	Distribution East
Sekon Alves	Senior Supervisor-In-Training	Human Resources Department
Shalini Rambox-Mackhan	Senior Clerk	Transmission Maintenance
Sharaz Ramjohn	Electrician 'A'	Transmission Maintenance
Sharon Adams	Administrative Assistant I	General Manager
Shaughn Pryce	Assistant Registrar	Business Development & Admin
Shawn Jones	Ganger	Procurement and Supplies
Shernel Edwards	Customer Services Officer	Commercial
Shivanand Ramoutar	Engineer I	System Planning and Research
Starrel Hosein	Senior Supervisor-In-Training	Human Resources Department
Terrance Moore	Senior Supervisor-In-Training	Human Resources Department

DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Augustus Thompson	Crew Supervisor	Distribution South
Ambrose Jones	Dr- Lr. Ldr./Lift Comb.	Distribution Central
Carol Brown	Administrative Assistant I	General Manager
Celina Tuitt	Subsection Leader	Commercial
Ceril Seucharan	Transport Labourer I	Distribution South
Curtis Dieffenthaler	Substation Supervisor	Distribution South

Employee update

Appointments, Promotions, Moving On and Accomplishments

DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
David Pascall	Senior Clerk	Commercial
Dawn Greenidge	Inventory Coordinator	Procurement and Supplies
Dereck Telesford	Hotline Supervisor	Distribution South
Dexter Pascall	Estate Constable	Security – Distribution South
Dominic Solomon	Estate Constable	Security – Mt. Hope
Eugene Peschier	Mechanic 'A'	Distribution East
Francis Pollonais	Dr- Lr. Ldr./Lift Comb.	Distribution South
Garfield Armstrong	Operator I (Tobago)	Cove Power Station
Heera Boodram	Meter & Relay Technician I	Protection & Scada
Ina Campbell-Anthony	Commercial Officer	Distribution Tobago
Kenny Mahabir	Dr- Pole Hole Borer Comb.	Distribution North
Kimraj Ramoutar	Head, Security	Security – Head Office
Leanna Nicholson	Cleaner	Public Lighting
Mansar Nowrang	Meter Reader	Commercial
Oliver Joseph	Crew Supervisor	Distribution North
Patricia Webb-Gomez	Senior Corporate Comm. Assistant	Distribution Central
Patrick Archibald	Crew Supervisor	Distribution South
Sewack Sankar	Meter & Relay Supervisor	Protection & Scada
Terrance Olivieri	Estate Constable	Security – Distribution North
Wendell Small	Crew Supervisor	Distribution South
Zainool Mohammed	Manager – Dist Plan & Sup	Technical Division

Employees collect LED bulbs

Special arrangements were made for employees who work at operating centres without an attached service centre to collect their government-issued, free LED bulbs. The distribution was scheduled in January and February, at the S.P. Ottley Building, Mt. Hope; Central Warehouse; HCU Building; Public Lighting Department; and the main offices of the Central and Northern Distribution Areas.



Karen Marshall, Stewardess – North Distribution Area, collects her LEDs from Nicole Rodriguez-Eligon, Clerk III.

T&TEC mourns their loss

The Electric Family lost three of its members over the last quarter with the passing of Hardath Gookool, a Driver – Aerial Lift Truck from the Central Distribution Area, Kenny Maharaj, Senior Supervisor, South Distribution Area and Darren Dalip, Linesman 'B' of the Public Lighting Department.



Mr. Gookool, who passed away in February, had an 18-year career at T&TEC, all of which were spent at the Central Distribution Area. He joined T&TEC in 2003 as a temporary Labourer at the Central

Area. In 2006 he was made permanent and in 2009 was promoted to his last position.

According to Ravi Ramsaran, Assistant Area Manager, Mr. Gookool will be best remembered as being "affable, respectful, friendly and willing to go beyond the call of duty."



Mr. Maharaj passed away on March 7 at age 58, with almost 39 years of service with the Commission. He joined T&TEC as an Apprentice in 1980 and was appointed a Meter and Relay Mechanic in the Protection and SCADA Department in

1982. After 23 years in this department, he was promoted to Senior Supervisor in 2010.

Area Manager, South Distribution, Richard Sitahal, described Mr. Maharaj as a warm and pleasant individual who maintained a positive demeanour "even under the most trying circumstances." These sentiments were shared by Marvin Boochoon, Senior Engineer,

Protection and SCADA Department, who added that Mr. Maharaj was "hardworking, humble and co-operative."



Thirty-four year old Mr. Dalip died on March 21. He joined T&TEC in 2011 as a Craft Trainee at the Port of Spain Training Facility and was appointed as a Linesman 'B' at the Public Lighting Department (PLD) in 2015, where he remained for the

duration of his service with the Commission.

