



WATTS HAPPENING

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION
Vol. 40 #1 /January - April, 2023

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.



- Union/Gandhi 220 kV circuit completed
- Public consultations for Rate review
- Amphibious responder launched
- T&TEC in CARILEC Lineworkers Rodeo

Celebrating wins

It has been a heady, productive start to the new year and, before we knew it, June was knocking on the door. But the seemingly super-fast passage of time did not affect output and, due to our collective hard work, the Commission scored a big win in April, with the commissioning of the second Union/Gandhi 220 kV double circuit. The conclusion of this project was highly anticipated, as it adds further stability to the grid and improves reliability for customers.

Similarly, improved customer service is also a benefit of the new amphibious responder, which was commissioned in March and will be put in service as required in the coming months.

In the first quarter, much progress was made by the RIC with its public consultations on the T&TEC rate review, bringing us closer to the final determination on the proposed new rates. We also celebrated long serving employees who recently retired, and a group of eager linesmen made T&TEC's return to the CARILEC Lineworker rodeo a stellar occasion.

All-round, this first edition of the Watts Happening for 2023 is a celebration of your good work and successes. We trust that it is a portent of our performance for the rest of the year.

Thank you to everyone who contributed to these projects.

COVER - *The Minister of Public Utilities, the Hon. Marvin Gonzales; T&TEC's Chairman, Romney Thomas; and T&TEC employees in a jubilant mood following the commissioning of the Union/Gandhi 220 kV double circuit tower line at the Union Substation, La Brea, on April 18. See story on page 3.*

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Union/Gandhi 220 kV circuit successfully completed

Employees received public praise from the Minister of Public Utilities, the Honourable Marvin Gonzales, for the successful completion of a second Union/Gandhi 220 kV double circuit to allow the full transfer of bulk power from the Trinidad Generation Unlimited (TGU) Power Plant – a major project to improve the stability and reliability of the national electricity grid.

Starting March 2021, combined teams from TD&ES, Legal, Land Management, Protection

and SCADA, System Control and Generation Interface, Communications and Networking, and Civil Engineering and Facilities were engaged in various aspects of the project to construct a second 220 kV circuit from the Union Substation to the Gandhi Village Substation. Despite several external

challenges, the work was completed on April 17, with the final connection from Brechin Castle Substation to Gandhi Substation.

The following day, April 18, Minister Gonzales was joined by T&TEC Chairman Romney Thomas and a technical team led by General Manager, Kelvin Ramsook and Chief Technical Officer, Chrialston Belle, at T&TEC's Union Substation in La Brea to commission the Union/Gandhi 220 kV double circuit tower line. This line provides the Commission with the capacity to receive the full 720 MW of power produced by the TGU Power Plant.

TGU provides approximately 50 percent of Trinidad's electricity needs during daylight and 60 percent at



Minister of Public Utilities, the Hon. Marvin Gonzales, greets employees at the Union Substation, La Brea, after the ceremony to mark the commissioning of a second 220 kV double circuit tower line from Union Estate Substation to Gandhi Village Substation.



T&TEC's Chairman, Romney Thomas, and Minister Gonzales after unveiling the plaque.

night. The new circuit is therefore a critical segment of the electricity grid and is necessary for increased reliability and stability of the electricity supply.

In a message to employees following the commissioning, Mr. Ramsook said we all have reason to be proud about this accomplishment, as the new circuit carries several benefits to the country. These include:

1. Redundancy. The completion of the second circuit builds redundancy into the Commission's transmission system which means that if there was a failure on the existing circuit (as happened on February 16th 2022), the national grid would still be able to receive power from the TGU Plant with the supply being unaffected. Building redundancy into the grid was one of the key recommendations made by the Cabinet-appointed Committee that investigated the causes of that island-wide power outage.
2. Gas Savings. By allowing the Commission to access and transmit all of the power produced by TGU, this circuit will provide Trinidad and Tobago with significant cost savings. This is due to the higher efficiency of the technology used by the TGU plant, where more power

is produced with less gas, compared to the other power plants in operation.

3. This second circuit tower line re-establishes the Union-Brechin Castle 220 kV double circuit tower line and the Union-Gandhi Village 220 kV double circuit tower line, which will allow for power to be transferred from the TGU Plant directly to two of the Commission's main substations, i.e. Gandhi Village Substation in the south and Brechin Castle Substation in central Trinidad, which interconnects to north and east. The original 220 kV Union-BC line was reoriented in 2014 to create a Union-Gandhi-BC line. The Gandhi BC 220 kV leg has now been removed, though a Gandhi-BC 132 kV line also exists.

"I thank all employees who contributed to the successful completion of this project, including all Departments that added support, for your drive and commitment," said Mr. Ramsook.

Speaking before the commissioning, Minister Gonzales noted that the critical final stage of the project, repositioning the lines, was completed after four days of work, with no interruption in supply to customers during that time. He referenced the February 2022 outage and noted the customers' benefits that redound from the redundancy afforded by the new lines. He congratulated T&TEC for the work being done in the country's electricity sector, saying, "We will continue to work together to ensure that as we move T&T forward, the utility sector will play the role required so we can have a quality of life that is second to none," he said.

Minister Gonzales was joined by Mr. Thomas and under the direction of T&TEC's engineers, operated the switches to energise the lines where 220 kV of electricity flowed from the Union Substation to the Gandhi and Brechin Castle Substations.



Technical Division engineers road to recovery

In his address to staff at the Technical Division's end of year function, Chief Technical Officer (CTO), Chrisalston Belle, acknowledged the challenges over 2022, and congratulated employees for responding "like champions." This stellar response by employees prompted the CTO to theme his presentation, "Engineering of the Road to Recovery", as a celebration of this recovery in a year of calamity.

The "wins" Mr. Belle listed included the success of the newly established Project Management Office (PMO) within the Distribution Planning and Support Department; the reduction in annual outages and feeder trips for the first time since 2015; and upgrades and continuing research into operations at major installations that are showing promise. All told, the Division delivered more projects than in any previous year.



Chief Technical Officer, Chrisalston Belle.

An examination of the Technical Division's efforts in 2022 revealed a strategic focus on delivering short duration projects. Aided by the PMO, these generally included the upgrade of existing substations and equipment, with an unprecedented ten distribution power transformers and three distribution switchgears being installed at various substations, benefitting close to 200,000 customers. New transformers installed at the El Socorro, Chaguanas West and Sangre Grande Substations served to increase not only reliability but flexibility and capacity of the surrounding distribution network. Notably, the teams used trending and analysed test data which helped to identify the need for replacement before the transformers failed.

At the Sangre Grande Substation, the upgrades cater for increased load from the expanded Sangre Grande General Hospital and the rapid increase in domestic load within the area. The Laventille Substation, negatively impacted over the years from avian related faults, saw the replacement of the outdoor bus with indoor



Workers spotting the Hyundai 33kV GIS Switchboard in the new switch-house at Laventille Substation.



New and old transformers at Chaguanas West Substation.

