



# Watts Happening

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION  
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VISION - Powering the nation  
into the next generation.

MISSION - To deliver  
world-class electricity service,  
through engaged and  
empowered employees, using  
clean, sustainable energy,  
technologically advanced  
systems and a highly reliable,  
safe and modern electrical grid.

• HAPPY NEW YEAR •

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- Employee Awards, a moving tribute
- T&TEC hosts inaugural Engineering Conference
- RIC revises electricity standards



# Thank you for your service

*The following is an extract from the address by Chairman Mr Romney Thomas, at the Employee Awards and Recognition event held on December 2nd at the Stanley P Ottley Building, Mt Hope .*

This year marks TTEC's 75th anniversary. Notwithstanding the challenges posed by the pandemic the Board and management felt it would be remiss of us to not commemorate this milestone event. I am pleased therefore, to join with you today to pay tribute to those who have epitomised the "Power to make it work"—employees who have dedicated 35, 40 and over 40 years of service as well as those of us who champion our core values and were selected as the Best Performing Employees of each Department or Area.

The global pandemic has brought significant changes to T&TEC's operations and life as we know it. It has been a challenge for us all in many ways, but in the face of the psychological strain of the pandemic and the number of colleagues we've lost this year, it was necessary to tangibly demonstrate our appreciation of those through whose efforts and sacrifices we were able to meet the most significant challenge of our time, bringing us to this point where we are able to celebrate this momentous occasion.

Our esteemed group of long service awardees are all professionals who have contributed in varying measure to providing our over 500,000 customers with a safe, reliable, high quality electricity service. I wish to acknowledge the years of work, the proverbial blood, sweat and tears, which they have given to build our reputation as a top performing utility.

Apart from our longest-serving employees, we also recognise our 53 Best Performing Employees, the people behind the power. Each of whom

has demonstrated an exemplary work ethic. You performed your duties exceptionally, notwithstanding the considerable obstacles that we as a country (and as a member of the world community) have faced in the past year. You have exemplified, among others, safety consciousness, efficiency, and quality service and not to mention, those qualities captured by our National watchwords Discipline, Tolerance and Production.

Ladies and gentlemen, as we look to the future, we also contemplate the adjustments that will be required for us to operate efficiently and duly serve our country. You are already aware of some of the plans, including the anticipated rate increase and the move to incorporate renewable energy into our system. These changes will bring higher standards for customer service delivery and ensure our continued sustainability, but will place even more demands on us to meet the nation's expectations. Our work in renewable energy must also be expanded as customer demands for this technology increase.

T&TEC's Strategic Plan, updated for the period 2021-2025, charts the best approach for the future and will continue to guide our efforts. We are confident that with your continuing commitment we will achieve our mission to "deliver world-class electricity service, through engaged and empowered employees, using clean, sustainable energy, technologically advanced systems and a highly reliable, safe and modern electrical grid."

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# Employee awards a joyous, moving tribute



*T&TEC's Chairman, Romney Thomas, delivers his remarks.*

employees at T&TEC's annual Employee Recognition and Long Service Awards. It was a small, at times moving, affair on December 3 for the 18 employees who retired or are near retirement after serving 35, 40 and over 40 years, and for the nearly 300 employees who viewed the live-stream from the S.P. Ottley Building, Mt Hope.

Despite the current financial and pandemic-related difficulties, the Board of Commissioners and Management maintained its practice of honouring

A special interfaith memorial for colleagues who passed away during the year started things off, setting a poignant tone for the rest of the event. While photographs of the 15 deceased employees were featured in a slide show, prayers and messages of comfort were read by employees representing different faiths.

T&TEC's Chairman, Romney Thomas, followed the memorial with an address, reiterating the Board's appreciation to staff on this, T&TEC's 75th anniversary. "In the face of the psychological strain of the pandemic and the number of colleagues we've lost this year, it was necessary to tangibly demonstrate our appreciation of those, through whose efforts and sacrifices, we were able to meet the most significant challenge of our time," he said. The list



*A cross-section of some of the award recipients.*



*Former Crew Supervisor, Leslie Williams, accepts the General Manager's Special Award from General Manager, Kelvin Ramsook.*

of long service awardees included Supervisors, Drivers, Technicians, Operators, Estate Police Officers and a Cashier, who he said gave "the proverbial blood, sweat and tears" to provide our over 500,000 customers with a safe, reliable, high quality electricity service.

The awards also saw the return of the Best Performing Employees in each Department and Area after a four-year absence. The 54 recipients were among those who viewed the live-stream and were later presented with their awards by their Heads of Department in the office. They epitomised the "power to make it work" and were named for exemplifying "safety consciousness, efficiency, and quality service and...those qualities captured by our National watchwords Discipline, Tolerance and Production," said the Chairman. In assuring staff



*Maintenance and Services Assistant, Darren Robinson, representing the Orisha faith, offers up prayers at the start of the programme.*

that sacrifice, hard work and loyalty are rewarded, he also told of plans to provide each employee with a voucher as a small token of appreciation.

Also presented was the General Manager's Special Award, given to Leslie Williams, for "consistently going beyond the call of duty to ensure delivery of service to customers." Mr. Williams retired in October 2020 as a Crew Supervisor, North Distribution. He was widely regarded as being very responsive to customers' needs, especially in so-called "trouble" areas.

As the Commission prepares to close off its 75th year, sincerest thanks and congratulations to all awardees for their collective decades of dedication and sacrifice and their deep service to the Commission and to our country.

(See photos in centrespread)

# Executive appointments

Four employees were promoted into the Executive team, two employees were transferred, and a new Assistant Head, Security, was appointed over the last six months.



**Farzad Nobbee** was appointed Manager, Distribution Planning and Support Department on September 1. He previously held the position of Assistant Area Manager, Central Distribution Area.

Mr. Nobbee holds a BSc in Electrical and Computer Engineering in addition to a BSc degree in Occupational Safety, Health and Environment. He joined T&TEC in 1999 and has worked in progressive positions at the Southern Distribution Area, Central Distribution Area and Public Lighting Department.



**Jamel Reid** was promoted to Assistant Area Manager on November 15 and was assigned to the Central Distribution Area.

Mr. Reid holds a BSc in Electrical and Computer

Engineering and an IMBA. He joined T&TEC in 2007 in the Engineer-In-Training programme and was assigned to the North Distribution Area in 2009. He received several promotions while assigned to this Area, including Technical Assistant I in 2016, the last position before his recent promotion.



On December 1, **Kizzy Ramdhanie** was promoted to Assistant Area Manager and was assigned to the North Distribution Area. She is the first female in the Commission to attain this executive position.

Ms. Ramdhanie joined T&TEC in 2001 as an Engineer-in-Training in the Transmission Maintenance Department. After several progressive appointments, including Senior Engineer in 2010, she was laterally transferred, in 2020, from the Internal Audit Department to the North Distribution Area, where she remained until her recent promotion.



**Ashmeed Ali** is the Manager of the South Distribution Area, effective December 1. He previously worked as this Area's Assistant Area Manager, for three years.

Mr. Ali joined T&TEC in 1995 and holds a BSc in Electrical and Computer Engineering and an MBA. Prior to this latest appointment, he was the Manager of the Business Development and Administration Department. Mr. Ali also worked in progressive positions at the Transmission Maintenance Department, Distributions Central and East, and the Public Lighting Department.



**Wendell Bhagirath** was promoted to Manager, Business Development and Administration Department on December 1. The holder of a BSc in Electrical and Computer Engineering, an MBA and a

Project Management Professional certificate, Mr. Bhagirath previously held the position of Assistant Area Manager, North Distribution Area since March 1.

In 1997 Mr. Bhagirath joined T&TEC as an Engineer-In-Training and, during his 24-year tenure, worked at Distributions South, East and North. He also worked in the Transmission Maintenance, Procurement and Supplies, and Distribution Planning and Support Departments.



On October 4, **Jovan Abraham** was appointed Assistant Head, Security, Security Department. He is responsible for Training, Discipline, Investigations and general management of resources including vehicles.