According to his Supervisors – Technical Assistant, Alden Henry and Engineer, Michelle Marcus, Mr. Dalip was a positive, uplifting and a very respectful employee, whose funny text messages never failed to brighten the mood at work. Manager, Murvie Charles, said he was committed to his job, very focused and helpful and would be greatly missed by all at PLD.

T&TEC extends deepest condolences to the families, friends and colleagues of Mr. Gookool, Mr. Maharaj and Mr. Dalip.

May they rest in peace.

Employees get flu shots

In keeping with the Ministry of Health's advice that citizens should access the annual flu vaccine, T&TEC reached out to all Regional Health Authorities to arrange for the 2021 flu vaccine for its employees.

The North Central and North West Regional Authorities responded with the vaccine caravan visiting the East Distribution Area in January, Mount Hope in February and Head Office in March.



Answers to anniversary trip down memory lane.

1. Sir E. L. dos Santos C.B.E. was appointed the first Chairman of T&TEC.
2. Federated Workers Trade Union
3. (d) Dr. Hollis Liverpool (Serving on T&TEC's Board were Dr. Surujrattan Rambachan, appointed in 1987; Mr. Bernard Mitchell, appointed 2008; Ms. Susilla Ramkissoon, appointed Deputy Chairman in 2010 and Chairman in 2012.)
4. (b) 1969
5. May 1, 2008
6. The Electrical Association for Women (EAW)
7. Mr. Karl Seheult, T&TEC's third General Manager, 1964-1972
8. 23 miles
9. True. The cost of electricity was higher for customers in Tobago prior to 1960, when the rates in the two islands were unified.
10. 1991
11. Ms. Judith Morris, then Assistant General Manager, Finance, acted as General Manager from September 19-30.
12. The Sexual Harassment Policy (General Instruction No HR58/1904), implemented in April, 2019.
13. 1956
14. The Cove Power Plant, Tobago, commissioned on October 23, 2009
15. T&TEC East Side Steel Orchestra, sponsored in 1971.
16. The 66kV Caribbean Gas Chemical Limited Substation in La Brea.
17. December, 1994
18. Mr. Ernest Roy Mitchell, appointed in February 1970.
19. The Iron and Steel Company of Trinidad and Tobago (ISCOTT), when it used 40MW of power to produce steel for the first time in 1981. It caused the biggest increase in maximum demand at the time, rising from 301.3MW in 1980 to 382.1MW in 1981.
20. Roxborough, Tobago, opened in January 2021.



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:

Lauren Francis of the Housing Development Corporation, contacted the Public Lighting Department for repairs of some street lights. She sent the following message after the job was completed.

December 11, 2020

The customer of Ridgewood Gardens, Golconda, contacted me to send you all a big thank you and to make special mention of Mr. Babwah who he found to be most courteous and professional during the works. Thanks again to the T&TEC team for the response.

Lauren Francis
Senior Design Electrical Engineer,
HDC

Editor's Note: The responding crew was led by Crew Supervisor, Nizam Babwah, and included Linesmen 'B', Marcus Bobb and Kester Williams and Driver - Lorry Loader/Lift Combination, Anil Oudit.

December 14, 2020

General Manager, T&TEC

I wish to express my total satisfaction and deepest appreciation for the extremely prompt and professional attention afforded me by four gentlemen from your company on Sunday 13th December 2020.

I had an emergency at my home and called your emergency hotline at around 7:15 p.m., the response from your technicians was above and beyond my expectations. By 8:45 p.m. the problem was resolved and my supply was back to normal.

I want to thank T&TEC, and especially the four gentlemen, who assisted me with my problem. Unfortunately, I did not get their names or the vehicle number.

Carlos Figueira
Carenage

Editor's note: The crew comprised Ag. Crew Supervisor, Vidyanand Kanhai; Ag. Linesman 'A', Kerry Ward; Linesman 'B', Junior Nelson; and Driver, Mark Mahabir.

December 4, 2020

Ms. Monica Jaikaran
Commercial Officer
East Distribution Area

Dear Ms. Jaikaran
I visited your office at Curepe today and there were two T&TEC Police Officers manning the door. I saw the Officers doing a fantastic job making things flow quickly and efficiently. They were dealing with a number of elderly people who came for their free light bulbs, or to pay bills. The T&TEC police were courteous, soft spoken, personable, professional to these elderlies. There were no barking of orders and shouting commands, despite their ominous appearance. They spoke calmly.

A serious, well-dressed young man greeted me. He was very meticulous and [his Supervisor] was so soft spoken and warm. It's really a lovely aura in that office. There was quiet and harmony...no loud talking to each other. Everyone was focused on doing their jobs efficiently, servicing their customers quickly, properly, effectively.