33 kV switchgear. This project increases the reliability of the station which supplies close to 6500 domestic, commercial and industrial customers.

Another area of focus was the upgrade and/or replacement of ageing equipment with more modern equipment outfitted with advanced operation and safety features. Research into new technology and the introduction of measures to reduce maintenance costs and the possibility of major engine failures at the Cove Power Station, is one such example.

The increased success in project delivery has increased the exposure and competence of the Commission’s technical and engineering staff. According to a year-end divisional report, the project teams worked industriously over the past year to deliver projects within schedule, albeit with unexpected and unfamiliar technical challenges. The lessons learnt from each project were effectively utilised on others across the Areas.



In 2023, the Division’s Distribution Areas will continue to increase safety and reliability of plant with the installation of nine transformers, two 12 kV switchgears, and approximately 100 km of covered conductors, coupled with larger projects at the Couva-Longdenville 66 kV circuit, Pinto Road Substation, SouthEast Ring (upgrade from 33 kV to 66 kV) and the electrification of the Eteck Phoenix Park Industrial Estate.

Mr. Belle shared his optimism that these can be achieved, with resilience and teamwork. He closed his remarks with the lyrics from one of the late Black Stalin’s calypso gems, “our Commission need us today more than ever, but in our fight to recover, if ever you feel to surrender, it has one little thing that I want you always remember; we could make it if we try just a little harder, if we just give one more try, life will be much sweeter.”



Maps showing completed projects across Trinidad and Tobago

Public consultations for RIC rate review

For the period January - March, the Regulated Industries Commission (RIC) conducted public consultations on T&TEC rate review, formally referred to as the Regulatory Process for the Electricity Transmission and Distribution Price Control Review. It followed the RIC's publication of the Draft Determination for the Electricity Transmission and Distribution Sector 2023-2027. This document, published on January 6, includes several measures to "improve customer protection and add value." The public consultations were intended to provide clarification on the content of the draft and to obtain feedback on areas of concern.

T&TEC's last rate review was approved in 2006 and fully implemented in 2008. According to the RIC, price reviews are necessary to provide the service provider with revenue to cover the costs of daily operations, investment in new infrastructure and replace aging assets. These price reviews also give customers an idea of the costs incurred to provide them with service, which should encourage more efficient and conservative use of electricity.

In the Draft Determination, the RIC set expectations for several areas where T&TEC can improve its customer service delivery. These include limiting the number of unplanned interruptions to no more than three per month to 'worst-served' customers; providing one free meter check every four, instead of five years; establishing Call Centre metrics; maintaining the RIC's Quality of Service Standards programme; and adhering to the RIC's Codes of Practice. T&TEC is also to undertake an independent Customer Satisfaction Survey in 2025 and establish measures to improve reliability.

As part of the consultative process, the RIC also hosted closed-door sessions with special interest groups including Associations, Chambers of Commerce and Trade Unions. The Commission now awaits the outcome of the review process.

The public consultations were live-streamed and attended in-person by a cross section of the public.



Chairman of the RIC, Dawn Callender and Executive Director, Glenn Khan, field questions from the public during one of the sessions.

New touch-less devices to clock in/out

A quick, reliable and contact-less way for employees to register their work times was formally introduced in April to replace the UNITIME clocks. The new ZKTeco devices use palm vein recognition to capture clock in and out times in seconds. Employees can now register their times by placing their palm in front of the device, installed in strategic locations, wherever they report for duty.

The now defunct UNITIME clocks utilised hand touch technology, which was discontinued at the start of the pandemic due to concerns about the spread of COVID-19. However, according to Anita Latchman, then Acting Senior Accountant – Financial Projects, the UNITIME clocks, having been installed since 2007, were also becoming obsolete. “The existing UNITIME clocks do not have the system requirements needed to run new applications,” she said, as the outdated technology made it “incompatible” with new upgraded software.

While the Financial Projects team worked towards procuring the new palm scanning devices, in the interim, employee times were recorded manually, with weekly payroll completed by creating manual entries on the UNITIME system. This time-consuming and inefficient process was an obvious challenge, so the more suitable and reliable palm scanning system was welcomed. Ms. Latchman emphasised that the devices only recognise the palm.

In late January, Financial Projects staff members began conducting sensitisation sessions at key operating centres Commission-wide to inform employees about the devices prior to enrolment on the system, which is set to begin once this is completed.



Executive Appointments



Natalie Caesar has been promoted to Manager – Pensions & Investments, effective February 1.

Ms. Caesar's last position was Senior Accountant – Financial Projects. She first entered the Commission in May 1988 as a temporary Clerk and was made permanent in July 1989. Twelve years later, in 2001, Ms. Caesar left the Commission but returned in 2014 as a Senior Accountant.

Ms. Caesar holds an Executive MBA, is a Fellow of the Association of Chartered Certified Accountants (ACCA) and holds a Professional Certificate in Cost Management and Process Engineering.

Over the years, Ms. Caesar has benefitted from several training programmes, including Financial Modelling, Enterprise Risk Management and IFRS Training for Accountants. She also acted as Manager – Pensions & Investments on several occasions since 2021.



Andrew Spencer is the new Industrial Relations Manager, effective January 1.

Mr. Spencer initially joined the Commission as a temporary Clerk III in 1993 at Distribution Tobago. He was made permanent in 2000 in the Commercial Department, Head Office and, in 2002, was promoted to Clerk II. Mr. Spencer spent the next eight years in the Information Systems Department, first as a Computer Operator- in Training and later in 2008, as a Senior Computer Operator.

Officer-in-Training and successfully completed the programme. He was appointed Human Resources Officer III in 2013 and later promoted, progressively, to Senior Human Resources Officer in 2018.

Mr. Spencer holds a MSc in Mediation Studies, an MBA, and a BSc in Information Systems and Management. He also holds Diplomas in Industrial Relations Practice and Instructional Design and is trained in relevant HR/IR and management techniques including Judicial Mediation and Arbitration, HR Labour Law, and Strategic Management. Mr. Spencer also previously acted as Human Resources Manager and Industrial Relations Manager.

In 2012, he was appointed as a Human Resources

Amphibious Responder launched



Four months after its dramatic test run during the island-wide flooding in November 2022, T&TEC's amphibious vehicle was formally commissioned as the "amphibious responder" on March 15 at the S.P. Building, Mt. Hope. The responder was purchased under the Ministry of Public Utilities' Public Sector Investment Programme for disaster preparedness. The Commission held a joint function with the Water and Sewerage Authority (WASA), which also purchased vehicles.

Staged in the carpark, the T&TEC massive yellow amphibious responder, flanked by two rows of similarly coloured mini excavators owned by WASA, created an impressive backdrop for the head table occupied by the Minister of Public Utilities, the Honourable Marvin Gonzales; T&TEC's Deputy Chairman, Anthony Peyson and WASA's Chairman, Ravindra Nanga.

