Happy New Year! 2010
Focus on MPU

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PRINTING:
Zenith Printing Services Ltd.
I t has been one year since the new face of “Focus on MPU,” the official Newsletter of the Ministry of Public Utilities (MPU), began its publication and I must admit that the Editorial Team has much to celebrate. We started with a mandate to inform and educate our key stakeholders about developments in the Public Utilities Sector that impact on the quality of life enjoyed by the national community. We sought to dispel the myths surrounding the provision of basic services such as Water, Electricity, Solid Waste Disposal and Communication (Tele & Post), and help our citizens understand the strategic thinking that lies behind the decision-making process.

In pursuance of this goal, we gathered a working group of experts in Public Utility Management and Corporate Communications from within the MPU and leveraged the support of sector specialists from the various Utility Agencies who provided industry-specific copy for the Magazine. On the occasion of our 1st Anniversary as an Editorial Team, I wish to extend my sincere appreciation to all involved for their hard work and continued commitment to producing what I truly believe is a benchmark publication.

Closer to home, 2009 was a challenging year for the Ministry as we continued to undergo organisational transformation. However, in spite of this, we realised many milestone accomplishments along the way. As such, I want to express my personal and heartfelt thanks to all members of the MPU family for maintaining your balance, your sense of humour, your fortitude and, most of all, your sense of humanity throughout the year.

I am always impressed by the dedication of our employees. With their support we have made great strides towards our objective of becoming one of the most efficient and effective Ministries in the nation. Highlights of some of our primary customer-oriented achievements include the following:

• the National Social Development Programme has completed a number of major electrification and water projects and remains dedicated to poverty reduction through the provision of efficient services; and
• the Electrical Inspectorate has expanded its human resources to better serve the national community and is scheduled to begin restructuring before January 2010.

As we take a final look at 2009, I must congratulate the MPU Management Team for their progress in facilitating the transformation process which is helping the Ministry provide improved leadership and guidance to the Utility Agencies under our purview. Although we have much to do on the way to achieving all our Vision 2020 goals, 2010 promises to be the Year of the Consumer, both in the Ministry and in our Agencies.

Needless to say, “Focus on MPU” will be there every step of the way to keep you abreast of the developments in the Utility Sectors that will help secure a high standard of living for all citizens of Trinidad and Tobago. I leave you with this promise and my sincere wish to all for a Year filled with Good Health, Wealth and, most importantly, God’s richest blessings.

Dr. Ellis Burris
Editor in Chief & Deputy Permanent Secretary
Ministry of Public Utilities

New Year Message from Mrs. Jacqueline Ganteaume-Farrell
Permanent Secretary
Ministry of Public Utilities

As we face the start of another new year, I am pleased to join with you in celebrating the Ministry of Public Utilities’ (MPU’s) accomplishments during 2009. Over the past 12 months we witnessed a period of great transformation and development in our Ministry. We concluded our Ministerial Performance Management Framework (MPMF) report, introduced a new organisational structure and drafted an MPU Strategic Plan for the reporting period 2009/2012 – all geared towards guiding the Ministry towards the achievement of its Vision 2020 Mandate and Ministerial Priorities.

In our attempt to bring greater efficiency and effectiveness to the MPU, we introduced several key components into our structure, such as Sector Specialists to better guide the direction of the individual Utilities and a Monitoring and Evaluation Unit, responsible for developing performance indicators and standards for the Ministry. To man this expansion we welcomed several new members of staff to the MPU family and I take this opportunity to officially express our appreciation for your decision to join our team.

Looking back, we are indeed thankful for the many blessings we have received in 2009. At the same time, we look forward with confidence to what we intend to accomplish in 2010. As we roll into 2010, we expect to move to our new location at the corner of Tragarete Road and Elizabeth Street by the end of April. This new site will offer better accommodation, sound infrastructure and the intelligent application of new technology to further improve our productivity. Our highly awaited website is also expected to go live this year. MPU employees and the public will have easier access to relevant information and observe our various accomplishments and future activities in the utility sector.

Both the MPU and its Sector Agencies have exciting Agendas for 2010. I will not spoil the surprise by sharing our major initiatives at this time, but I will encourage you to keep reading the MPU Newsletter for the latest updates. While we remain committed to our Ministry’s Mandate, we must remember that these and other initiatives will not occur without the continued determination, commitment to excellence and creativity of MPU staff and those at the Utilities’ Agencies. Therefore, in 2010, let us rise to the challenge and work diligently to achieve our goals over the next 12 months.

May you all be blessed in your future endeavours and may your efforts reap only the best rewards as 2010 unfolds. Happy New Year!
Minister’s End of Year Message

Dear Public Utilities Stakeholders,

2009 proved to be truly a milestone year for the Ministry of Public Utilities ( MPU). In alignment with Government’s expressed intent to adhere to good governance principles and practices, the Ministry focused on utilising the philosophy of strategic reasoning to achieve optimal efficiency and effectiveness.