To say I was impressed is an understatement. I was in and out of there in minutes. I completed the transaction, knew the next steps and congratulated the Supervisor on the level of service I received.

Police Constables - Keron Morean and Cindy Titre were both very professional, Lisa Felix, Supervisor; and Joseph Howard, who addressed my query.

Sandra Parmesar
Director,
Online Technologies Limited

Email to Corporate
Communications Manager,
T&TEC

January 9, 2021

Dear Ms. Brasnell,

I wish to express my sincerest gratitude for a WOW experience we had with T&TEC to correct a 'phase problem' at my home at Anand Circular Drive, Harmony Hall, Reform Village on December 25, 2020. We called your south hotline and the CSR taking the call was very helpful. Within one hour of our call we were pleasantly surprised by the honk of a horn outside the house. The crew, led by Christopher Phillip, was very professional, yet affable. Within 25 minutes, our issue was resolved.

I will definitely be telling all and sundry about this level of service by T&TEC.

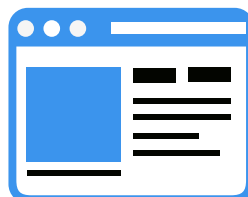
Randall Sinanan
Reform Village

Editor's Note: Telecom Operator, Keyon Jack took the call and the crew was led by Ag. Crew Supervisor, Christopher Phillip; with Linesman 'A', Jason Maxwell; Linesman 'B', Stephen Persad; and Driver, Gerald Calendar.

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*Dwarika Rambarran of
Rochard Douglas Road,
Barrackpore, wrote an email
on January 11 to commend
T&TEC on its service:*

Electricity went. Sounded like a blown transformer. Within half an hour your service truck arrived and within 20 minutes electricity was on again.

Absolutely excellent service.
Well done T&TEC! Keep up the great work!

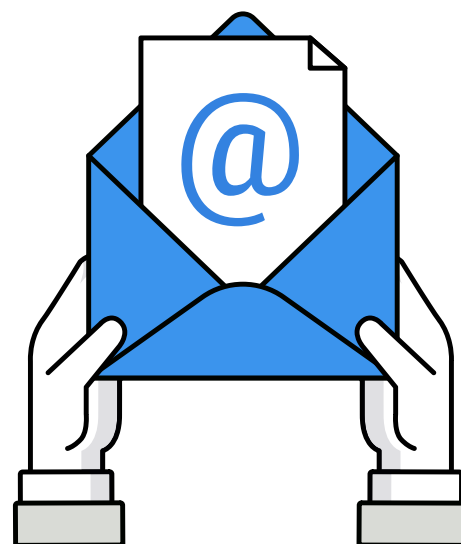


February 4, 2021

Good day,
I recently made a report regarding [a non-functioning] street lamp along Flamingo Drive, Paria Gardens, Aripiero, South Oropouche. To my utter and pleasant surprise the light was repaired within a few days of my report. I didn't even know when the repair team was in my area. They just came by, did their thing and left.

So I wish to commend and thank you deeply for the excellent job and great service received.

Tracey Walcott



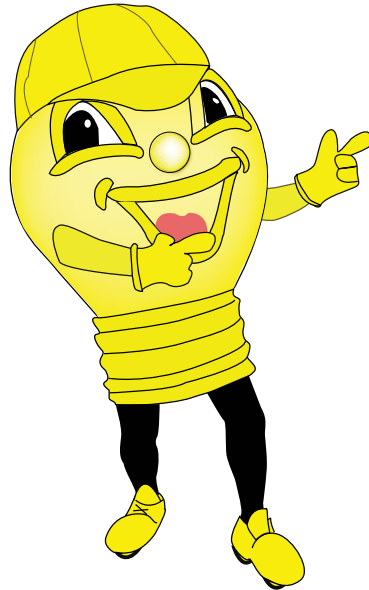
LOOK DOWN NOT UP



Ring Main Units



Three Phase Meterbank



Pad Mounted Transformers

Not all T&TEC infrastructure is overhead. Some equipment is installed at ground level and require even more care and attention from pedestrians.

Pad-mounted transformers, Ring Main Units and Meter bases/ banks may look harmless, but they carry high voltages that can cause electric shock or death if you come into contact.

When around these installations, follow these safety guidelines to minimise the risk of electric shock:

- **DO NOT TOUCH**, climb or play on the equipment.
- **NEVER DIG** near or plant shrubs and trees near them as these can cause power interruptions.
- **DO NOT TAMPER** with any of these installations including cables.
- If you notice anything amiss, such as an unlocked or broken transformer, Ring Main Unit, or meter base, please contact T&TEC immediately.