In his feature address, Minister Gonzales said that the expansion of the "arsenal of tools available to us," makes us "better able to respond quickly and effectively, and to restore any loss of supply in quick order." He acknowledged the efforts of the men and women of both utilities, whom he witnessed "going into difficult terrain, braving difficult circumstances to provide electricity and water to citizens" during the adverse weather conditions last year. He singled T&TEC out for special praise, highlighting a Facebook post of a customer who commended the excellent service delivered by T&TEC. We should "take pride in and comfort with the improvements seen in the lives of citizens, as it represents what T&TEC stands for."

Mr. Peyson gave some details about the amphibious responder, which, as the name suggests, can be operated on land as well as water (see side bar). He said the purchase was "part of a larger strategic response plan [covering] tropical storms and hurricanes, earthquakes, floods, fires, landslides and any





Minister of Public Utilities, the Hon. Marvin Gonzales (2nd from left) with T&TEC officials. From l-r: Deputy Chairman, Anthony Peyson; Chief Operating Officer, Curvis Francois; Engineering Controller, Nigel Bobb; Chief Human Resources Officer, Jacqueline Cheesman; Commissioner, Clifford Campbell; Chief Financial Officer, Lisa Mc Nicolls Sargeant and General Manager, Kelvin Ramscook.

such unforeseen event.” Other plans for disaster preparedness, he advised, included building T&TEC’s stockpile of spare poles, transformers, conductors, insulators and other parts, and securing four additional mobile substations to complement the current fleet of 10. “It is our goal that these efforts will help us achieve our mission to deliver an electricity service that is world class, even in times of disaster,” he said.

Also speaking was WASA Chairman, Mr. Nanga. The 12 mini excavators, he said, will position the Authority to meet its deadline to clear the backlog of leaks on its system.

After the formalities, the Minister and members of the media were taken on a tour of the new equipment.



Mechanic Foreman Sean Clement (left) and Mechanical Assistant, Ancil Callender demonstrate some of the vehicle’s features for Minister Gonzales. Looking on is Kelvin Romain, CEO of WASA (Ag).

About the amphibious responder:

Funded by the Ministry of Public Utilities’ PSIP to the tune of 2.8 million, it can be operated on land as well as water, achieving a maximum speed of 120 km/h on land and 6 knots in water. (Once it reaches to a depth where it achieves buoyancy, the Operator engages the propeller to navigate in “boat mode”).

The response capabilities are also enhanced by the addition of two 7,500 kilogram winches. It also features storage space for tools and equipment and can accommodate six crew members in the cab and additional persons in the uncovered area.



Members of the Commission join with T&TEC's long service award recipients.

Long-serving employees honoured



Transmission's Fazal Ali, accepts his award for 40 years' service from Deputy Chairman, Anthony Peyson.

Together with their Heads of Departments and Members of the Commission, 23 employees (newly-retired or nearing retirement) with 25 to 41 years of service gathered at the S.P. Ottley Building to celebrate their milestones and reminisce on the years spent at T&TEC. It was the Commission's annual Employee Recognition and Long Service Awards

employees deserved extra praise for not cruising through the challenges of the last few years, but instead, rising to the occasion to "deliver yeoman service in the sunset of [their] careers."

ceremony on January 13, an intimate get-together and treasured opportunity to regale our longest-serving employees.

Chief Operating Officer, Curvis Francois told the gathering in his welcome address that the ceremony was necessary to acknowledge the many years of service of the awardees and their "valuable contribution to the organisation and to the nation by extension." According to the COO, the long-serving



Welder 'A', Peter Joseph, accepts his award for 40 years' service from Commissioner, Sharmine Caballero.

These sentiments were repeated by the Chairman, Romney Thomas, who also thanked them on behalf of our over 511,000 customers. The awardees incidentally amassed a total 511 years of service. "As a customer myself, I am particularly grateful for all that our employees do to power the nation," said the Chairman. "I commiserate with your colleagues who most certainly feel a sense of loss by your departures, but also share in your pride and satisfaction at your achievements," he said, calling the distinguished awardees "pillars of this organisation".



Distribution Central's saxophonist Kervon Debissette.

As they said a collective farewell to their work lives to embark upon their retirement journeys, the awardees in attendance each shared a key, personal moment from their careers. Their reflections, chronicled in the programme booklet, recalled challenges and good times alike. Meter Reader, St Servius Clint

Pamphille recounted being shot while on duty, returning to the job he loved "by the grace of God" and thanks to the care and love of his colleagues. After 41 years of service, Kenneth Edmond, Substation Supervisor, remembered his appointment to that position and the first transformer he assembled and commissioned—the 132/66 kV A1 transformer at Bamboo Substation. Another awardee, Grace Boucaud, Human Resources Specialist, recalled being transformed from an introvert to a confident trainer and presenter after skilled coaching from her early supervisors. The career snippets were a reminder to all that our memories are indeed our greatest treasure.



GM, Kelvin Ramsook, presents I.T. Technical Support Supervisor, Nerina Garcia-Ramsammy, with her award for 30 years' service.

In-house talent, provided by saxophonist Kevin Debissette and calypso bard Curtis "Kemis" Braithwaite, entertained with musical interludes throughout the enjoyable programme, punctuated by the presentations of the distinguished awards.





Tragarete Road gets LED lights

The Trinidad and Tobago Electricity Commission (T&TEC) continues to serve the commuting public with the installation of 131 LED street lights along Tragarete Road, Port-of Spain. The 28000-lumen energy efficient LED lights are significantly brighter than the 16,000-lumen bulbs typically used for street lights along main roads, giving members of the public added visibility and security along the popular thoroughfare.

The project was completed by the Public Lighting Department over the course of five days in early February, just as carnival activity heightened in the capital city. It follows the installation of LEDs along other routes in Port of Spain, including along Ariapita Avenue and the Queen’s Park Savannah.

It is the latest initiative under T&TEC’s programme to changeout high pressure sodium (HPS) to LED street lights, which offer an

extended life span of over 10 years and lower maintenance costs. Since the LED bulbs use less power than HPS bulbs, they will also help to reduce our carbon emissions, with a reduction in the use of natural gas a long-term benefit.



Photo: Ronnie Chung

T&TEC pan, champs in 'D' Carnival



Members of the TAHSO youth band celebrate their victory at the Junior Panorama competition.

As the country celebrated the “Mother of all Carnivals” to herald the full return of the festival after COVID-19 restrictions last year, T&TEC’s sponsored bands represented magnificently. After their two-year hiatus, players were eager to hit the stage and two of the bands emerged among the top ranked in this year’s Panorama competitions.

The T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) copped a national title on January 22, when its youth band won the Junior Panorama (under 21) competition. The young players delivered a spectacular rendition of Blaxx’s Mash Up, beating 12 other bands, including the

popular Invaders, Renegades and Trinidad All Stars, with their Jerrod Superville arrangement.

