



2010 TO 2011

MINISTRY OF  
PUBLIC UTILITIES

# STATISTICAL DIGEST

**mpu**  
MINISTRY OF  
PUBLIC UTILITIES

# *Foreword*

The Statistical Digest of the Ministry of Public Utilities (MPU) presents statistics on Trinidad and Tobago's utility sector for the fiscal year 2011. The Ministry of Public Utilities recognises the importance of the availability and accessibility of accurate utility statistics to achieve a number of objectives. These include:

- monitoring and evaluating the performance of the various statutory bodies, state enterprises, divisions/units and programmes that fall under the purview of the Ministry of Public Utilities;
- development of short, medium and long term plans of the MPU and its various delivery arms;
- identification of trends and patterns throughout the sector by the application of Time Series Analysis to the statistical data, which allows realistic future projections to be made for the MPU and the utility sector;
- ascertaining the extent to which the utility sector is delivering on its mandate through the assessment of both the level and quality of service being provided to utility customers; and
- evaluating the efficiency and effectiveness of the various statutory bodies, state enterprises, divisions/units and programmes that fall under the purview of the Ministry of Public Utilities.

The data contained within this Digest was obtained from the various statutory bodies, state enterprises, divisions/units and programmes that fall under the purview of the Ministry of Public Utilities. The digest was prepared by the Research Unit in the Economic Research, Policy and Planning Division of the Ministry of Public Utilities and is divided into thirteen (13) sections which illustrate the outputs of the various activities and operations of the public utility sector.

# *Table of Contents*

	<b>Page</b>
Foreword	2
Table of Contents	3
List of Figures and Tables	4
Introduction	7
<b>1.0</b> The Ministry of Public Utilities (MPU)	8
<b>2.0</b> Trinidad and Tobago Electricity Commission (T&TEC)	10
<b>3.0</b> Water and Sewerage Authority (WASA)	19
<b>4.0</b> Trinidad and Tobago Postal Corporation (TTPOST)	39
<b>5.0</b> Telecommunications Services of Trinidad and Tobago (TSTT)	44
<b>6.0</b> Regulated Industries Commission (RIC)	49
<b>7.0</b> Meteorological Services Division (MSD)	53
<b>8.0</b> Electrical Inspectorate Division (EID)	57
<b>9.0</b> Government Printery Division	66
<b>10.0</b> National Social Development Programme (NSDP)	72
<b>11.0</b> The Customer Services Unit (CSU)	78
<b>12.0</b> Utilities Assistance Programme (Hardship Relief Programme)	83
<b>13.0</b> Regional and International Utility Statistics	88

# *List of Figures and Tables*

	<b>Page</b>
<b>Trinidad and Tobago Electricity Commission (T&amp;TEC)</b>	
• T&TEC'S NEW CONNECTIONS BY YEAR AND DISTRIBUTION AREA 2010-2011	10
• T&TEC'S CUSTOMERS BY AREA 2010-2011	11
• T&TEC'S STREETLAMPS INSTALLED BY AREA 2010-2011	12
• T&TEC'S STREETLAMPS UPGRADED BY AREA 2010-2011	13
• T&TEC'S PUBLIC SPACES LIT 2010-2011	14
• T&TEC'S OUTAGES BY AREA 2010-2011	15
• REVENUE AND EXPENDITURE OF T&TEC 2010-2011	16
• STAFF EMPLOYED AT T&TEC 2010-2011	17
<b>Water and Sewerage Authority (WASA)</b>	
• NET WORTH OF WASA 2010-2011 - (\$MN)	19
• EMPLOYMENT AT WASA 2010-2011	20
• WASA'S EXPENDITURE 2010-2011 - (\$MN)	21
• LENGTH OF PIPELINES INSTALLED 2010-2011 - (KM)	22
• BOOSTER PUMPING STATIONS 2010-2011	23
• NUMBER OF NEWLY INSTALLED AND REFURBISHED WELLS 2010-2011	24
• NUMBER OF NEWLY CONSTRUCTED AND REFURBISHED WATER TREATMENT PLANTS 2010-2011	25
• REFURBISHED WASTEWATER TREATMENT FACILITIES 2010-2011	26
• NUMBER OF NEWLY CONSTRUCTED AND REFURBISHED SERVICE RESERVOIRS 2010-2011	27
• LENGTH OF NEWLY INSTALLED TRUNK SEWERS 2010-2011 - (KM)	28
• LENGTH OF REFURBISHED TRUNK SEWERS 2010-2011 - (FT)	29
• CUSTOMER EXPANSION 2010-2011	30
• TOTAL WATER PRODUCTION BY SERVICE 2010-2011 - M <sup>3</sup> (MN)	31
• PROGRAMME EXPENDITURE SUMMARY 2010-2011 - (\$MN)	32
• NSDP PIPELINES COMPLETED 2010-2011 - (METRES)	33
• NUMBER OF BENEFICIARIES OF PIPELINES COMPLETED UNDER THE NSDP PROGRAMME 2010-2011	34
• COST OF PIPELINES COMPLETED UNDER THE NSDP PROGRAMME 2010-2011 - (\$MN)	35
• LENGTH OF PIPELINES INSTALLED UNDER THE PSIP PROGRAMME 2010-2011 - (METRES)	36
• COST OF COMPLETED PROGRAMMES UNDER THE PSIP 2010-2011 - (\$MN)	37

	<b>Page</b>
<b>Trinidad and Tobago Postal Corporation (TTPost)</b>	
• TTPOST'S RATE OF MAIL DELIVERY 2010-2011	39
• TTPOST TOTAL NUMBER OF DELIVERY OFFICES AND PHYSICAL LOCATIONS 2010-2011	40
• TTPOST DELIVERY POINTS 2010-2011	41
• EMPLOYMENT AT TTPOST 2010-2011	42
<b>Telecommunications Services of Trinidad and Tobago (TSTT)</b>	
• TSTT'S EXISTING RESIDENTIAL TELEPHONE LINES 2010-2011	44
• NEW RESIDENTIAL AND COMMERCIAL LINES INSTALLATION 2010-2011	45
• TSTT'S EXISTING AND NEW INTERNET CONNECTIONS 2010-2011	46
• TSTT'S EXISTING AND NEW MOBILE CONNECTIONS 2010-2011	47
<b>Regulated Industries Commission (RIC)</b>	
• RIC STATUS OF ALL COMPLAINTS RECEIVED 2010-2011	49
• RESOLUTION RATE OF RIC COMPLAINTS 2010-2011	50
• RESOLVED RIC COMPLAINTS 2010-2011	51
<b>Meteorological Services Division (MSD)</b>	
• MSD BULLETINS/ADVISORIES ISSUED 2010-2011	53
• MSD WEATHER BALLOON LAUNCHES 2010-2011	54
• MSD ANNUAL ALLOCATIONS AND ACTUAL EXPENDITURE 2010-2011 - (\$MN)	55
<b>Electrical Inspectorate Division (EID)</b>	
• EID INSPECTIONS WITHIN THE NORTH REGION 2010-2011	57
• EID INSPECTIONS WITHIN THE SOUTH REGION 2010-2011	58
• EID INSPECTIONS WITHIN THE TOBAGO REGION 2010-2011	59
• EID RE-INSPECTIONS WITHIN THE NORTH REGION 2010-2011	60
• EID RE-INSPECTIONS WITHIN THE SOUTH REGION 2010-2011	61
• EID RE-INSPECTIONS WITHIN THE TOBAGO REGION 2010-2011	62
• EID REVENUE AND EXPENDITURE 2010-2011 - ('000)	63
• EID REVENUE PER REGION 2010-2011 - ('000)	64
<b>Government Printery Division</b>	
• GOVERNMENT PRINTERY'S NEW BILLS AND ACTS PRINTED ANNUALLY 2010-2011	66
• GOVERNMENT PRINTERY'S LEGAL NOTICES PRINTED 2010-2011	67
• GOVERNMENT PRINTERY'S ITEMS GAZETTED ANNUALLY	68
• GOVERNMENT PRINTERY'S PUBLICATIONS PRINTED FOR OTHER MINISTRIES AND DEPARTMENTS ANNUALLY	69

• GOVERNMENT PRINTERY'S ALLOCATIONS, EXPENDITURE AND REVENUES 2010-2011 - ('000')	70
<b>National Social Development Programme (NSDP)</b>	
• NSDP ALLOCATION AND EXPENDITURE 2010-2011 - (\$MN)	72
• APPLICANTS TO NSDP PROGRAMMES 2010-2011	73
• NSDP COMPLETED PROJECTS 2010-2011	74
• NSDP PROGRAMME BENEFICIARIES 2010-2011	75
• NSDP PROGRAMME EXPENDITURE 2010-2011 - (\$MN)	76
<b>Customer Service Unit (CSU)</b>	
• CSU REQUESTS FOR STANDBY GENERATOR LICENSES 2010-2011	78
• CSU REQUEST FOR INFORMATION AND RESPONSES 2010-2011	79
• CSU COMPLAINTS RECEIVED REGARDING T&TEC SERVICES 2010-2011	80
• CSU COMPLAINTS RECEIVED REGARDING WASA SERVICES 2010-2011	81
<b>Utilities Assistance Programme (UAP)</b>	
• UTILITIES ASSISTANCE PROGRAMME (HARDSHIP RELIEF PROGRAMME) WASA AND T&TEC BENEFICIARIES 2010-2011	83
• UTILITIES ASSISTANCE PROGRAMME (HARDSHIP RELIEF PROGRAMME) NEW AND APPROVED APPLICATIONS FOR WASA BILLS 2010-2011	84
• UTILITIES ASSISTANCE PROGRAMME (HARDSHIP RELIEF PROGRAMME) APPLICATIONS FOR T&TEC BILL ASSISTANCE 2010-2011	85
• UTILITIES ASSISTANCE PROGRAMME (HARDSHIP RELIEF PROGRAMME) ALLOCATIONS AND EXPENDITURE FOR WASA, T&TEC AND PUBLIC EDUCATION 2010-2011	86
<b>International and Regional Statistics</b>	
• AVERAGE INTERNATIONAL AND REGIONAL POTABLE WATER TARIFFS 2011	87
• AVERAGE INTERNATIONAL AND REGIONAL ELECTRICITY TARIFFS	88
• POSTAL RATES FOR SINGLE PIECE LETTER (LETTER POST UNDER 50G) - POST STANDARDS	88
• UNIVERSAL POSTAL UNION STATISTICS ON INTERNATIONAL POST	89
• TELECOMMUNICATIONS SUBSCRIPTIONS	89



# Introduction

The twin-island Republic of Trinidad and Tobago is located at the most southerly end of the Eastern Caribbean archipelago of islands. The country has a combined area of 5,128 sq km, with the larger island of Trinidad having an area of 4,828 sq km and Tobago an area of 300 sq km. The Central Statistics Office (CSO) - 2011 Population and Housing Census indicates that this country has a population of 1,324,699 citizens with approximately 1,267,889 of these persons residing in Trinidad and a balance of approximately 56,810 persons residing in Tobago. Trinidad and Tobago is a former British colony which gained its Independence on August 31, 1962 and became a Republic on September 24, 1976.

Trinidad and Tobago is a democratic state with an elected Central and Local Government. The Central Government is responsible for the delivery of public sector goods and services to the citizenry of the country. Trinidad and Tobago is made up of forty one (41) constituencies, - thirty-nine (39) in Trinidad and two (2) in Tobago. Local Government in Trinidad is comprised of:

- Two (2) City Corporations - Port of Spain and San Fernando;
- Three (3) Borough Corporations - Arima, Chaguanas and Point Fortin; and
- Nine (9) Regional Corporations - Couva/Tabaquite/Talparo, Diego Martin, Mayaro/Rio Claro, Penal/Debe, Princes Town, Sangre Grande, San Juan/ Laventille, Siparia, and Tunapuna/Piarco.

In Tobago, the Tobago House of Assembly has responsibility for Local Government administration.

The current Head of State is His Excellency Thomas Aquinas Anthony Carmona, SC and the Head of Government is the Honourable Kamla Persad-Bissessar. The Government of Trinidad and Tobago has thirty-one (31) Government Ministries, including the Ministry of Public Utilities (MPU) which is led by the Honourable Nizam Baksh.

The responsibility of the MPU is to provide affordable and quality public services to the citizens of Trinidad and Tobago. Thus, the main objectives of the MPU are increasing the accessibility and improving the utility services delivered to citizens. The MPU's mandate is firmly grounded in the Government's commitment to an efficient public sector which will provide an enabling platform for improving the livelihoods of citizens and an atmosphere in which businesses can operate and prosper.

# 1.0 The Ministry of Public Utilities (MPU)

The Ministry of Public Utilities (MPU) is the arm of Government mandated to ensure the effective delivery of affordable and quality public utilities services to the citizenry of Trinidad and Tobago. The MPU provides effective and efficient leadership, advocacy and governance to the Utility Agencies under its purview and also ensures the achievement of the Ministry's mandate as articulated in Government's Policy Framework for Sustainable Development.

## Mandate

"To provide effective leadership and governance in the delivery of public utilities to the citizenry of Trinidad and Tobago".

## Vision

"To become an organisation dedicated to excellence in the delivery of public utilities for the sustainability of our country and an improved quality of life of its citizenry".

## Mission

"To facilitate the effective delivery of efficient, affordable and quality public utilities services through a committed, resourceful team of professionals in close collaboration with all stakeholders".

## Core Values

Integrity, Service Excellence, Accountability, Trust and Mutual Respect, Transparency, Partnership

The core business of the Ministry of Public Utilities is:

- Electrical inspection and certification
- Printing of Government Documents
- Provision of Meteorological Services
- Regulation of the Utilities
- Telecommunications Services
- Electricity
- Postal Services
- Water and Wastewater Management

During the period 2010/2011, the Ministry of Public Utilities consisted of two (2) statutory bodies, three (3) state enterprises, and three (3) divisions as follows:

### • Statutory Bodies

- \* The Regulated Industries Commission (RIC)
- \* The Water and Sewerage Authority (WASA)

### • State Enterprises

- \* The Trinidad and Tobago Electricity Commission (TTEC)
- \* The Trinidad and Tobago Postal Corporation (TTPost)
- \* The Telecommunication Services of Trinidad and Tobago Ltd. (TSTT)



## • Divisions

- \* Electrical Inspectorate Division (EID)
- \* Government Printery Division
- \* Meteorological Services Division

The Ministry also delivered the following programmes at its head office:

- National Social Development Programme (NSDP)
- Utilities Assistance Programme (UAP)

The Ministry is comprised of the following internal Divisions/Units:

- Economic Research, Policy and Planning Division
  - ▶ Research
  - ▶ Electricity
  - ▶ Telecommunication
- Human Resource Division
  - ▶ Finance and Accounts Unit
  - ▶ Administrative Support Services Unit
  - ▶ Human Resources Unit
- Legal Services Unit
- Communications Unit
- Customer Services Unit
- Sectoral Programmes and Projects Unit
- Monitoring and Evaluating Unit
- Information Systems/Information Technology Unit
- Internal Audit

The core businesses of the Ministry of Public Utilities were therefore:

- Electrical Inspection and Certification
- Printing of Government Documents
- Provision of Meteorological Services
- Regulation of the Utilities
- Telecommunications Services
- Electricity
- Postal Services
- Water and Wastewater Services



## *2.0 Trinidad and Tobago Electricity Commission (T&TEC)*

The Trinidad and Tobago Electricity Commission (T&TEC) was established by the Trinidad and Tobago Electricity Commission Ordinance No. 42 of 1945. T&TEC is responsible for the design, construction, operation and maintenance of the country's electrical transmission and distribution network. It supplies electrical power to customers in Trinidad and Tobago via a single interconnected grid. The distribution areas are North, East, Central, South and Tobago.

The Commission has the responsibility to manage and supply power to all of the Republic of Trinidad and Tobago. The primary directive of T&TEC is as follows:

- To provide safe and reliable electrical power to residences, businesses and industries, lighting of streets, recreational parks and public spaces.

The following tables provide statistical data for T&TEC for the fiscal period October 2010 to September 2011. They include information on:

- T&TEC's new connections by year and distribution area;
- T&TEC's customers by area;
- T&TEC's streetlamps installed by area;
- T&TEC's streetlamps upgraded by area;
- T&TEC's public spaces lit;
- T&TEC's outages by area;
- Revenue and Expenditure of T&TEC; and
- Staff employed at T&TEC.

Figure 1: T&TEC's New Connections by year and Distribution Area 2010- 2011

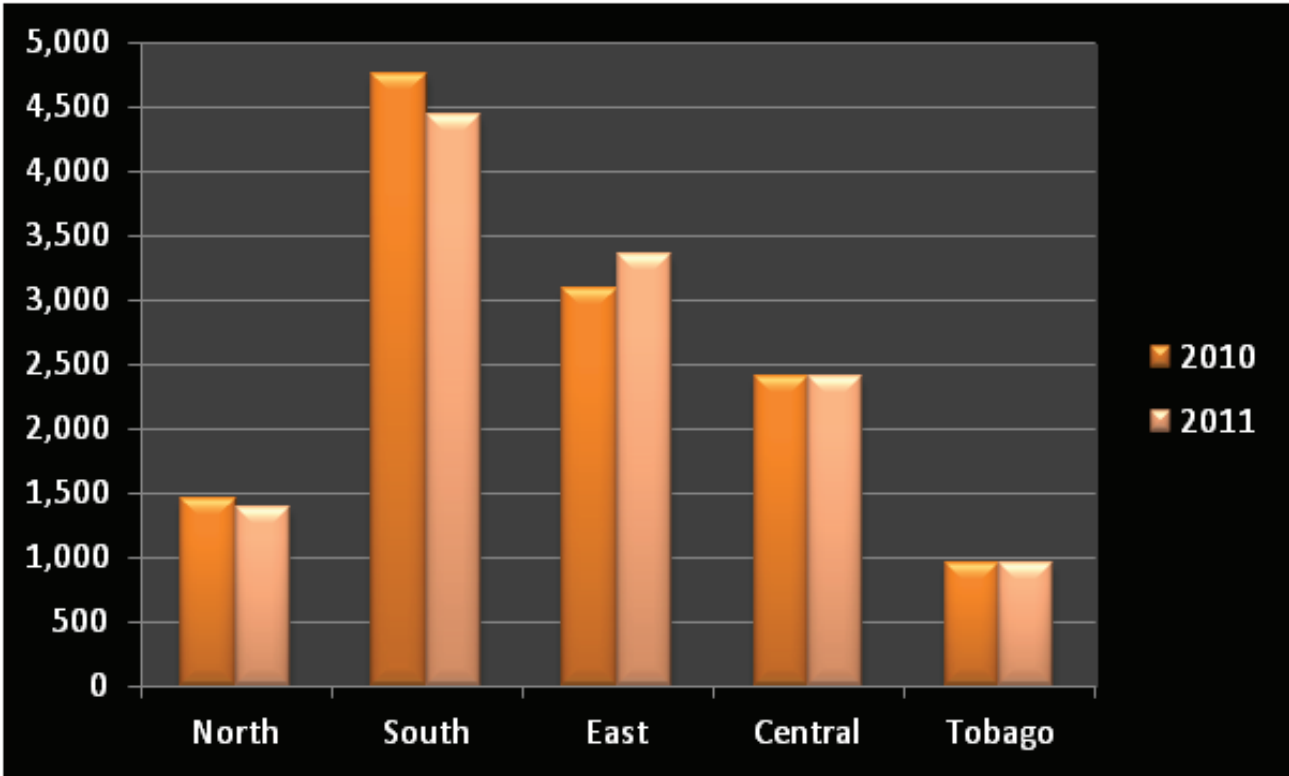


Table 1: T&TEC's New Connections by year and Distribution Area 2010-2011

Year	North	South	East	Central	Tobago	Total
2010	1,460	4,756	3,090	2,413	955	<b>12,674</b>
2011	1,394	4,439	3,361	2,406	959	<b>12,559</b>
<b>Total</b>	<b>2,854</b>	<b>9,195</b>	<b>6,451</b>	<b>4,819</b>	<b>1,914</b>	<b>25,233</b>

Figure 2: T&TEC's Customers by area 2010-2011

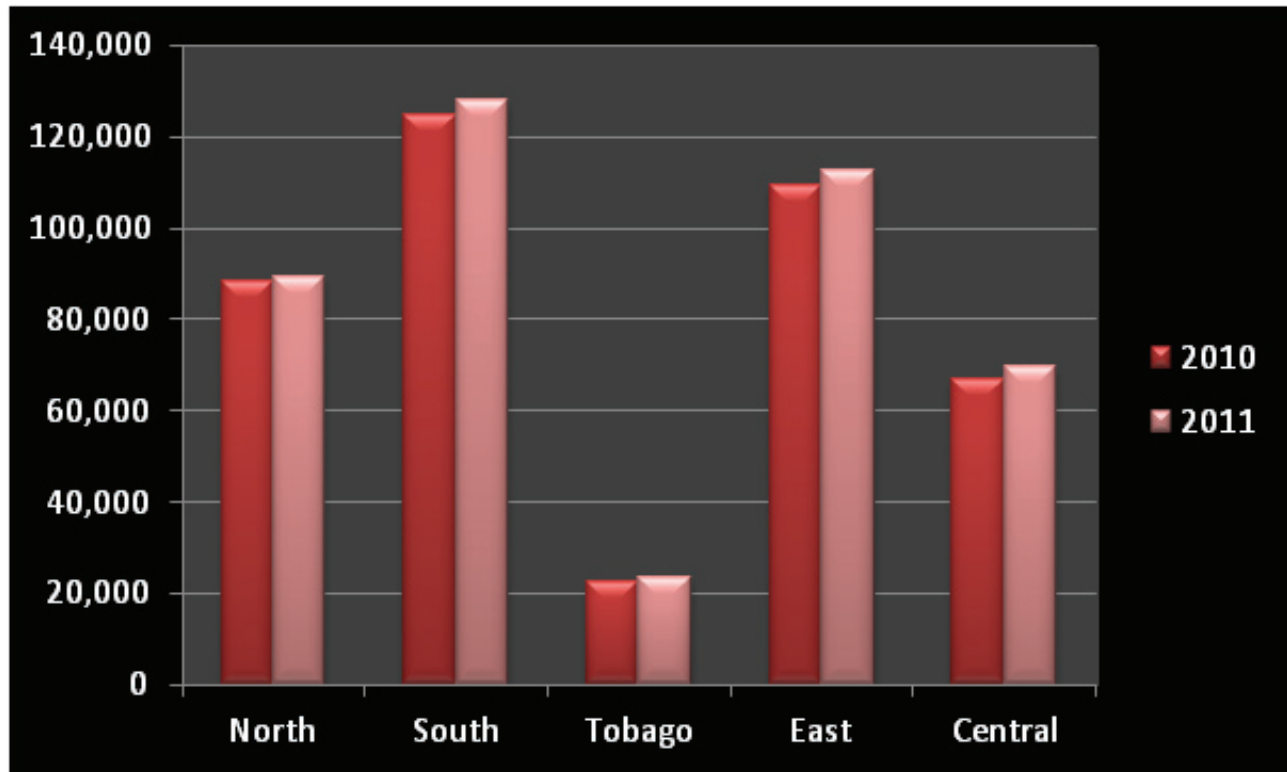


Table 2: T&TEC's Customers by area 2010-2011

Year	North	South	Tobago	East	Central	Total
<b>2010</b>	88,403	124,887	22,616	109,395	66,952	<b>412,253</b>
<b>2011</b>	89,128	127,909	23,689	112,691	69,496	<b>422,913</b>

Figure 3: T&TEC's Streetlamps installed by area 2010-2011

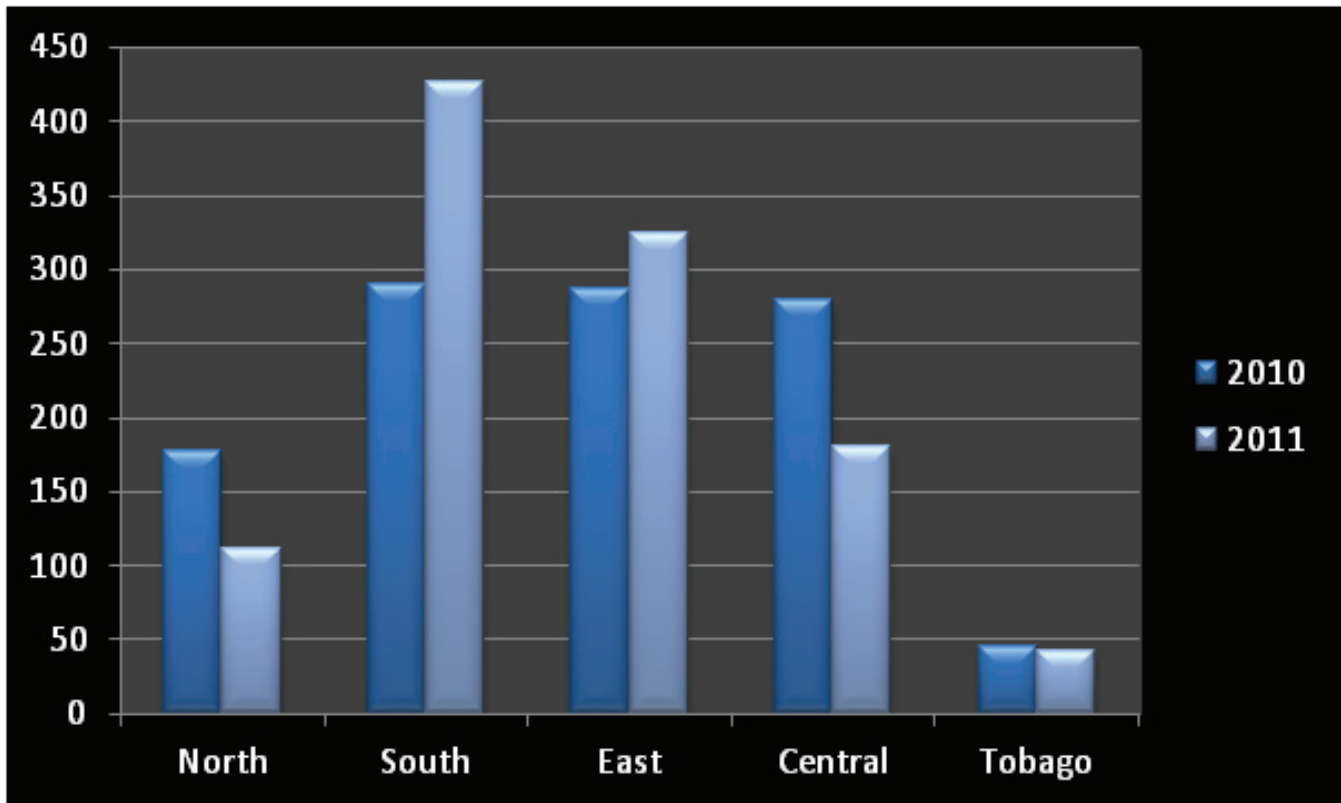


Table 3: T&TEC's Streetlamps installed by area 2010-2011

Year	North	South	East	Central	Tobago	Total
2010	178	290	287	280	46	1,081
2011	112	427	324	181	43	1,087
<b>Total</b>	<b>290</b>	<b>717</b>	<b>611</b>	<b>461</b>	<b>89</b>	<b>2,168</b>