As you are all aware, the MPU is mandated to provide effective leadership and governance in the delivery of affordable and quality public utilities to the citizens of Trinidad and Tobago. In pursuance of this goal, and in alignment with Government’s Vision 2020 Development Plan, the MPU Leadership Team embarked on a strategic process to transform the Ministry into an efficient and effective organisation equipped to provide tactical guidance to the Agencies under our purview.

Some of our achievements in the past 12 months included the ongoing implementation of the Cabinet-approved MPU Organisation Structure, the development and implementation of a Performance Improvement Plan for the Ministry, based on the Ministerial Performance Management Framework (MPMF), and the incorporation of radar technology into the nation’s Meteorological Forecasting Services. More recently, we saw the preparation of the MPU Strategic Plan for the reporting period 2009/2012, just approved by Cabinet, and the MPU Business Plan 2009/10 which will be completed by the end of the year.

In addition to the reorganisation and streamlining of its internal processes, the MPU provided advocacy to the Agencies under its purview with the restructuring of the Boards and Management Teams in several State Entities including Solid Waste Management Company Limited (SWMCOL), Trinidad and Tobago Electricity Commission (T&TEC), Trinidad and Tobago Postal Corporation (TTPost) and Water and Sewerage Authority (WASA). This was supported by the upgrade of operations and customer service in several key Utility Sectors.

While the Ministry celebrates these landmark events, such accomplishments would not have been possible without the consistent performance and unfailing support of our employees and our partners in the Utility Sector. As such, I take this opportunity to express my heartfelt appreciation to all of you for your valuable contribution during the past year to Government’s sustained delivery of key services to our citizenry.

At the same time, I cannot forget the extraordinary effort invested by all in the planning and implementation of strategic, infrastructural upgrades in support of our nation’s successful hosting of the 5th Summit of the Americas in April 2009 and the Commonwealth Heads of Government Meeting in November 2009. The dedication and excellent service truly helped secure Trinidad and Tobago’s prominence on the world stage. Today, we can all feel a sense of national pride in our world class achievement.

Further, as successful as 2009 proved to be, I am confident that 2010 will see even more success. As the Ministry moves to its new location at Tragarete Road, the Organisation Structure is being fully implemented. This will equip the Ministry with the necessary, specialised skills to provide better policy direction for the various Utility Sectors.

The introduction of Monitoring and Evaluation systems into the MPU’s organisational framework will also allow the Ministry to better evaluate the performance of both itself and its Agencies in terms of efficiency, effectiveness and impact. Within the context of Public Utilities, we are confident that we are indeed making a difference.

As the Ministry of Public Utilities seeks to fulfil its Vision 2020 mandate to transform Trinidad and Tobago into a society with first world, utility infrastructure, 3 goals were given priority. These were: (1) to restructure the utility sector for efficiency, transparency and competition; (2) to deliver quality customer service at the minimal cost in a nationally responsible manner; and (3) to achieve financial self sufficiency for all Utilities.

We are already addressing goal #1 with the ongoing efforts to transform WASA into an efficient, effective, functional organisation, delivering water to the satisfaction of our citizens. The lessons we learn from this exercise, supported by the Authority’s groundbreaking Governance Manual, can then be utilized to improve operations in the other Utility Agencies.

In fulfillment of goal #2, the Utility Agencies have each identified a priority list of initiatives they propose to implement in 2010, as part of their goal to improve utility service delivery. These include but are not limited to:

- **Water & Waste Water** - The separation of water and waste water with the passage of new legislation; the implementation of the Management Action Plan to improve the water supply to all communities; and the implementation of a national water waste management system;
- **Post** – the development of a Postal Code System;
- **Electricity** – the expansion of T&TEC infrastructure for Bulk Power requirements; and the illumination of Parks, Recreational Grounds, Taxi Stands, Transit Hubs, Grounds of Police Stations, Health Facilities and other Public Spaces;
- **Solid Waste Management** – the establishment of disposal systems for Biomedical Waste and E-Waste; and the closure and rehabilitation of Landfills.

And, finally, goal #3, that is the achievement of financial self sufficiency for all utilities. Indeed, this is the natural outcome once goals #1 and #2 are achieved.

As 2009 draws to a close, I trust that you enjoyed a spiritual and festive season. My sincere hope is that the New Year, 2010, brings to you and your families good health, wealth and happiness as we continue to work together to realise our goal of a better quality of life for all.

Mustapha Abdul-Hamid, MP
Minister of Public Utilities
The morning of Friday October 23rd 2009 was a historic one for the Trinidad and Tobago Electricity Commission (T&TEC) and the people of Trinidad and Tobago. The long anticipated 64 megawatt Cove Power Station was finally commissioned by the Honourable Patrick Manning, Prime Minister of the Republic of Trinidad and Tobago.