A veteran officer of the law, Mr. Abraham was a former Detective with the Trinidad and Tobago Police Service and held managerial positions in the public and private security sector, at companies including G4S, North West Regional Health Authority and Prestige Holdings Ltd.

Mr. Abraham holds an MBA, a BA in Business Management, an ASc. in Business Management and International Ship and Port Facility Security Code Certification.



**Vijai Ramnanansingh** was promoted to Manager, Transmission Maintenance Department on December 1. Before his latest promotion, he was the Assistant Area Manager, South Distribution

Area, a position he attained in 2020.

Mr. Ramnanansingh has just over 18 years of service with the Commission. He joined the Engineer-In-Training programme in 2003 and received several promotions in the managerial grade before moving into the Executive. Mr. Ramnanansingh has worked at Distributions Central, North and South, and the Public Lighting Department.



# Climate change, customer service, key topics at T&TEC's Symposium of Exceptional Engineering



*Member of the Commission Solange De Souza*

It was an October to remember. Just before climate change was placed on the world agenda for the 2021 United National Climate Conference, COP26, T&TEC's technical minds collectively examined solutions that would contribute to achieving T&T's climate change goals. It was at T&TEC's inaugural Engineering Conference, which took place on October 20-22, where topics related to the climate conversation, such as a remote light switching system for recreation grounds to save energy and money, and considerations on the impact of extreme weather on T&TEC's infrastructure, were on the agenda.

The discussions were not exclusive to climate change, however. Themed "Over Frequency, a Symposium of Exceptional Engineering," the conference showcased in-house engineering innovations and discussed ideas on operational matters. Over 16 Engineers presented solutions, several already in-train or fully implemented, to improve efficiency and service delivery in areas like telephone customer service and reliability.

The conference was organised for virtual and limited in-person attendance and opened with welcome remarks from T&TEC's Chief Technical Officer, Chrialston Belle and from Member of the Commission, Solange De Souza. Mr. Belle reminded Engineers of their role as the core of T&TEC's operations, saying, "we must be exceptional and produce work of the highest quality." While also acknowledging the supportive role of other members of staff, he said he was proud of the fine

work produced and hoped it would positively impact on the product T&TEC delivers. Ms. De Souza, who is also Chairperson of the Board's Sub-Committee on Performance, Reliability and Rural Electrification and Public Lighting, said that the conference gave "the opportunity for our Engineers to share ideas, innovations and successes...and engage in discussion on the evolution of engineering practices." As she acknowledged the strides the organisation made over its 75-year history, she noted that as professionals, "we have the power to create the environment which can either reflect impeccable principles or mirror disrepute, dishonour or even shame," so some introspection to determine our integrity and character may be necessary.

Among a number of presentations addressing matters related to climate change, Engineers Saidah Hosein and Alden Henry addressed the issue of conservation of electricity on

Courtney Powell,  
Technical  
Assistant I,  
System Planning  
and Research,  
presented his  
"Power Flow  
Simulation for  
Photovoltaic  
Plants".



A cross-section of the in-house attendees during the panel discussion on the last day of the conference.

underused recreation grounds across the country, putting forward a proposal that has the potential to reduce our carbon footprint by saving 8,660 megawatt hours of wasted energy annually.

While all grounds have an automatic timer which operates from 6:00 p.m. to 9:30 p.m., underutilisation wastes approximately 46% of the energy consumed at such facilities. A new system, already being piloted at the St. Mary's Recreation Ground, Freeport, will allow for remote monitoring and control of the floodlights at 200 recreation grounds. Using field devices and 24-hour surveillance and communication equipment, operators at a Control Centre will monitor the presence of people and turn the lights on and off or adjust the light intensity as required. The system is also expected to increase the lifespan of floodlights, reduce maintenance costs and protect against vandalism, where

persons may have broken into switch rooms to override the timer systems.


Civil Engineer of the Civil Engineering and Facilities Management Department, Praim Sookdeo, considered the impact of extreme weather, caused by climate change, on T&TEC's infrastructure. His engineering paper was presented in summary by his colleague, Senior Civil Engineer, Valmiki Seepaul. The case study, "Evaluating existing transmission and distribution infrastructure to code requirements— structural considerations including climate change", employed a structural analysis of existing distribution steel and pre-stressed concrete utility poles, as well as transmission towers, to determine any failure points and the impact of increasing levels of wind pressures on T&TEC's existing infrastructure. The study cited previous research that projected a 30% increase in the number of major

hurricanes in the region, with a concomitant increase (between 12%-44%) in the design wind pressure on T&TEC's transmission and distribution infrastructure. The case studies provided design and retrofitting techniques and considerations and highlighted the importance of carrying out frequent infrastructure inspections to determine maintenance regimes and to ensure that T&TEC's infrastructure is constructed in accordance with the latest engineering codes.

The three-day conference stimulated engaging discussion on various aspects of electrical and civil engineering. Some topical presentations included the security of T&TEC's computer monitoring and control system; proposals to transform Tobago's sub-transmission system in the long term and further expansion of electricity generation on the island; and measures, some already implemented, to improve the electricity

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# The RIC revises electricity standards

T&TEC's regulator, the Regulated Industries Commission (RIC), has updated its Quality of Service Standards (QSS) to ensure that the Commission continues to provide and maintain an acceptable level of service to its customers. Such standards are key considerations in light of T&TEC's ongoing rate review by the RIC.

The QSS were established in 2004 and were first revised in 2009. They are divided into two – the Guaranteed Electricity Standards (GES) and Overall Electricity Standards (OES). There are eight GES and six OES, set to ensure superior service levels to all customers.

The guaranteed standards carry specified compensations if T&TEC breaches the standard. They treat with response and restoration times, billing punctuality, reconnections, keeping appointments, voltage complaints, billing queries, capital works and new connections, and payments owed under the GES. Customers can be paid either \$60.00 or \$600.00 for breaches of these standards, depending on the customer category (see list). However, T&TEC is exempt

from paying compensation for events arising out of force majeure conditions (events outside of its control) such as, interruptions caused by generation failure, malfunctions of customers' equipment and adverse weather conditions.

On the other hand, although the Overall Electricity Standards do not carry compensatory payments, T&TEC is required to report to the RIC on its performance against these standards throughout the year. The RIC in turn assesses and publishes these reports. Reporting metrics include network reliability, response to meter problems, notice of planned interruptions, street light maintenance, response to written customer complaints and acknowledgement of receipt of customer claims under the GES.

As the nation's electricity transmission and distribution utility, T&TEC will continue to adhere to the GES and OES to ensure it provides a safe and reliable supply of electricity to its customers and the wider public.

The full list of Guaranteed Electricity Standards and Overall Electricity Standards follow:

## Eight Guaranteed Electricity Standards (GES)

### GES 1 - RESPONSE & RESTORATION OF SUPPLY

*T&TEC is required to respond and restore supply within 10 hours after an unplanned outage on the distribution system.*

*COMPENSATION: \$60.00 for residential and commercial customers; \$600.00 for industrial customers.*

*Customers are required to file a claim with T&TEC for relevant compensation. When new systems are fully implemented, breaches of this standard will be automatically determined and customers will no longer be required to file a claim.*

### GES 2 - BILLING PUNCTUALITY

*Residential and non-residential customers must receive their first bill after a new connection within 60 days and 30 days, respectively.*

*COMPENSATION: \$60.00 for all customer categories.*

### GES 3 - RECONNECTION AFTER THE PAYMENT OF OVERDUE BILLS

*Customers should have their supply reconnected within 24 hours after their overdue bills, along with the reconnection fee, are paid or an agreement on a payment schedule is reached with T&TEC.*

*COMPENSATION: Refund of the reconnection fee paid for all customer categories.*

### GES 4 - MAKING AND KEEPING APPOINTMENTS

*Appointments with customers are to be confirmed. T&TEC is required to be no more than one hour late for the appointment and must give no less than 24 hours' notice of their inability to keep the appointment.*