Their senior counterparts progressed impressively from the preliminaries, through the semi-finals and on to the finals on Carnival Saturday, February 18, beating the iconic Desperadoes at the semis and finals. As the band made their final preparations towards the big night, Corporate Communications Manager, Annabelle Brasnell and a contingent of T&TEC officials visited the Enterprise pan yard on Carnival Thursday for a sponsor’s night event. She told the players and supporters that the team was pleased to visit the panyard to hear the full rendition in person and share in the players’ building excitement, while expressing T&TEC’s continued support. With a spirited performance of Mical Teja’s Hall of Fame, the Clarence Morris arrangement earned them eighth place on finals night.

In Tobago, the T&TEC New East Side Dimension, led by arranger Kersh Ramsey, captured the Tobago House of Assembly’s (THA) small bands title on February 14 playing Sugar Aloes’ I Love Being Me. Exactly one month before on January 14, the band placed third in the Pantrinbago national final.

Continued on page 18



An electrifying performance from the T&TEC New Eastside Dimension.

T&TEC Linesmen saddle up for CARILEC Rodeo

Twenty-one years after T&TEC last participated in a regional Lineworkers Rodeo, a group of some of the Commission's very best donned boots and spurs and set out to St. Lucia for the Caribbean Electric Utility Services Corporation's (CARILEC) Lineworkers Rodeo and Safety Training 2023.

T&TEC's last foray into the rodeo was 2002 in Jamaica, where two T&TEC teams placed 2nd and 3rd overall. This year, one member of that Jamaica team, Senior Supervisor, Anil Harrilal, returned as coach and mentor to a four-member team selected from across the Commission to represent T&TEC. Under the theme, "Championing Caribbean Lineworkers for a Resilient Energy Future," they joined with Linesmen from around the region at St. Lucia in a spirit of competitive camaraderie.

The self-christened "T&TEC Shockers" – Distribution Central's Hotline Linesman 'A', Mahendra Sankar; Distribution South's Linesman 'A', Wade Mc Millan; Distribution Tobago's Linesman 'B', Jason Williams; and Distribution East's Linesman 'B', L'Sean Dyette (as alternate), arrived in St. Lucia on April 14. Also attending to provide necessary support were Chief Technical Officer, Chrisalston Belle and Manager, Distribution Planning and Support, Farzad Nobbee. The team settled in well, with Mc Millan and Williams immediately reconnecting with their counterparts from the Bahamas team, with whom they worked during restoration efforts in that island after hurricane Dorian in 2019.

By the next day, lineworkers from St. Lucia, Dominica and Barbados, among others joined the group of regional comrades. On day one there was safety training at event sponsor LUCELEC, the St. Lucia Electricity Services' Power Plant, and the atmosphere of friendship continued with the guys sharing tools, tricks of the trade and advice while going through their drills and



Team T&TEC (l-r) Linesman 'B' Jason Williams, Linesman 'B' L'Sean Dyette, Senior Supervisor Anil Harrilal (Coach), Linesman 'A' Wade McMillan and Linesman 'A' (Hotline) Mahendra Sankar.

exercises. Team T&TEC ended the long day huddled in Coach Harrilal's hotel room for a last-minute review of the rodeo events and a pep talk. He reminded them to remain focused, and to adapt to the unexpected.

On competition day the teams gathered at the prepared grounds next to a beach in Gros Islet, to participate in four events. There was no time to enjoy the view as it was laser focus on successfully completing the HT fuse cutout installation, a three-phase HV earthing installation, a hurt-man rescue and a pole speed climb. Since T&TEC now has limited wooden poles, the average Linesman in the Commission has very little exposure to climbing poles with spurs. Mr. Belle was however pleased with the efforts of the team who practiced for two weeks before the competition. "For the guys to refamiliarise themselves in a two-week period and reach to the level where they can compete

is very remarkable," he said. For the linesman profession, the rodeo itself is "like the World Cup...showing how difficult lines work can be but also showing the beautiful side of it."

The popular pole speed climb event was completed by Mr. Mc Millan, who finished well with a score of 86/100. The task- climb to the top of the pole while holding in your mouth a small satchel containing a raw egg. The egg is then placed in your mouth before descending, quickly but carefully to avoid cracking the egg.

For another team member, the overall experience was particularly special. Mr. Sankar's father, the late Ashram Sankar, a former Hotline Crew Supervisor, represented T&TEC at the last regional rodeo in Jamaica. It was a proud moment for him and his family, knowing that he was following in his father's footsteps.

Though they didn't make winners row in the end, the T&TEC Shockers completed the event with 346 points, not far behind the winning team from British Virgin Islands.

Special thanks to team co-ordinator, Senior Engineer, Danraj Ramcharan, and technical trainers Linesman Training Supervisor-HR, David Jacob and Senior Instructor-HR, Carlyle Clarke, who were instrumental in getting the team prepared for the rodeo.

Well done, guys!



Practicing the hurt man rescue during the Lineworkers Safety Training the day before the Rodeo.

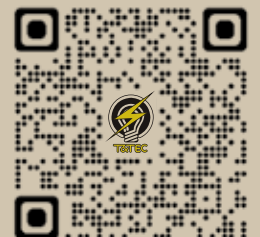


Competition time for the team (foreground) in the HT cutout installation event.

About the Rodeo

According to the Executive Director of CARILEC, Dr. Cletus Bertin, the Rodeo is hosted in the context of CARILEC's Disaster Assistance Programme, CDAP, where participating member utilities can seek assistance in times of disaster. Through the CDAP, lineworker crews across the region are mobilised to ramp up post-disaster restoration support. "The Rodeo provides the opportunity for Lineworkers to come together to share best practises, build camaraderie and familiarity, get acquainted with the varying equipment, standards and techniques, etc., so that in a post-disaster response, they can work together as colleagues used to collaborating."

Scan here for a video of the T&TEC team participating in two of the rodeo events.





T&TEC pan, champs in 'D' Carnival continued

On the calypso front, T&TEC's calypso diva, J'Leise Orr participated in the THA's Inter-Dept Calypso Competition on February 16. Her

GSCC-sponsored presentation was a catchy double entendre entitled Hard Wuk, which hilariously described the exploits of a T&TEC worker, Lynette. While Ms. Orr did not place among the winners, she said she thoroughly enjoyed the experience.

In the spirit of the season, Distribution Tobago's compound came alive with energy, excitement and music on Carnival Wednesday, February 15 for a Carnival Fitness Challenge. Employees working in Distribution, the Cove Power Station and Craft Trainees all participated in the aerobic burnout event organised by Clerk II, Keyler Whitlock-St. Hillaire and her team.

Congratulations to all our Carnival winners!

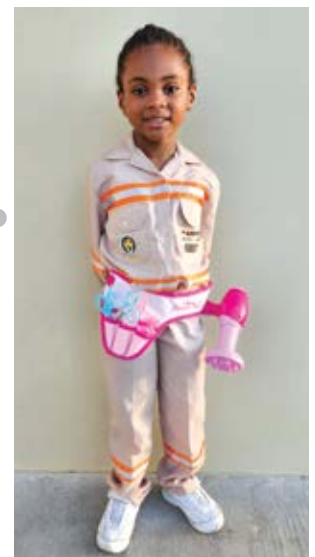


J'Leise Orr performing "Hard Wuk" at the THA's calypso competition.