Figure 4: T&TEC's Streetlamps upgraded by area 2010-2011

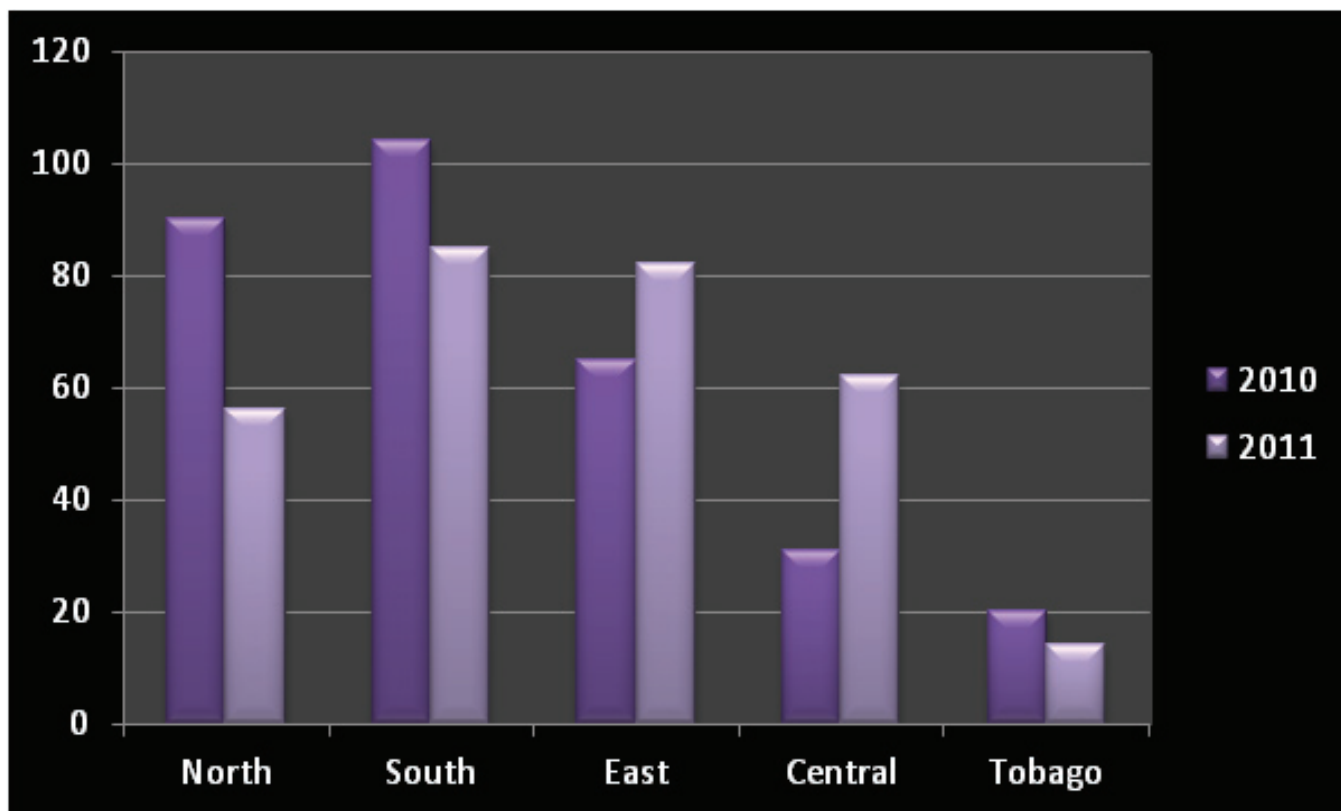


Table 4: T&TEC's Streetlamps upgraded by area 2010-2011

Year	North	South	East	Central	Tobago	Total
2010	90	104	65	31	20	310
2011	56	85	82	62	14	299
<b>Total</b>	<b>146</b>	<b>189</b>	<b>147</b>	<b>93</b>	<b>34</b>	<b>609</b>



Figure 5: T&TEC's Public Spaces lit 2010-2011

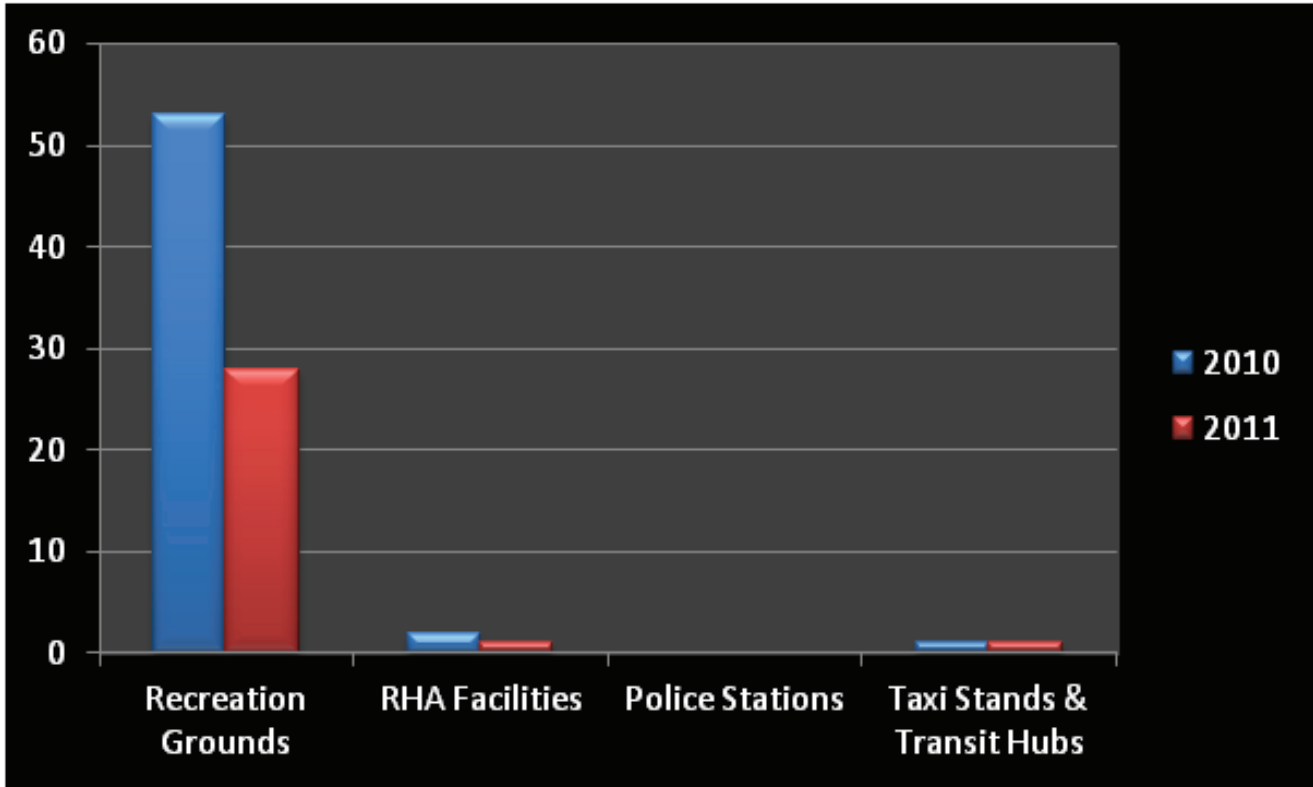


Table 5: T&TEC's Public Spaces lit 2010-2011

Public Spaces Lit By Type	Recreation Grounds	RHA Facilities	Police Stations	Taxi Stands & Transit Hubs	Total
<b>2010</b>	53	2	0	1	56
<b>2011</b>	28	1	0	1	30
<b>Total</b>	<b>81</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>86</b>

Figure 6: T&TEC's Outages by area 2010-2011

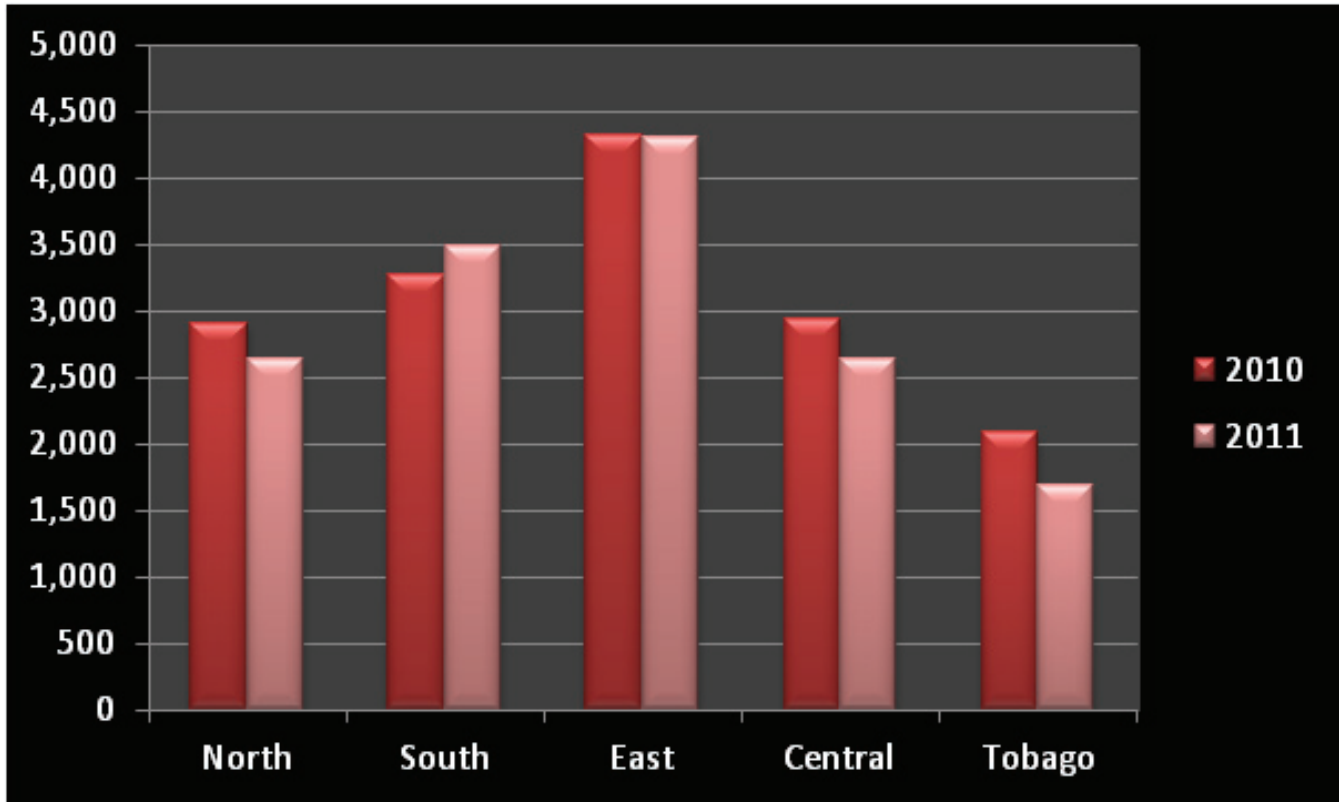


Table 6: T&TEC's Outages by Area 2010-2011

Year	North	South	East	Central	Tobago	Total
2010	2,908	3,270	4,322	2,934	2,089	15,523
2011	2,646	3,496	4,310	2,632	1,696	14,780
<b>Total</b>	<b>5,554</b>	<b>6,766</b>	<b>8,632</b>	<b>5,566</b>	<b>3,785</b>	<b>30,303</b>

Figure 7: Revenue and Expenditure of T&TEC 2010-2011 - (\$Mn)

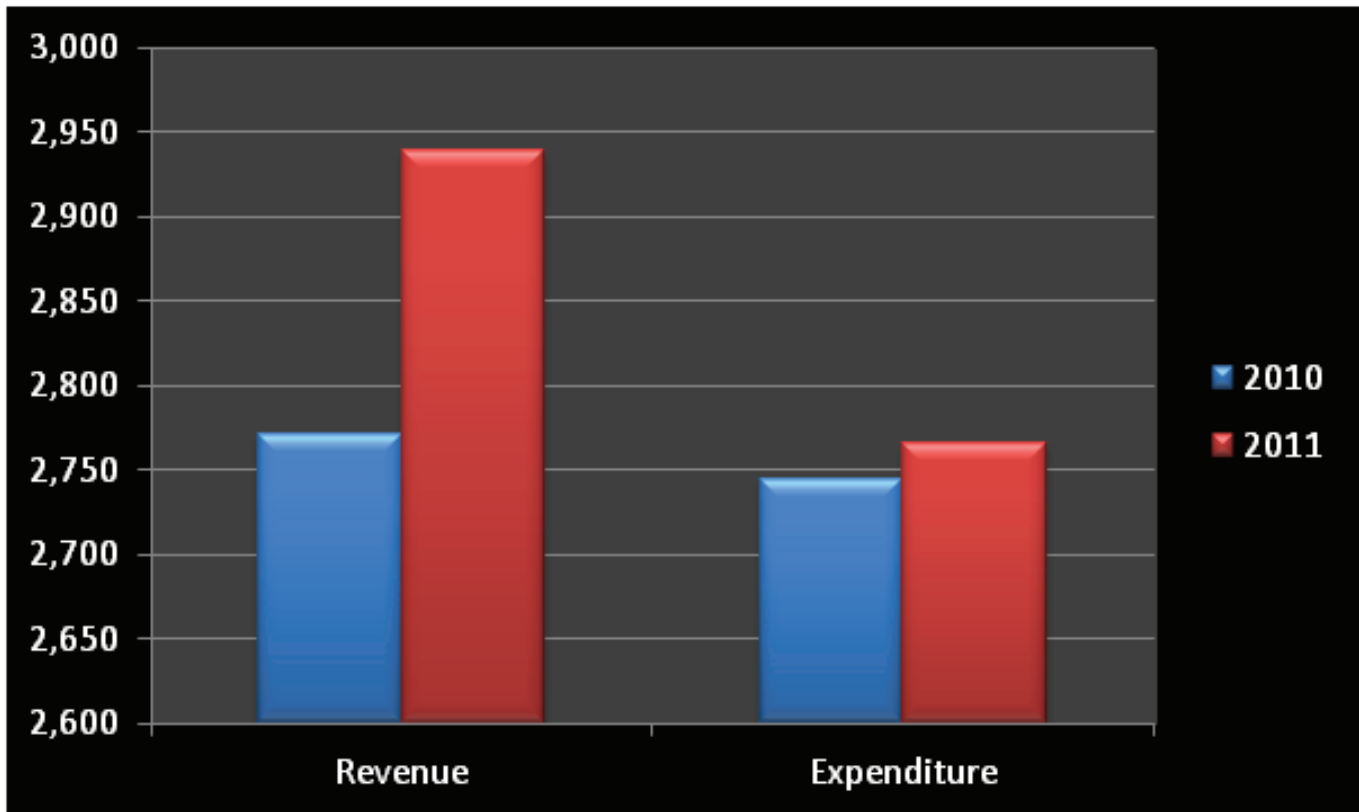


Table 7: Revenue and Expenditure of T&TEC 2010-2011 - (\$Mn)

Year	Revenue	Expenditure	Net Position
2010	2,771	2,745	25
2011	2,939	2,766	173
<b>Total</b>	<b>5,710</b>	<b>5,511</b>	<b>198</b>

Figure 8: Staff employed at T&TEC 2010-2011

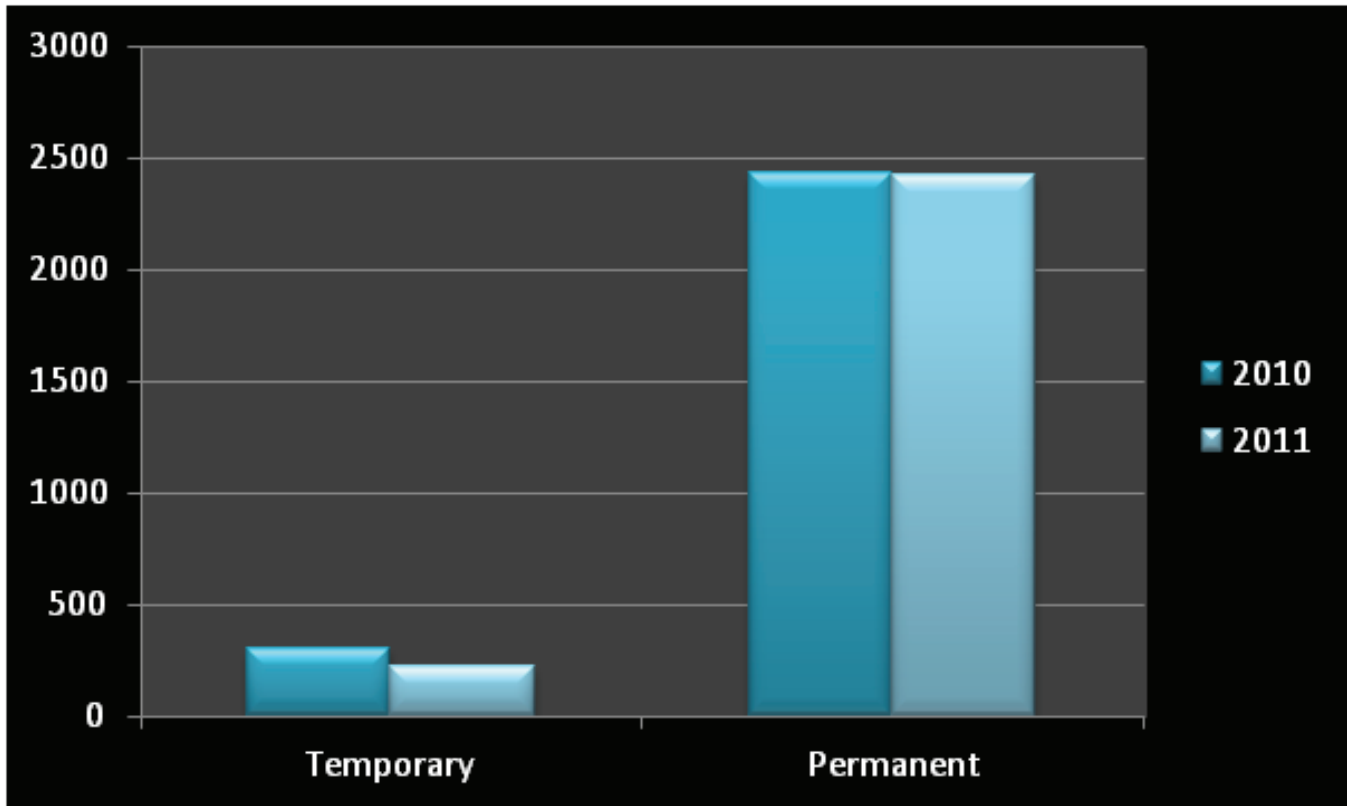


Table 8: Staff employed at T&TEC 2010-2011

Year	Temporary	Permanent	Total
2010	304	2,433	2,737
2011	227	2,425	2,652



**WATER AND SEWERAGE AUTHORITY**  
OF TRINIDAD AND TOBAGO

*Water is Life, and Infrastructure Makes It Happen™*

### 3.0 Water and Sewerage Authority (WASA)

The Water and Sewerage Authority (WASA) was established by the Water and Sewerage Authority Act, Chapter 54:40 of 1965 (Amended). The Act states in Section 42 that “the Authority is responsible for maintaining and developing the waterworks and other property related thereto transferred to it by Section 11 and administering the supply of water thereby established and promoting the conservation and proper use of water resources and the provision of water supplies in Trinidad and Tobago.” It also states in Section 44 that the Authority “may grant a licence upon such terms and conditions as it thinks fit authorising any person in accordance with the provisions of this Part to acquire water rights for abstraction from a water course of sufficient water...” It states in Section 9 that, “It is the duty of the Authority to carry out the policy of the Government in relation to water and sewerage...” Section 43 of the WASA Act authorises water purveyors to supply water on its behalf. Some of the main responsibilities of the Authority include:

- Provision of water services;
- Control of abstraction and prevention of waste of water;
- Prevention of water pollution;
- Provision of sewerage services and facilities (development and maintenance); and
- Granting of licences for abstraction of water and authorisation to purveyors;
- Granting for licences to sanitary

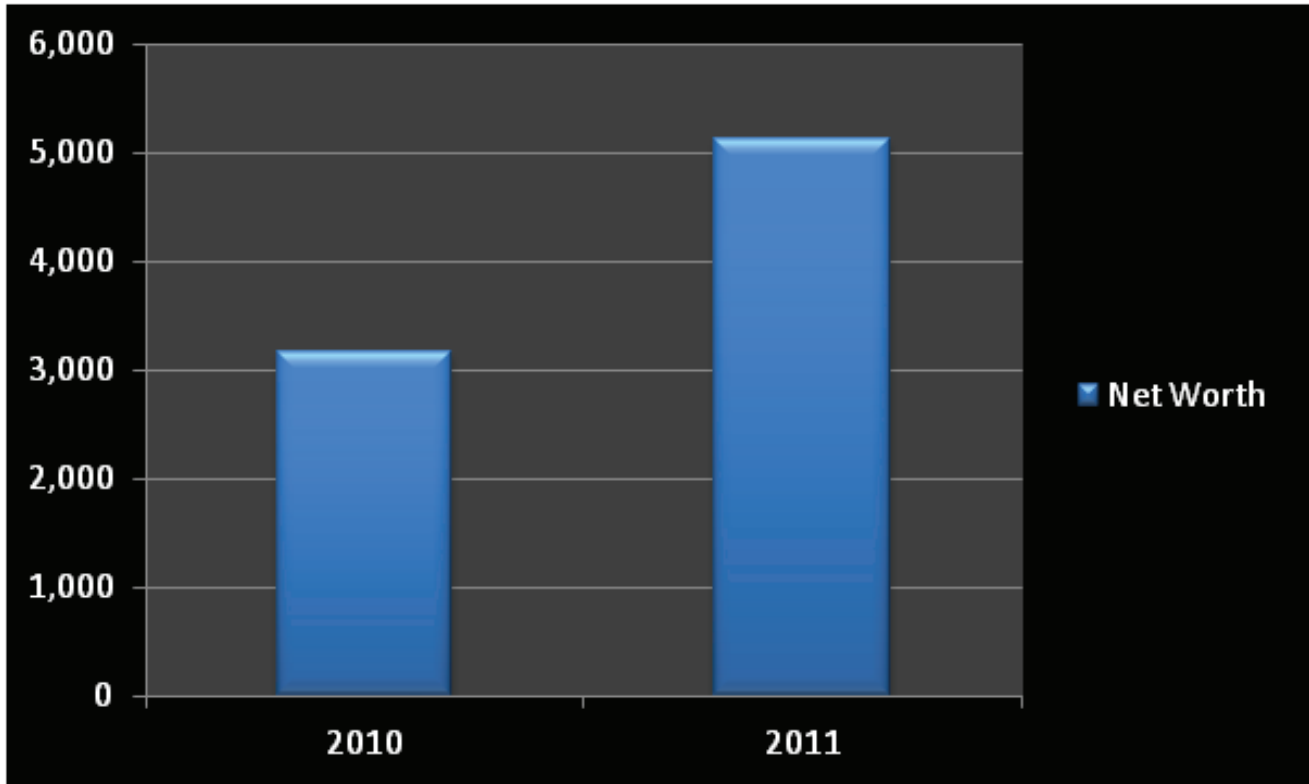


constructors who repair and maintain sewers.

The following tables provide statistical data on WASA for the fiscal period October 2010 to September 2011, which was extracted from the Water and Sewerage Authority Statistical Digest Update 2006 - 2011. They include information on:

- Net Worth of WASA;
- Employment at WASA;
- WASA’s Expenditure;
- Length of pipelines installed;
- Booster pumping stations;
- Number of newly installed and refurbished wells;
- Number of newly constructed and refurbished Water Treatment Plants;
- Refurbished wastewater treatment facilities;
- Number of newly constructed and refurbished Service Reservoirs;
- Length of newly installed trunk sewers;
- Length of refurbished trunk sewers;
- Customer Expansion;
- Total Water Production by service;
- Programme Expenditure;
- NSDP Pipelines completed;
- Number of beneficiaries of pipelines completed under NSDP Programme;
- Cost of pipelines completed under NSDP Programme;
- Length of pipelines completed under PSIP Programme; and
- Cost of completed programmes under PSIP Programme.