*COMPENSATION: \$60.00 for all customer categories.*

### GES 5 - INVESTIGATION OF VOLTAGE COMPLAINTS

*Upon receiving a customer's complaint for single-phase and three-phase voltage supply, T&TEC is required to:*

- 1. Evaluate the prevailing conditions, correct the issue, where a visit is not required, and notify the customer of the corrective action taken or else visit the customer's premises (where deemed necessary) within 24 hours of the complaint and*
- 2. Carry out corrective action (where necessary) and notify the customer accordingly within 15 working days of a voltage complaint.*

*COMPENSATION: \$60.00 for residential and commercial customers; \$600.00 for industrial customers.*

### GES 6 - RESPONDING TO BILLING & PAYMENT QUERIES

*T&TEC must provide a substantive (written) response to a customer's billing and payment queries within 15 working days.*

*COMPENSATION: \$60.00 for all customer categories.*

### GES 7 - EXECUTION OF CAPITAL WORKS & NEW CONNECTION OF SUPPLY

*T&TEC must complete surveys, cost estimates, construction works and install customers' meter various types of new service connections within specified times (see the GES/OES brochure for additional details).*

*COMPENSATION: \$60.00 for residential and commercial customers; \$600.00 for industrial customers.*

### GES 8 - PAYMENTS OWED UNDER GUARANTEED ELECTRICITY STANDARDS

*Once the claim for a breach of any standard has been accepted by T&TEC, compensatory payment must be credited to the customer's bill within 30 working days for non-residential and 60 working days for residential customers.*

*COMPENSATION: \$60.00 for all customer categories.*

## Six Overall Electricity Standards (OES)

### OES 1 - NETWORK RELIABILITY

*T&TEC is required to maintain the yearly network reliability metrics for planned and unplanned outages on the distribution network (excluding force majeure events) of each of its Distribution Areas to within the set limits which will be reviewed and adjusted on an annual basis.*

*Initial targets are: SAIDI to within 400 minutes; and SAIFI to within 4.8 interruptions per customer\*.*

*\*SAIDI – System Average Interruption Duration Index, i.e. the average time of an interruption of supply over a 12-month period, experienced by all customers.*

*SAIFI – System Average Interruption Frequency Index, i.e. the average frequency of outages occurring over a 12-month period, experienced by all customers.*

### OES 2 - RESPONDING TO METER PROBLEMS

*T&TEC must respond to customers' meter problems by visiting or providing a substantive response to the customer within 10 working days, 95% of the time.*

### OES 3 - PRIOR NOTICE OF PLANNED INTERRUPTIONS

*T&TEC is required to provide at least 3 days (72 hours) advance notice of planned outages/interruptions to customers 100% of the time. The notice must specify the expected date, time and duration of the interruption.*

### OES 4 - STREET LIGHT MAINTENANCE

*T&TEC is required to repair 100% of failed street lights under*

its control, with the exception of highway lighting, within 7 working days after receiving a notification.

T&TEC is required to monitor highway lighting and repair 100% of failed highway lighting within 14 working days after surveyed or reported failure.

#### OES 5 - RESPONSE TO CUSTOMER'S COMPLAINTS/ REQUESTS WRITTEN

After receipt of written complaints/requests, T&TEC is required to investigate, resolve the issue and communicate its final position to customers within the following stipulated timeframes.

a) Respond after receipt of written complaints/requests – within 5 working days

b) Complete investigation, resolve issue and communicate final position – within 15 working days

c) If a third party is involved in b) above – within 30 working days

#### OES 6 - ACKNOWLEDGEMENT OF RECEIPT OF CLAIM UNDER THE GUARANTEED ELECTRICITY STANDARDS

T&TEC acknowledge receipt of all customers' claims submitted for compensatory payment, within 5 working days, 100% of the times.

## Climate change, customer service key topics at T&TEC's Symposium of Exceptional Engineering

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reliability in Matelot. Engineer-in-Training, Jabari Seaforth, who invented a remote circuit breaker switching device intended to improve the safety of employees, also demonstrated the prototype.

As it related to customer service delivery, Kurt Narine of the Communications Department presented the Mitel MiContact Contact Centre solution, a digital system to efficiently handle telephone calls. The system is already partially deployed at T&TEC's call centre and allowed the Commission to discontinue the outsourcing of its 800-TTEC telephone service in January. It integrates with the pre-existing 800-BULB system and, overall, provides intelligent routing and queuing



(l-r) Ashton Badoo, Ravi Shukla and moderator, John Colthrust were among the panellists discussing the evolution of engineering practice from the 1980s to today.

of calls to reduce the number of blocked calls and provides automated reports and updates to customers on general and specific outages. Further Contact Centre improvements will allow customers to contact any T&TEC office via one common number and will also include email and web-chat facilities.

The conference closed with an inter-generational panel discussion among veterans, Engineering Controller, Ravi Shukla and retired Senior Supervisor, Ashton Badoo and young Engineers Marcus Choo Ying, and Viren Ramrekersingh, on the evolution of engineering practice from the 1980s to today.





# Relocated downtown Customer Service Centre



On Monday August 9, employees welcomed customers to T&TEC's new downtown Service Centre at Shop #14, Nicholas Tower, Port of Spain. The move ended almost 16 years at #2 Cameo House, Broadway, Port of Spain.

According to then Acting Senior Commercial Officer, Brigid Poon-Lewis, the Nicholas Tower Customer Service Centre is a more suitable accommodation for both customers and employees. "Although the Broadway Service Centre attracted heavy foot traffic, we have had challenges with flooding, which led to early closure for cleaning and sanitising. Additionally, the employee welfare area was less than adequate", she said.

The new Nicholas Tower Customer Service Centre is located in a building with other payment centres, including FLOW, TSTT and Money Gram. It is literally a one-stop-shop for utility payment, making the move for the Commission's customers even more convenient. For employees, the upgrade to their working environment was welcomed as it included a new kitchenette and adequate storage.

At the moment, the customer service centre is being operated as a payment centre; the intention is to have it revert to a full service centre with extended opening hours, and account services.



*Customers pay bills on opening day of the relocated Customer Service Centre, downtown Port of Spain.*



*Shaun Chase, Manager – North Distribution Area, presents a token to the Service Centre's first customer.*



# Public Lighting Department helps to revitalise POS

You may have heard about the Port of Spain Revitalisation Project, a government initiative to establish the capital as a premier location for commerce, culture and entertainment. Launched in December 2020, it also involves enhancing urban spaces by upgrading street lighting from high pressure sodium lights to LEDs, as part of the integration of smart planning, sustainable technology and design in these areas.

Since the launch, 12 parks in and around the city have had their lights replaced with new LEDs under phase 1 of the initiative. Some of these spaces include the popular Brian Lara Promenade and Memorial Park, Christopher Columbus Square, Mahatma Ghandi Square, Lord Harris Square, Ellie Mannette Play Park and Victoria Square. Close to 400 luminaires have been changed from 150 watt or 250 watt high pressure sodium lights to higher efficiency, longer lasting 90-125 watt LEDs.