In his remarks, the Honourable Prime Minister underscored the benefits of the first fuel reciprocating plant in the region, whereby Tobago will not only supply power to Trinidad, but is also poised to export natural gas to northern Caribbean countries by mid 2011. He commended the Finnish firm Wärtsilä Corporation for its efficient delivery of the plant, which was delivered on time and within budget; T&TEC for the management of the project; and the Tobago House of Assembly for having the foresight for this initiative.

It was a proud moment for the Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid and T&TEC’s Chairman Professor Clément Imbert, both of whom heralded this as a new era of independence for Tobago.

T&TEC’s Acting General Manager, Mr. Glenford Cyrille told the audience that since the Commission is committed to the protection and enhancement of the natural environment, the Cove Power Station is a step in the right direction towards a ‘green’ scene, promoting a harmonious relationship among our nation’s tourism and energy industries and the environment.

With the Cove Power Station commissioned, T&TEC is indeed lighting our way to a brighter future.

1. The Honourable Prime Minister (right) shares a light moment with the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities (centre) and T&TEC’s Chairman, Professor Clément Imbert (left).
2. The Honourable Patrick Manning, Prime Minister of the Republic of Trinidad and Tobago delivers the feature address.
3. A cross section of the audience take in the programme.
4. The Honourable Prime Minister (right), accepts a token marking the occasion from the Honourable Mustapha Abdul-Hamid (left).
5. The Honourable Orville London, Chief Secretary of the Tobago House of Assembly delivering his remarks.
6. Photo shows from left: The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities, the Honourable Patrick Manning, Prime Minister of the Republic of Trinidad and Tobago, the Honourable Orville London, Chief Secretary of the Tobago House of Assembly, T&TEC’s Chairman, Professor Clément Imbert and T&TEC’s Acting General Manager, Mr. Glenford Cyrille, after the unveiling of the plaque, which marks the commissioning of the Power Station.
Telecommunications Services of Trinidad and Tobago (TSTT) is making a strong move to carve out a space for the company’s revolutionary TV product – Blink Entertainment. Launched on November 1, 2009, Blink Entertainment includes the first of its kind Video-On-Demand (VOD) service, where customers can select to watch any movie from an on-screen library.

At present, TSTT is investing over TT$60M into the first phase of its rollout programme, which has seen Trincity and Chaguanas included in the list of areas now being served. According to TSTT’s Executive Vice President Converged Services, Gary Barrow, “For a long time people have been voicing concerns about the lack of choice and value in the Cable TV market. Blink Entertainment is the first real challenge to the incumbent cable service provider.”

Barrow added, that TSTT did not take a “one size fits all” approach since the new service allows users to select from an assortment of packages that start at under $100 per month for over 30 channels. Moreover Barrow said, “We decided that this service should be tailored to customers’ needs so they can take as much or as little as they want. That is a first for services of this type in Trinidad and Tobago.”

The country’s leading telecommunications provider, noted for its progressive technology, is also proud of the innovation Blink Entertainment offers in its video-on-demand feature. According to TSTT, “This is a first for Trinidad and Tobago. Blink Entertainment is the only provider offering Video-on-Demand, which is a large on-screen library of popular movies that customers can access at their leisure. You no longer have to leave your home to rent Digital Video Disc (DVD) or wait for your favorite movie to be on a program schedule. We constantly update the library and Video-on-Demand makes it instantly available for you.”

Blink Entertainment is also the first Internet Protocol Television (IPTV) based service in the English-speaking Caribbean and TSTT aims to make it the most popular subscription-based TV service in the country.
Over the past 12 months there have been a number of notable changes in the Ministry of Public Utilities. One particularly significant reform has been the transformation of the organisation’s structure, which has allowed the Ministry to set up new Units and recruit staff skilled in the new disciplines. The most recent intervention in the organisational restructuring has been the establishment of a Monitoring and Evaluation Unit (MEU).

This intervention began by way of Cabinet Minute #131, dated 17/1/08, which stated that MEUs be set up in all Ministries to “provide support for evidence based decision and policy making and to track the progress, outcomes and impact of Government’s projects, programmes and policies, particularly as they relate to the achievement of the goals and objectives of Vision 2020”.

In essence, the Unit has been established to provide tools for continuous improvement within the Ministry’s Units, Divisions and Agencies through the continuous collection and analysis of data to compare how well a programme is doing against expected results. At the same time, continuous assessment of planned, ongoing, or completed programmes will help the Ministry to determine their relevance, efficiency, effectiveness, impact and sustainability. Ultimately, the findings are incorporated into the decision-making process.

Monitoring and Evaluation Tools have only recently been introduced into the Public Service while the discipline itself has only recently been emphasised globally in terms of monitoring for impact and outcome as opposed to monitoring for output. Monitoring for impact means that interventions will not only be measured by work done but also by the level of benefits accrued, such as the improvement in quality of life for recipients of utilities services.