**Figure 9: Net Worth of WASA 2010-2011 – (\$Mn)**



**Table 9: Net Worth of WASA 2010-2011 – (\$Mn)**

Year	Net Worth	Net Increase/Decrease
2010	3,163	68
2011	5,130	1,967



Figure 10: Employment at WASA 2010-2011

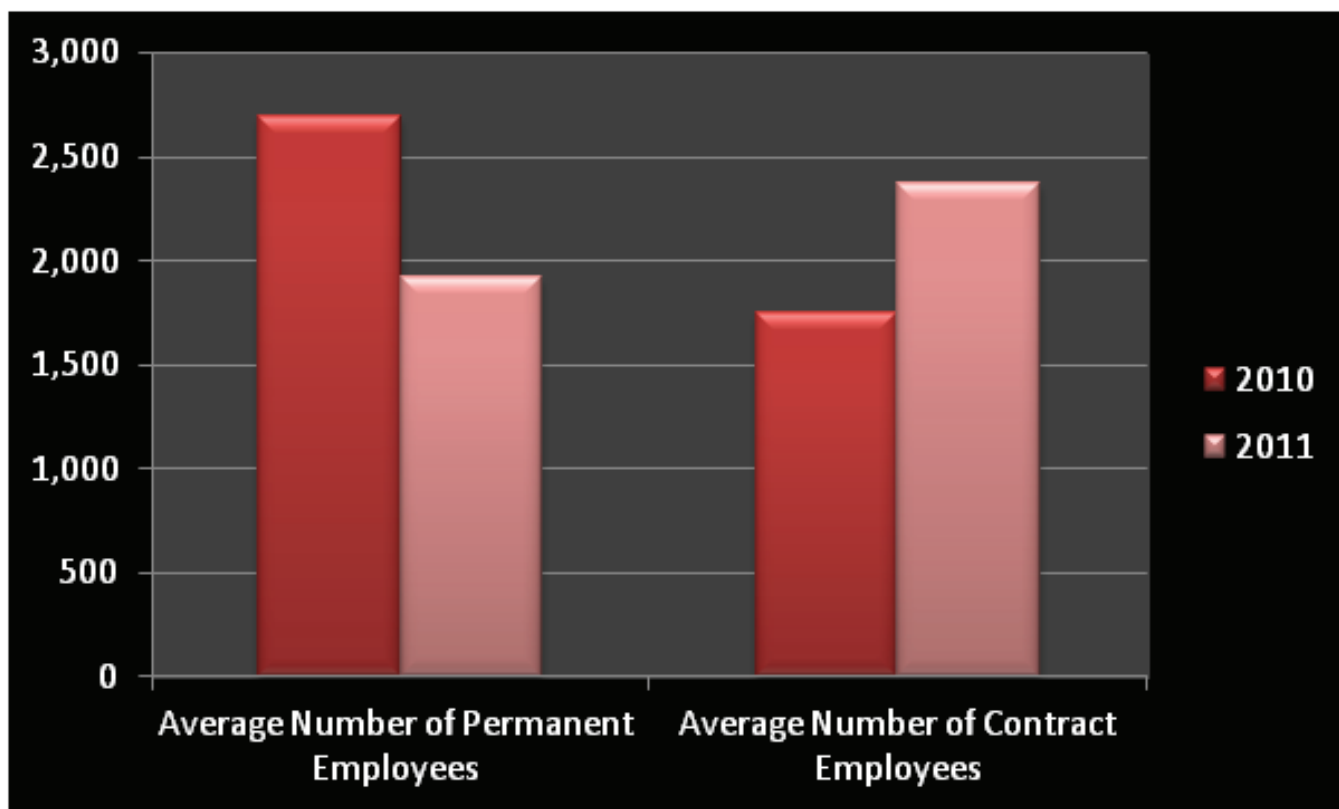


Table 10: Employment at WASA 2010-2011

Year	Average Number of Permanent Employees	Average Number of Contract Employees	Average Total Number of Employees
2010	2,689	1,745	4,434
2011	1,926	2,372	4,298

Figure 11: WASA's Expenditure 2010-2011 - (\$Mn)

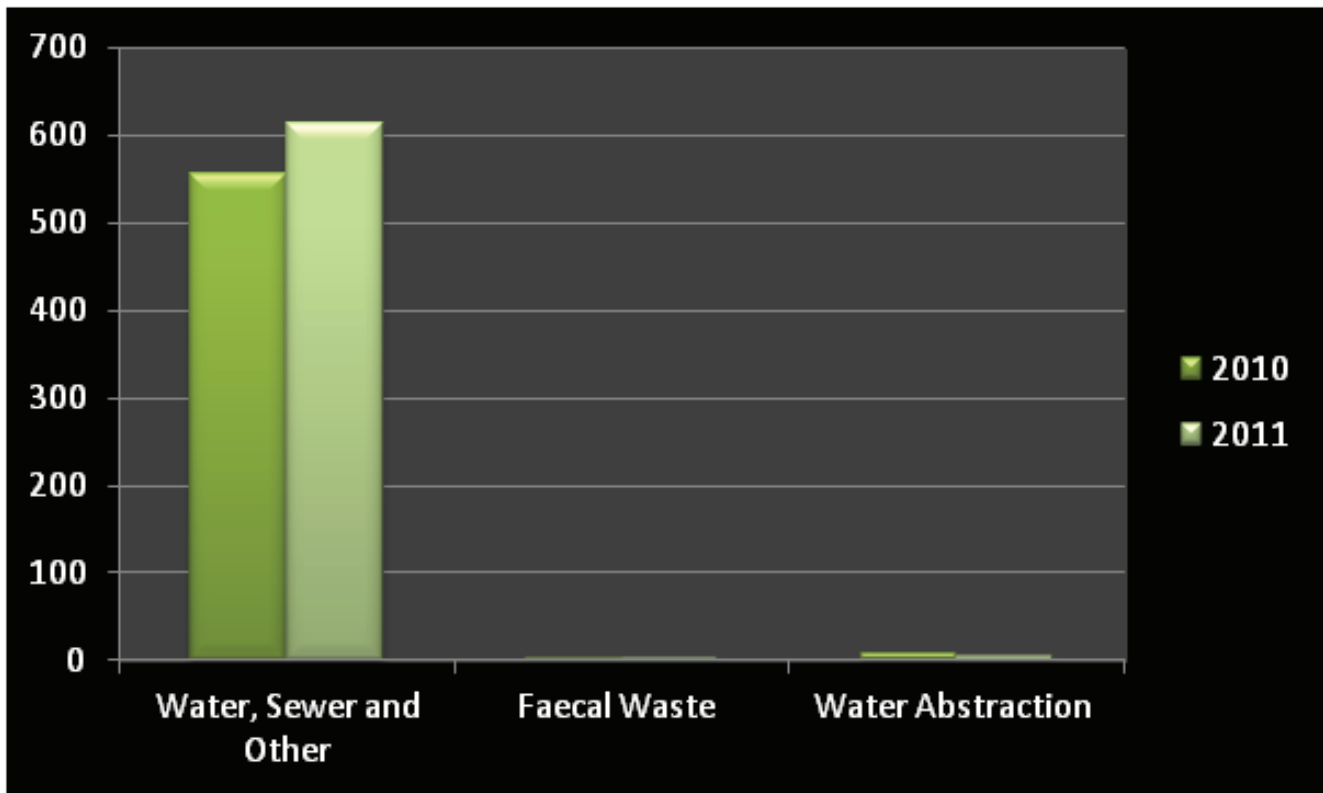


Table 11: WASA Expenditure 2010-2011 - (\$Mn)

Year	Water, Sewer and Other	Faecal Waste	Water Abstraction	Total
<b>2010</b>	557.129	0.671	7.908	<b>565.708</b>
<b>2011</b>	613.768	0.631	4.551	<b>618.950</b>
<b>Total</b>	<b>1,170.897</b>	<b>1.302</b>	<b>12.459</b>	<b>1,184.658</b>

Figure 12: Length of Pipelines installed 2010-2011 – (km)

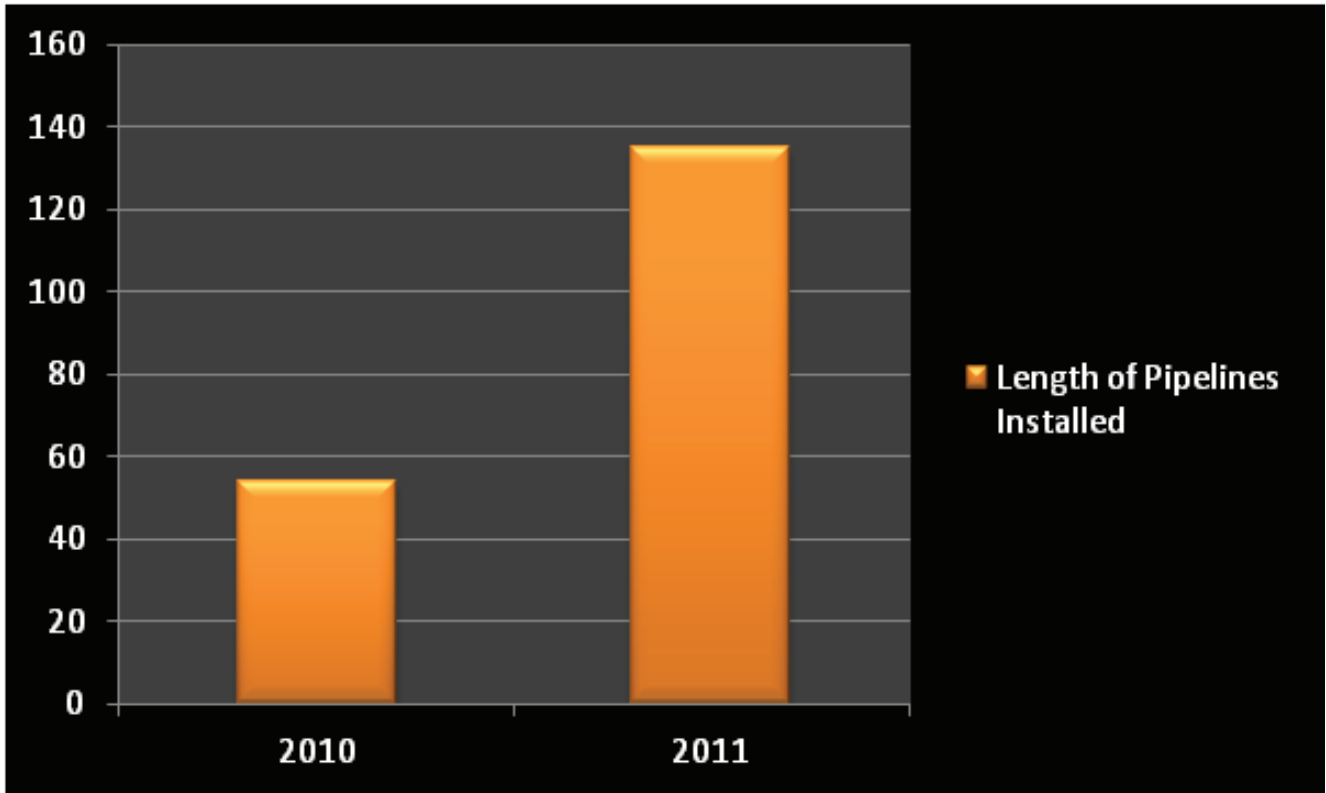


Table 12: Length of Pipelines installed 2010-2011 - (km)

Year	Length of Pipelines Installed
2010	53.87
2011	135.37
<b>Total</b>	<b>189.24</b>

Figure 13: Booster Pumping Stations 2010-2011

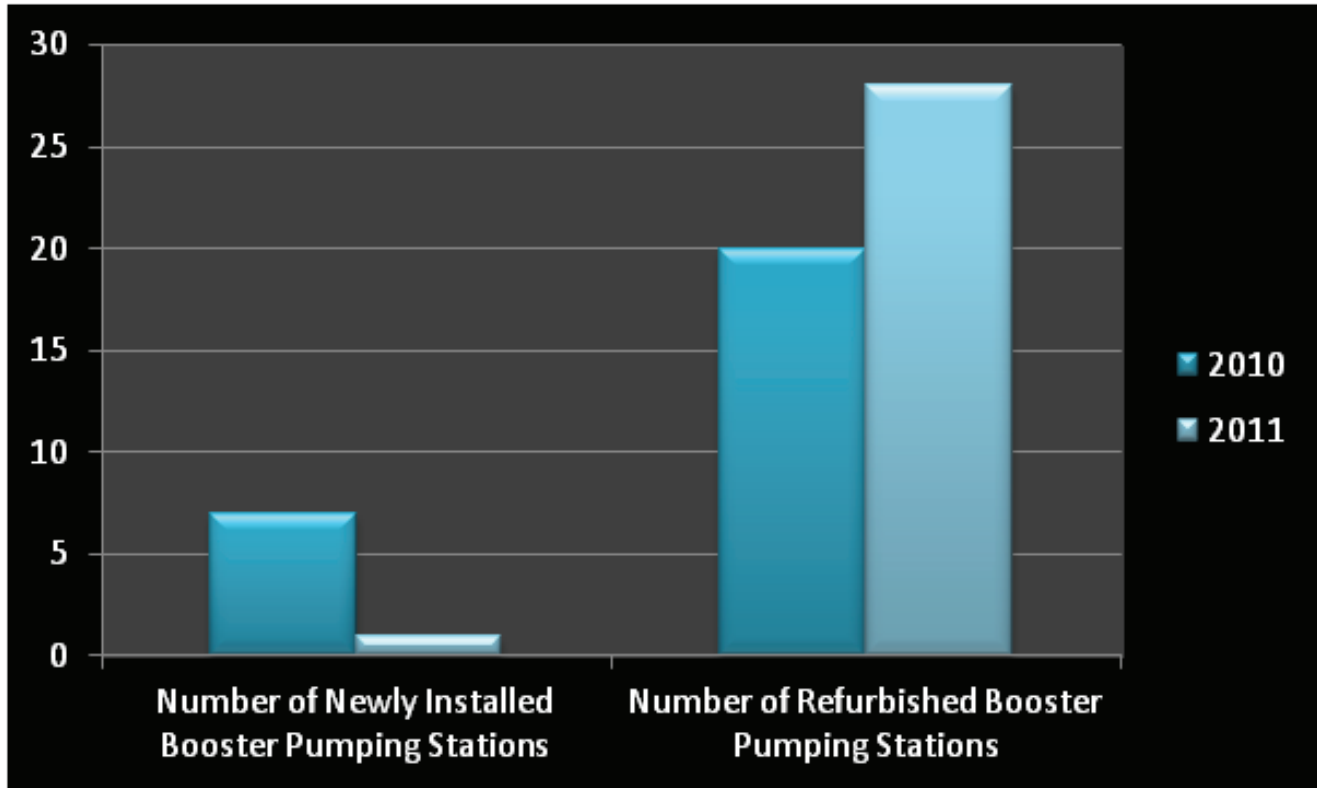


Table 13: Booster Pumping Stations 2010-2011

Year	Number of Newly Installed Booster Pumping Stations	Number of Refurbished Booster Pumping Stations
2010	7	20
2011	1	28
<b>Total</b>	<b>8</b>	<b>48</b>

Figure 14: Number of Newly Installed and Refurbished Wells 2010-2011

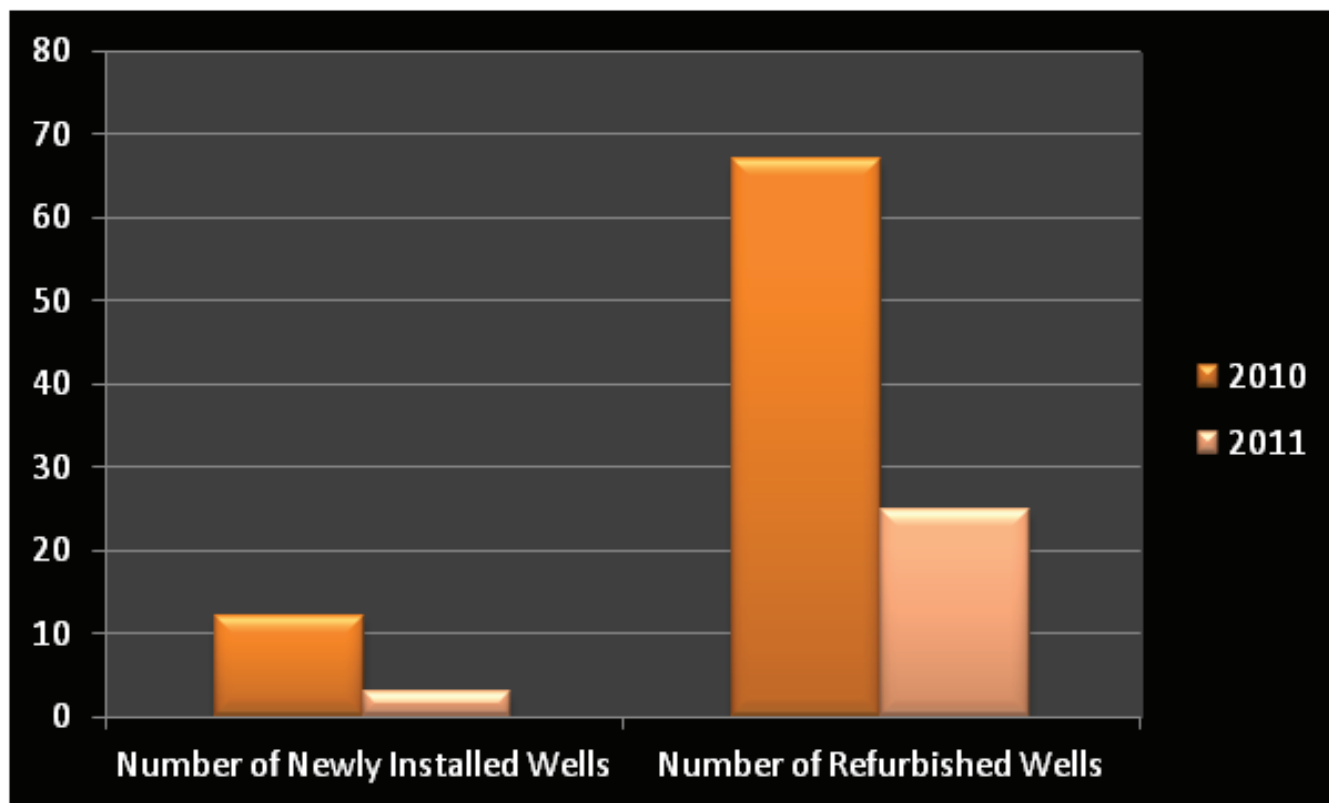


Table 14: Number of Newly Installed and Refurbished Wells 2010-2011

Year	Number of Newly Installed Wells	Number of Refurbished Wells
2010	12	67
2011	3	25
<b>Total</b>	<b>15</b>	<b>92</b>

Figure 15: Number of Newly Constructed and Refurbished Water Treatment Plants 2010-2011

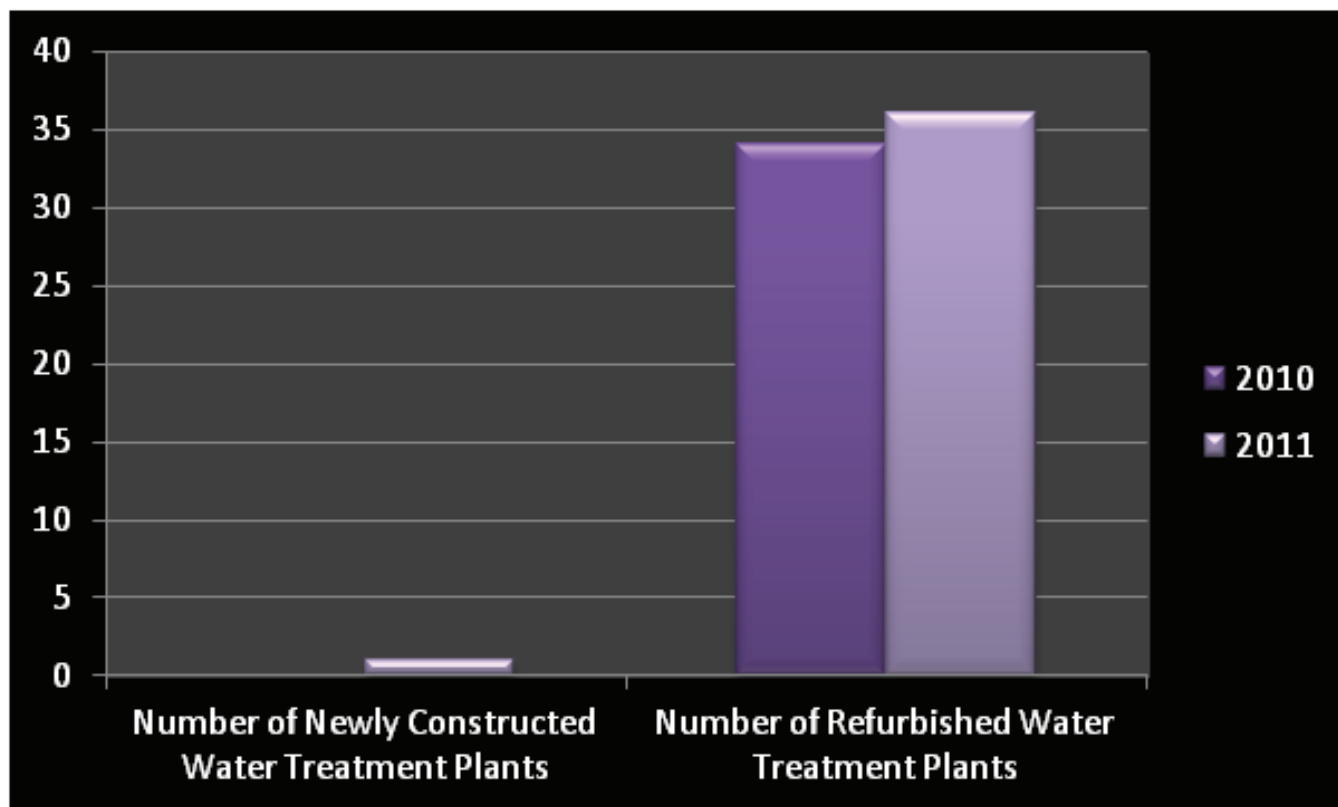


Table 15: Number of Newly Constructed and Refurbished Water Treatment Plants 2010-2011

Year	Number of Newly Constructed Water Treatment Plants	Number of Refurbished Water Treatment Plants
2010	0	34
2011	1	36
<b>Total</b>	<b>1</b>	<b>70</b>



Figure 16: Refurbished Wastewater Treatment Facilities 2010-2011

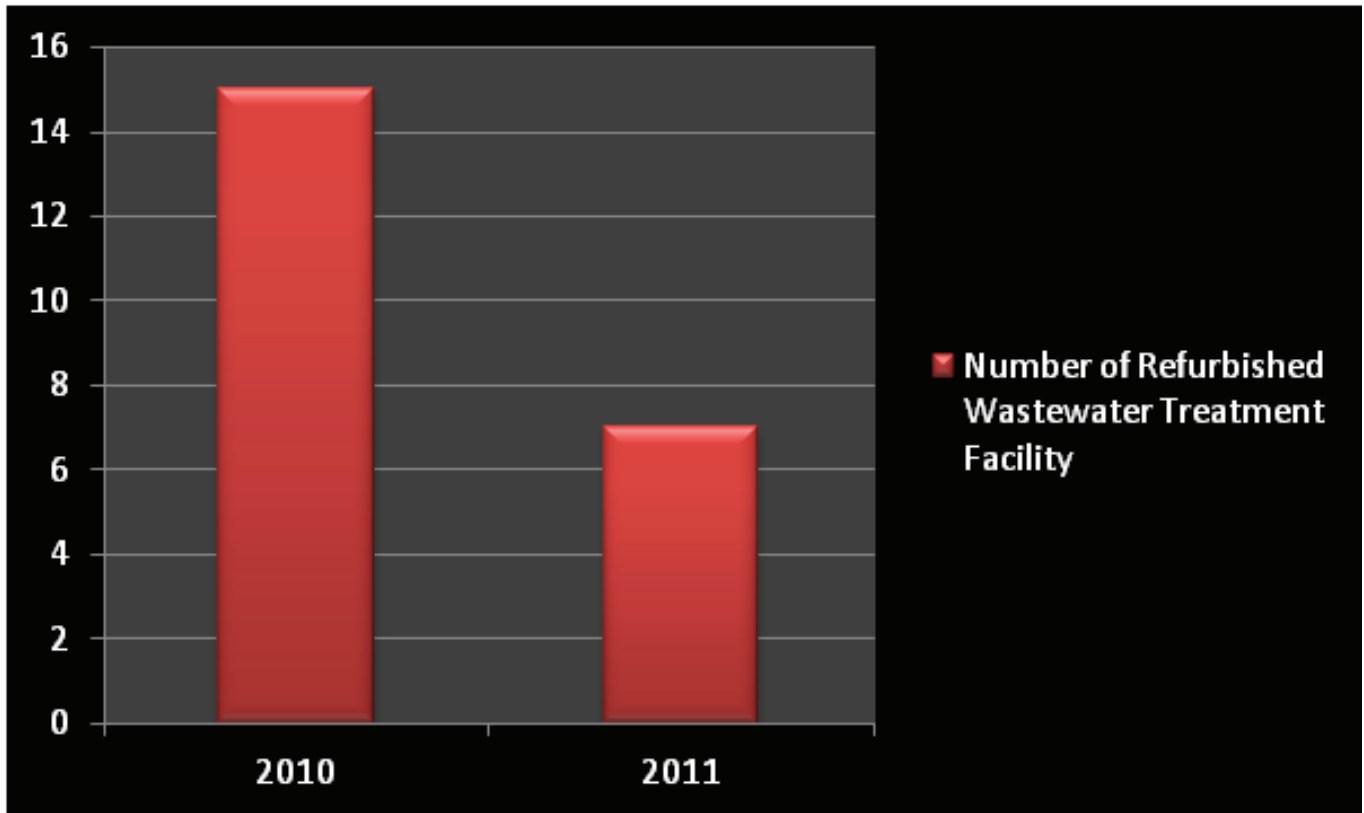


Table 16: Refurbished Wastewater Treatment Facilities 2010-2011

Year	Number of Refurbished Wastewater Treatment Facility
2010	15
2011	7
<b>Total</b>	<b>22</b>

Figure 17: Number of Newly Constructed and Refurbished Service Reservoirs 2010-2011