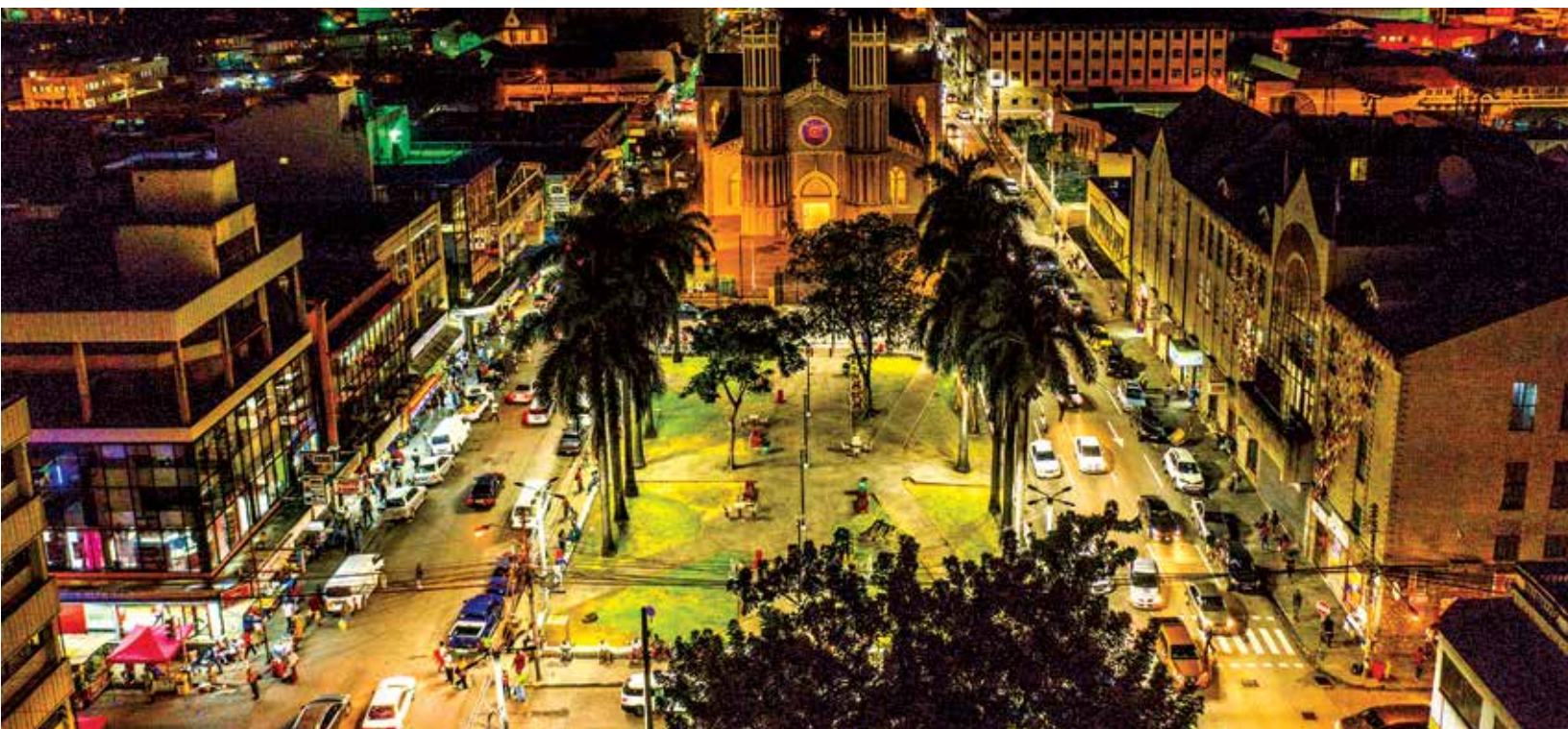
*A member of PLD installing some of the 120W LED street lights along the Brian Lara Promenade.*

*Drone photography captures a section of the illuminated promenade at night.*

Seven crews from the Public Lighting Department (PLD) were dedicated to the changeout, which is expected to significantly reduce maintenance costs and energy

consumption. Among the hardworking employees was Michael Griffith, an Electrician 'C', whose last assignment before retiring in September, was to perform pre-wiring work on the bulbs at the PLD workshop. This preparatory work was necessary for these

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# Northern Distribution Area in focus



*Employees perched atop the 21 meter pole being installed to replace existing 17 meter poles.*

Employees of the Northern Distribution Area earlier this year completed a project to re-engineer a portion of the overhead line that traverses between Cutucupano Road, Santa Cruz and North Coast Road. The reconstruction became necessary after a fault was caused by a large tree falling on an inaccessible part of the line in December, 2020.

After repairing the burst conductors in the damaged zone, the Area sought a medium-long term solution to prevent recurrence. With the assistance of the Transmission Maintenance Department, line clearing to widen the utility corridor began in March, and new, taller 21 meter poles were used to provide additional clearance of the overhead line conductors from the trees. The team had to negotiate heavily-forested terrain with hills and precipices, and use heavy equipment to clear the vegetation in order to reach some of the locations.

While customers from the communities fed by the Maracas 12 kV feeder out of the Santa

Cruz Substation would have experienced some disruption in their electricity service as a result of the fault, the team was able to keep outages to a minimum during the restoration works by deploying two mobile substations. The containerised substations were mobilised and dispatched to Maracas and Blanchisseuse to provide a backup supply of electricity until the project was completed in May.

Because of this incident, and mindful of the advantages of aerial imagery of plant and equipment, the Area purchased a DJI



*A portion of the upgraded Maracas 12 kV line.*

Phantom 4 Pro drone. According to Assistant Area Manager, Hollis Mc Cardy, the drone has proven to be an invaluable tool to aid both with inspections and also in timely fault identification, investigation and restoration, especially in inaccessible, cross-country areas. Employees were trained in the use of the drone and since then it has been used for inspections in Chaguaramas on the portion of the industrial 12 kV feeder that supplies electricity to



the islands of Monos and Gasparee. The drone was also deployed to aid in restorative works along the North Coast Road after the passage of a tropical wave on September 3.

The Northern Distribution Area has also been engaged in upgrade work to the Maraval 33 kV and Laventille 33 kV Substations. Aging outdoor infrastructure was replaced with new 33 kV Hyundai GIS switchgear, together with new Hyundai 12 kV switchgear at these substations. These will help increase the robustness



*Maintenance Planner, Jamel Reid; Senior Supervisor, Kishan Jaggan; with Maintenance Technicians and drone instructors after successfully completing drone piloting training.*

of its Distribution Network and improve the reliability of supply of electricity to their customers. These projects were completed in the last quarter of 2021.

## Disaster ready, increased mobility



The Commission has embarked on another project to aid restoration efforts in the aftermath of adverse weather and natural disasters. The latest additions to the recovery 'tool kit' are two 4x4 Ford Ranger double cab pickup trucks. They come with modified off-road accessories, including suspension lift kit, all-terrain tyres, snorkel, off-road bumpers and winch, for improved on-road handling and comfort across all terrains. The first of the two off-road pick-ups was delivered to T&TEC on December 01 and has become part of the Eastern Distribution Area's fleet. The second vehicle is expected to be delivered before the end of the year and will be assigned to Distribution South. The vehicles were supplied by successful tenderer ANSA Motors Limited.



# Employee Recognition & Long Service Awards



Member of the Commission, Solange De Souza, presents retired Subsection Leader, Denise Thomas, with her 35-year award.



Retired Estate Sergeant, Raffick Mohammed, accepts his award for 40 years' service.



Retired Crew Supervisor, Jeron, accepts his award for 40 years of service.



Retired Operator I, Cove Power Plant, Garfield Armstrong, accepts his award for 40 years' service from Member of the Commission, Andrew Alves.



Substation Supervisor, Transmission Maintenance, Kenneth Edmond, is presented with his 40-year long service award.



Estate Police Inspector, Samlal Sookoo, accepts his award for 40 years' service.



Jeffrey Lewis, retired Crew Supervisor and 40-year award recipient, is presented with his award.



Chairman, Romney Thomas, presents retired Communications Technician I, Peter Burke, with his award for 42 years' service.



Meter and awarded.





me Gloster, was awarded



Patrick Archibald, who retired as a Crew Supervisor, is presented with his award for 40 years' service.



Member of the Commission, Andrew Alves, presents Rawle Roach, a retired Driver – Fork Lift, with his 40-year long service award.



s  
Ina Anthony, who retired as a Commercial Officer, is presented with her award for 41 years' service by Chairman, Romney Thomas.



Retired Inventory Coordinator, Dawn Greenidge, accepts her award for 41 years' service.



Communications Supervisor, Cliff Ramsbag, is presented with his award for 42 years' service.



and Relay Technician I, Eric Purcell, is d for his 42 years' service.



Retired Meter and Relay Supervisor, Sewack Sankar, accepts his award from Chairman, Mr. Thomas, for 44 years of dedicated service.