Engineering or cosmetology? ...Or both!

With both parents working at T&TEC, it is no wonder that Mya Charles is inspired by engineering. However, she still loves hair and beauty so she combined both for her school's career day recently.

Mya is the daughter of Senior Clerk - Marina Browne and Metering Services Technician 1 - Marcel Charles.



Illuminating the Spiritual/Shouter Baptist faith

We celebrate a national holiday on March 30 in their honour, but how many of us know what are the key tenets of the faith, the history and practices of the Spiritual/Shouter Baptist? As part of its commemoration, we explore some of the lesser known details for your benefit.

Spiritual/Shouter Baptists have their origins among people of African ancestry during the nineteenth century. Some theorists trace certain aspects of the faith directly to Africa, while others attribute the religion to the Merikins - former American Slaves who fought for the British in the American war of Independence - who returned with the Baptist faith of the British. Other researchers claim it is from the fundamental Protestants, known as "Shakers", who migrated from St. Vincent to Trinidad.

This connection to the Motherland has resulted in the Spiritual/Shouter Baptists often being confused with other faiths of African origin, like the Orisha. While both Orisha and Spiritual Baptists dress similarly, and both are characterised with infectious displays of singing and dancing and African rhythms, there is a fundamental difference. Orishas practice ancestral worship, by commemorating and venerating the spirits of deceased forebears, to direct and understand life. On the other hand, Spiritual/Shouter Baptists worship based on the tenets of scripture, the Holy Bible, and the belief in Jesus Christ.

As it relates to structure, Spiritual Baptists today resemble the more traditional religions, with three Archdioceses - the Council of Elders Spiritual Baptist (Shouters) Faith of Trinidad and Tobago, the National Evangelical Spiritual Baptist Faith Incorporated, and the National Congress of Incorporated Baptist Organisations of Trinidad and Tobago. Later, a splinter group from the National Congress was formed, called Spiritual Baptist Christians.

Individual churches will align with one archdiocese, and its members are organised into ranks with the most important being the Leader/Pastor, followed by the Mother,

Captain, Teacher, Shepherd, Shepherdess, Prover, Watchman, Nurse, Surveyor and Healer.

In practicing their faith, there are several important rituals. These include baptism - the acceptance of Jesus Christ by immersing in "living water", such as the sea; mourning - a period of praying, fasting and meditation for spiritual instruction and for developing the soul; and roadside preaching/missions - spreading the message in public areas. These are usually accompanied by the characteristic doption, derived from the English word adopt, to describe the groaning sound made to various rhythms, and speaking in tongues.

In addition, members celebrate special days like Passover, Easter, Christmas, Harvest and Old Year/New Year.

Once regarded as heathens and barbaric, the Spiritual/Shouter Baptists are now recognised as one of Trinidad and Tobago's few indigenous religions. The tumultuous journey has made their faith an enduring one, expressive and dynamic, with its infectious African rhythms fused with the traditional tenets of Christianity.

Source: <https://www.nalis.gov.tt/Research/Subject-Guide/Baptist-Liberation-Day>



Kerwyn Jones, an employee of T&TEC's Communications Department and Pastor of Bethel Kingdom Ministries, Vance River, addresses some women of his congregation during a Robing Service, to mark their elevation to official ministerial duties at the Church. Photo courtesy Candis Joseph (centre), an Estate Constable.

Employees engage on key issues

PROPOSED RESIDENTIAL RATES & CHARGES

CURRENT BI-MONTHLY RATES			PROPOSED NEW MONTHLY RATES		
	kWh Consumption	Tarrif (TT\$)		kWh Consumption	Tarrif (TT\$)
Tier 1	1 - 400	0.26	Tier 1	1 - 200	0.28
Tier 2	401 - 1000	0.32	Tier 2	201 - 700	0.40
Tier 3	>1000	0.37	Tier 3	701 - 1400	0.54
Customer Charge		6.00	Customer Charge		7.50

As the RIC-led public consultations for a T&TEC rate review continued nationwide, T&TEC held in person and virtual educational sessions to better acquaint employees with the details of the Draft Determination.

Members of the Commission’s ad hoc committee for the rate review led the presentations at Distribution Areas and other operational centres, starting each session with the answer to an important question that echoed through the RIC’s public consultations – why is a rate review being done at this time? It was stated that after a gap of almost 17 years, increasing operational costs and consequential financial deficits, the

rate review is necessary to afford T&TEC the ability to meet its infrastructural maintenance and upgrade requirements.

The presentation also dealt with the key tariff changes proposed, including moving from bi-monthly to monthly billing, increasing the kWh consumption tiers from three to four (see photo) and the inclusion of a new class of customers, Rate C, for ‘high density’ consumers. Measures to improve customer protection and add value were also discussed, such as the requirement for no more than three unplanned interruptions per month for ‘worst served’ customers (those with 2-29 outages per month) and efficiency incentives that would allow increased revenue for the Commission if it meets certain targets.

Employee engagement continued with an outreach programme to inform and update staff on T&TEC’s Pension Plan. The Board-mandated initiative began in December 2022 and will continue until the end of May, with in-person sessions facilitated by Manager – Pensions and Investments, Natalie Caesar and Benefits Co-ordinator, Charmine Shoy. Various aspects of the Plan – its structure, features, beneficiary details, different modes of exit among others,



Employees from T&TEC’s ad hoc committee for the rate review deliver their presentation to staff of Distribution North (field).



Staff at Distribution Central during the internal presentation on the Rate Review.

were discussed and by all accounts were well received by the membership. The initiative coincides with the distribution of T&TEC's newly published Pension Plan Explanatory Notes booklet, which describes the important provisions of the Pension Plan.

T&TEC's newest permanent appointees participated in an onboarding/training session hosted by the Human Resources Department over several days in February at the S.P. Ottley Building, Mt. Hope and the Tobago Sports Club.

Through an activity to reinforce T&TEC's Vision and Mission and a role-playing scenario, participants started each session working

together to resolve a crisis, while upholding the Core Values. Facilitated by Employee Services Officer, Cleavon Lloyd, this exercise forced them to look beyond their usual roles and set the tone for the formal induction by Human Resources Manager, Nigel Marquez and his team. The employees heard presentations related to T&TEC's benefits and services, performance appraisals and career paths.

Close to 250 former temporary workers, holding a range of positions, from Clerk III to Draughtsman III, including Electrician 'C', Labourer, Typist, Messenger and Linesman C, were appointed on February 1.



Benefits Co-ordinator, Charmaine Shoy (centre) with staff at the Cove Power Plant.

Engineering 101

Class is in session! Welcome to part three of our series, ENG. 101, where we simplify the electricity-related topics that make us non-engineers go "Eh?!"

Energy efficiency and **energy conservation** are closely related. They both aim to reduce energy use, but in entirely different ways.