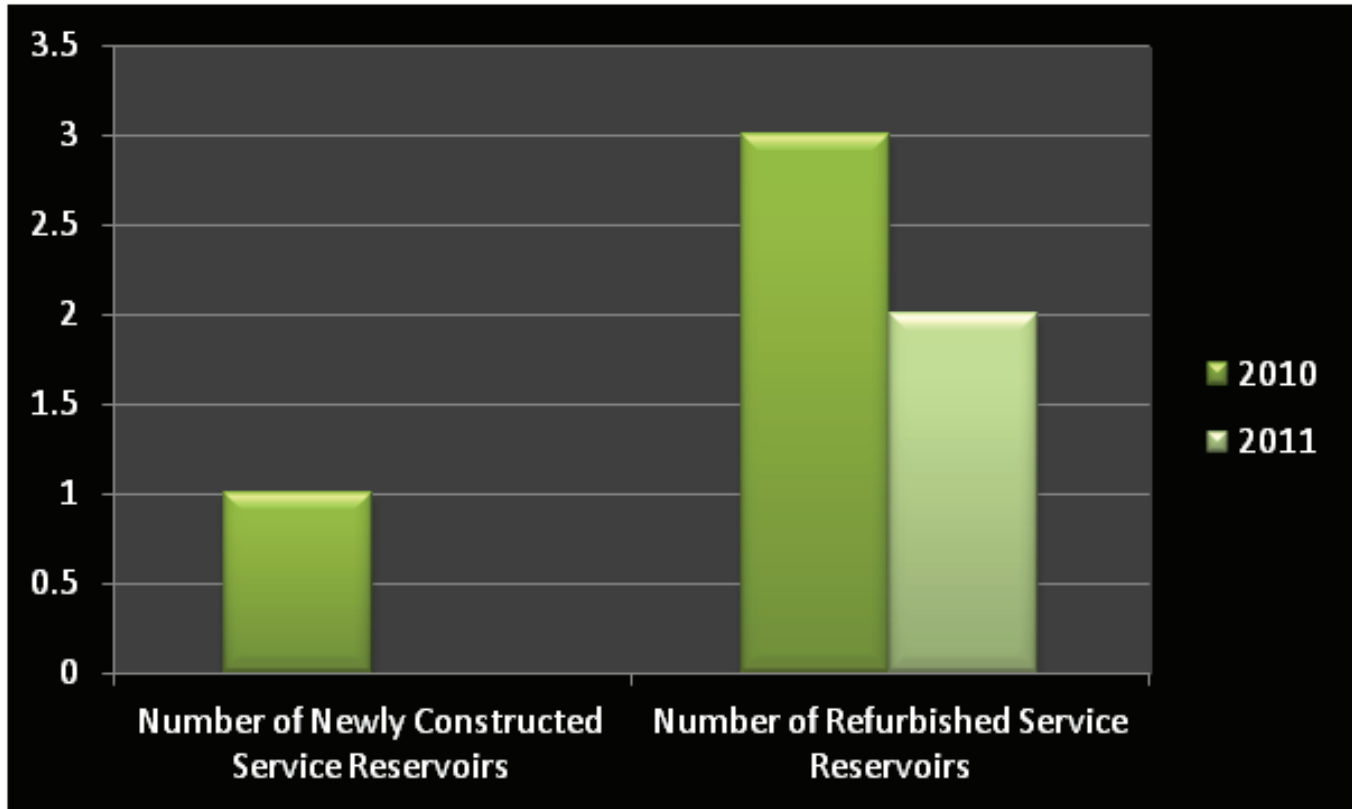


Table 17: Number of Newly Constructed and Refurbished Service Reservoirs 2010-2011

Year	Number of Newly Constructed Service Reservoirs	Number of Refurbished Service Reservoirs
2010	1	3
2011	0	2
<b>Total</b>	<b>1</b>	<b>5</b>

Figure 18: Length of Newly Installed Trunk Sewers 2010-2011 – (km)

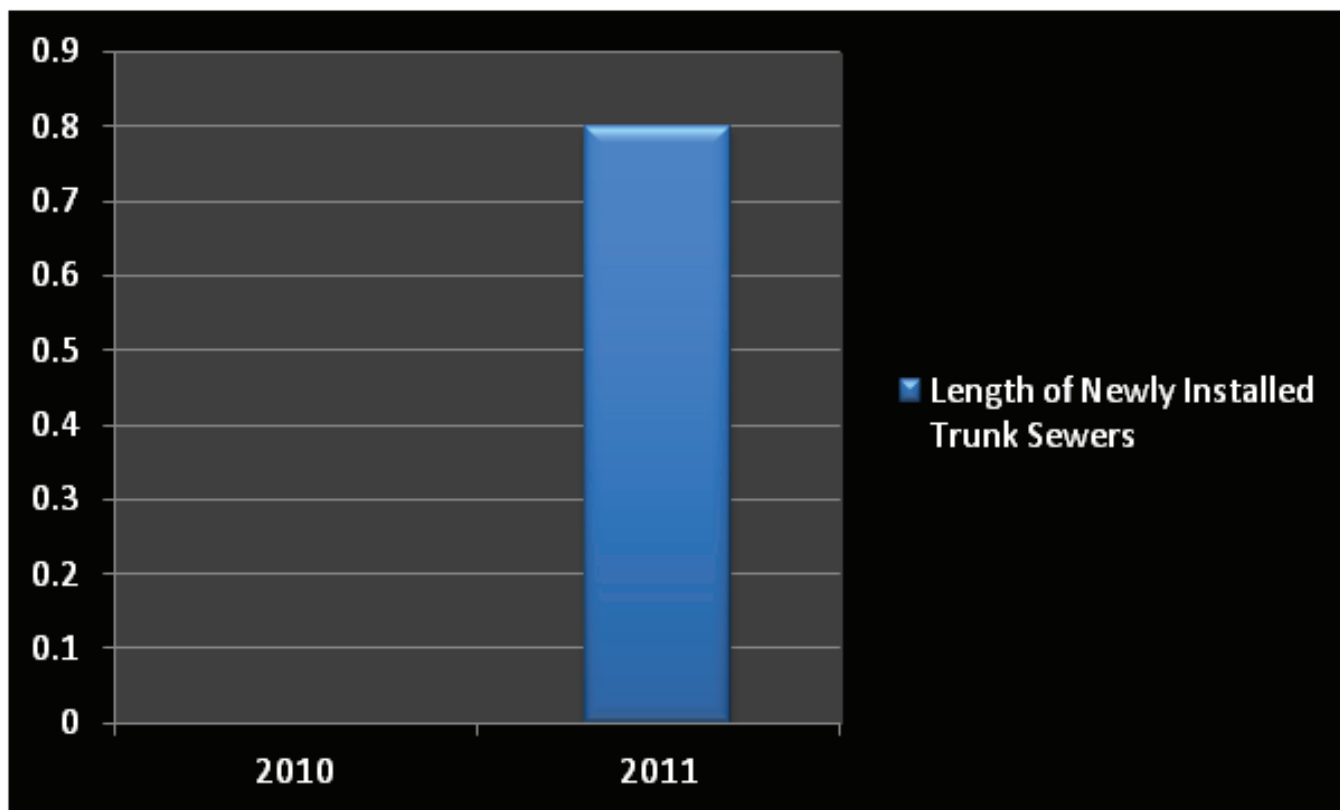


Table 18: Length of Newly Installed Trunk Sewers 2010-2011 - (km)

Year	Length of Newly Installed Trunk Sewers
2010	0
2011	0.8
<b>Total</b>	<b>0.8</b>

Figure 19: Length of Refurbished Trunk Sewers 2010-2011 – (ft)

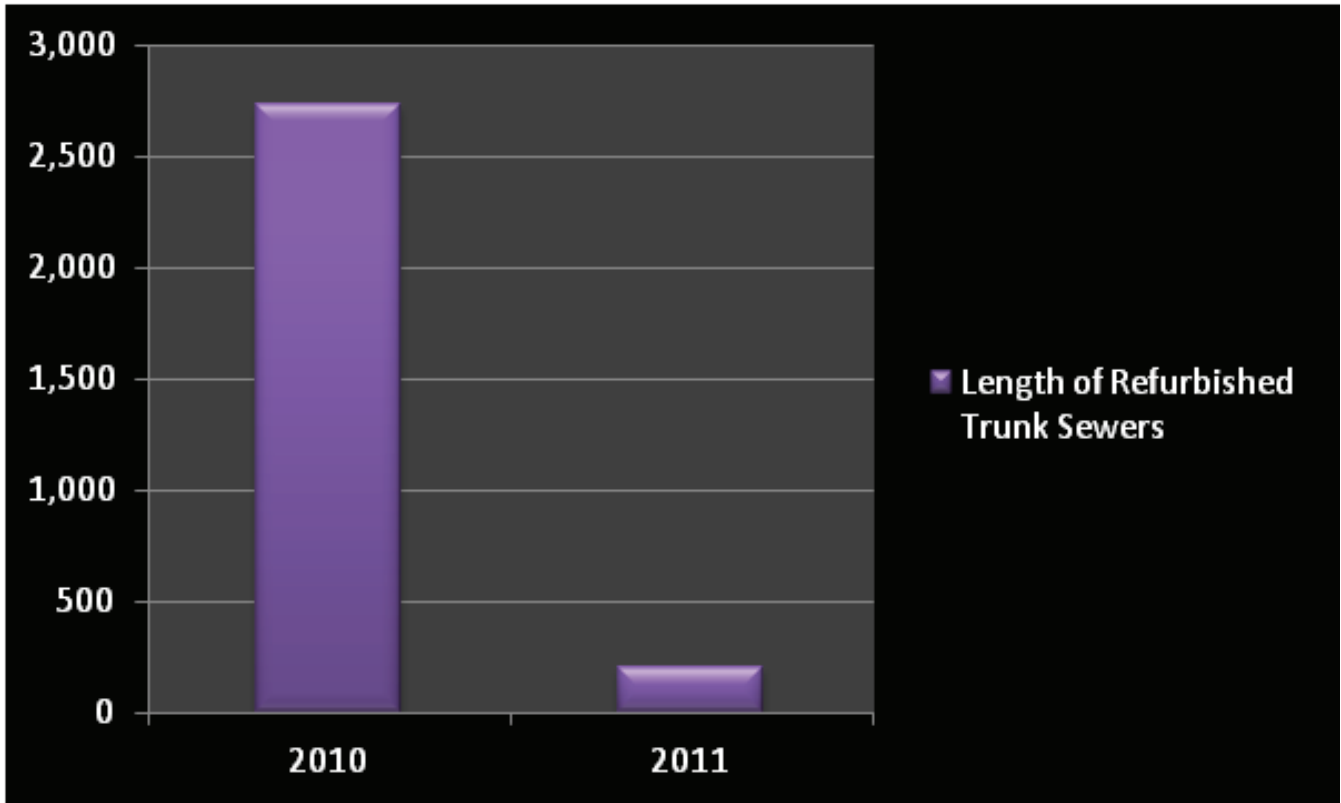


Table 19: Length of Refurbished Trunk Sewers 2010-2011– (ft)

Year	Length of Refurbished Trunk Sewers
2010	2,730
2011	200
<b>Total</b>	<b>2,930</b>

Figure 20: Customer Expansion 2010-2011

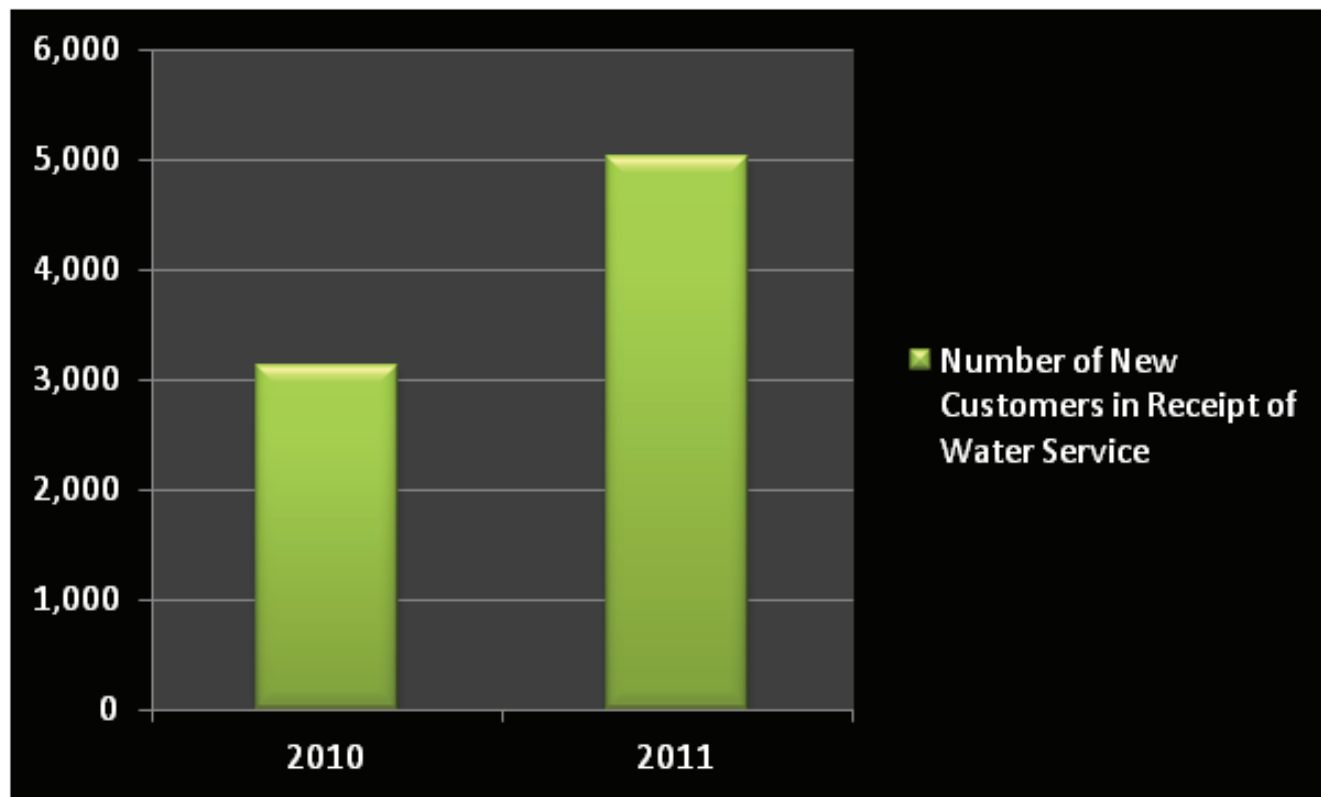


Table 20: Customer Expansion 2010-2011

Year	Number of New Customers in Receipt of Water Service	Total Number of Customer Accounts in Receipt of Water Services
2010	3,118	375,770
2011	5,035	380,805

Figure 21: Total Water Production by Service 2010-2011 – M<sup>3</sup> (Mn)

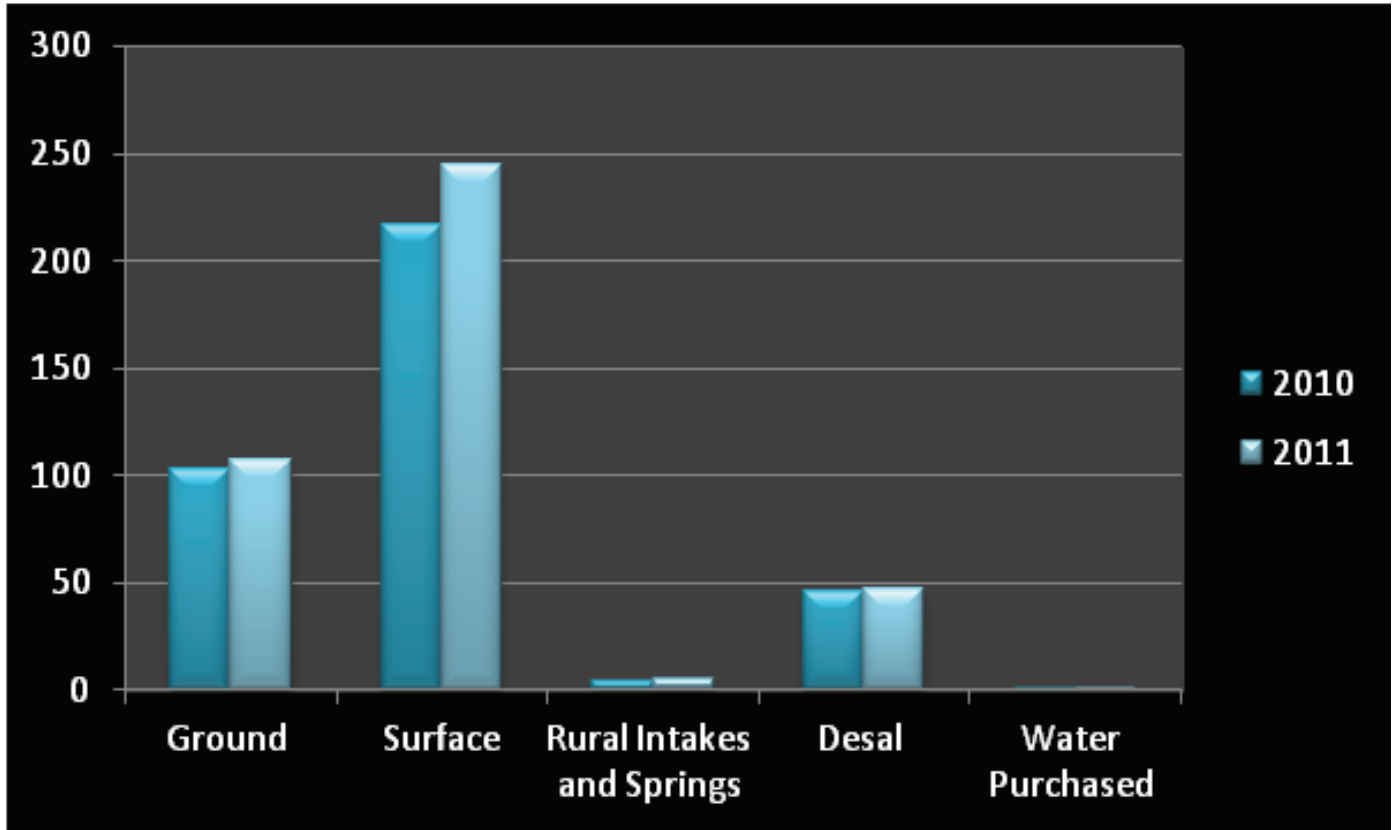


Table 21: Total Water Production by Service 2010-2011 – m<sup>3</sup> (Mn)

Year	Ground	Surface	Rural Intakes and Springs	Desal	Water Purchased	Total
2010	103.345	216.929	4.318	45.693	0.096	370.381
2011	107.500	244.897	4.837	47.057	0.080	404.371
<b>Total</b>	<b>210.845</b>	<b>461.826</b>	<b>9.155</b>	<b>92.750</b>	<b>0.176</b>	<b>774.752</b>



Figure 22: Programme Expenditure Summary 2010-2011 - (\$Mn)

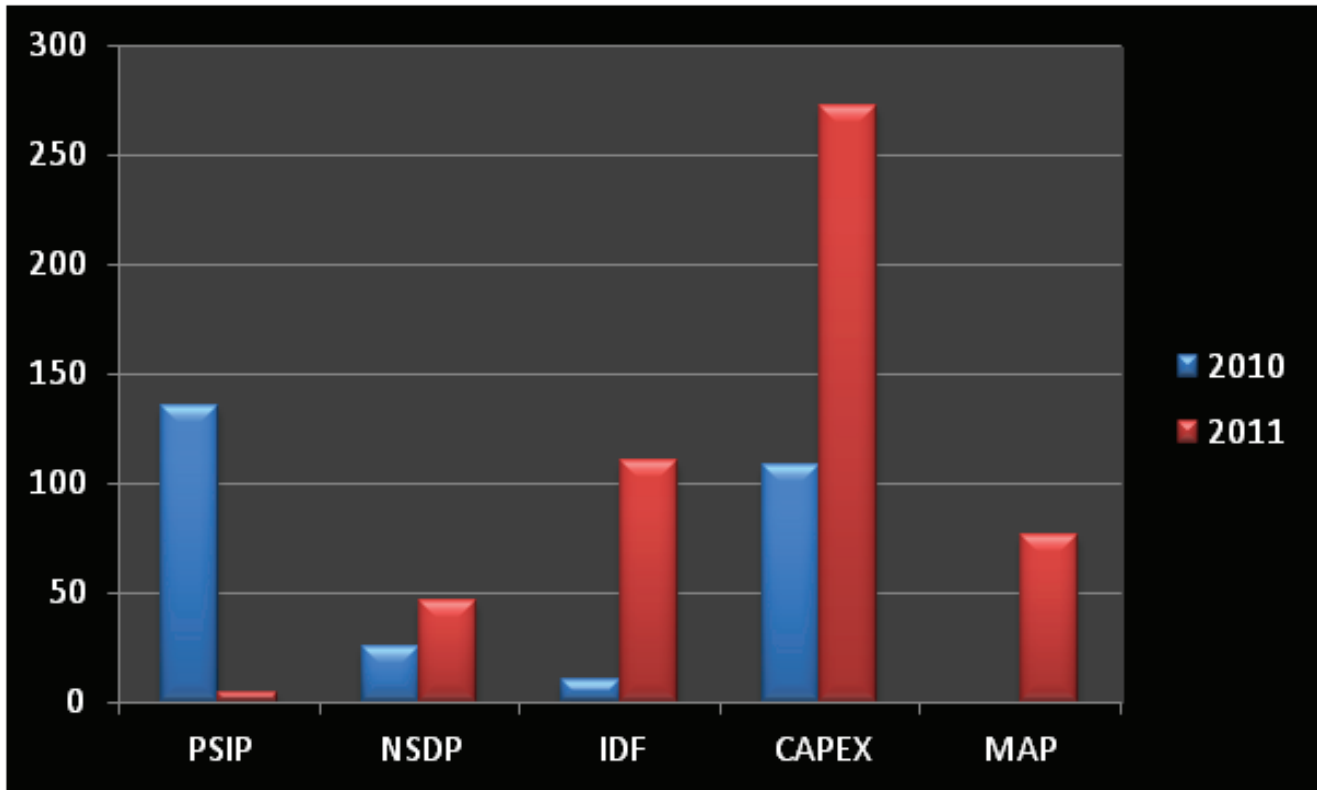


Table 22: Programme Expenditure Summary 2010-2011 - (\$Mn)

Year	Public Sector Investment Programme (PSIP)	National Social Development Programme (NSDP)	Infrastructure Development Fund (IDF)	Capital Expenditure (CAPEX)	Management Action Plan (MAP)	Total
<b>2010</b>	135.450	25.361	9.804	108.065	-	<b>278.680</b>
<b>2011</b>	4.365	46.272	110.409	272.157	76.285	<b>509.488</b>
<b>TOTAL</b>	<b>139.815</b>	<b>71.633</b>	<b>120.213</b>	<b>380.222</b>	<b>76.285</b>	<b>788.168</b>

Figure 23: NSDP pipelines completed 2010-2011 – (Metres)

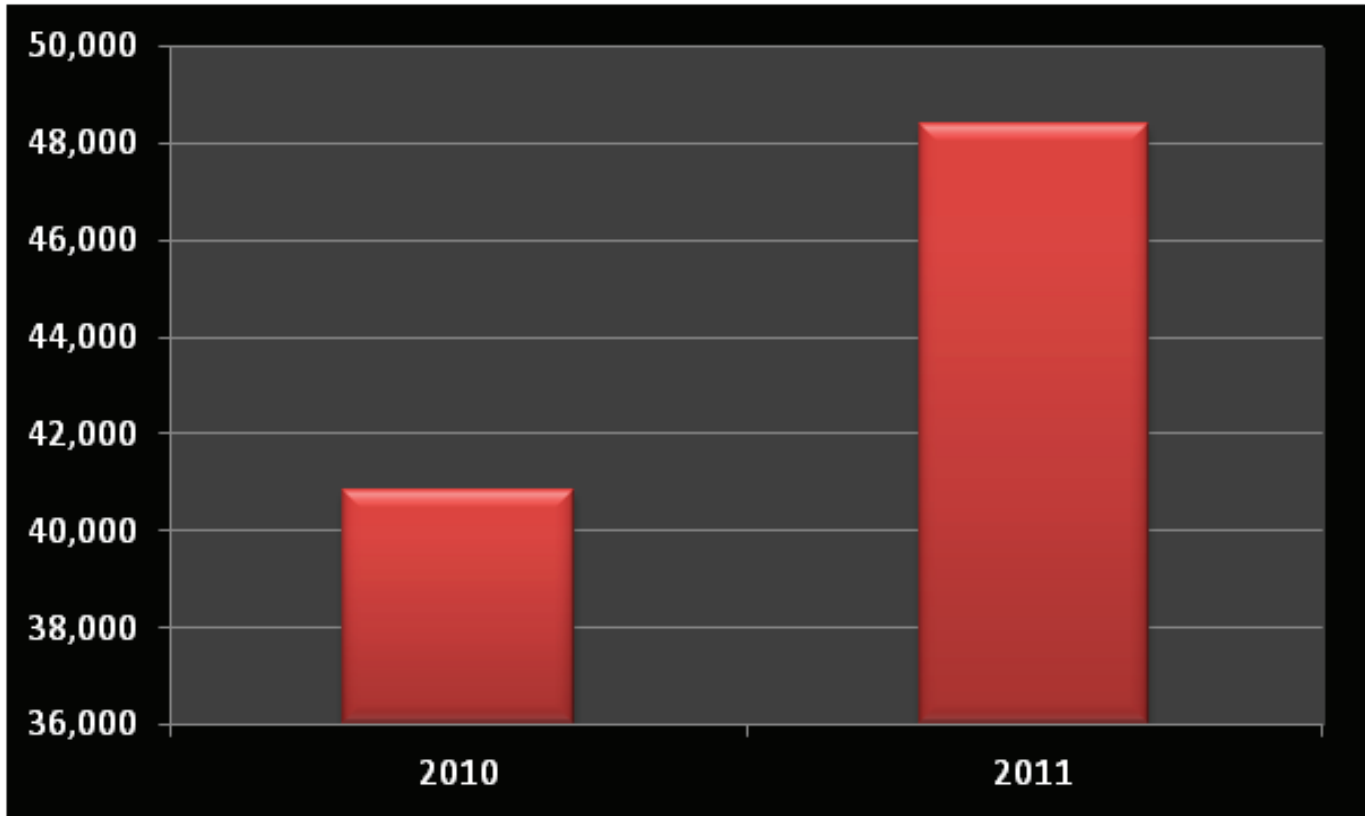


Table 23: NSDP pipelines completed 2010-2011 - (Metres)