# Communities illuminated in Tobago and East Trinidad

T&TEC continues to perform its role as an essential service provider during the pandemic, in part by meeting the street lighting and electrification needs of communities. In July and August, the communities of Aripo Road and Lopinot in Trinidad, and in Tobago, Piggott Trace, Friendship Extension, Canaan and Big Stick Gully, Bethel, all welcomed LED streetlights to enhance their security. And in Tobago, residents of Gru Gru Patch, Providence Road, received a first-time supply of electricity.

At the first Trinidad event on July 15, 27 LED streetlights were commissioned along the Aripo Road by the Honourable Marvin Gonzales, Minister of Public Utilities. According to residents, these lights will



Minister of Public Utilities, the Hon. Marvin Gonzales (3rd from left wearing PPE) and MP, the Hon. Shamfa Cudjoe (4th from left), with Assemblyman Clarence Jacob, join with T&TEC representatives and other stakeholders to commission the LED streetlights at Piggott Trace, Tobago.

allay concerns by improving security in the area. Later that month, 33 new LED streetlights were installed along Mannan Street, Edna Hill and Windy Hill in Lopinot. Farmers in the area were grateful for the lighted access road to their gardens and anticipate that they will also act as a praedial larceny deterrent.

At the Tobago commissioning of lights on July 30, Minister Gonzales was joined by the Member of Parliament for Tobago West, the Honourable Shamfa Cudjoe and the then Secretary of Settlements, Urban Renewal and Public Utilities, Assemblyman Clarence Jacob, to commission eight LED streetlights at Piggott Trace, a welcomed addition to the community. Also included in the effort were Big Stick Gully at Bethel, where six LED

streetlights were installed and Friendship Extension, with two LED streetlights. The group also visited the Gru Gru Patch Providence Road electrification project, completed in August by the Tobago Distribution Area. That project will benefit about 14 residents who previously did not have access to electricity.

A week after, on Saturday August 7, a team led by Minister Gonzales and MP for Arima, the Honourable Penelope Beckles, visited Lalaja and the First Peoples Heritage Site, where they told residents and members that they would, in the near future, receive a supply of electricity, through a government-funded solar panel project.

LED streetlight at Piggott Trace, Tobago, gets a last check from T&TEC.



Photos courtesy MP Shamfa Cudjoe's Facebook page.

# Public Lighting Department helps to revitalise POS

*continued from page 13*

particular bulbs to save valuable time during the installation process. After close to seven permanent years service at T&TEC, Mr. Griffith retired in September, but was singled out for his exemplary work ethic and dedication. Senior Supervisor, Tyrell Kalidas, who worked with him for two years in the Recreation Grounds and Construction Section, called him an asset to the team. "Mr. Griffith was a highly reliable worker, who took the initiative and often extended

himself beyond his scope as an Electrician 'C'. He was exceptional at organising, planning and executing projects, and will be missed."

Meanwhile, work continues at the PLD. Planning is underway for phase 2 of the lighting upgrades in Port of Spain, which is expected to benefit 15 additional spaces.

## Faults detected by smart indicators

Enhanced operating efficiency and improved customer service are the expected outcomes of a pilot project that saw the installation of smart Faulted Circuit Indicators (FCIs) on the Commission's 12 kV distribution system in August. Danraj Ramcharan, Senior Engineer, Distribution Planning and Support Department, said the devices have been installed on the Cunapo, Cap-de-Ville, Biche and Farm Road 12 kV feeders "largely because they are more likely to experience a fault." Regarding the Farm Road feeder, he explained that "this location allows for easy access by our engineers to monitor and troubleshoot during the initial stages of the project." Eventually, he said, "this FCI will be relocated to another

feeder in a remote part of east Trinidad with available cellular service".

The smart FCIs are a progressive improvement from the present FCIs which are static and require visual confirmation by field personnel to determine if they are operational. The disadvantage of this is that customers are out of power for a longer period of time. Each smart FCI consists of a master and two satellites units. Operationally, they remotely communicate the feeders' parameters, real time, to the Commission's SCADA and Outage Management System so that in the event of a fault on the feeder, switching personnel can quickly pinpoint the faulted segment, isolate

it, quickly restore power to customers that are not in the affected section, fix the problem and restore power to all customers in the shortest possible time.

The introduction of the smart FCIs is in keeping with T&TEC's thrust to incorporate appropriate technology into all aspects of its operations. The project implementation team is led by the Distribution Planning and Support Department and includes personnel from the Protection and SCADA Department and the South and East Distribution Areas.



# Malabar Substation transformer replaced in record time

Urgent attention to correct a failed transformer at the Malabar 66 kV Substation resulted in an all-out effort by the Eastern Distribution Area to resolve the situation. In July this year, approximately 20,000 customers from communities in east Trinidad, including several HDC developments, Fire and Police Stations and the O'Meara Industrial Park, experienced a reduction in the quality of their electricity supply, including some reports of low voltage, during that time. The incident occurred when the substation's 17-year-old 66/12 kV Virginia transformer number 2 experienced a fault after an oil top up, rendering the transformer ineffective. With only one other transformer in

operation, the Area's ability to transfer loads was significantly impacted.

In an effort to quickly alleviate the situation, a project group, comprising employees from the Area and the Protection and SCADA Department, had to decide on the replacement or repair of the transformer. When replacement was decided, a new 66/12 kV, 12.5/16 MVA Toshiba transformer was sourced from the Procurement and Supplies Department and, as it was the first transformer of this model to be installed in the Commission, engineers were in regular contact with the manufacturer, Toshiba, for support and guidance. Three crews on temporary

12-hour shift arrangements, worked around the clock to assemble and commission the new transformer in just 16 days. This was record time for the magnitude of this job which, according to engineers, typically takes up to four months to complete. The success of the newly installed transformer is a credit to the dedication of the Distribution East employees and the fast response and support by other departments. The new transformer was successfully energised on August 16, resulting in a regularisation of supply to customers and the provision of contingency for load transfer.

*Employees (from l-r) Dominic Moore, Nicholas Gordon, Anjay Balkaran, Bevon Pallai and Sean Francis were among several from two substation crews, one cable crew, Engineers-in-Training and other supervisory staff, to work on this project.*





# Customers grateful to restoration crews

An active, fast-moving tropical wave advanced upon the country on Thursday September 2. This was par for the course during the hurricane season, but with winds in excess of 55 km/hr, it left a trail of destruction in its wake, blowing off roofs, felling trees, damaging utility poles and downing overhead conductors. As a result, numerous outages across the islands required the attention of T&TEC's emergency services, and T&TEC's five Distribution Areas quickly mobilised to restore supply to thousands of affected customers.

The restoration efforts were led by engineers, supervisors, field crews and technicians, all ably supported by employees from the call centre, telecom sections, and other departments. Through their teamwork and commitment, 20,000 trouble calls were processed, damage

assessments throughout the length and breadth of the network were conducted and in just four days, supply was restored to over 700 areas and individuals combined.

In a notice to all employees, then Acting General Manager, Curvis Francois, shared that the response



*Linesman 'B' Kereem Telesford worked with his 972 crew, led by Crew Supervisor, Sheldon Guy, to restore supply along Cumuto Road.*

was "a truly exceptional achievement and is reflective of our resilience and dedication to duty, especially in times of crisis." He expressed his sincere thanks and appreciation on behalf of the T&TEC Board and Management "to all our dedicated, committed and hardworking employees who worked tirelessly through the days and nights to serve our nation."

Many customers and other stakeholders also expressed their gratitude for the quick and efficient response. "Thank you T&TEC for restoring electricity...we know you had many calls and outage reports," wrote a customer on behalf of customers in La Platta Gardens, KP Lands, Valencia. A Sougren/Laventille customer shared a similar sentiment, "just to thank the dedicated and hardworking men who braved the weather today to have our electricity restored".

To all employees involved, well done!