To date, the Ministry’s MEU duties have been focused in three main spheres. First, in furtherance of the Ministry’s Annual Business Plan. The Unit has been collaborating with Unit/Division Heads to develop Logical Frameworks that will enable them to determine their goals, identify the means of achieving those goals and establish means of verification to measure whether their goals were met.

Second, the Unit is currently working on Process Mapping all the Ministry’s procedures and processes. A Process Map is a tool to visually illustrate how work flows in an organisation. The key elements include inputs, outputs, activity steps, decisions and functions. It basically illustrates what is happening, where it is happening, when it is happening, who is doing it, and how inputs and outputs are handled and distributed. This tool will be critical for the development of Ministry-wide performance standards and ultimately improves the efficiency of operations.

The Third activity currently engaging the MEU is the development and implementation of a rigorous reporting structure within the Ministry, its Divisions and Agencies. Reporting is integral to the effective measurement and evaluation of programmes. Thus the Monitoring and Evaluation function in the Ministry seeks to:
- demonstrate results to the public;
- achieve greater accountability;
- reduce transaction times (especially when persons are performing a job for the first time) due to process management;
- detect planning or implementation problems and identify possible solutions;
- manage activities to realise greater impact or outcome; and
- provide useful information and insight.

While we seek to provide a comprehensive insight into what Monitoring and Evaluation means to the Ministry of Public Utilities (MPU), we also want to stress that the MEU was not set up to police the activities of other MPU Units, Divisions or Agencies, but simply to improve the synergies that exist between all three and discover tools that would improve operations, particularly in the Ministry.

To this end, the goal of the Ministry’s MEU is to establish and sustain a culture of Monitoring and Evaluation throughout the utilities sector, thereby facilitating evidence-based decision and policy making as it relates to the achievement of Vision 2020 goals and objectives.
Focus on MPU

The team from Water Resources Agency work on preparing their dishes for the Cook-out competition.

Beautiful women seemed to be everywhere at the MPU End of Year Event.

TSTT’s R. Peon & R. Goswani share a light moment at the MPU End of Year Event.

Their smiling faces say it all.

Customer service at its best.

This blushing beauty needed a bodyguard at the MPU End of Year Event.

This happy couple smiles.

Electrical Inspectorate staffers strike a pose at the MPU End of Year Event.

TTPost’s Jacqueline O’Neil-Lewis and TSTT’s Leslie St. John taking in the proceedings.

TTPost ladies deliver.

MPU girls dazzle at the MPU End of Year function.
Focus on MPU...

MPU at Play

Honourable Mustapha Abdul-Hamid receives his gift basket from a laughing PS Jacqueline Ganteaume-Farrell at the MPU End of Year Event.

Photo Focus

MPU girls dazzle at the MPU End of Year function.

Water Resources Agency work on salads for the Cook-out competition.

Communications crew posing for the camera.

Pretty in blue Staffer and guest.

RIC staffers providing vocals while Los Dinamicos provided the Parang music at their recent Christmas Luncheon.

Looks like sunshine for MET Services’ Director (Ag.) Marlon Noel.

TTPost best dressed female Lania Desormeaux at their Christmas function.

Honourable Mustapha Abdul-Hamid receives his gift basket from a laughing PS Jacqueline Ganteaume-Farrell at the MPU End of Year Event.

Beaming Beauties at the MPU End of Year Event.
Focus on MPU

The Tobago Services Team, winners of WASA's tug-of-war competition.

T&TEC mascot, Watty, hands out sweets to the kids.

The Minister of Public Utilities (right) leads officials in unveiling the T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) logo and sign at T&TEC's Community Christmas Concert. From left: T&TEC Chairman Professor Clement Imbert, TAHSO Manager Mr. Clarry Benn and T&TEC Acting General Manager Mr. Glenford Cyrille.

Employees of WASA's South Regional Office put on a Christmas children's treat at the south office.

The Minister of Public Utilities, Chairman of the Board, Dr. Shafeek Sultan-Khan makes a presentation to The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities.

Chairman of the Board, Dr. Shafeek Sultan-Khan makes a presentation to The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities.

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Chairman of the Board, Dr. Shafeek Sultan-Khan makes a presentation to The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities.

The Minister of Public Utilities (right) leads officials in unveiling the T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) logo and sign at T&TEC's Community Christmas Concert. From left: T&TEC Chairman Professor Clement Imbert, TAHSO Manager Mr. Clarry Benn and T&TEC Acting General Manager Mr. Glenford Cyrille.

Public Relations Officer of the T&TEC Tropical Angel Harps Steel Orchestra (TAHSO), Ms. Cheryl Ryan-Mohammed, presents one of the band's t-shirts to the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities. The occasion was T&TEC's Community Christmas Concert held in Cunupia.

Employees of WASA's South Regional Office put on a Christmas children's treat at the south office.

The Minister of Public Utilities (right) leads officials in unveiling the T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) logo and sign at T&TEC's Community Christmas Concert.