Year	Length of Pipelines Completed Under the NSDP Programme
2010	40,814
2011	48,400
<b>Total</b>	<b>89,214</b>

Figure 24: Number of Beneficiaries of Pipelines Completed under the NSDP Programme 2010-2011

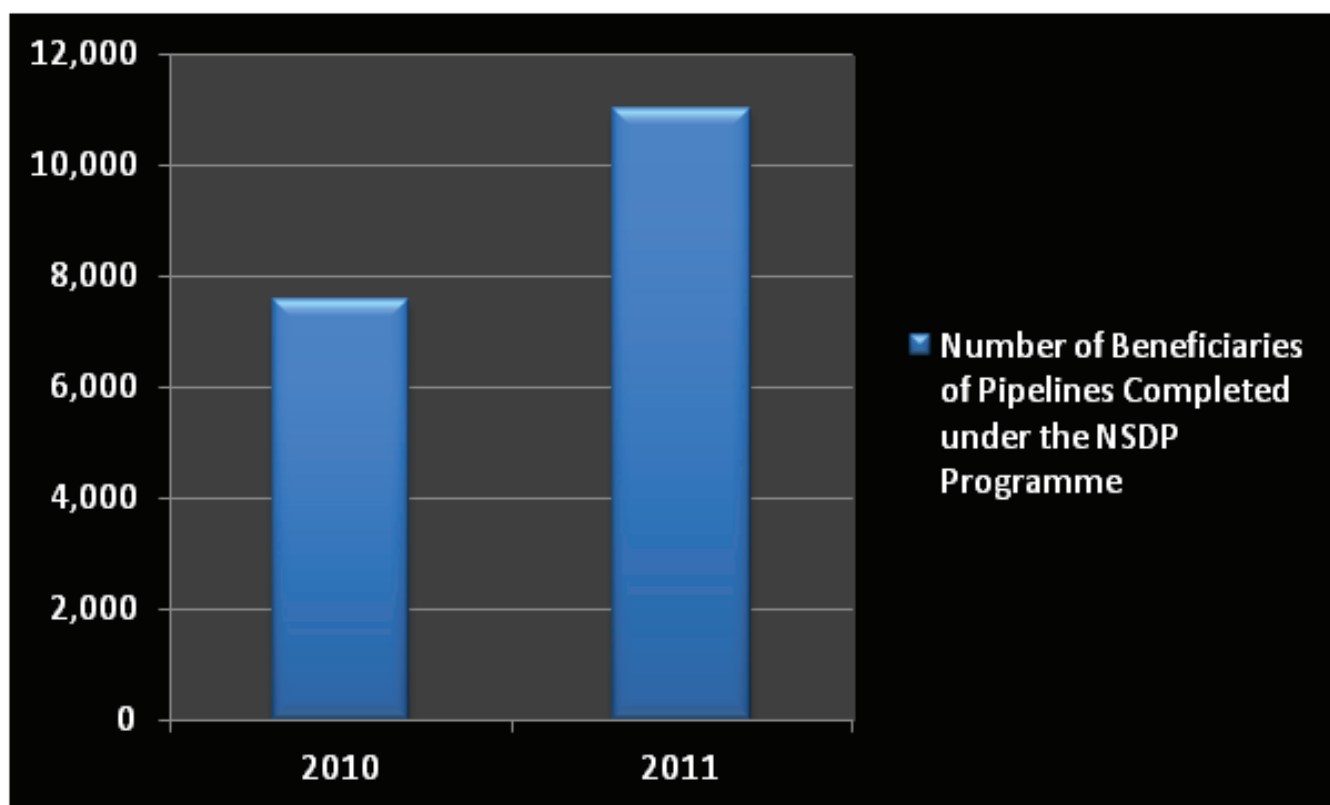


Table 24: Number of Beneficiaries of Pipelines Completed under the NSDP Programme 2010-2011

Year	Number of Beneficiaries of Pipelines Completed under the NSDP Programme
2010	7,573
2011	11,031
<b>Total</b>	<b>18,604</b>

Figure 25: Cost of Pipelines Completed under the NSDP Programme 2010-2011 - (\$Mn)

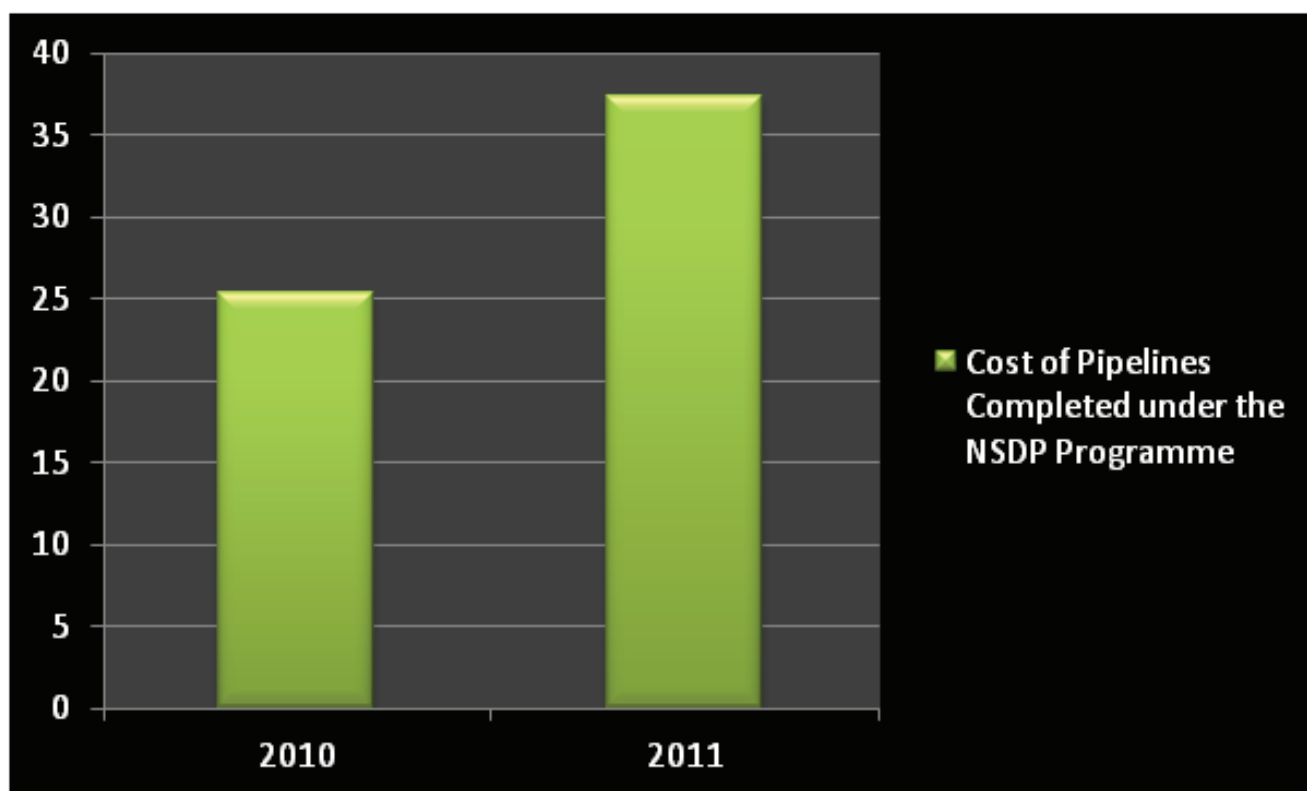


Table 25: Cost of Pipelines Completed under the NSDP Programme 2010-2011 - (\$Mn)

Year	Cost of Pipelines Completed under the NSDP Programme
2010	25.362
2011	37.456
<b>Total</b>	<b>62.818</b>

Figure 26: Length of Pipelines Installed under the PSIP Programme 2010-2011 – (Metres)

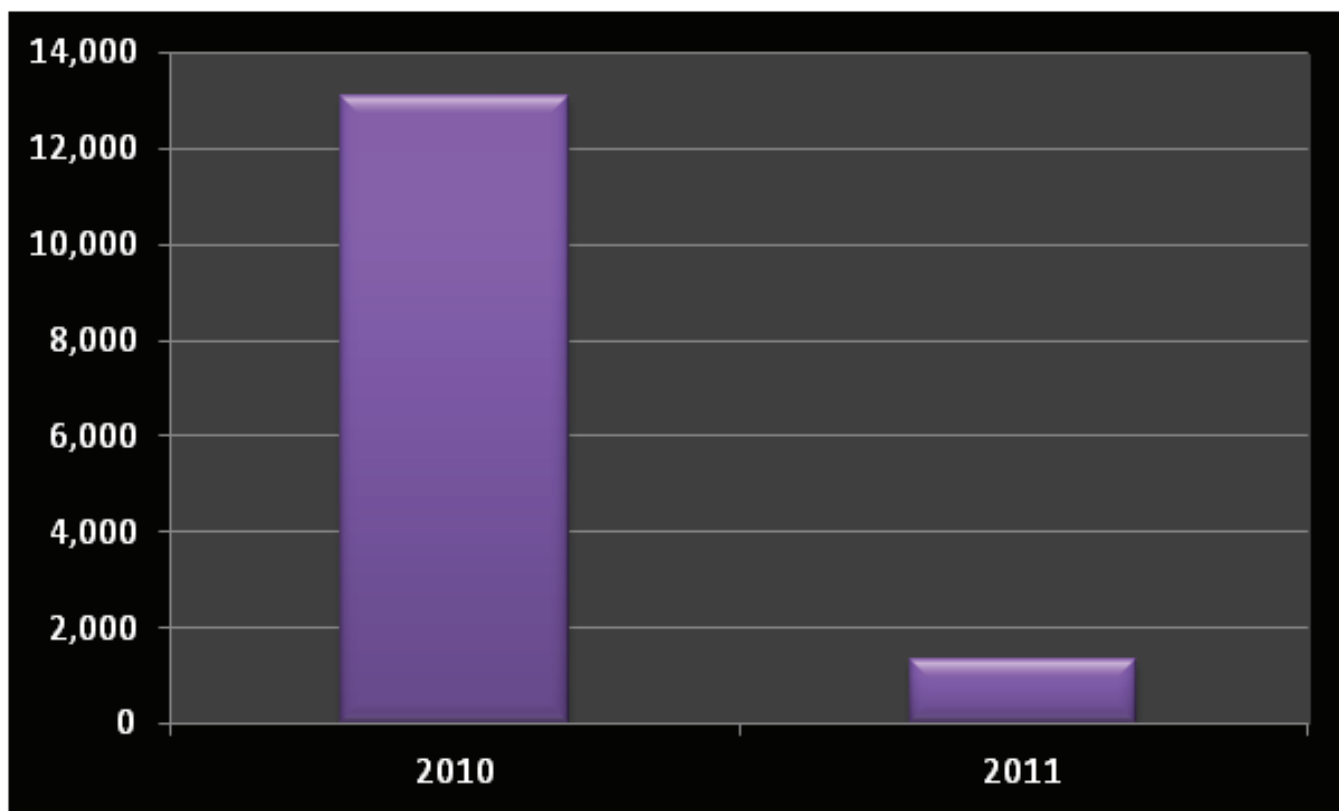


Table 26: Length of Pipelines Installed under the PSIP Programme 2010-2011 – (Metres)

Year	Length of Completed Pipelines under the PSIP Programme
2010	13,073
2011	1,347
<b>Total</b>	<b>14,420</b>

Figure 27: Cost of Completed Programmes under the PSIP 2010-2011 - (\$Mn)

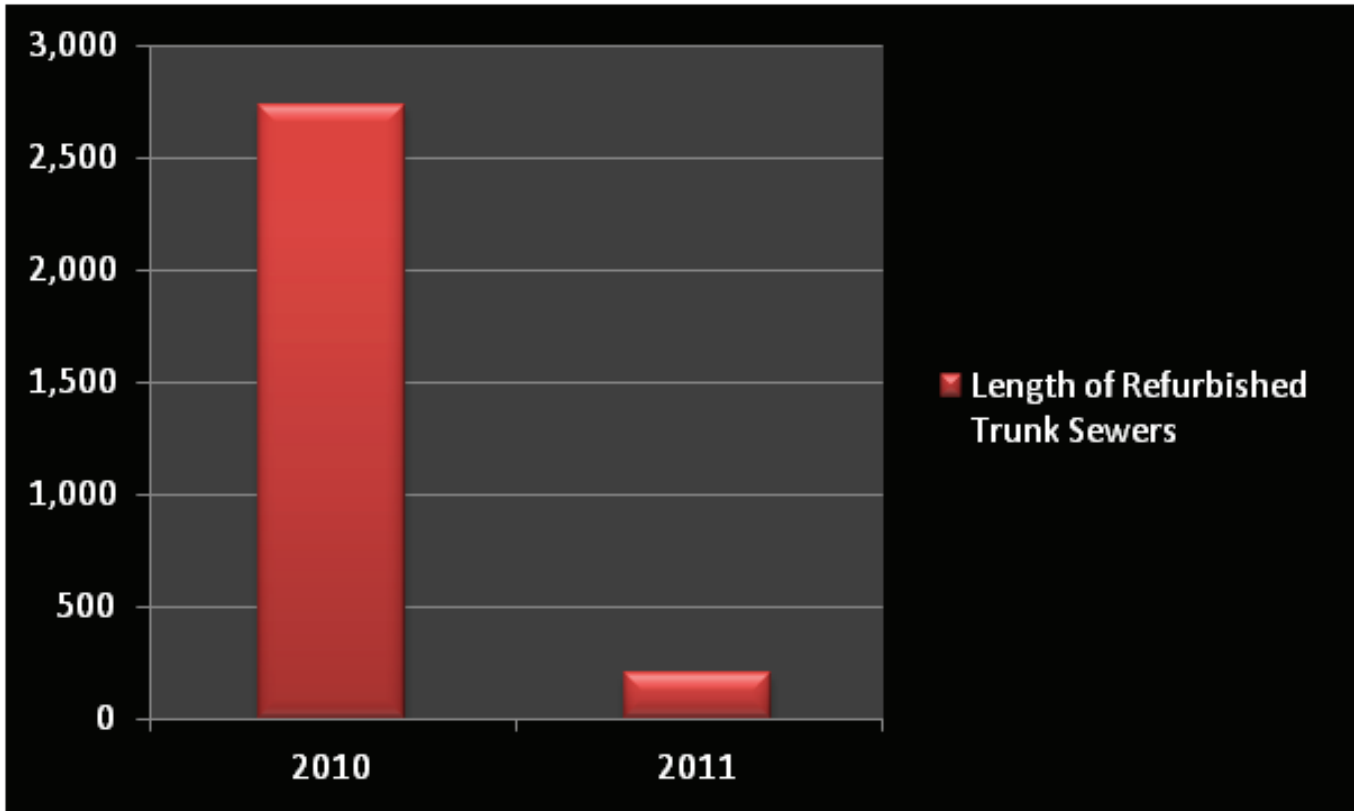


Table 27: Cost of Completed Programmes under the PSIP 2010-2011 - (\$Mn)

Year	Cost of Completed Programmes under the PSIP Programme
2010	17.794
2011	2.779
<b>Total</b>	<b>20.573</b>

## 4.0 Trinidad and Tobago Postal Corporation (TTPost)

The Trinidad and Tobago Postal Corporation (TTPost) succeeded the General Post Office which operated as a department of Government under the control and direction of the Post Master General. In 1999, the Government of Trinidad and Tobago incorporated TTPost to be the postal service provider of the Government as part of the Postal Sector Reformation Project. From 1999 to 2010, the Corporation developed a robust retail network of 17 corporate shops and 85 franchises. TTPost has an efficient delivery network capable of providing day plus one service to 96% of the population. Currently, TTPost has 72 Postal Districts: 64 in Trinidad and 8 in Tobago. The primary mandates of TTPost are:

- Provision of Domestic and International letter and parcel delivery;
- Provision of 'Payment' services;
- Provision of Direct marketing services which include:
  - ▶ Direct Mail Advertising via the mail to an available database;
  - ▶ Unaddressed mail Advertising via the mail to a specific geographic location;
  - ▶ Database Access/Kitting;
  - ▶ Supports Direct Mail through the provision of list rental and kitting services;
- Sale of Philatelic (stamps) Products and Stationery;
- Express Mail Service (EMS);
- Local and International Courier Service; and
- International Mailbox Service (TTPAK):
  - ▶ International mailbox service which facilitates online purchases and delivery to Trinidad and Tobago.

The following tables provide statistical data for TTPost for the fiscal period October 2010 to September 2011. They include information on:

- TTPost Rate of Mail Delivery;
- Total number of Delivery Offices and Physical locations for TTPost;
- TTPost Delivery Points; and
- Employment at TTPost.



Figure 28: TTPost's Rate of Mail Delivery 2010-2011

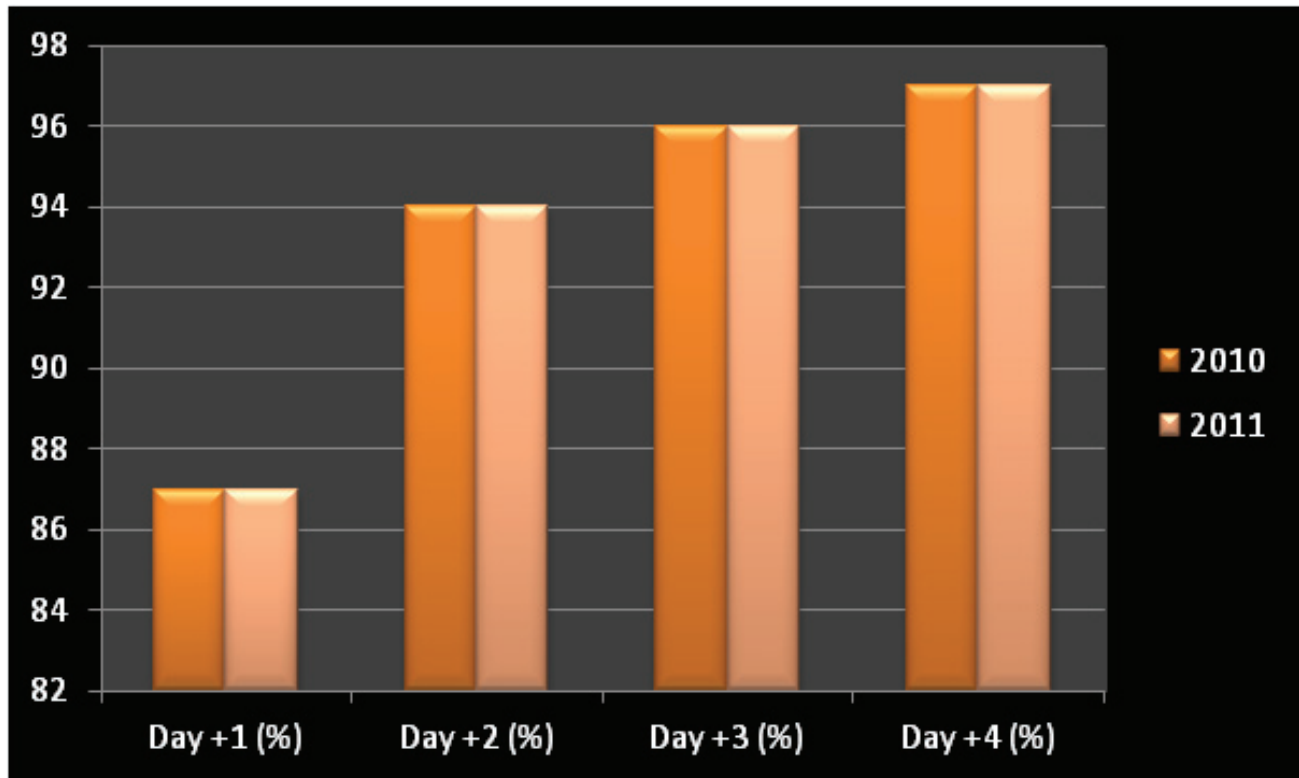


Table 28: TTPost's Rate of Mail Delivery 2010-2011

Year	Day +1 (%)	Day +2 (%)	Day +3 (%)	Day +4 (%)
2010	87	94	96	97
2011	87	94	96	97



Figure 29: TTPost Total number of Delivery Offices and Physical Locations 2010-2011

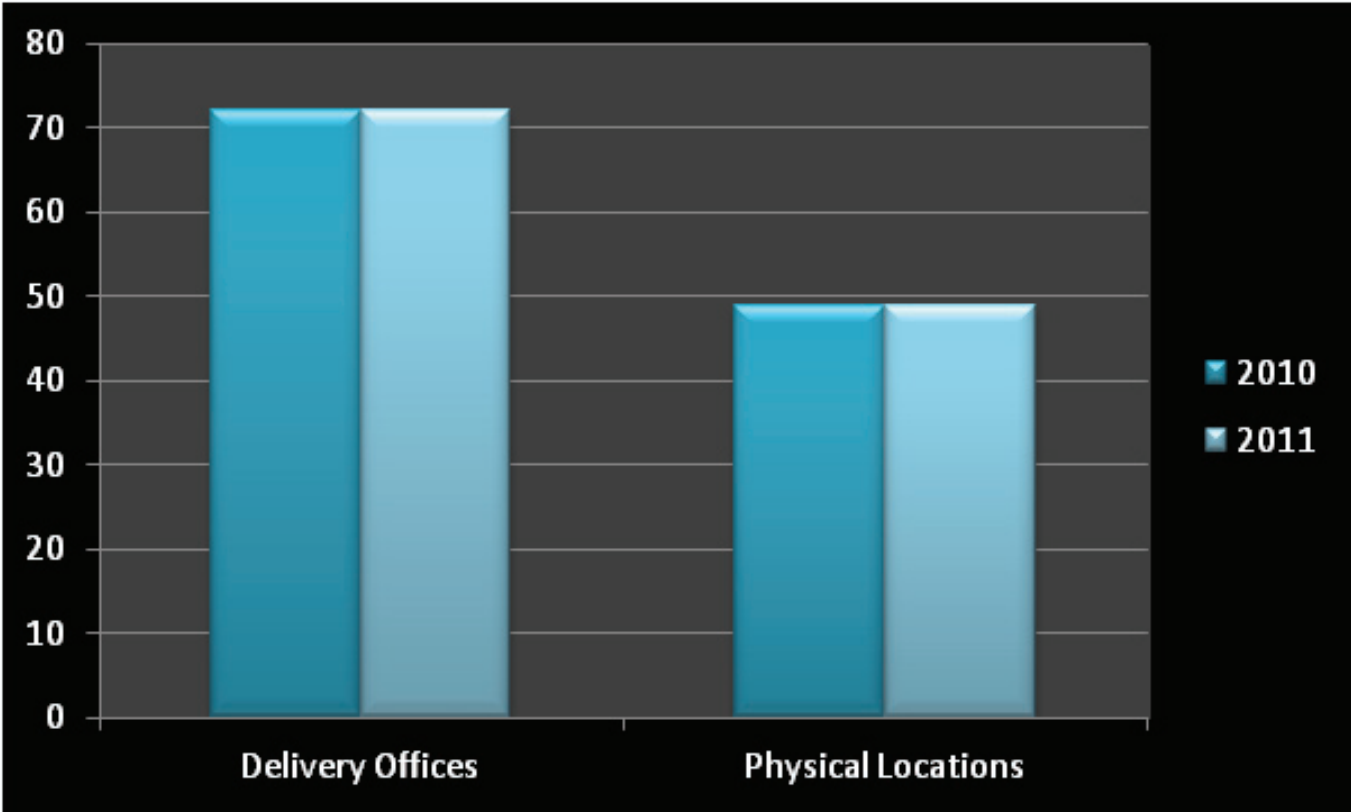


Table 29: Total number of Delivery Offices and Physical Locations for TTPost 2010-2011