Energy efficiency simply means using less energy to perform the same task and eliminate energy waste, usually through the use of technology.

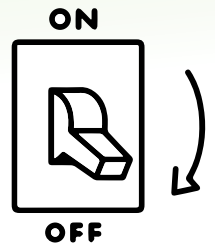
Purchasing a washing machine with the Energy Star rating which, compared to conventional washers, cuts your energy consumption by 25% and your water consumption by 33%; or switching to LED bulbs, which use up to 85% less energy than incandescent bulbs



and 30% less energy than CFL bulbs, are two energy efficient measures to manage your consumption. The use of smart devices such as outlets and timers are also energy efficient.

Energy conservation is behaviour or habits aimed at reducing energy consumption, or the practice of using less energy.

Common examples of energy conservation are turning off the light when you leave the room, unplugging appliances when they're not in use, walking instead of driving and hanging laundry to dry instead of using a dryer. These are all energy conservation measures, also aimed at managing energy consumption.



Now you know!

For more information on energy conservation and energy efficiency, scan here with your camera phone:





Maintenance work at Cove and Milford Bay Substations completed

The transmission hub of Tobago, the Milford Bay and Cove Substations, benefitted from critical, preventative maintenance work in February, to ensure the continued reliability of the electricity service on the island.

The two substations are the primary links to transmit power from the Cove Power Station to the rest of Tobago. Over the course of two weeks, starting January 30, the Transmission Maintenance team lead by Senior Supervisor Geoffrey Baptiste and Crew Supervisors Sayid Hosein and Annat Balkaran, serviced bus isolators, circuit breakers and transformers, as well as replaced defective parts.

Customers in Tobago were advised via media release that while the work did not necessitate any planned outages, T&TEC's systems allowed for restoration in the shortest possible time in the unlikely event something did happen.

It is expected that all customers in Tobago will experience improved reliability of their electricity supply following the completion of the work on February 10.



Craft Training resumes in Tobago Facility

T&TEC’s Craft Training Programme is now operating at full capacity, with the intake of a new cohort of 15 trainees at the Tobago Training Facility. The young men began the programme in January, joining 39 of their counterparts who started in November 2021 at the El Socorro and Penal Training Facilities.

The last group of Craft Trainees from the Tobago Facility graduated in 2014, but it remained operational for lectures in other programmes like the Linesman Course 1, Senior Supervisor-in-Training and the Engineer-in-Training. The resumption of Craft training in Tobago was based on the Commission’s projected manpower needs.

At their orientation on January 6, the Trainees met with several of T&TEC’s Senior Executives who took the opportunity to offer the young men personal words of inspiration, guidance and at times, caution. General Manager, Kelvin Ramsook stressed on the importance of safety and T&TEC’s zero tolerance for indiscipline, while Chief Operating Officer, Curvis Francois exhorted “don’t settle for mediocrity, but utilise your full potential”. Chief Human Resources



General Manager, Kelvin Ramsook (far right) and Commissioner John Chapman (3rd from right), with other T&TEC Senior Executives, and officials of the Human Resources Department.

Officer, Jacqueline Cheesman, expressed similar sentiments, and congratulated the trainees and encouraged them to take the training seriously.

Chief Technical Officer, Chris Belle shared that working at T&TEC helped him to mature into the person he is today, and that much is expected of them. Also in attendance was Commissioner John Chapman, who encouraged them to not

limit themselves, but “broaden your sights, even beyond T&TEC.”

We wish the young men the best of luck as they start the three-and-a-half-year programme to function as Linesmen and Substation Electricians. They will be led by Acting Supervisor, Trinell Solomon and Instructor 1, Jeron Campbell.



Wahid Abdool, HR Officer – Technical Training, with the Craft Trainees.

Enid turns 100!

Assistant Corporate Communications Manager, Clare Cooper-Vincent drew an elated gasp of surprise from T&TEC pensioner, Enid Lequay, as she was presented with a cake and flowers for her centennial birthday on February 5. Ms. Lequay joined T&TEC on November 1, 1958 and retired as the Assistant Registrar in February, 1983. Despite being out of the Commission for 40 years, she still fondly remembers dancing to music from then T&TEC Power Stars Steel Orchestra for one of many staff get-togethers.



T&TEC at Career Day



Trinell Solomon, Acting Supervisor of the Tobago Training Facility (left), engages with students visiting the T&TEC booth at the MIC Career Day Fair in Tobago on April 20. Mr. Solomon was assisted by two of the new Craft trainees.

Bridging the gender gap in technology

International Women's Day (IWD) was held on March 8 under the theme, DigitALL: Innovation and technology for gender equality. With gender equality and the empowerment of all women and girls being the overarching goal of IWD, this year's theme placed focus on innovation and technological change, and education in the digital age.

It is important to connect this with gender equality, for even though women make up most of the students pursuing science, technology, engineering and mathematics (STEM) subjects, the World Economic Forum in 2019 reported that only one in five top technology jobs are occupied by women. And as of 2022, women make up only 28% of the technology industry workforce.

T&TEC's Information Systems Department has 30 male and 15 female technology workers out

of 50 overall, so at 33 percent, women here fare slightly better than the world average.

Unsurprisingly, their stamps are on several key IT projects completed in recent years. These female led or supported teams have completed the analysis, design, development, testing and implementation for the following:

- Systems Analyst I, Nichelle Jagdeo and her team developed the online portal for customers to submit damaged appliance claims and completed the optimisation of T&TEC's customer payment portal (Quick Pay) to reduce its cybersecurity risk;
- Senior Software Developers, Gaiatree Dilraj-Bobb and Alicia Kangaloo spearheaded the automation of the application process for capital expenditure;



T&TEC women in technology. Back row – Senior Software Developer I, Alicia Kangaloo; Senior Clerk, Stacy Mc Lean; Senior Software Developer I, Dalia Anthony; Clerk II, Kanika Agimudie; Administrative Officer, Julia Breton-Sammy; and Senior Software Developer I Gaiatree Dilraj-Bobb. Front row - Senior Analyst, Audra Ramsook; Manager, Charlene John; and Systems Analyst I Nichelle Jagdeo.

- Ms. Jagdeo, Ms. Dilraj-Bobb and Software Developer, Dalia Anthony developed the system for the annual schedule of planned procurement activities;
- Ms. Jagdeo and Web Assistant, Helen Habib created and maintain the Intranet and website; and
- Systems Analyst III, Melissa Lall and Software Developer II, Candice Attong completed the job estimation upgrade.

The two top persons in the Department, Manager, Charlene John and Senior Analyst, Audra Ramsook, are keen about the need to inspire more females into the field to bridge the gender gap in their male-dominated industry. Ms. John acknowledges that “one of the deterrents to women pursuing careers in Information Technology (I.T.) is the absence of female role models,” but she believes that sharing her experience as a woman working in the field can encourage others to pursue a similar path. She suggests that outreach programmes with community groups and schools to introduce girls to I.T. and offering opportunities “where women can share knowledge and support each other” will go a long way to increasing the number of females in the field.