Tri-pod Chefs, winners of the WASA Cook-out Competition.

Stylish ladies of the MPU.

Kids of all ages surround Santa at T&TEC's Annual Children's Christmas Party held in December at the Preysal High School.

(Top left) Ms. Averline Scott, GM Sales and Marketing, PS Jacqueline Ganteaume-Farrell, Sheldon Cyrus, MD, and Mrs. Hazel Galindo-John Director unveil TTPost's 10th Anniversary commemorative stamp at the company's Christmas celebrations.

The Minister of Public Utilities leads officials in unveiling the T&TEC Tropical Angel Harps Steel Orchestra (TAHSO) logo and sign at T&TEC's Community Christmas Concert.

Employees of WASA's South Regional Office put on a Christmas children's treat at the south office.

Center L and R: GM Corporate Communications- Ellen Lewis and Chairman of the Board, Dr. Shafeek Sultan-Khan chat with members of the Chop Suey team while they prepare their dishes for the Cook-out.

Tri-pod Chefs, winners of the WASA Cook-out Competition.
2009 marked the 7th Annual Assembly of the Organization of Caribbean Utility Regulators (OOCUR), a non-profit, member-driven organisation serving as a catalyst for regulatory improvement of utility in the Caribbean. OOCUR’s mission is to foster transparent and stable utility regulation through independent regulators, undertake research, training & development and facilitate the sharing of regulatory issues and experiences among member countries.

This regional Conference, entitled ‘Emerging Regulatory Issues in the Caribbean’, hosted in partnership with the Regulated Industries Commission (RIC), was held on the scenic island of Tobago at the Grafton Beach Resort from November 4-6, 2009. Delivering the Feature Address at the Opening Ceremony was the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities, Trinidad and Tobago, who spoke on the topic ‘Public Utility Regulation in an Environment of Change’.

The conference attracted over 80 regional participants as well as members of the local business and utility sectors including representatives from OOCUR’s member countries of Barbados, Jamaica, Anguilla, the Bahamas, Belize, Guyana, Dominica and the US Virgin Islands. To raise the profile of the Organisation and garner wider support from regional counterparts, the Conference featured distinguished speakers, both local and foreign, at the forefront of the debate on independent utility regulation.

Knowledgeable perspectives and insightful lectures were delivered by respected speakers from regional regulatory bodies on a variety of industry-related topics. The programme featured presentations and short papers on a wide range of subjects under the topic areas of Electricity, Water and Wastewater, Telecommunications & Information and Communication Technology (ICT) and Consumer-related matters. Some of the areas covered included:

- ‘Utility Regulation & Infrastructure Services: Big Challenges, Small Island’ – Mr. Godwin Adams, Secretary, Division of Infrastructure & Public Utilities of the Tobago House of Assembly;
- ‘Charting New Developments in Incentive Regulation’ – Mr. Ian Alexander, Director at Cambridge Economic Policy Associates, United Kingdom;
- ‘Independent Regulation: Lessons Learned’ – Professor Dennis Pantin, Department Economics at the University of the West Indies, St. Augustine Campus;
- ‘Telecommunications: New Technologies and their Impact on Regulation’ – Professor Emeritus St. Clair King, Senior Lecturer, Department of Electrical & Computer Engineering of the University of the West Indies St. Augustine Campus;
- ‘Promoting the Use of Renewable Energy Resources in the Caribbean’ – Professor Chandrabhan Sharma, Senior Lecturer, Department of Electrical & Computer Engineering at the University of the West Indies, St. Augustine Campus;
- ‘Reset for Regulation and Utilities: Leadership for a Time of Constant Change’ – Dr. Mark Jamison, Director of the Public Utility Research Centre (PURC) University of Florida; and
- ‘System Losses: Causes – Prevention – Savings’ – Mr. Steven Meissel, Vice President, International Business Development Aclara Technologies, USA.

The RIC’s planning committee acknowledged with thanks the following sponsors: Tourism Development Company (TDC), Tobago House of Assembly (THA), Tobago Department of Tourism, bMobile, Telecommunications Authority of Trinidad and Tobago (TATT), Victor E. Mouttet Company (VEMCO), Blue Waters, Unilever, Brydens Pi, and Angostura.
The Republic of Trinidad and Tobago, a member country of the Universal Postal Union (UPU) and a member of its second highest body, the Council of Administration, was represented by senior executives from the Trinidad and Tobago Postal Corporation (TTPost) at the just concluded joint Postal Operations Council and Council of Administration meeting held in Berne, Switzerland in November 2009. The delegation comprised: Mr. Sheldon Cyrus – Managing Director, Mr Robert Hernandez – General Manager Operations and Mr Garth Richardson – National Delivery Manager.