Year	Delivery Offices	Physical Locations	Total
2010	72	49	121
2011	72	49	121

Figure 30: TTPost Delivery Points 2010-2011

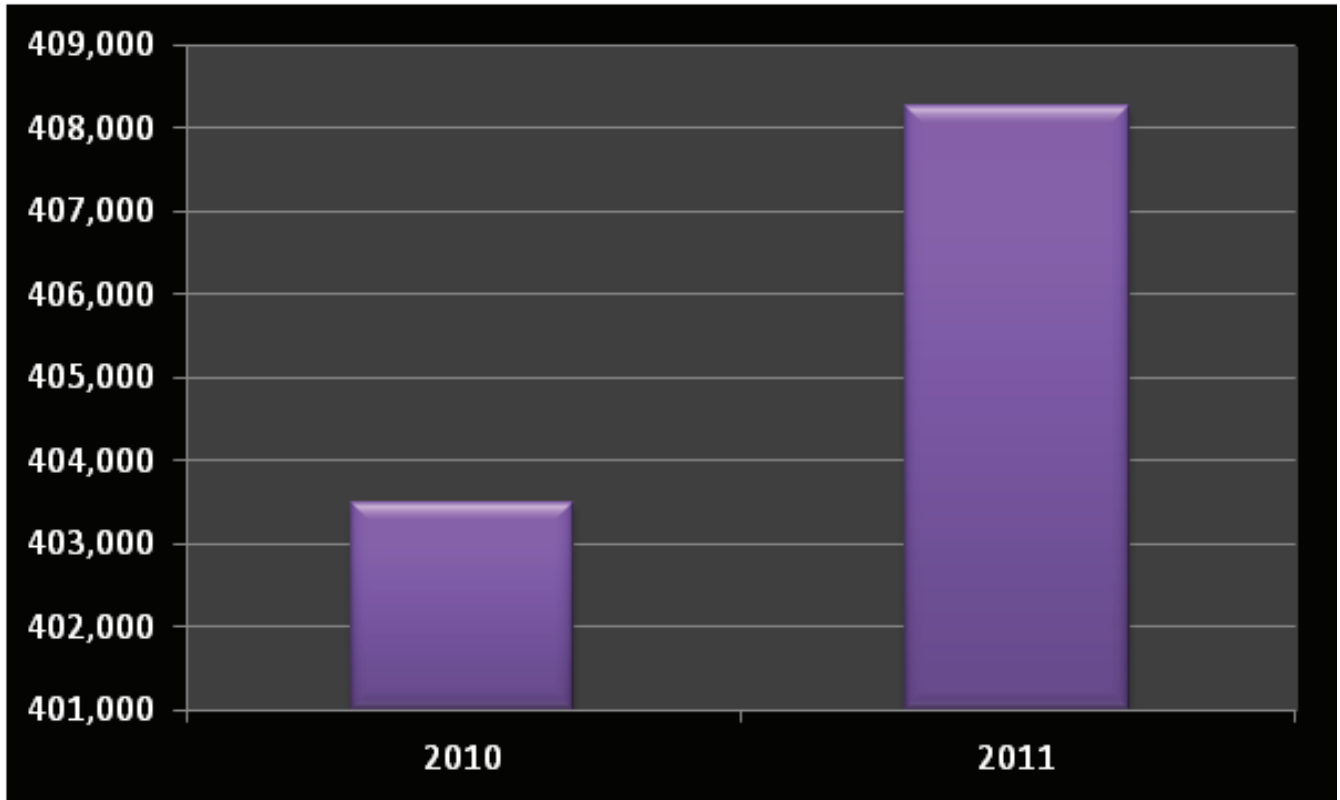


Table 30: TTPost Delivery Points 2010-2011

Year	No. of Delivery Points
2010	403,482
2011	408,277

Figure 31: Employment at TTPost 2010-2011

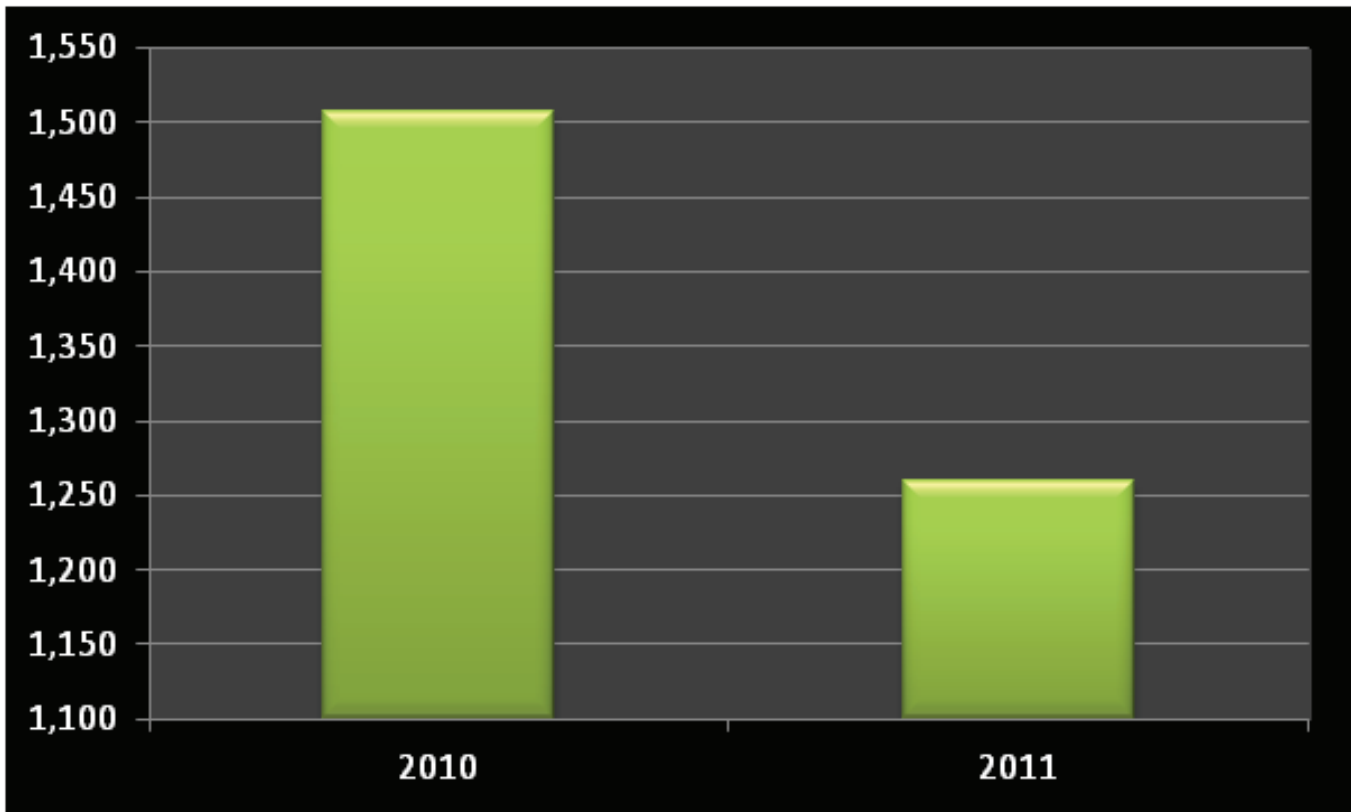


Table 31: Employment at TTPost 2010-2011

Year	Average No. of Staff
2010	1,507
2011	1,259



## 5.0 Telecommunications Services of Trinidad and Tobago (TSTT)

The Ministry of Public Utilities officially welcomed the Telecommunications Services of Trinidad and Tobago (TSTT) to its family of agencies on December 11, 2007.

TSTT is currently the largest telephone and Internet Service Provider (ISP) in Trinidad and Tobago. The company, which is jointly owned by the Government of Trinidad and Tobago (51%) and Cable & Wireless (49%), was formed out of a merger of Telco (Trinidad and Tobago Telephone Company Limited) and Textel (Trinidad and Tobago External Telecommunications Company Limited) in 1991.

TSTT is the only full service communications solutions provider in Trinidad and Tobago. TSTT has been a key contributor to the nation's development through its social and cultural sponsorship, as well as, through its corporate social responsibility efforts.

Some of the key initiatives and achievements of TSTT are:

- Commissioning of a high speed broadband network throughout Trinidad and Tobago to drive economic growth and diversification;

- Migrating mobile customers from 1800 MHz to a 1900 MHz network;
- Launch of IPTV;
- Developing a 24 hour customer service;
- Development of a technology-based security surveillance system;
- Introduction and development of 4G networks to enhance existing service and to aid in the provision of new services;
- Continued involvement and sponsorship in sports and local cultural and community events;
- Deployment of WiFi hotspots in popular areas in T&T; and
- A \$500 million upgrade and expansion of TSTT's telecom network.

The following tables provide statistical data for the TSTT for the fiscal period October 2010 to September 2011. They include information on:

- TSTT's existing residential telephone lines;
- New residential and commercial lines installation;
- TSTT's existing and new Internet Connections; and
- TSTT's existing and new Mobile Connections

Figure 32: TSTT's Existing Residential Telephone lines 2010-2011

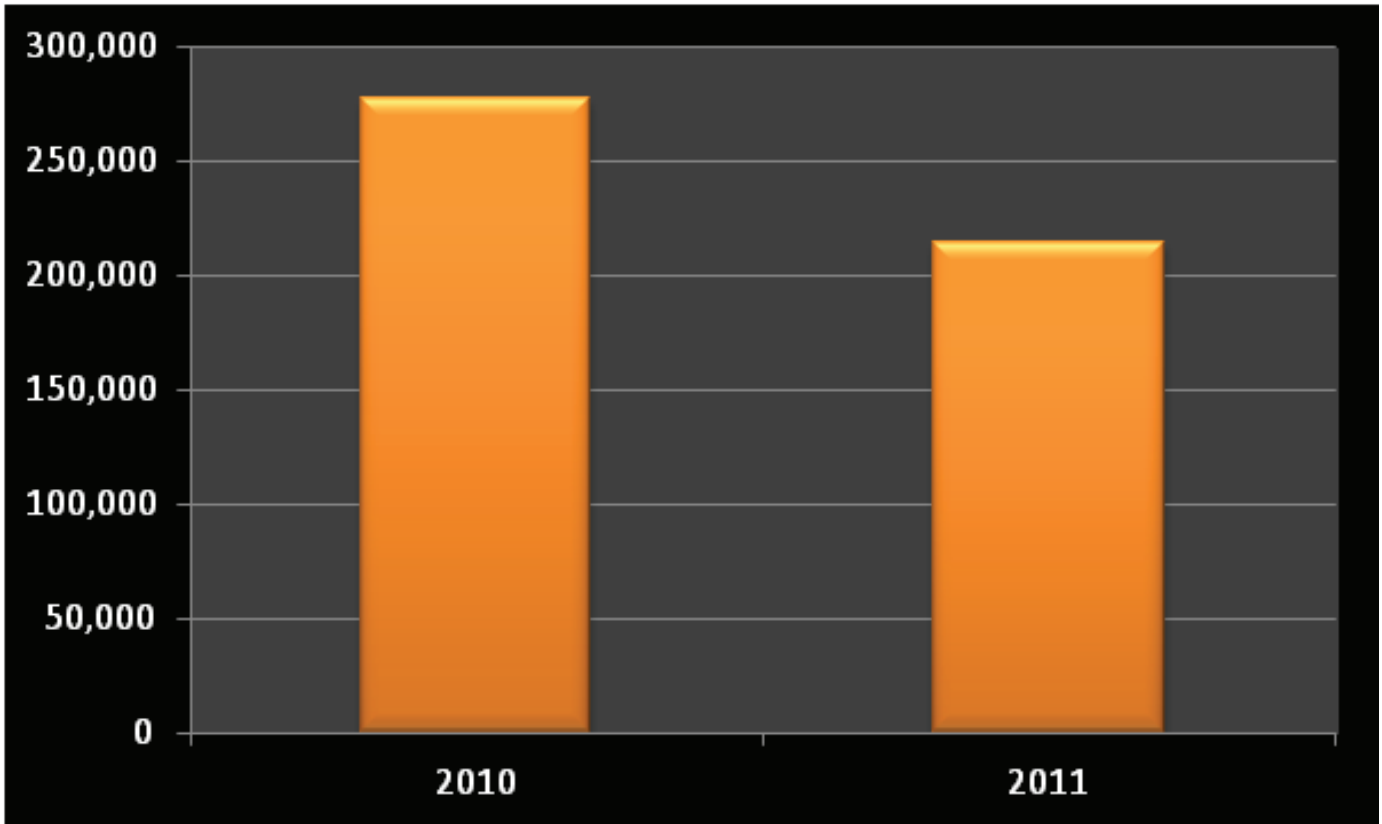


Table 32: TSTT's Existing Residential Telephone lines 2010-2011

Year	Existing Residential Telephone lines
2010	277,152
2011	213,971

Figure 33: New Residential and Commercial Lines Installation 2010-2011

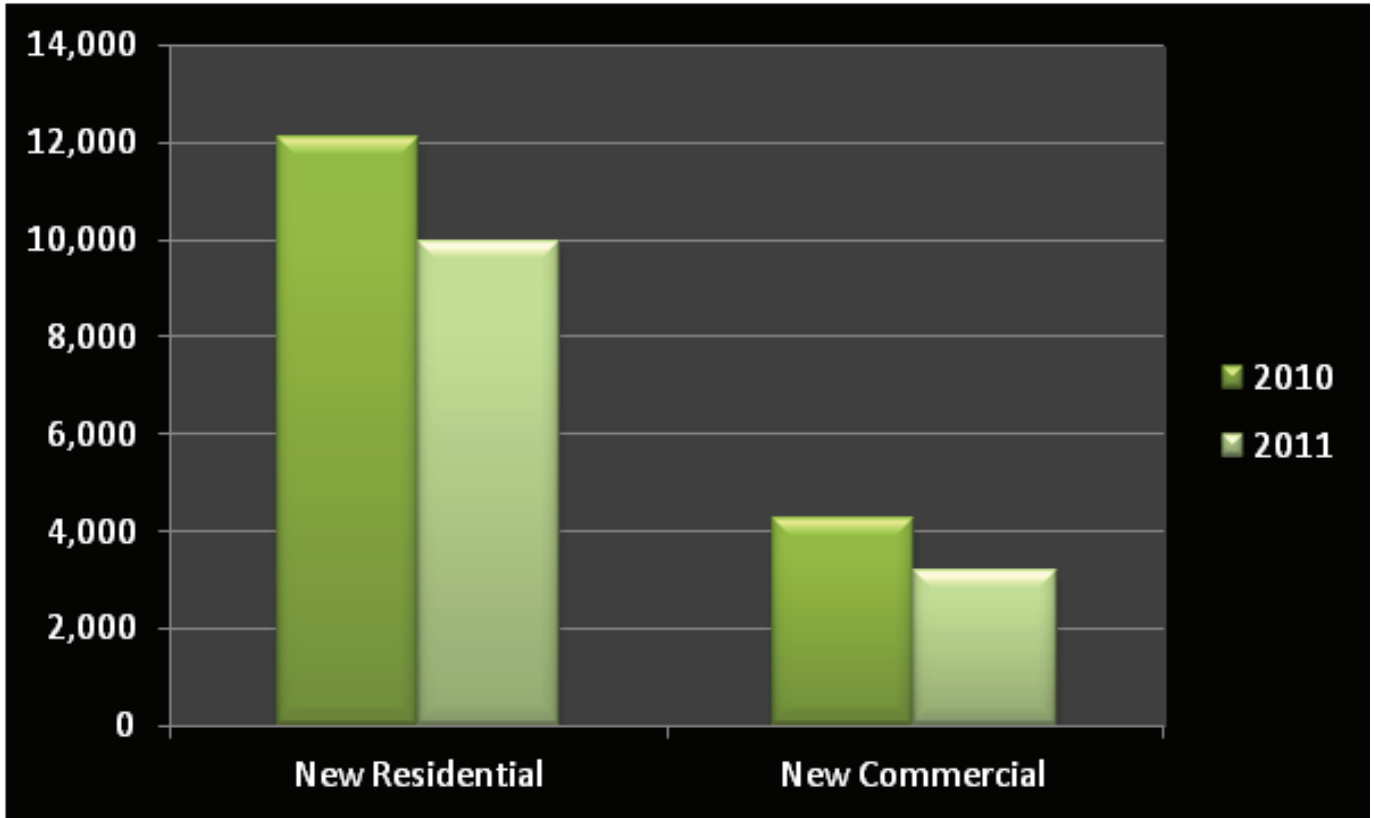


Table 33: New Residential and Commercial Lines Installation for 2010-2011

Year	New Residential	New Commercial	Total
2010	12,099	4,260	16,359
2011	9,959	3,176	13,135

Figure 34: TSTT's Existing and New Internet Connections 2010-2011

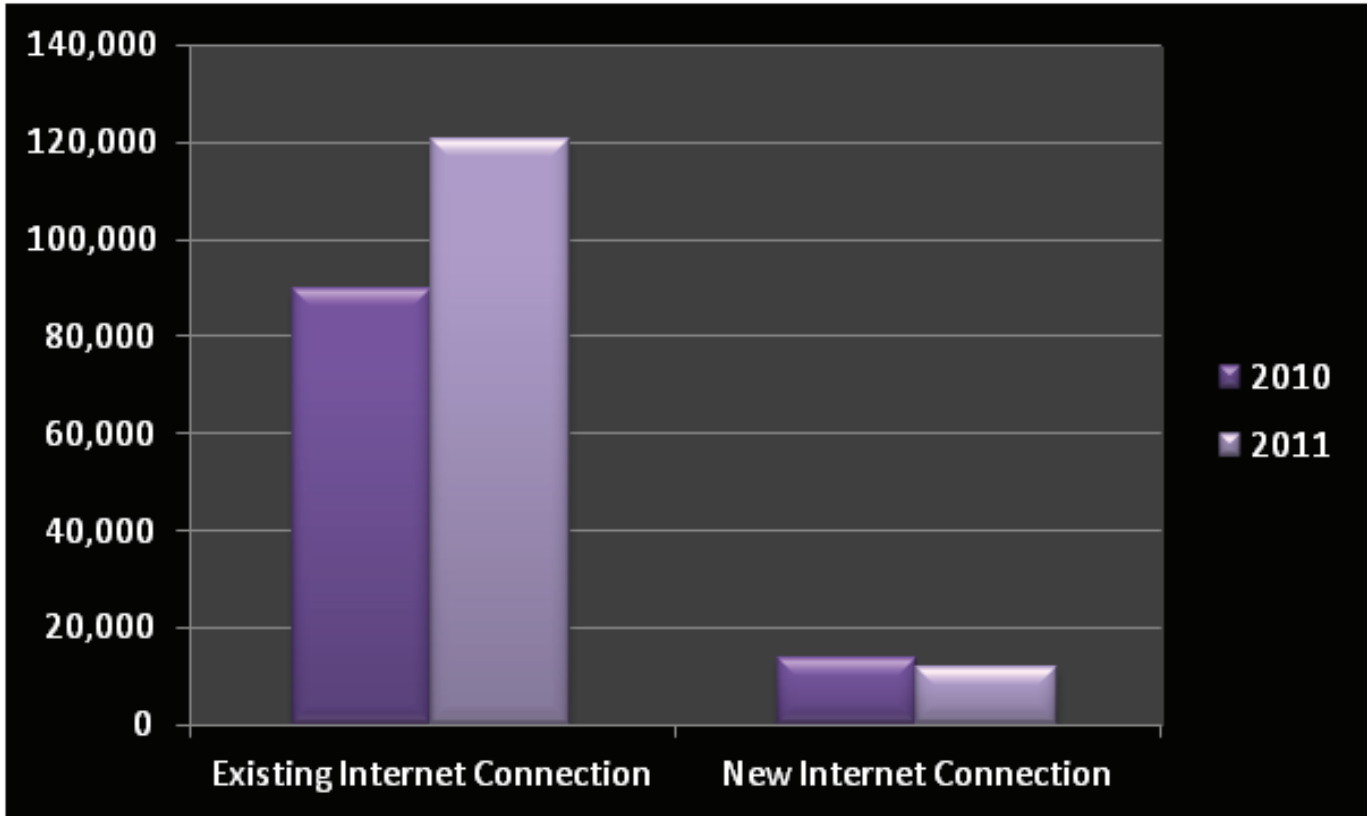


Table 34: TSTT's Existing and New Internet Connections 2010-2011

Year	Existing Internet Connection	New Internet Connection	Total
2010	89,933	13,536	103,469
2011	120,449	11,595	132,044

Figure 35: TSTT's Existing and New Mobile Connections 2010-2011

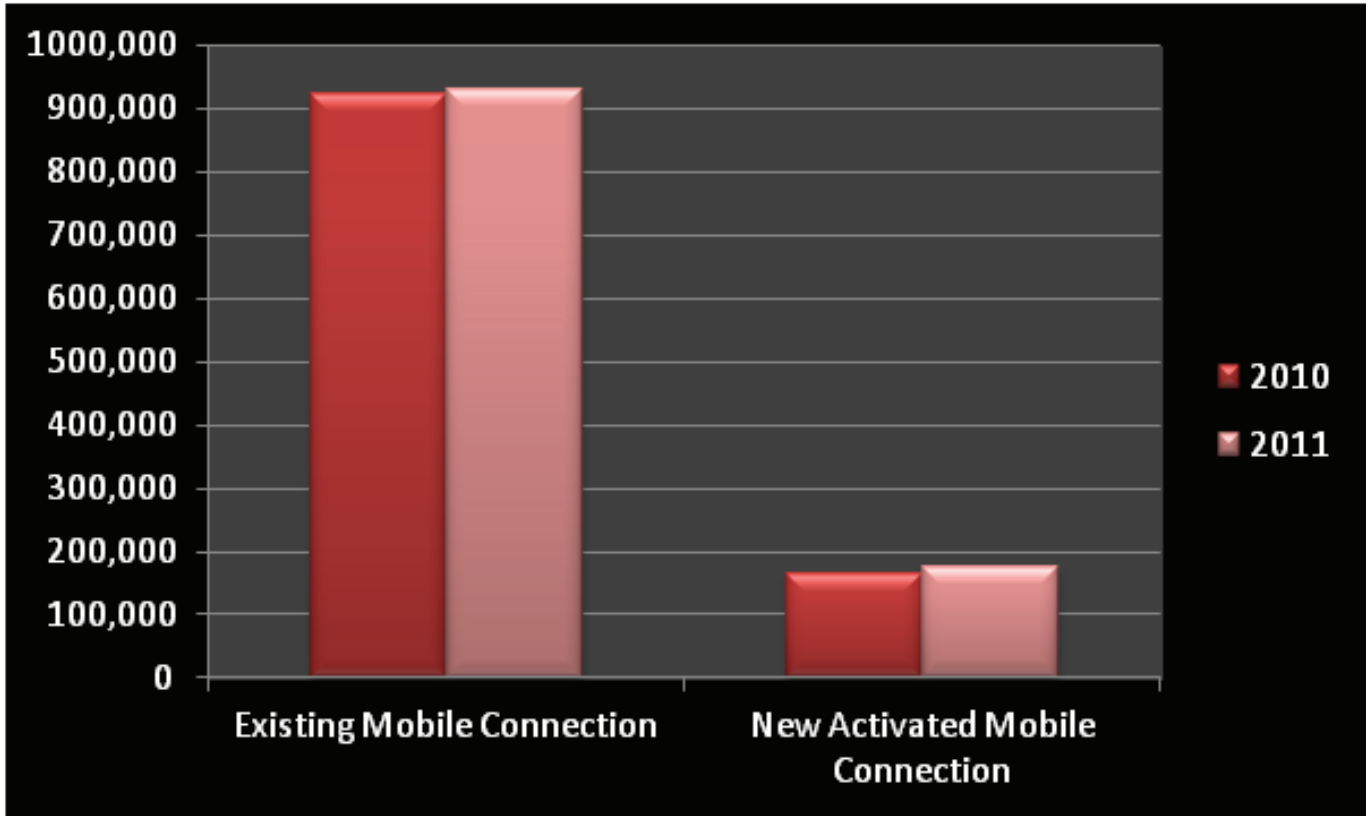


Table 35: TSTT's Existing and New Mobile Connections 2010-2011

Year	Existing Mobile Connection	New Activated Mobile Connection
2010	923,043	165,060
2011	931,347	176,790





## *6.0 Regulated Industries Commission (RIC)*

The Regulated Industries Commission (RIC) was established under the Regulated Industries Commission Act No. 26 of 1998. The RIC, which succeeded the Public Utilities Commission (PUC), is a consumer-oriented entity with independent regulatory powers and responsibilities. The Act No. 26 of 1998 empowers the RIC to set and enforce quality standards for the following:

- Water and Sewerage Authority;
- Trinidad and Tobago Electricity Commission;
- The Power Generation Company of Trinidad and Tobago; and
- Trinity Power Management (formally INNCOGEN Ltd.).

The Act also mandates the RIC to achieve the dual objectives of ensuring:

- Value for money spent by consumers on utility services; and
- Enough revenue is provided to keep the utilities efficient, self sufficient and capable of making the necessary investments to improve their operations.

The following tables provide statistical data for the RIC for the fiscal period October 2010 to September 2011. They include information on:

- RIC Status of all Complaints received;
- Resolution Rate of RIC Complaints; and
- Number of Resolved RIC Complaints in favour of the customer and in favour of the utility.