In this vein, in April, Ms. John led a team of T&TEC I.T. women to present at “Girls in ICT and the boys who support them”, an event hosted by the non-profit, Restore a Sense of I Can, and the Caribbean Association of Principals of Secondary Schools for International Girls in ICT Day. The aim – to provide students with an opportunity to explore career fields in S.T.E.M. and to demonstrate how they can apply their knowledge in a global context. The T&TEC team delivered a virtual presentation that provided the students with an overview of T&TEC, its career opportunities, conservation, and an insight into how technology has evolved at T&TEC.

According to the United Nations, more women in I.T. will encourage more inclusive and creative solutions, with innovations and access to education that better meet the needs of women



Candice Attong, Software Developer II, IS Department

and other marginalised groups, even those in remote and/or underprivileged areas. Such educational opportunities, according to Ms John, are wide ranging, including health, finances and empowerment against gender-based violence. Ms. Ramsook also noted that although technology cannot solve all the challenges faced by women, if used to enable women to make the most of their potential, “it can turbocharge progress towards gender equality.” At school, intervention through championing women role models and mentoring can help to make the world of I.T. feel more welcoming and accessible. For employers, transparency in hiring and career development, are general good industry practices. “The key is to create a supportive and inclusive environment that encourages women to pursue their passions and develop their skills,” said Ms. John.



Akida France, Communications Technician I, Communications Department

Employee update

Appointments, Promotions, Re-designations and Departures

APPOINTMENT

NAME	POSITION	AREA/DEPARTMENT
Bevon Grant	Engineer II	Cove Power Station
Jabari Hodge	Engineer II	Distribution North
Olando Fraser	Engineer II	Distribution Tobago
Rajiv Sadhoo	Engineer II	Distribution East
Ricardo Ramkhelawan	Engineer II	Distribution South
Samantha Timal	Engineer II	Distribution South

PROMOTIONS

NAME	POSITION	AREA/DEPARTMENT
Aleisha Mohammed-Loutan	Subsection Leader	Distribution South
Andre Harrinanan	Consumers Investigator	Distribution Central
Andrew Spencer	Industrial Relations Manager	Industrial Relations
Anita Singh	Accountant I	Chief Accountant
Antonio Rosales	Dr – Pole Hole Borer Comb.	Distribution North
Anwar Sultan	Electrician 'A'	Distribution North
Avalene Solomon-Wheeler	Section Leader	Distribution South
Avinash Jaggernauth	Senior Clerk	Commercial
Brent Noray	Network Technician I	Information Systems
Chiemeka Fortune	Estate Corporal	Security – Distribution South
Christine Thackurdeen-Ramrattan	Senior Clerk	Commercial
Clifton Ali	Ganger (Distribution)	Distribution East
Coleen Paul	Area Administrative Officer	Distribution Central
Dale Ross	Engineer II	Distribution North
Deena Harry	Engineer-In-Training	Human Resources Department
Darendra Ramdatt	Electrician 'A'	Distribution South
Desmond Bailey	Welder 'C'	Distribution South
Devon Barlo	Estate Corporal	Security – Distribution Central
Dwain Cunningham	Instructor I	Human Resources Department
Elizabeth-Ann Campbell	Senior Clerk	Commercial
Faustin Joseph	Assistant Cable Supervisor	Distribution North
Gary Joseph	Joiner 'A'	Distribution North
Gyasi Ambrose	Systems Analyst III	Information Systems
Hilary Duncan	Senior Clerk	Commercial
Hubert Alleyne	Driver – Class 5 Vehicle	Distribution North
Jabari Seaforth	Engineer II	Distribution East
Jerome Jordan	Line Clearer Supervisor (T)	Distribution East
Jerome Taitt	Driver – Class 5 Vehicle	Distribution South
Jeron Campbell	Instructor I	Human Resources Department
Keisha Williams	Senior Clerk	Commercial
Kenrick Moore	Engineer-In-Training	Human Resources Department
Kersha Williams	Senior Clerk	Commercial
Kern Julien	Electrician 'A'	Distribution Central
Kevin Julien	Line Clearer Supervisor (T)	Distribution North
Khabeer Mohammed	Engineer-In-Training	Human Resources Department
Kwane Radix	Engineer-In-Training	Human Resources Department
Lydia Gajadhar	Senior Clerk	Commercial
Lyndon Bicano	Estate Corporal	Security – Distribution North
Nadia Haywood Taylor	Clerk I	Distribution North
Natasha Gomez-Vidal	Estate Corporal	Security – Mt. Hope
Nicole De Mille	Senior Clerk	Chief Accountant
Natalie Caesar	Manager – Pensions and Investment	Pensions & Investments Dept.
Persad Ramoutar	Mechanical Assistant	Distribution South
Ravindranath Ramesh	Electrician 'B'	Distribution South
Rahim Ali	Info. Technology Tech. III	Information Systems

Employee update

Appointments, Promotions, Re-designations and Departures

Raymond Williams
Ria Lee Facciano
Roxann Johnson
Rudra Sankarsingh
Sharon Dubar-Labadie
Sheldon Harripersad
Sherece Serrette
Shivanand Persad
Stefan Mason
Steve Ramdath
Strisand Murray
Tanya Senhouse
Terron Greenidge
Tyrel Alexander
Tyrell Ashby
Verindra Kalpoo

Substation Supervisor
Senior Clerk
Senior Clerk
Senior Analyst
Senior Clerk
Estate Corporal
Senior Clerk
Engineer II
Instructor I
Field Controller
Engineer II
Senior Clerk
Electrician 'A'
Estate Corporal
Estate Corporal
Substation Supervisor

Distribution South
Procurement and Supplies
Commercial
Information Systems
Commercial
Security – Distribution East
Commercial
Distribution South
Human Resources Department
Transmission Maintenance
Distribution Tobago
Commercial
Distribution North
Security – Distribution East
Security – Distribution East
Distribution North