*Linesman 'C' Rajendra Kristo had to manually cut away a fallen tree from an overhead line at Fishing Pond, in an area inaccessible by truck.*



# Powering Port of Spain

The commissioning of one of two new transformers at the Wrightson Road Substation, to replace three 50-year-old transformers, paves the way for a guaranteed reliable supply of electricity to the capital city of Port of Spain and environs. The first transformer was commissioned in October this year, with the second one scheduled for March 2022. The two new 70MVA Hyundai Electric transformers will also provide contingency power to these areas should the primary supply, out of the Gateway Substation, fail.

From design to delivery, the \$12m project posed some challenges for the Transmission Development and Engineering Services (TD&ES) team of Engineers Navindra Kissoon, Adelle Joseph and Vedash Seegobin. Project co-ordinator and Senior Engineer Avinash Maharaj attributed most of these to worldwide COVID-19 restrictions which resulted in

the project taking about two years to complete. Other areas that had to be adjusted due to global health restrictions included Factory Acceptance Testing of the equipment which had to be done by a credible third party, instead of a T&TEC presence on location, and with input via regular emails and virtual meetings with the manufacturer representative during assembly.

The massive disassembled 53-tonne transformers arrived at the Port of Port of Spain on 22 April via cargo ship from a Republic of South Korea supplier. It included 3-20 foot shipping containers and 39 crates containing two transformer tanks and accessories and bags packed with oil. Although the final destination was less than two kilometres away, transportation to the Wrightson Road Substation required heavy-duty equipment and police escort. Working five

days a week, with all COVID-19 protocols observed, the TD&ES engineers, Transmission Maintenance engineers, senior supervisor and substation crew assembled, filled oil and performed checks at various stages of the process to ensure all standards were met. Installation of the two new transformers required preparation of the site, including the building of a new plinth. To ensure the continuation of supply to customers, the last of the three transformers will be removed after the second new one is commissioned next year.

The commissioning of the two new transformers is the first of a two-phase Wrightson Road Substation upgrade. The second phase will include the creation of an indoor substation where all the equipment will be housed inside a building. This project is expected to be completed in 2024.



# Employees certified in hotline techniques

Ten field employees, comprising Linesmen, Hotline Supervisors, an Instructor and Training Supervisor, recently benefitted from a Caribbean Electric Utility Services Corporation (CARILEC) Certified "Hotline Train-the-Trainer" course. The newly trained employees are now well-positioned to provide new and refresher training to other Linesmen in the Commission.

it will allow the Commission to "adequately manage its workforce to meet maintenance and construction needs."

The two-week training programme covered hotline techniques for the 12 kV overhead line network. It was conducted from November 15 to 26 and consisted of a combination of virtual, classroom and practical sessions at Wallerfield Substation. CARILEC facilitators Arturo A. Carricarte and Lebert Frankson of the Jamaica Public Service Company's Learning and Development Institute covered topics such as the Art of Instructions, Training Needs Analysis, Rubber Gloves Techniques and Training Assessment. The trainers considered the competencies of the T&TEC employees to be "impressive" and found them to be "highly skilled."



*A participant conducts live line assessment.*

Commenting on the purpose of the training Goutam Heeraman, Human Resource Officer I, Technical Training said, "the hotline (live line) training will reduce revenue loss incurred from scheduled outages, as well as improve the quality of service because of fewer interruptions to customers' supply." Additionally, he said,



*Facilitators Lebert Frankson (left) and Arturo Carricarte (3rd from right), join with some of the course participants for a group photo.*



# Gone but not forgotten



In addition to the 3 employees who passed away between January and March this year (see their tributes in the Jan-March issue), the T&TEC Family lost 12 more members over the last 6 months. We extend sincere condolences to their families and friends on their passing.



**Nicole Douglas** (passed on June 19)  
Typist, Commercial Department, Head Office  
Years of service: 7

Nicole, 41, was a "positive, caring person" and was described by her former supervisor Trevor Chandass, Technical Assistant 1, as the "hardest worker you could find, very dedicated, friendly, with high standards."

**Michael Nelson** (passed on June 20)  
Supervisor, Tobago Training Facility  
Years of service: 14

A former Apprentice of the Port of Spain Training Facility, Nigel Marquez, Human Resources Manager shared that Michael, 54, was "a well-respected and well-loved role model, someone the trainees looked up to and tried to emulate. He made a positive difference in every one of their lives."



**Kavita Primsingh-Lall** (passed on June 21)  
Senior Clerk, North Distribution Area  
Years of service: 17

Operations Manager, Shaun Chase, described Kavita, 43, as a "very pleasant worker who went the extra mile." Kavita's colleagues shared similar sentiments saying, she was "dedicated and highly reliable, always willing to help and share her knowledge."

**Brandon Ramlal** (passed on July 19)  
Temporary Labourer, South Distribution Area  
Years of service: 3

Brandon, 21 was described by Annesha Rambaran, Area Administrative Officer, as a "quiet, selfless individual who would willingly execute his duties. He had the "utmost respect for his supervisors and was pleasant and polite to all he met."



**Desmond Roger Lewis** (passed on September 2)  
Driver – Class 5 Vehicle, Tobago Distribution Area  
Years of service: 14

He was "one of the Area's most reliable and experienced drivers," Dane McKenzie, Acting Field Controller said of Desmond, 46. Deirdre Jack, Area Administrative Officer added, "Mr. Lewis was an excellent, dedicated employee... very meticulous about his equipment and vehicles and in his ability to properly assess any work situation."

**Curtis Bain** (passed on September 16)  
Telecom Operator, South Distribution Area  
Years of service: 24

Curtis, 59, built a reputation of being a champion of customer service, receiving written commendation from customers. Manager, Southern Distribution Area, Richard Sitahal, shared that "he was one of the most pleasant persons I've come across...always smiling, even when under stress."



**Richard Sitahal** (passed on November 7)  
Manager, South Distribution Area  
Years of service: 27

Tributes poured in for Richard Sitahal, 50, after his sudden passing, the news which impacted everyone as though it were a member of their own family. General Manager, Kelvin Ramsook said Mr. Sitahal was a very dedicated employee and a strong family man. He was one of the Managers who fought hard for his employees. "Mr. Sitahal was very trustworthy, supportive, and dependable and met his targets in a timely manner."

**Garvin Fagan** (passed on November 13)  
Meter Reader, North Distribution Area  
Years of service: 33

Garvin, 53, a long standing captain of the Northern Area Sports Club's football team and Member of its Executive was described by Antoinette Forde, Commercial Officer, as an excellent worker. He went "beyond the call of duty to assist customers and would often call from the job site to ensure a customer's needs were met."



**Keron Morean** (passed on November 20)  
Estate Constable, Security Department  
Years of service: 9

Officer Morean, 35, is remembered as a dedicated employee who, "enjoyed work and having people around him." Acting Inspector, Roger Wickham; shared "nothing was a problem, he would go the extra mile and give everything his best shot." Officer Morean was described as "a friendly person, of jovial spirit and a friend to all."

**Dean Walters** (passed on November 27)  
Driver – Aerial Lift Truck, Tobago Distribution Area  
Years of service: 15

Several colleagues paid tribute to Dean, 54, who was regarded as a man of God who openly shared his faith with others. Field Controller, Tobago, Omilia Jarrott, who supervised Mr. Walters, spoke of his passion for the job. "He was proud that he represented T&TEC and spoke about the Commission and his job to all."







**Javeed Khan** (passed on November 29)  
Estate Corporal, Security Department  
Years of service: 11

Forty-two-year-old Corporal Khan was well-liked by his colleagues and, according to Harrilal Ramdewar, Head, Security Department, will be remembered as a "dedicated, meticulous officer, who could be depended upon to go the extra mile." He was beloved by many, especially his batch mates, colleagues and friends, who shared affectionate memories of Corporal Khan's career at the Commission.

**Keystone Wall** (passed on November 30)  
Driver – Vehicles <25000 lbs, Central Distribution Area  
Years of service: 7

Keystone Wall, 41, who served on the T&TEC African Emancipation Committee, had a commanding presence. According to Ravi Ramsaran, Acting Area Manager, he was also very respectful, well-mannered... and always willing to go the extra mile. "Wall was one of the drivers who could efficiently and skilfully handle the bigger trucks in the Area. [His] loss will be greatly felt by all."