Figure 36: RIC Status of all Complaints Received 2010-2011

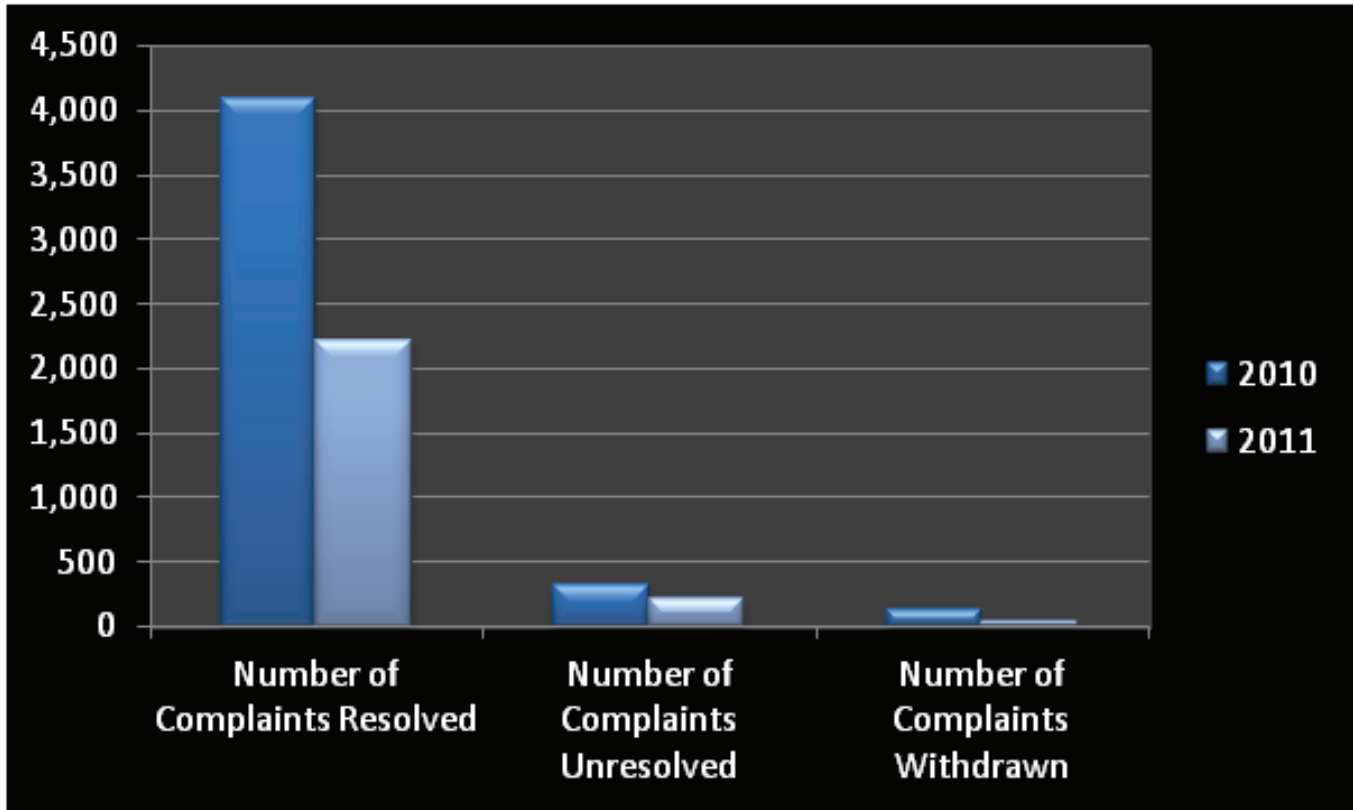


Table 36: RIC Status of all Complaints Received 2010-2011

Year	Number of Complaints Received	Number of Complaints Resolved	Number of Complaints Unresolved	Number of Complaints Withdrawn
2010	4,557	4,098	326	133
2011	2,473	2,212	219	43
<b>Total</b>	<b>7,030</b>	<b>6,310</b>	<b>545</b>	<b>176</b>

Figure 37: Resolution Rate of RIC Complaints 2010-2011

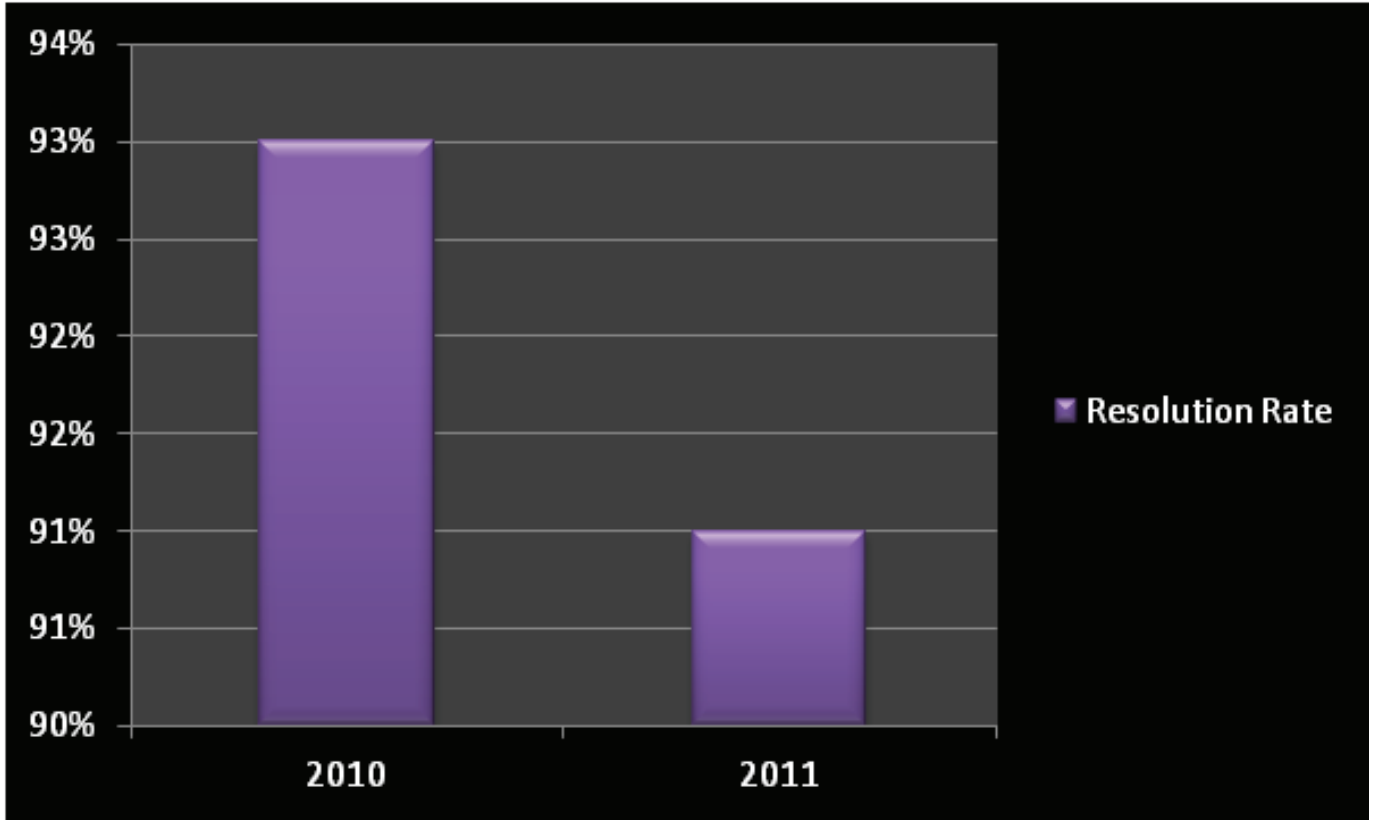


Table 37: Resolution Rate of RIC Complaints 2010-2011

Year	Resolution Rate
2010	93%
2011	91%

Figure 38: Resolved RIC Complaints 2010-2011

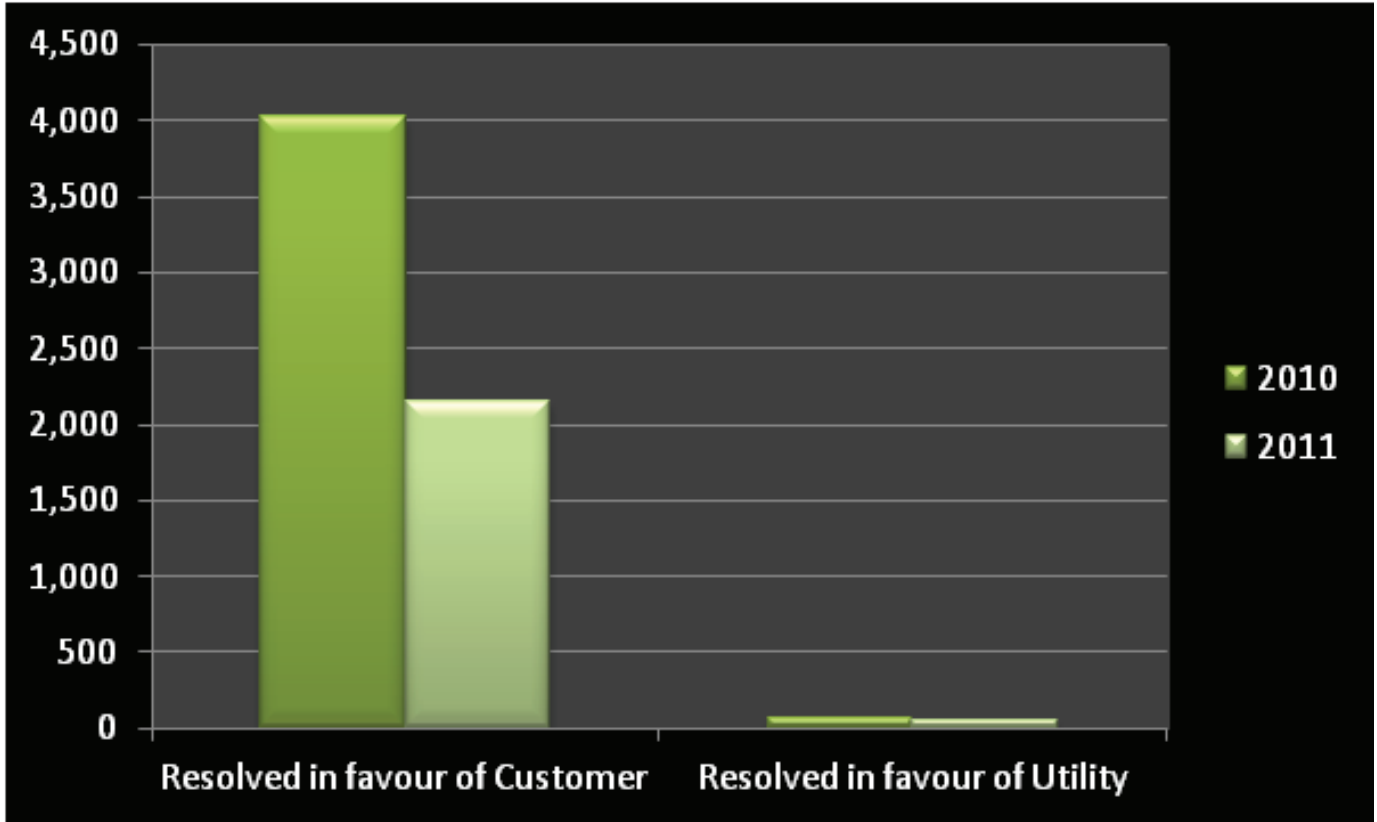
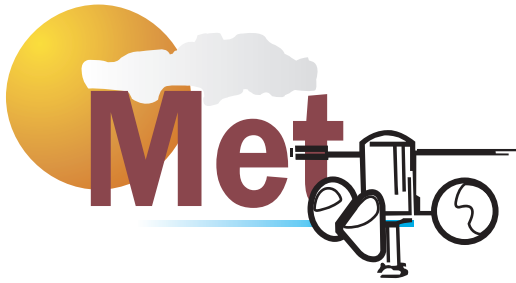


Table 38: Resolved RIC Complaints 2010-2011

Year	Resolved in favour of Customer	Resolved in favour of Utility
2010	4,030	68
2011	2,157	54
<b>Total</b>	<b>6,187</b>	<b>122</b>



**Ministry of Public Utilities  
Trinidad & Tobago  
Meteorological Service**



## *7.0 Meteorological Services Division (MSD)*

The Meteorological Services Division was established as a forecasting office by the Air Ministry of the British Government in 1946 during the post-war years of World War II. In 1951, it became part of the British Caribbean Meteorological Service, although control resided in the local government. For the period 1958–1962, during the West Indian Federation, it formed part of the West Indies Meteorological Services. It became the Trinidad and Tobago Meteorological Service in 1963, following the dissolution of the Federation. The Caribbean Meteorological Organisation (CMO) which is the regional English-Speaking umbrella group currently has its headquarters in Trinidad. The primary mandates of the Meteorological Services Division (MSD) are:

- Provision of daily meteorological information and advice consistent with international standards;
- Weather System Analysis and Forecast;
- Rough seas, severe weather and approaching tropical cyclones bulletins;
- Provision of extended climate information;
- Meteorological Aviation Services;
- Observation of weather conditions for the Trinidad and Tobago Flight Information Area (FIR) and dissemination of aviation forecasts;
- Issue information on significant weather and atmospheric conditions that pose negative impacts on aviation;
- Meteorological Outreach Programme;
- Lectures and Seminars on Meteorological issues; and
- Visits to Meteorological Offices.

The following tables provide statistical data for the MSD for the fiscal period October 2010 to September 2011. They include information on:

- MSD bulletins/advisories issued;
- MSD weather balloon launches; and
- MSD annual allocations and actual expenditures.

Figure 39: MSD Bulletins/Advisories Issued 2010-2011

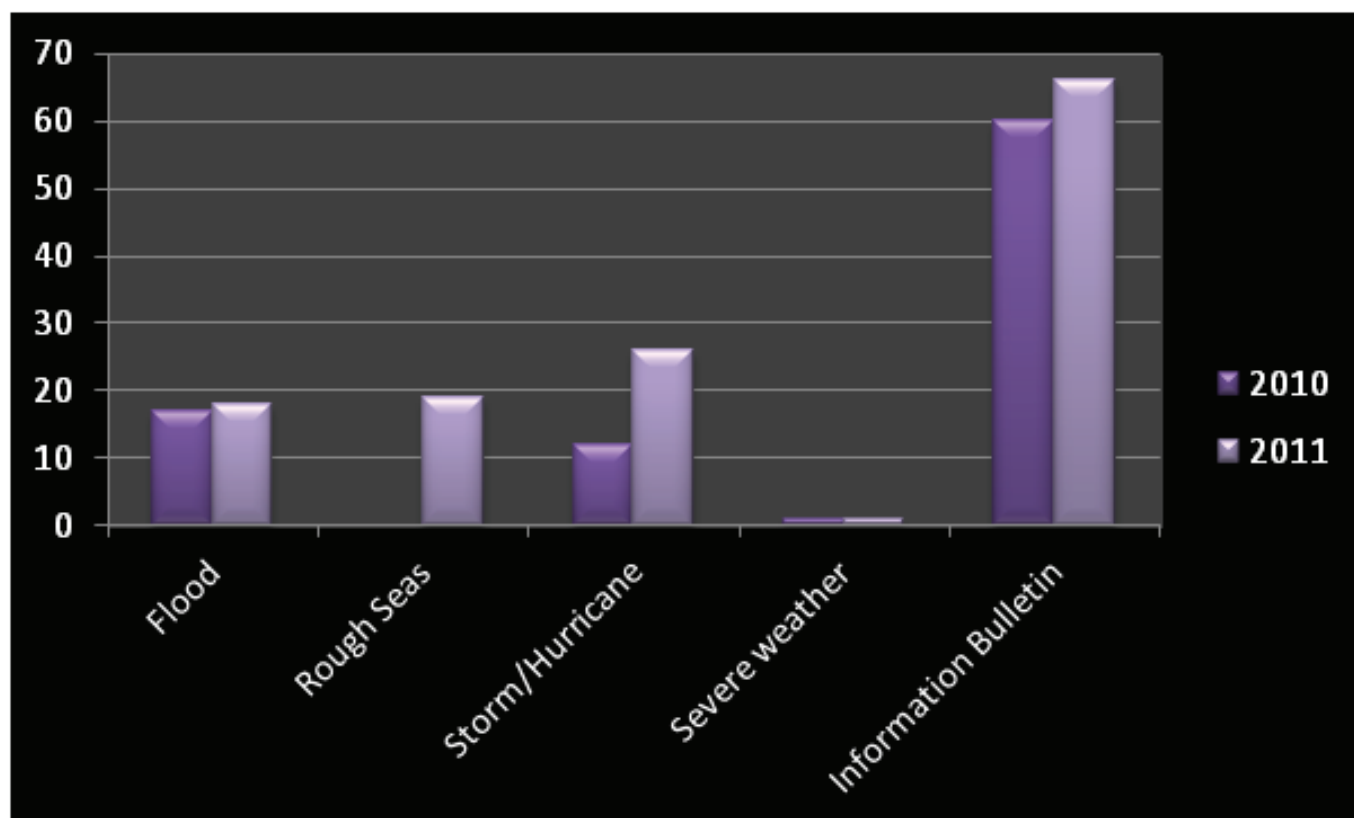


Table 39: MSD Bulletins/Advisories Issued 2010-2011

Year	Flood	Rough Seas	Storm/ Hurricane	Severe weather	Information Bulletin	Total
<b>2010</b>	17	0	12	1	60	<b>90</b>
<b>2011</b>	18	19	26	1	66	<b>130</b>
<b>Total</b>	<b>35</b>	<b>19</b>	<b>38</b>	<b>2</b>	<b>126</b>	<b>220</b>

Figure 40: MSD Weather Balloon Launches 2010-2011

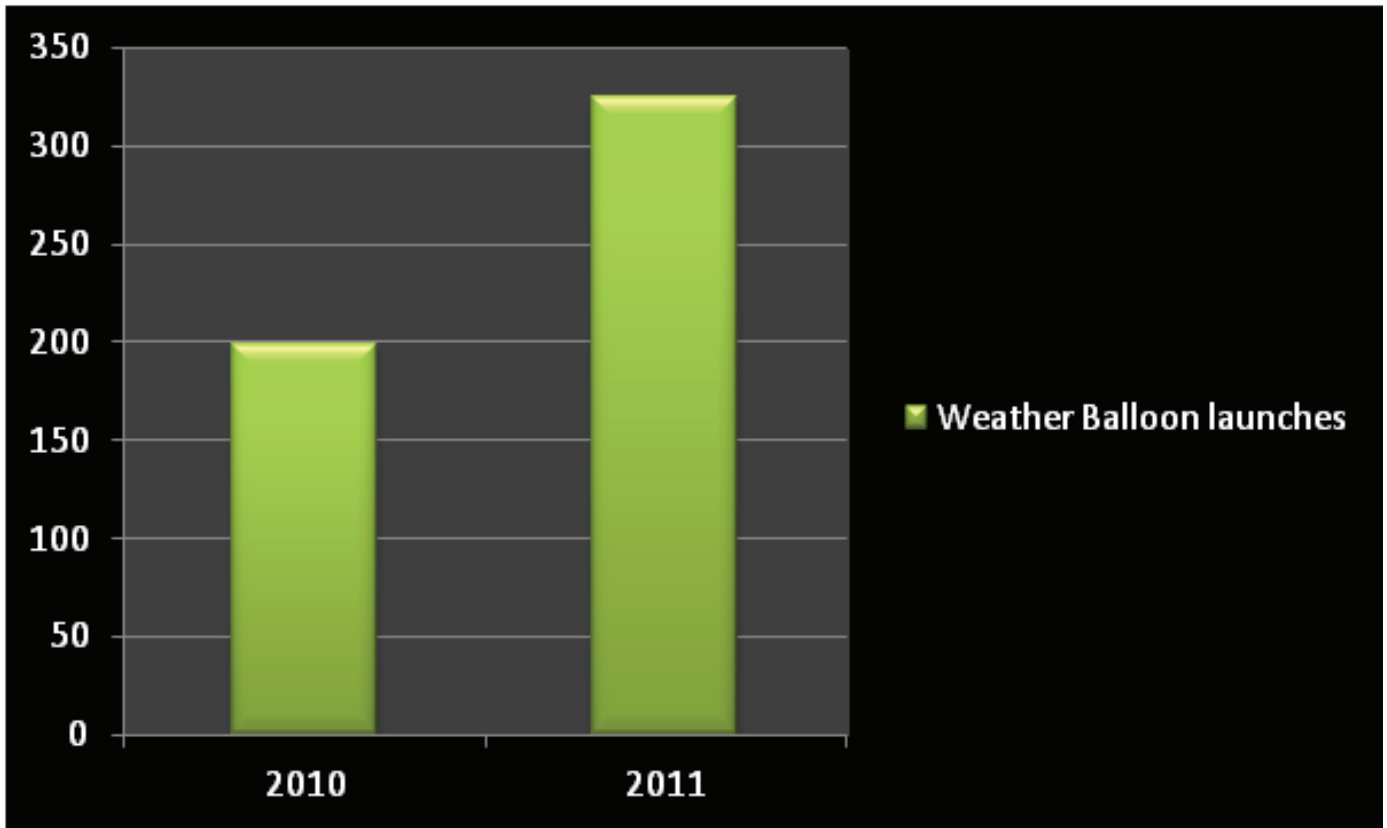


Table 40: MSD Weather Balloon Launches 2010-2011

Year	Weather Balloon launches
2010	199
2011	325
<b>Total</b>	<b>524</b>

Figure 41: MSD Annual Allocations and Actual Expenditure 2010-2011 - (\$Mn)

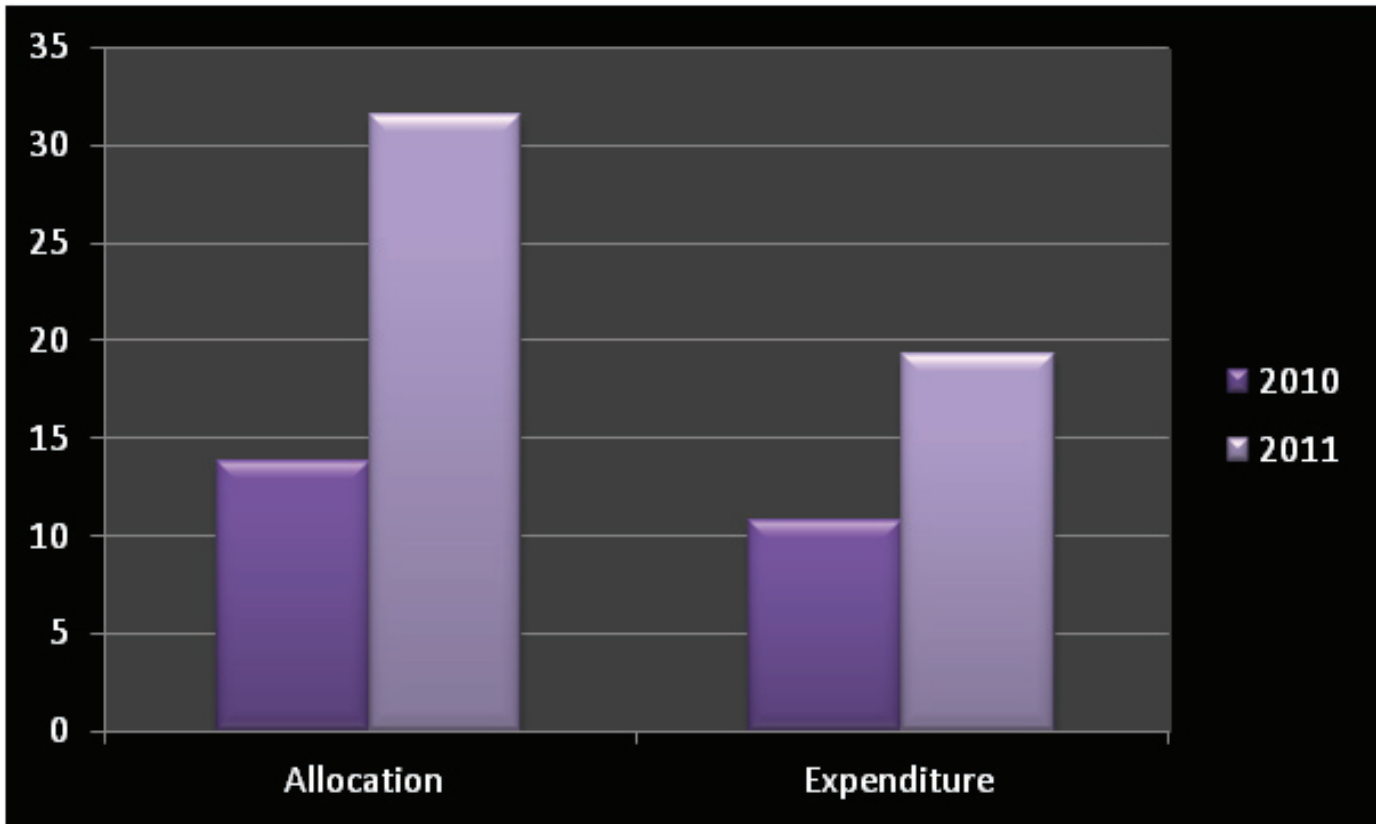


Table 41: MSD Annual Allocation and Expenditure 2010-2011 - (\$Mn)

Year	Allocation	Expenditure
2010	13.790	10.800
2011	31.590	19.240
<b>Total</b>	<b>45.380</b>	<b>30.040</b>





## 8.0 Electrical Inspectorate Division (EID)

The Electrical Inspectorate Division (EID) was established by the Electricity (Inspection) Act Chapter 54:72, on January 1, 1946 and is also governed by the Electrical Installations (Buildings) Act, Chapter 54:71. The EID has undergone several changes since its establishment in 1946 being part of Ministries, such as, that of Labour, Works, Energy and Public Utilities and the Environment. Currently, the EID is a division of the Ministry of Public Utilities and has four (4) offices, located at MPU's Head Office, Arouca, San Fernando and Scarborough, Tobago. The EID is responsible for administration, regulation and enforcement of the law regulating the inspection of electrical installations in households, businesses and industries in Trinidad and Tobago, as well as, the licensing of wiremen. The primary mandates of the Electrical Inspectorate Division are:

- Licensing of Wiremen and Renewal of Wiremen Licenses;
- Inspection of all domestic, commercial and industrial electrical installation and issuance of Certificate of Approval for:
  - ▶ New electrical installations;
  - ▶ Rewired and altered electrical installations;
  - ▶ Disconnected installations for reconnection purposes;
  - ▶ Routine condition (periodic) inspections of property for continued safety - Residences, large buildings, Cinema Operators, places of entertainment, industrial plants;
- Overseeing testing of High Voltage Installations; and
- Investigating fires and incidents of electrocution and electrical shock to determine electrical faults.

The following tables provide statistical data for the EID for the fiscal period October 2010 to September 2011. They include information on:

- Number of Inspections within the North, South and Tobago Regions;
- Number of Re-inspections within the North, South and Tobago regions;
- EID's Revenue and Expenditure; and
- Revenue per region.