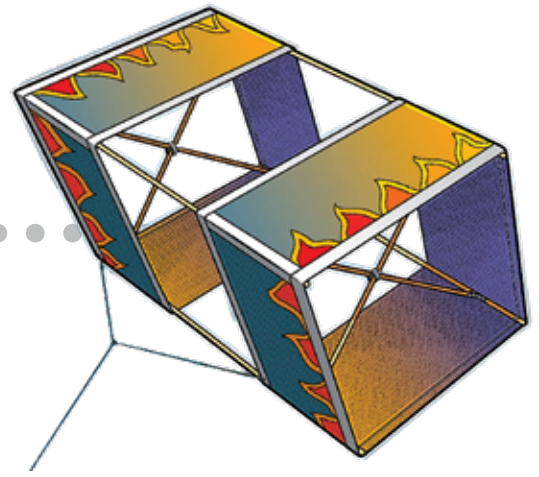
RE-DESIGNATIONS

NAME	POSITION	AREA/DEPARTMENT
Patricia Duke	Clerk II	Human Resources Department

DEPARTURES

NAME	POSITION	AREA/DEPARTMENT
Abzal Mohammed	Crew Supervisor	Distribution East
Alisa De Sormeaux	Estate Constable	Security – Distribution East
Aleicia Maharaj	Area Administrative Officer	Distribution Central
Allison Acres John	Stenotypist	Corporate Secretary
Amarnath Sahadeo	Driver – Class 5 Vehicle	Distribution Central
Anirud Lal	Estate Constable	Security – Distribution South
Arthur Bellerand	Crew Supervisor	Distribution East
Awadha Bepphan	Substation Supervisor	Distribution South
Cherry-Ann De Freitas	Section Leader	Distribution South
Clive Best	Field Controller	Transmission Maintenance
David Lalgee	Estate Constable	Security – Distribution South
David De Bourgh	Driver – Dist. Line Truck	Distribution South
Edison Hypolite	Ganger (Supplies)	Supplies
Egan Bazzey	Estate Corporal	Security – Distribution East
Garth Garraway	Industrial Relations Manager	Industrial Relations
Harrilal Ramdewar	Head, Security	Security – Head Office
Hazel-Ann Maharaj-Burke	Subsection Leader	Commercial
Kenneth Edmond	Substation Supervisor	Transmission Maintenance
Larry Pinheiro	Systems Analyst III	Information Systems
Malcolm Scott	Carpenter 'A'	Communications Department
Peter Joseph	Welder 'A'	Distribution South
Raymond Hitram	Dr – Vehicles < 25000 Lbs.	Distribution Central
Roderick King	Crew Supervisor	Distribution North
Roydon Jailal	Field Controller	Distribution South
Russell Moreau	Transport Labourer I	Distribution East
Ryan Matamoro	Clerk II	Pensions & Investments Dept.
St. Servius Pamphile	Meter Reader	Commercial
Stephen Dedier	Snr. Supervisor Trans. & Dist.	Distribution East
Sylvester Teesdale	Linesman 'B'	Distribution South
Wayne Chuckaree	Maintenance Technician I	Distribution North

Kite season is here!



Many of us know how to make a chickichong kite from a copy book page. Why not raise the ante this year and impress your neighbours with a fantastic box kite you constructed yourself?

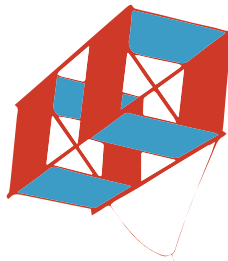
All you need are the following items:

1. Bamboo Sticks (or thick cocoyea sticks):
 - 4 pieces at 54cm
 - 16 pieces at 23cm
 - 6 pieces at 33cm
2. Kite paper
3. Tape
4. Glue
5. String

Open the video at the following youtube link for step-by-step directions:

<https://www.youtube.com/watch?v=owQuFO-exEE>

You can also open your phone camera and point to the QR code below to access the link:



While you enjoy flying your box kite, remember to practice kite safety. Kites touching power lines can cause power outages. You can also be electrocuted!!

For your safety when kite flying:

- Fly kites in open fields, away from streets, highways, power lines, electrical installations and equipment.
- Use dry string, never wire and don't attach metal bits, like razor blades, to any part.
- Do not remove kites that are entangled on poles or power lines.
- Do not fly kites in wet or stormy weather; wet strings conduct electricity.





Customer commendations

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

December 29, 2022

Annabelle Brasnell

Corporate Communications Manager

Our journey began five years ago when we first applied for a residential electrical supply (at Calcutta #3 Mc Bean Village, Couva), eventually to be told that there was a delay.

We still did not give up and continued to actively reach out to numerous employees at Central T&TEC and that's when I was transferred to Miss Nalini Papan who enquired about my matter in June 2022. She promptly returned my call and was guided to request over our updated documents, which was sent to Mr. Brian Bachoo through Mr. Ravi Ramsaran.

We found Miss Nalini to be a dedicated employee who demonstrated a level of compassion that I have not yet otherwise seen dealing with Government C.S.R.s. She held our hand and walked us through the tedious process and encouraged us every step of the way.

I want to thank you Miss Nalini, Mr. Ramsaran, Mr. Bachoo and all employees at Central Distribution for answering the prayers of a mother's tears and just in time for Christmas 2022.

Rekha Roopnarine – on behalf of my mother Dora Ria Roopnarine.

The following was a Facebook post made by a customer:

March 7, 2023

Last night, the streetlight in front of my house exploded, plunging the entire neighbourhood into darkness. My daughter said it was like 'fireworks' outside of her window.

So, I decided to call T&TEC to report the incident.

Guys and gals...

That was undoubtedly THE BEST PROCESS I have EVER experienced from a local government service! Fully automated, I never had to speak with a CSR.

My address was detected by my phone number. This allowed the system to verify whether any other reports were already made. They were already aware of the incident, so no need for further information from me. I was offered a return call when electricity returned.

The truck was here a short while later... evidence that they were already mobilising for repair.

Electricity is back. I get a call. Of course, by now I've forgotten that I requested the call back. So, I'm wondering what's this strange number calling me at this late hour... This is progress. Whoever of my friends is working there, allyuh wukking. Good job.

This is efficiency.

Daniella Wade

March 17, 2023

Ms. Diana Patrick [Admin. Asst. to the General Manager],

I am so pleased with the level of service afforded me that has put this stressing matter

to rest in 3 days [removal of tree branches on overhead lines].

I extend special commendations to these staff members: Mr Nigel Bobb, Mr Vivian Narine, Mr Rishi Mahabir & his 975 Crew.

I am extremely appreciative of them all and their customer service delivery and professionalism. May God richly bless them. Perhaps they get some recognition for their approach to their work.

Thanks too for attending to this matter by delegating it to these outstanding staff members promptly.

Regards,

Sherma Peters

April 12, 2023

The General Manager

The residents of Midas Avenue, El Dorado Gardens Tunapuna, will like to convey our sincere thanks to Mr. Baldath Mowlah and his crew for their swift response to a problem which occurred at light pole #52.

With Kindest Regards,

Patricia Woods

For and on behalf of the residents

DRAW, PAINT, SCULPT...



How do i celebrate?

ART COMPETITION

Calling all young artists of T&TEC!

We invite you to show us, through art, how you celebrate:
Eid-ul-Fitr, Emancipation or Divali.

For children of T&TEC employees only!

Express yourself in - ink, paint, charcoal, pencil, mixed media
(digital art is not allowed).



Complete the form below and include
with your submission:

Name: _____

Age: _____

Parent contact #: _____

Parent area of work: _____

I attest that this is my original artwork.

WIN A GIFT VOUCHER VALUED AT

AGES 7 - 10: \$500

AGES 11 - 16: \$800

AND A CHANCE TO BE FEATURED

IN THE WATTS HAPPENING MAGAZINE

Deadline for the artwork celebrating Eid-ul-Fitr - June 30th