## Employee update

Appointments, Promotions, Re-designations and Departures

### APPOINTMENTS

NAME	POSITION	AREA/DEPARTMENT
Ancil Callendar	Mechanical Assistant	Distribution North

### PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Aaron Ramlogan	Senior Supervisor-In-Training	Human Resources Department
Adnan Ali	Linesman 'A'	Distribution South
Alicia Kangaloo	Senior Software Developer I	Information System
Amar Singh	Systems Analyst III	Information Systems
Anjay Balkaran	Substation Supervisor	Distribution East
Anne-Alicia Seegobin	Consumers Investigator	Transmission Maintenance
Bevon Bass	Transport Labourer I	Distribution South
Brent Noray	Network Technician II	Information Systems
Brian Millington	Crew Supervisor	Distribution North
Brian Sookraj	Maintenance Technician III	Transmission Maintenance
Christian Jagernauth	Transport Labourer I	Distribution South
Christopher Garib	Transport Labourer I	Distribution South
Clyde Khan	Assistant Control Operator	Distribution North
Curtis Baldeo	Linesman 'A'	Distribution South
Diana Patrick	Administrative Assistant I	General Manager

# Employee update

## Appointments, Promotions, Re-designations and Departures

Earl Smart  
Farzad Nobbee  
Francis Villafana  
Gaiatree Dilraj-Bobb  
Garvin Hanson  
Gennieve Romany  
Greig Silva  
Indra Budu Dass  
Isaiah Alexander  
Jamie Kanhai  
Jonathan Bridgemohan  
Kadeem Moses  
Kareem Ahmad  
Kelvin Beharry  
Kernell Bruno  
Keston Mahabir  
Kevin Abraham  
Kevon Williams  
Malcolm Scott  
Melissa Lall  
Nakeisha Noel  
Narendra Biptah  
Nasib Mohammed  
Natasha Ransome-Felix  
Navindra Kissoon  
Nicholas Gordon  
Nizam Baksh  
Paula Cooper  
Rajendra Sirju  
Ravindra Sharma  
Reynold Jackman  
Rodney Pariagsingh  
Roger Gill  
Ronald Williams  
Ruthven Benjamin  
Salisha Mussio-Seepersad  
Shervorne Worrell  
Stephen Persad  
Tyjondah Antoine  
Viren Ramrekersingh  
Vishnu Ramsundar

Electrician 'A'  
Manager – Dist. Plan & Support  
Maintenance Technician I  
Senior Software Developer I  
Stores Assistant  
Stenotypist  
Meter & Relay Tech. IV  
Senior Accountant  
Operator III (Tobago)  
Meter Inspector  
Surveying Assistant  
Linesman 'A'  
Clerk II  
Linesman 'A'  
Operator III (Tobago)  
Linesman 'A'  
Info. Technology Tech II (Trv)  
Crew Supervisor  
Carpenter 'A'  
Systems Analyst III  
H.S.E. Officer  
Assistant Area Manager  
Meter & Relay Technician II  
Stenotypist  
Technical Assistant II  
Electrician 'A'  
Area Administrative Officer  
Administrative Assistant II  
Subsection Leader  
Technical Assistant II  
Crew Supervisor  
Maintenance Technician III  
Crew Supervisor  
Dr – Pole Hole Borer Comb.  
Dr – Pole Hole Borer Comb.  
Technical Assistant III  
Operator III (Tobago)  
Linesman "A"  
Subsection Leader  
Senior Engineer  
Crew Supervisor

Distribution East  
Technical Division  
Distribution North  
Information Systems  
Metering Services  
Corporate Communications  
Metering Services  
Chief Accountant  
Cove Power Station  
Commercial  
Transm Devel & Eng Services  
Distribution South  
Chief Accountant  
Distribution South  
Cove Power Station  
Distribution South  
Information Systems  
Distribution South  
Communications Department  
Information Systems  
Health, Safety & Environment  
Distribution Tobago  
Protection & Scada  
Communications Department  
Transm Devel & Eng Services  
Distribution East  
Supplies  
Human Resources Department  
Distribution Central  
System Control & Gen Interface  
Distribution North  
Public Lighting  
Distribution North  
Distribution Tobago  
Distribution Tobago  
Transm Devel & Eng Services  
Cove Power Station  
Distribution South  
Communications Department  
Technical Division  
Distribution Central

## RE-DESIGNATIONS

NAME

Avinda Bansee  
Gabriel George  
Karan Soorajbally  
Lorraine Ignacio  
Mark Hamel-Smith

POSITION

Engineer-In-Training  
Helper  
Meter & Relay Tech. IV  
Senior Engineer  
Dr – Vehicles < 25000 Lbs.

AREA/DEPARTMENT

Human Resources Department  
Engineering Controller  
Metering Services  
Internal Audit  
Engineering Controller

## DEPARTURES

NAME

Christiana Mitchell  
Curtis Bain  
Frank Chatee  
Gail Thomas  
Grace Boucaud-Moore  
Kenny Humphrey  
Lennox Petioni  
Michael Griffith  
Neil Rambally  
Oliver Holder  
Phillip Redhead  
Roger Guelmo  
Roger Roberts  
Steve Waterman  
Terry Martin

POSITION

Stenotypist  
Telecom Operator  
Manager – Dist Plan & Support (PTH)  
Administrative Assistant I  
HR Specialist II  
Dr – Vehicles < 25000 Lbs.  
Electrician 'C'  
Electrician 'C'  
Salaries and Wages Supervisor  
Operator I (Tobago)  
Consumers Investigator  
Estate Corporal  
Electrical Assistant (PTH)  
Estate Sergeant  
Consumers Investigator

AREA/DEPARTMENT

Metering Services  
Distribution South  
Technical Division  
General Manager  
Human Resources Department  
Distribution South  
Engineering Controller  
Public Lighting  
Chief Accountant  
Cove Power Station  
Distribution North  
Security – Distribution East  
Communications Department  
Security – Distribution East  
Distribution East



# Watty Says

## Simple choices for a healthier planet



**Help protect the environment by adopting lifestyle choices for a healthier planet as part of your new year resolutions. Reduce, Reuse and Recycle and cut down on what you throw away. Follow the three "R's" to conserve natural resources and landfill space.**

**Here are some relatively easy things you can do to shrink your carbon footprint, lead to more green actions and initiate change.**

- Anytime you can **use less electricity**, it's a win for the planet. Try some of these quick ways to conserve energy around your home. Change from incandescent bulbs to LEDs and CFLs energy efficient light bulbs and reduce greenhouse gas emissions. Also turn the light switch off when you leave the room!



- **Shop wisely** - choose sustainable materials like a reusable shopping bag and buy reusable cups, plates, containers, bottles, straws and utensils. Single-use plastic utensils have a devastating effect on soil, oceans and marine life.



- **Plant a tree** - Trees provide food and oxygen. They help save energy, clean the air, and help combat climate change.



- **Conserve water** - The less water you use, the less runoff and wastewater that would eventually end up in the ocean. Take shorter showers, fix leaking faucets, turn off taps when brushing your teeth, and collect and use rainwater.



- **Drive less** - carpool, bike or walk. Motor vehicles are responsible for carbon monoxide and for nitrogen oxide emissions. As traffic continues to grow, our air quality will continue to decline. Also, consider hybrid or electric vehicles.



- **Keep a clean scene** - Clean up your surroundings. Volunteer to clean up community and common interest spaces like places of worship, parks and beaches.



- **Compost** - Food scraps and yard waste enrich the soil and reduces the need for chemical fertilizers. It also reduces our carbon footprint by lowering methane emissions from landfills.

# Responding to the wellness challenge

As the pandemic and its associated challenges continue to bear upon us, some employees have found ingenious ways to cope. The Human Resources Department, invited employees to accept their Wellness Challenge and Karen Fraser and Ryan Louison shared the creative ways they lifted their spirits and relieved stress, while Shivani Ramoutar's love of writing moved her to pen a children's book.