The UPU, the umbrella body for national postal operators across the globe, meets on a regular basis to deal with operational issues and proposed initiatives that impact on the continued relevance of Post as a basic human right. The items on the Agenda are matters proposed for consideration and/or implementation by member countries of the UPU. Issues and initiatives proposed by the Postal Operations Council are also taken to the Council of Administration for consideration and/or ratification.

One of the major issues discussed at the November meeting was the Regional Development Plan (RDP) which was presented by the Regional Advisor for the Caribbean and Latin America. This Plan dealt with Postal Sector Reform and Reorganisation of Postal Corporation (TTPost) at the just concluded joint Postal and Council of Administration meeting held in Switzerland.

As a result of TTPost’s involvement in CHOGM 2009, the Corporation was able to heighten public awareness and desire for all their products and services, as well as create a positive appeal about the Corporation, in the minds of the visiting public. Congratulations on a Job Well Done!
The Role Of The Trinidad And Tobago Meteorological Service In Aviation Safety

“My pre-flight weather briefing tells me there are very strong winds at 34,000 feet, which means a slightly faster flight time to Berlin, it also tells me where I can avoid severe turbulence. Snow showers are forecasted for our arrival, so it’s good to know that the operations guys have access to the most up-to-date weather information. Thanks to the Meteorological Office’s Aircraft De-icing Forecast, I’m here on time today. Two days ago, my operations team received an icing alert forecast which meant it could put the de-icing teams and rigs on standby for this morning’s instruction to de-ice so we can have a safe flight.”

A Pilot’s Testimonial.

For more than 90 years, meteorological offices across the globe have helped the civil aviation industry take to the skies safely and smoothly. Once Aviation safety is your primary concern then weather is an important aspect of that equation. In Trinidad and Tobago, the responsibility for the provision of meteorological service for international air navigation rests with the Trinidad and Tobago Meteorological Services Division (TTMS) of the Ministry of Public Utilities. Internationally, the (TTMS) works closely with the International Civil Aviation Organisation (ICAO) and the International Air Transport Association (IATA) to provide the meteorological information needed for confidence, assurance and safety in air travel.

Similar to its international obligation, the TTMS also works closely with the local Civil Aviation Authority and the airline industry, as well as other stakeholders such as the Airport Authority, pilots and business aviation. This is necessary because aircraft operations and its related safety are highly dependent on the weather and weather-related events. Moreover, an airport, its operations and associated planning of flight routes is inoperable without meteorological information. It is from this perspective that the TTMS provides the meteorological information (aviation weather service) needed for safe, efficient and sustainable air travel within Trinidad and Tobago’s airspace and any other airspace for which Trinidad and Tobago has responsibility.

Significantly, research has shown that forty three percent (43%) of aircraft accidents occur during operations in adverse weather while 75% of air traffic delays in high density regions are related to weather. Therefore accurate weather forecasts and warnings are undeniably vital for safe and regular air transport, especially with the skies becoming more crowded with aircrafts. The TTMS delivers crucial information on the observed and predicted conditions at aerodromes, as well as warnings about critical en-route phenomena in real time which is then utilized for making operational decisions by the aviation industry.

The information provided by the TTMS includes, the Meteorological Aerodrome Report (METAR) and the Terminal Aerodrome Forecast (TAF), a 24-hour aviation forecast, issued 4 times a day, valid for an area within 5 miles from the center of the runway complex at the airport. These are deemed operational meteorological information. Reports of significant changes in the weather which take place in between routine observations (METAR) are also reported as Special Weather Reports (SPECI) and a 2-hour forecast known as “TREND” can also be included. Apart from these operational products the TTMS issues Area Forecasts for Guyana and its dependencies to meet regional and international obligations for aviation safety.

The TTMS aviation weather products also include forecasts and warnings of high impact meteorological conditions that could adversely affect air traffic safety en-route. Included in these conditions are thunderstorms, air turbulence, wind shear, icing, tropical cyclones and volcanic ash. These warnings/forecasts are known as SIGMETS; i.e. advisories of weather that is potentially hazardous to aircraft safety. The TTMS, if it deems it necessary, may issue AIRMETS; i.e. advisories of significant weather phenomena but with conditions at intensities lower than those which require a SIGMET.

Additionally, the TTMS utilizes products from the World Area Forecast System (WAFS), an ICAO programme developed in close cooperation with the World Meteorological Organisation (WMO), to provide global upper atmosphere wind conditions, temperatures and weather forecasts for flight planning purposes to the aviation industry. The TTMS’ role in providing information relevant to aviation safety is not limited to these, but extends to maintaining a continuous survey of meteorological conditions over aerodromes in Trinidad and Tobago. Further it provides weather briefing, consultation and flight documentation to flight crew members and other flight operation personnel, as well as tailored weather products to meet specific needs of different users.