Karen and Ryan's response to the wellness challenge was posted as a video to the Intranet, in the hopes of inspiring other employees. Ms. Fraser, a Draughtsman III of Transmission Development and Engineering Services, encouraged us to "DO L.I.F.E." by Learning a skill, Loving God and yourself; staying Informed and gaining Insight; keeping in touch with Family and Friends; and Enjoying Everything. We may not be able to control the pandemic, but we should "deal with what you can control - L.I.F.E.," she said.



Chef Ryan coped with stress by cooking and baking as a form of total relaxation. During his spare time, the Clerk II of the Supplies Department whips up a variety of dishes. He shared his shrimp prepared two ways - Alfredo and a Caribbean style with tangerine and mango, a three-tier strawberry yogurt cake fit for a princess, and

unique rainbow-coloured bread. "The kitchen is my safe place," he said, "Food can put a smile on someone's face."

The global experience of the last 18 months inspired mother of two, Shivani Ramoutar, to write her first book, "Susan meets Mia the Mask."

It is a relatable story that follows a little girl, Susan, as her mother explains all about mask



wearing, online school, social distancing and other pandemic realities, while reassuring her that all will be well soon. "This book shows just how impactful a global crisis can be...not just to adults, but especially to our children," said Shivani, a Clerk at the Southern Distribution Area, who was happy to put her dream of writing into motion. "The pandemic has helped me realise just how important achieving one's dream can be!"

Well done employees! Let's hope they inspire others to tap into their talents as a way to deal with the pandemic blues.



# Hunting for 75 years of T&TEC treasure



How many knew where, in Ste. Madeleine, the street lighting programme was launched in 2005? Or the location of the first generator in Tobago? The answers to these questions and more were eagerly sought by participants in T&TEC's 75th anniversary Employee Treasure Hunt in September. Despite pandemic restrictions, the Corporate Communications Department-organised event saw employees marking Commission milestones with this family-friendly fun event. As they traversed island-wide from La Brea to Toco, and Lowlands to Belle Garden, the treasure hunters got to know their country, learned a bit about the Commission's history and bonded with their loved ones.

To bring the '75' years home, 7 clues for Trinidad employees and 5 clues for those from Tobago were to be solved for the chance to win a cash prize of, naturally, \$750.00. Once the clue was solved, participants had to take a photo at the location. Enthusiastic selfies and group shots at recognisable sites, such as the Trinidad Generation Unlimited (TGU) Power Plant, PowerGen

stacks and Milford Bay Substation, were then submitted via WhatsApp. The first seven correct entries from Trinidad and the first five from Tobago were eligible for the prize, as well as a special prize for the most creative anniversary prop.



*Central Distribution Area's Joanne Maynard poses in front of Mid Centre Mall after solving one of the landmarks.*

Entry winners were declared as follows:

**From Trinidad, four correct entries were received:**

1. **Joanne Maynard** – Distribution Central Area
2. **Keesha Brown-Andrews** – Public Lighting Department
3. **Khadja Antoine** - Distribution Planning and Support Department
4. **Rajeev Sankar** - Distribution South Area

**From Tobago, one correct entry was received:**

- **Dion Ewing** - Cove Power Station

**The most creative anniversary prop was awarded to:**

- **Dion Ewing** – Cove Power Station

And... for those who didn't know the answers to the two questions at the start of this article here they are: the street lighting programme was launched in 2005 at Pharaoh Avenue, and the first generator in Tobago was located at French Fort.



*Winner of the Tobago competition, Dion Ewing and family, with their impressive anniversary prop.*



# 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:

September 30th 2021

I just wanted to give you some feedback on the first class job that a T&TEC crew did this morning. We lodged a report about 10 days ago about a dry, tall tree that looked like a potential threat to falling and damaging the electrical lines to about three homes. A crew came by about two days after the report, spent about two hours and left. A new crew came this morning with a cherry picker and got to work right away. It was a first class approach as they ensured that the branches as they fell did not damage property.

A job well done.

David Justin Lee  
Haleland Park  
Maraval

Shazard Mohammed  
Manager – Central Distribution Area

October 5th 2021

I am writing to say thanks for the excellent work done by your crew on October 4,

at Warren Road, Bejucal, Cunupia. The crew was punctual, efficient and friendly and sorted the problem immediately. They were extremely professional. They also maintained COVID-19 protocols.

Fantastic job guys! You did your company proud.

Dr. Hassan Khan

*Editor's note: This report was attended to by the following:*

*Roland Haynes (Crew Supervisor); Benedict Andrew (Linesman 'A'); Matthew Peters (Linesman 'C') and Devindra Kangal (Driver).*

Kelvin Ramsook  
General Manager

October 29, 2021

Please permit me to share a wonderful experience I had with Senior Supervisor-in-Training, Aaron Ramlogan.

Earlier this month, there was a power outage in Fairways, Maraval, due to a fallen tree. We made several reports between October

2nd and October 3rd as we lost electricity approximately four times for other various reasons. At about 3:00 am on Sunday, the tree branch fell as a result of the inclement weather and electricity was not restored until almost at noon that day. It was especially frustrating as we experienced the same fate a few months ago when another branch fell from the very tree, causing all residents on Gold Course Road to lose electricity.

However, on the more recent incident, we met Aaron Ramlogan who was very informative and kept in touch as your crews were busy with the many other areas affected by the bad weather. He was a breath of fresh air in this time and he represents your company very well.

Peter Elias





# 2022

## ELECTRICITY AND CLIMATE CHANGE

While electricity generated from natural gas is a relatively clean form of energy, carbon dioxide, the primary Green House Gas (GHG) produced from burning natural gas, contributes to global warming and causes changes in the climate such as extreme storms, hurricanes, flooding and coastal erosion.

You can help to reduce climate change by managing your electricity use; make the change today!

**Reducing your home's energy use lessens your contribution to climate change and can help you to save money.**



### 02

Use "smart plugs" to update your existing outlets. Reduce wastage by setting on/off times for appliances and lights.

### 03

Combine 01 and 02 with TTEC's Energy Management Application to see the impact of your changes on your bill and the environment.  
[www.ttec.co.tt/cwa](http://www.ttec.co.tt/cwa)

### 04

LED bulbs use 85% less energy than incandescent bulbs. Switch them out for instant impact.

### 04

Electric and hybrid vehicles produce less emissions than gas/ diesel engines. Consider these options if you're in the market for a new vehicle.



**Trouble Reports: 800-BULB (2852) or 800-TTEC (8832)**  
**📞 [www.ttec.co.tt](http://www.ttec.co.tt)**

## January

Su	M	Tu	W	Th	F	Sa
30	31					1 New Year Day
2 NM	3	4	5	6	7	8
9 FQ	10	11	12	13	14	15
16 PM	17	18	19	20	21	22
23	24	25	26	27	28	29

## February

Su	M	Tu	W	Th	F	Sa
		1 NM	2	3	4	5
6	7	8 FQ	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

## March

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9 NM	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30 Independence Day	31		

## April

Su	M	Tu	W	Th	F	Sa
					1 NM	2
3	4	5	6	7	8 FQ	9
10	11	12	13	14	15 Good Friday	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## May

Su	M	Tu	W	Th	F	Sa
1	2	3 Easter Monday	4	5	6	7
8 FQ	9	10	11	12	13	14
15 PM	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31 Prime Minister's Day				

## June

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7 FQ	8	9	10	11
12	13	14	15	16 Christmas Eve	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## July

Su	M	Tu	W	Th	F	Sa
31					1	2
3	4	5 FQ	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## August

Su	M	Tu	W	Th	F	Sa
	1 Emancipation Day	2	3	4	5 FQ	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31 Independence Day			

## September

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## October

Su	M	Tu	W	Th	F	Sa
30	31					1
2 FQ	3	4	5	6	7	8
9 PM	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

## November

Su	M	Tu	W	Th	F	Sa
		1 FQ	2	3	4	5
6	7	8 PM	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## December

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8 PM	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31