Weather forecasting and products for aviation safety is an extremely challenging and important aspect of the Trinidad and Tobago Meteorological Services’ responsibilities. The tremendous impact of weather conditions on take-off, landing and en-route operations requires that forecasts always be as specific and timely as possible in order to maintain safety within the industry. Therefore for the TTMS, the aviation industry and related safety is more than just another client requiring weather services. For us, it is supporting the common mission of providing accurate weather forecasts and warnings which are indeed vital for safe and regular air transport, and hence sustainability of the aviation industry.
Wastewater Management IN TRINIDAD AND TOBAGO

In May 2008, the Government of the Republic of Trinidad and Tobago (GoRTT), in direct support of its Vision 2020 development plans, provided direction through Cabinet for the separation of the management of wastewater from potable water services out of the Water and Sewerage Authority (WASA). This move was intended to provide increased focus on the wastewater sector and act as the primary enabling mechanism for the two main targets of the restructuring initiative: (1) increased prominence to the sector; and (2) more importantly, an enhanced level of service provision to the national community.

The lack of emphasis placed on wastewater management and the associated implications is recognized globally as one of the inhibitors to achieving an appropriate standard of living for each citizen. This can be observed within our own wastewater sector; a trend that, without recent interventions, would have undoubtedly delayed the achievement of Developed Nation status.

Wastewater Management refers to the appropriate collection, transmission, treatment and safe disposal of wastewater flows, including sewage, discharged by domestic residences, commercial properties, industry, and/or agriculture. It also involves the adoption of appropriate policies, stakeholder interaction and institutional framework which support the fundamental objectives of the sector. Moreover, improper wastewater management has the unfortunate ability to endanger environmental systems and human health and cause general discomfort in the standard of living for the public with more detrimental impacts than uncontaminated water.

The Wastewater Sector, as it currently stands, is characterized by a general inadequacy of service at a national level with only 30% of the population having access to centralized sewerage services. This is due mainly to the longstanding low level of focus that was associated with this sub-sector. Additionally, there are hundreds of private wastewater treatment facilities in varying states of disrepair and abandonment which are outside of WASA’s management. This situation has challenged the development of the sector and has made the need for immediate intervention initiatives mandatory.

As part of the process outlined for the management service separation, a Wastewater Transition Unit was set-up in collaboration with the Authority to specifically administer the efficient rollout of this initiative. In this regard, the Authority has also engaged the services of a Wastewater Transition Consultant to function as an active member of the wastewater team. The Consultant is providing guidance for the development of the wastewater sector, with specific focus on the national positioning and corporate nature of the wastewater entity, organisational restructuring, service enhancement, new technologies and Integrated Wastewater Management. Additionally, as a parallel initiative at the forefront, the establishment of key wastewater operational centers is ongoing with the setting up of a new wastewater Administrative Office located at the Liberty Centre in Chaguanas. WASA employees who have expressed interest in joining the new and expanding wastewater team are currently being relocated to various wastewater centres across Trinidad and Tobago.

The Consultant and the Wastewater Transition Team continue to work towards creating an independently functioning Wastewater Division. Work is ongoing on the new wastewater structure, policy, water reuse policy and an employee training plan. To date a number of achievements have been initiated, some still ongoing. These include: -

• the establishment of a Ministerial Task Force chaired by the Chairman of the Board of WASA Commissioners, Dr. Shafeeq G. A. Sultan-Khan, with Mr. Carlton Watson, Chairman of the Board of SWMCO as deputy chairman;
• the physical separation of wastewater from potable water services within WASA;
• the assignment of staff and required resources toward optimum operational capacity;
• the Streamlining of key functional areas within wastewater units;
• the development of a comprehensive Wastewater Management Action Plan;
• the separation of water-wastewater accounting streams; and
• increased focus on improved service delivery and service expansion through enhanced operations and maintenance, and capital projects systems.

Additionally, as the Transition Process unfolds, a number of focal areas are being addressed relevant to the development of the sector. These include: -

• the rehabilitation and/or upgrade of existing WASA owned facilities;
• the introduction of an adoption, rehabilitation and integration programme (already in train) for private wastewater facilities;
• the development of a holistic Wastewater Management Plan and Implementation Proposal for the sector (aligned with envisioned goals and targets and an Integrated Management Framework);
• the development of an improved policy and institutional framework with increased interaction amongst relevant external stakeholders;
• an enhanced quality of effluent emitted from wastewater facilities (in compliance with Water Pollution Rules 2006) and human health and environmental protection;
• an increase in public awareness and capacity building initiatives pertaining to wastewater and sanitation issues;
• planning and development toward centralized (locally interconnected per region) wastewater systems for implementation at the national level; and
• an appropriate rate to service association for wastewater customer service charges.

The Beetham Wastewater Treatment Plant which provides collection and treatment services for the Greater Port of Spain and Environs represents the desired status for national wastewater management. Commissioned in November 2004, it is the largest wastewater treatment plant of its kind in the English speaking Caribbean. The facility has a capacity to treat seventy five million liters of influent per day (75ML/D) emitting high quality effluent through its advanced Ultraviolet (UV) disinfection process. The next stage currently under discussion is the implementation of a Water Reuse Programme signaling a new and viable water source, particularly for industrial customers, while in turn decreasing the burden on traditional potable water sources and increasing the availability for domestic supply.

The economic and natural environment of Southwest Tobago face severe challenges resulting from significant growth and development in the housing and hotel industries, which have not been mimicked in the areas of wastewater management. As a result, human health and environmental systems are at risk. Areas of particular concern

Continued on Pg. 15
PROMOTING
EMPLOYEE
WELLNESS

Proposed Calendar of Activities for January - September, 2010

Getting and keeping the employees of the Ministry of Public Utilities (MPU) well is one of Management’s primary goals for 2010! To accomplish this objective we intend to implement several lifestyle-related initiatives within the Ministry’s Head Office and its external Divisions, over the next few months. Our intent is twofold. First, we want to educate MPU employees about lifestyle choices that will improve the quality of life they enjoy and second, we propose to offer on-site medical screening services to our staff to provide the early warning that can be key to preventing major illnesses.

Some of the initiatives currently being explored include the following:
- hosting of seminars conducted by local Wellness Professionals – Guest Lecturers will be invited to share tips and advice on how to bring balance to our lives. They will also help MPU staffers to create a Lifestyle Plan that will ensure that we reach and maintain our personal Wellness goals;
- eating for Good Health – A good diet is central to overall health. Professional Nutritionists and Dieticians will be invited to share tips and advice on healthy eating for each stage of our lives. We will also learn about the effects of certain foods on lifestyle diseases;
- screenings for blood pressure, cholesterol, Body Mass Index (BMI), cancer and vision – The Ministry proposes to host regular onsite screenings in these areas for strains that affect men and women as well as raise awareness about eye disease and care. Unfortunately, too many of our citizens are negatively affected from diseases in these areas that early detection could have prevented; and
- MPU 5K Health Run – Funds permitting, the Ministry proposes to host an event of this nature in the near future. This would be an excellent opportunity for you and your family and friends to get healthy together…and have fun doing it!

The Ministry is also investigating the feasibility of implementing an Occupational Health & Safety (OHS) Programme to assist our staff in preventing injuries and occupational diseases and dealing effectively with any accidents or incidents that occur. Another initiative on the Agenda is the formalisation of an Employee Assistance Programme (EAP) which will provide support to MPU Employees facing emotionally and physically challenging situations.

We are currently developing a Calendar of Activities for 2010 and we would welcome your feedback on any of the initiatives identified above. We wish for you to note that some of these events would be planned by a Committee comprising representatives from the Human Resource Services Division, the Communications Unit, and the Leisure Committee. We also invite you to submit information to the MPU Communications Unit on programmes you may wish to see included in the MPU Wellness Calendar.

WASA Continued...

include Buccoo Reef, Nylon Pool, Pigeon Point and the surrounding... mangroves due, mainly, to their environmentally sensitive nature and involvement in the eco-tourism sector. In fact it is projected that, if unchecked, the Buccoo Reef system will be devastated to the point of near total destruction. Local fishermen are also at risk due to their heavy dependence on safe and ecologically stable seas to ply their trade. The current situation is untenable having negative implications for health, sanitation and the environment on the island. The proposed wastewater project identified for this region will attempt to address these concerns in a sustainable and environmentally friendly manner. The South West Tobago Wastewater and Environment Project, upon full implementation, will provide enhanced levels of wastewater management.

To this end the Wastewater Transition Unit has earmarked a number of project type initiatives, some already underway, geared toward increased sector prominence and, more importantly, an enhanced level of service to wastewater customers. Some of these initiatives include: -

- the upgrade and expansion of San Fernando and Environs Wastewater System;
- the regional integration and expansion of Wastewater systems in the Borough of Chaguanas;
- planned and ongoing rehabilitation and upgrade of several existing Wastewater Facilities (areas include: San Fernando, Arima, Scarborough, and Chaguanas).

An initiative of recent genesis, and one that embraces the integrated wastewater management concept, has already been initiated on the ground. Starting at the community level, this initiative invites the cooperation and involvement of residents within the focal area, promoting wastewater and sanitation awareness and appropriate practices as well as investigations, assessments and proposals for remedial measures by wastewater personnel. This project focuses on small actions at the local level for improving the quality of lives within communities.

The wastewater sector is clearly presenting many opportunities and challenges, both in the short and long terms. It is therefore, useful that identified wastewater sector enhancements be initiated at every level within a proper management framework. To achieve this level of enhancement and upgrade in the foreseeable future, involvement would be required from both the public and private sectors. Such initiatives are not only expected to enhance the level of service to be offered, but also impact positively on human health and sanitation, and the protection of environmental systems.
**NSDP Report**

Report for the period October 2008 - 30th September 2009

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**NSDP Report**

for the period October 2009 - 31st December 2009

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