Figure 42: EID Inspections within the North Region 2010-2011

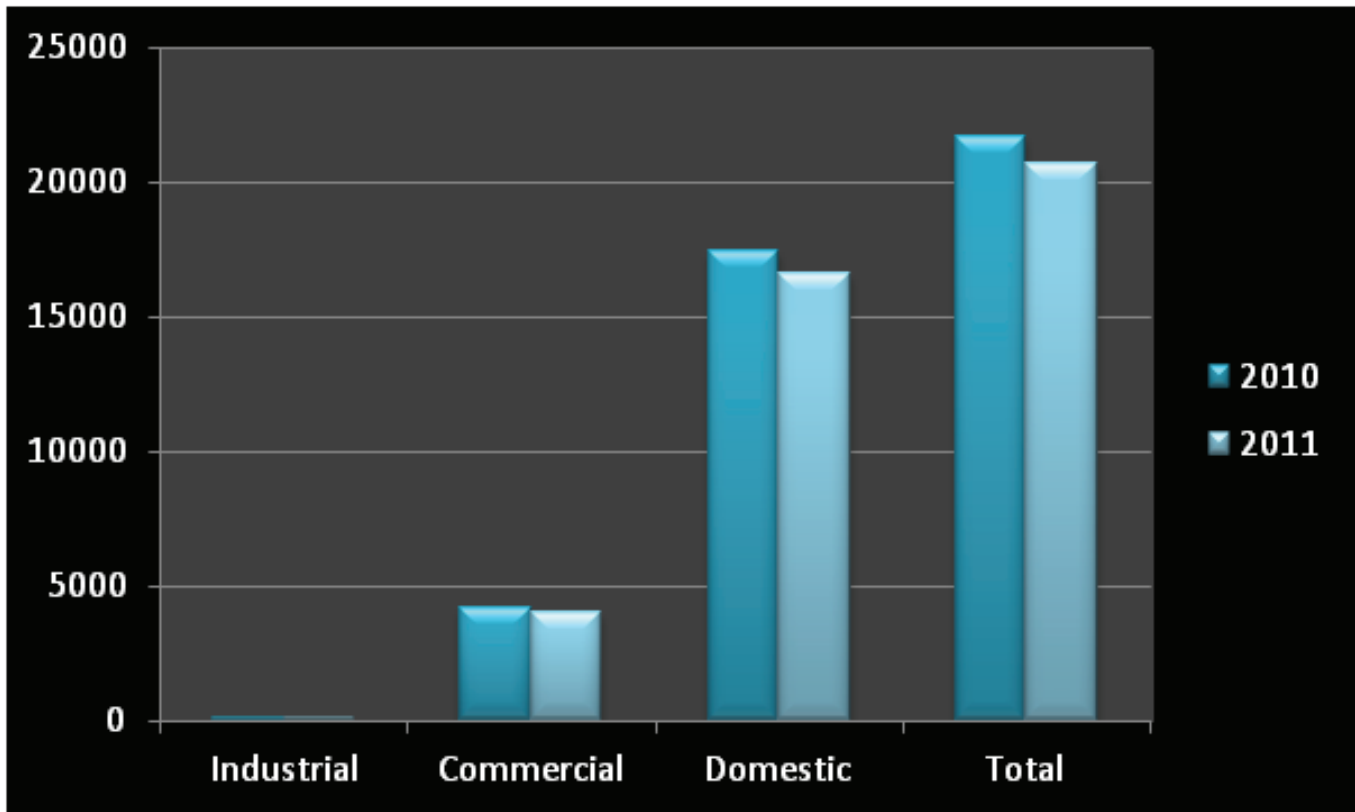


Table 42: EID Inspections within the North Region 2010-2011

Year	Industrial	Commercial	Domestic	Total
<b>2010</b>	88	4,192	17,431	<b>21,711</b>
<b>2011</b>	84	3,990	16,591	<b>20,665</b>
<b>Total</b>	<b>172</b>	<b>8,182</b>	<b>34,022</b>	<b>42,376</b>

Figure 43: EID Inspections within the South Region 2010-2011

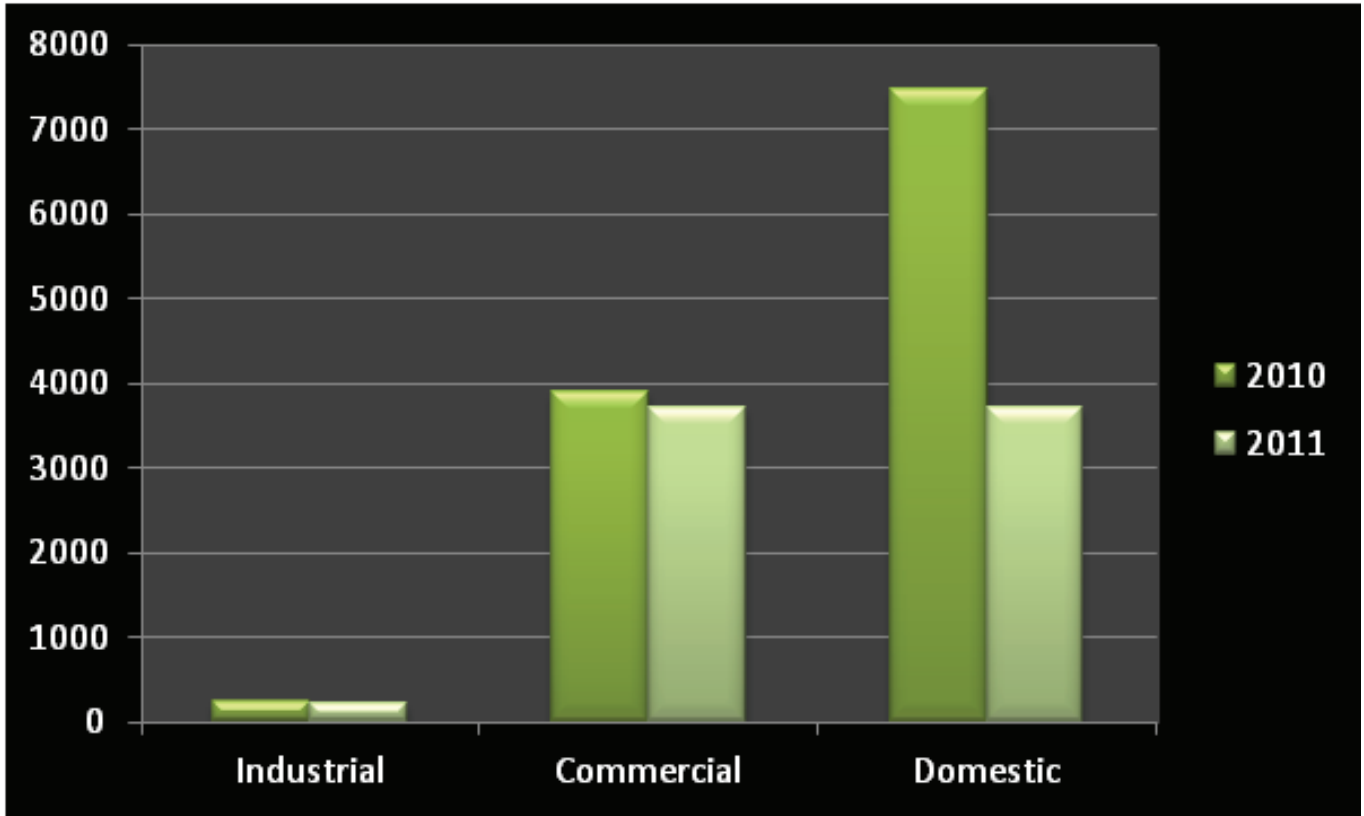


Table 43: EID Inspections within the South Region 2010-2011

Year	Industrial	Commercial	Domestic	Total
<b>2010</b>	234	3,901	7,493	<b>11,628</b>
<b>2011</b>	223	3,713	3,713	<b>7,649</b>
<b>Total</b>	<b>457</b>	<b>7,614</b>	<b>11,206</b>	<b>19,277</b>

Figure 44: EID Inspections within the Tobago Region 2010-2011

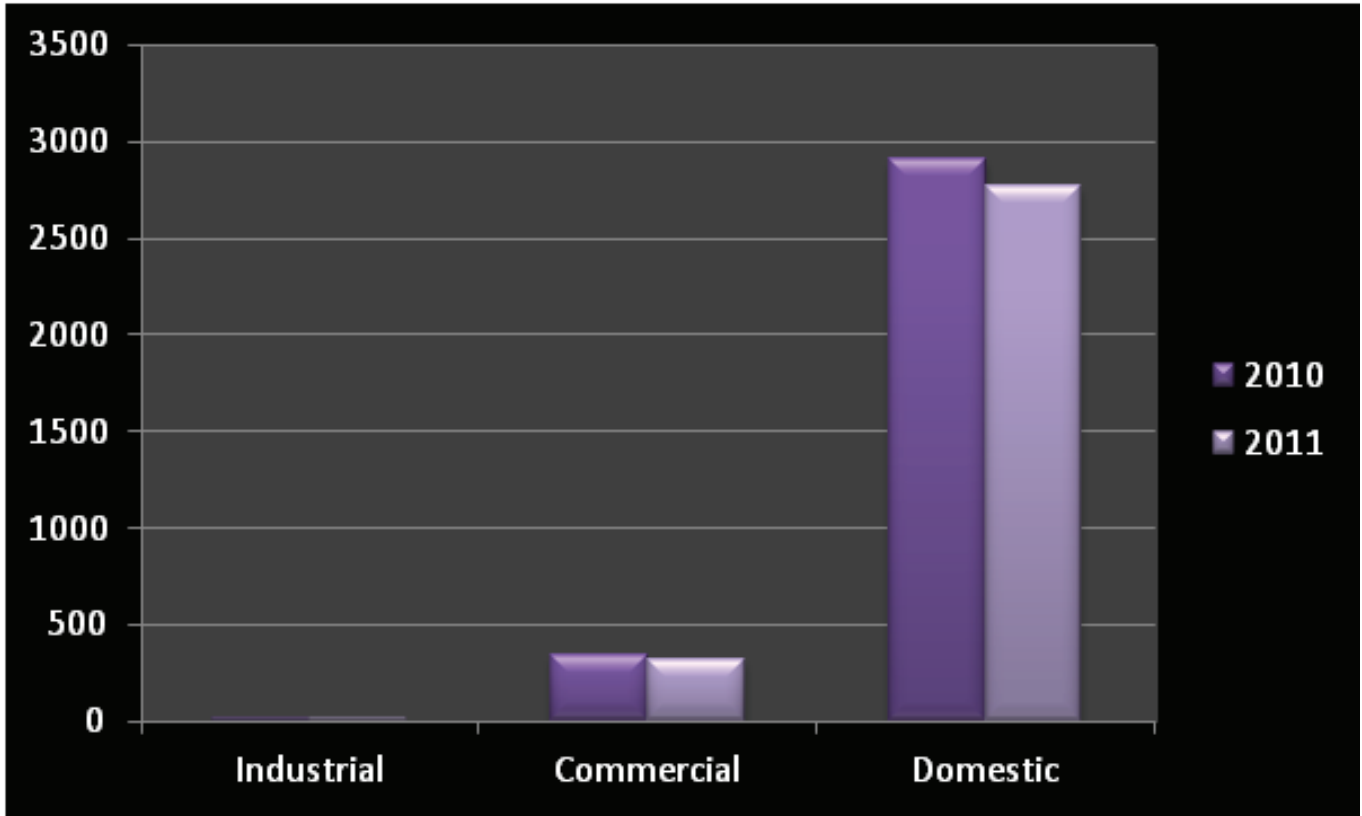


Table 44: EID Inspections within the Tobago Region 2010-2011

Year	Industrial	Commercial	Domestic	Total
2010	2	338	2,910	3,250
2011	2	322	2,769	3,093
Total	4	660	5,679	6,343

Figure 45: EID Re-Inspections within the North Region 2010-2011

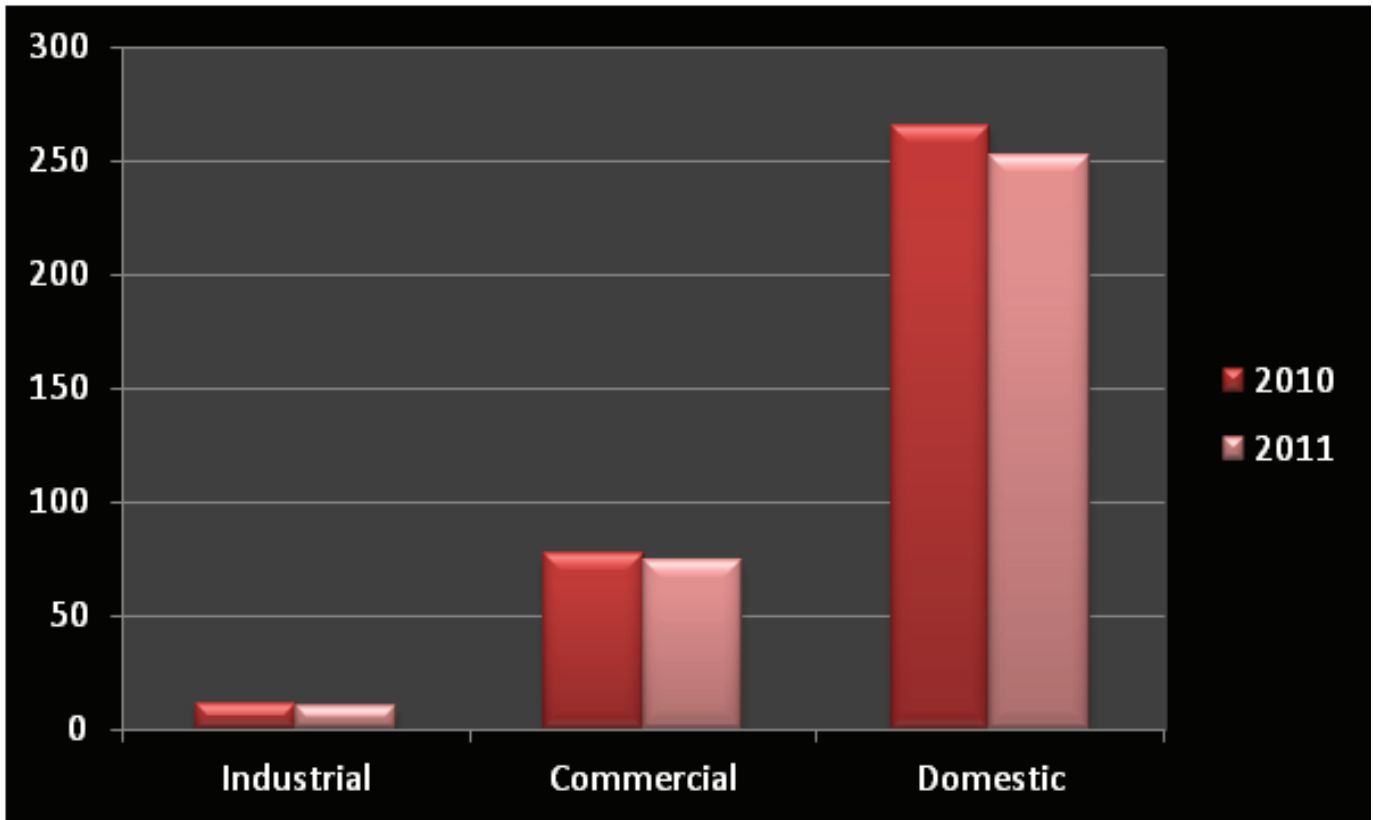


Table 45: EID Re-Inspections within the North Region 2010-2011

Year	Industrial	Commercial	Domestic	Total
2010	11	77	265	353
2011	10	74	252	336
<b>Total</b>	<b>21</b>	<b>151</b>	<b>517</b>	<b>689</b>

Figure 46: EID Re-Inspections within the South Region 2010-2011

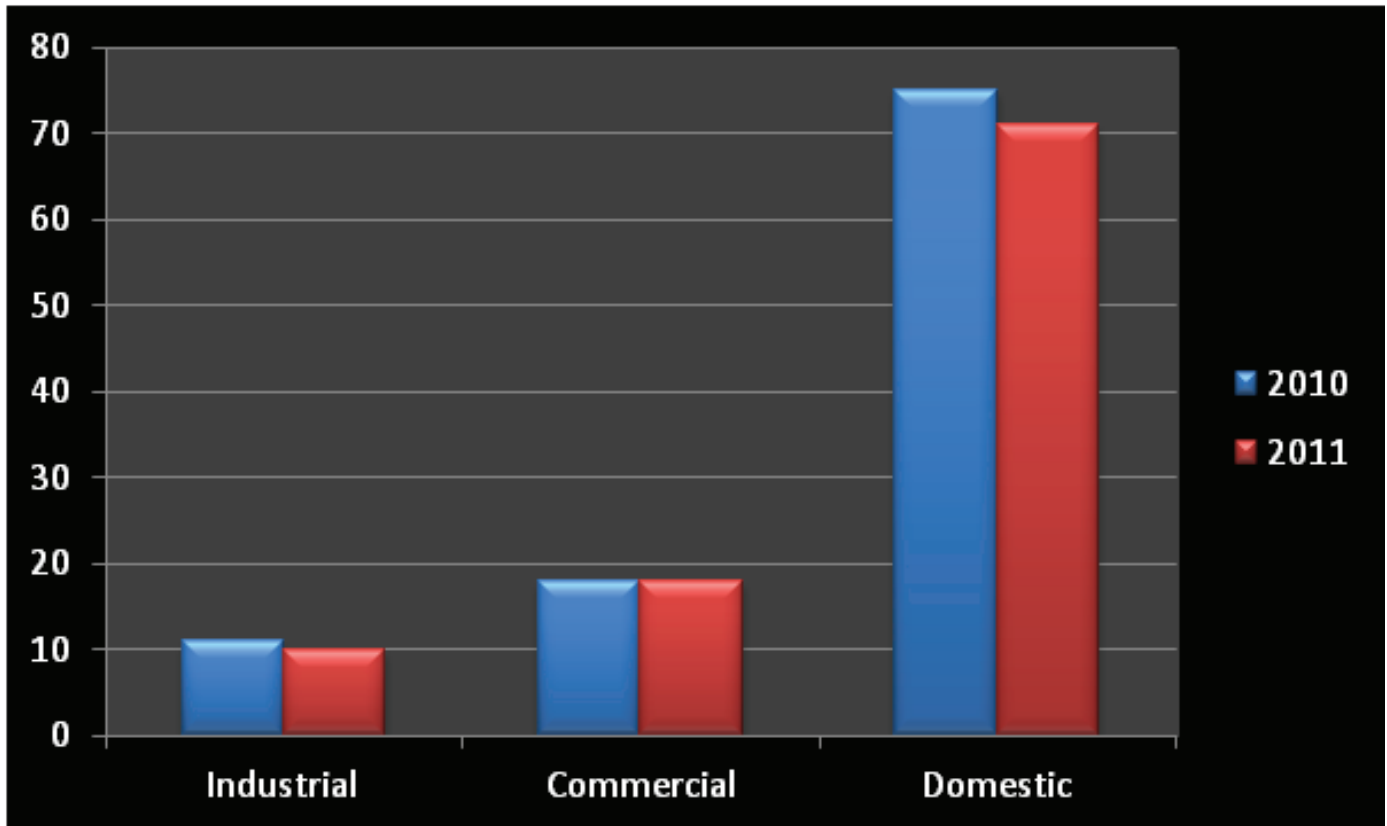


Table 46: EID Re-Inspections within the South Region 2010-2011

Year	Industrial	Commercial	Domestic	Total
2010	11	18	75	104
2011	10	18	71	99
<b>Total</b>	<b>21</b>	<b>36</b>	<b>146</b>	<b>203</b>

Figure47: EID Re-Inspections within the Tobago Region 2010-2011

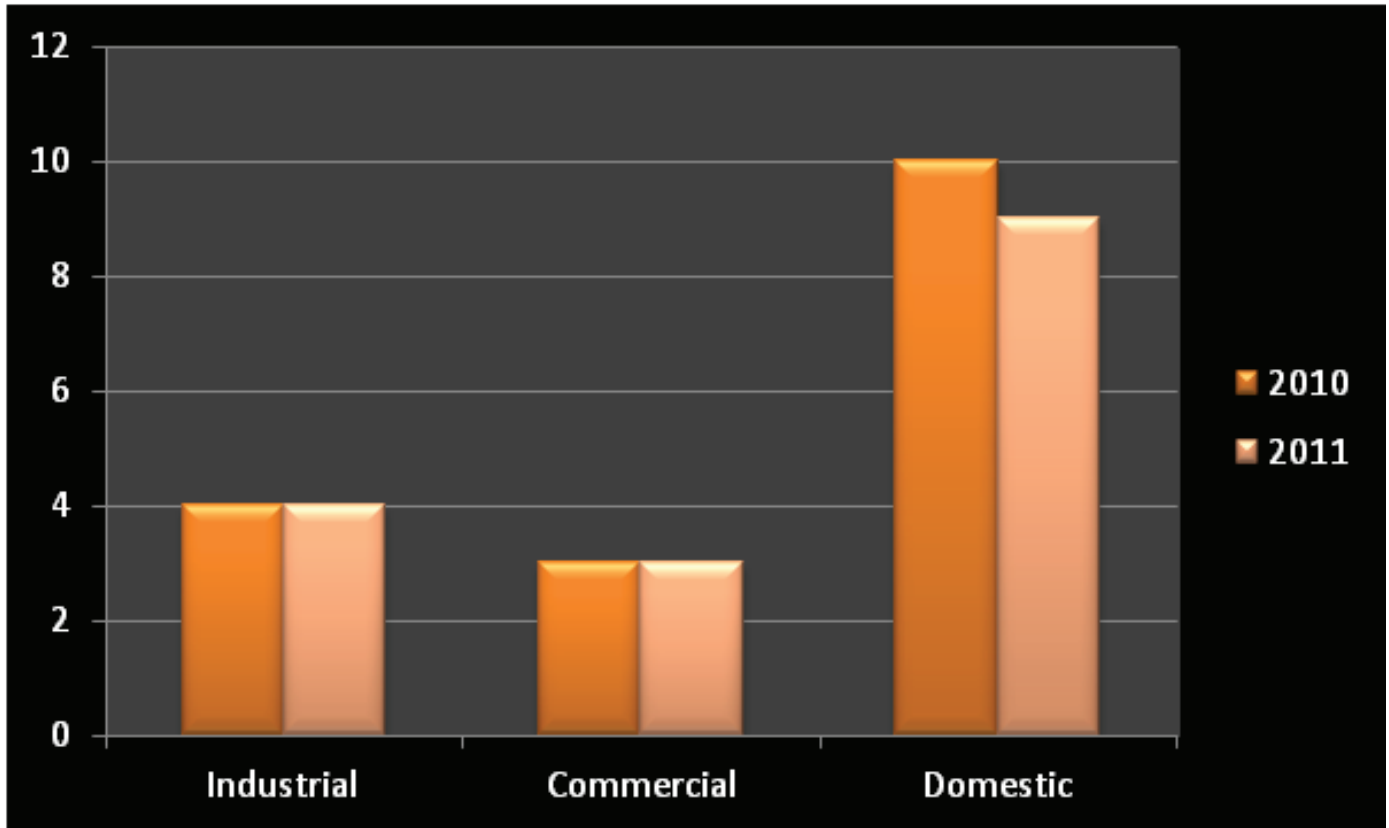


Table 47: EID Re-Inspections within the Tobago Region 2010-2011

Year	Industrial	Commercial	Domestic	Total
2010	4	3	10	17
2011	4	3	9	16
<b>Total</b>	<b>8</b>	<b>6</b>	<b>19</b>	<b>33</b>

Figure 48: EID Revenue and Expenditure 2010-2011 - ('000)

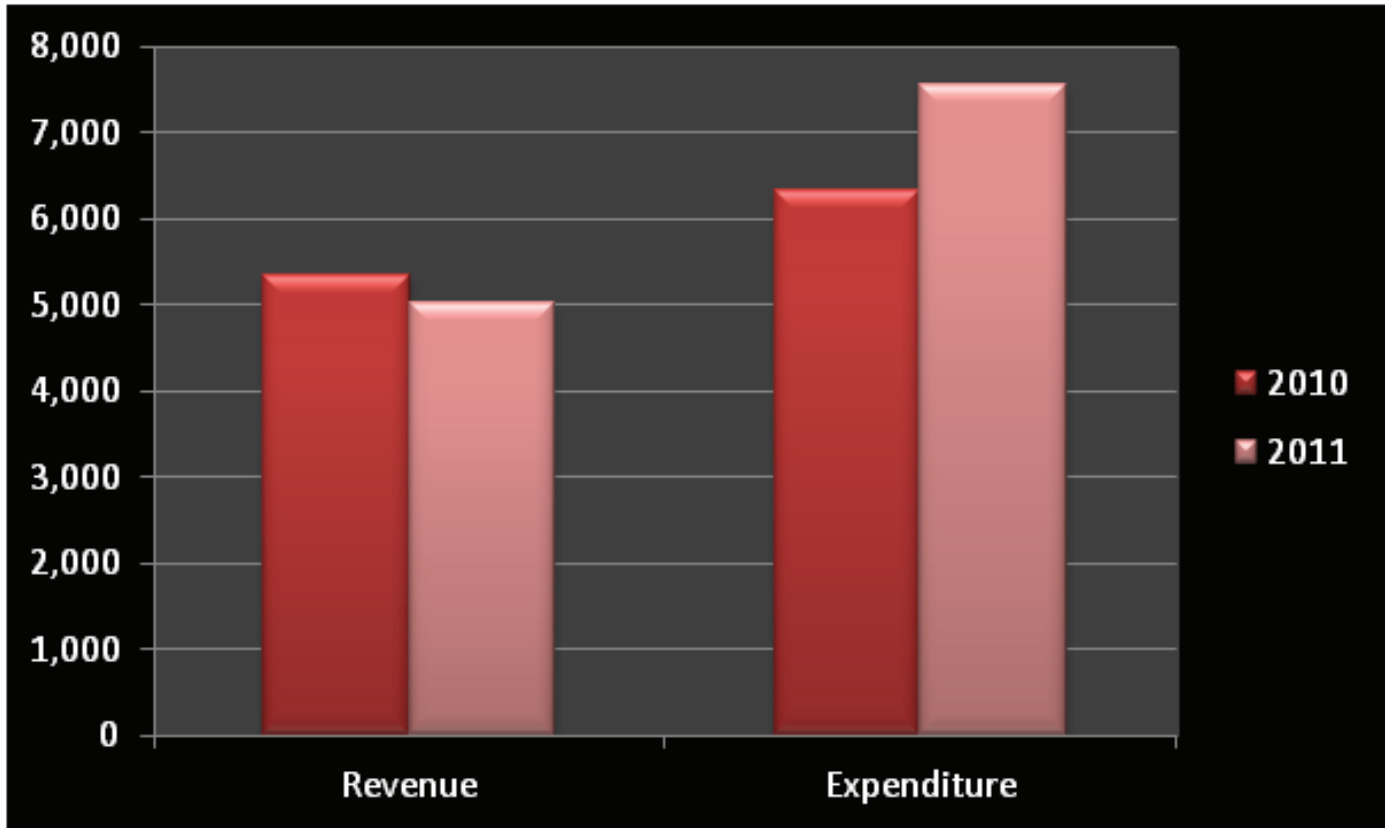


Table 48: EID Revenue and Expenditure 2010-2011 - ('000)

Year	Revenue	Expenditure
2010	5,343	6,334
2011	5,015	7,560
<b>Total</b>	<b>10,358</b>	<b>13,894</b>



Figure 49: EID Revenue per Region 2010-2011 - ('000)

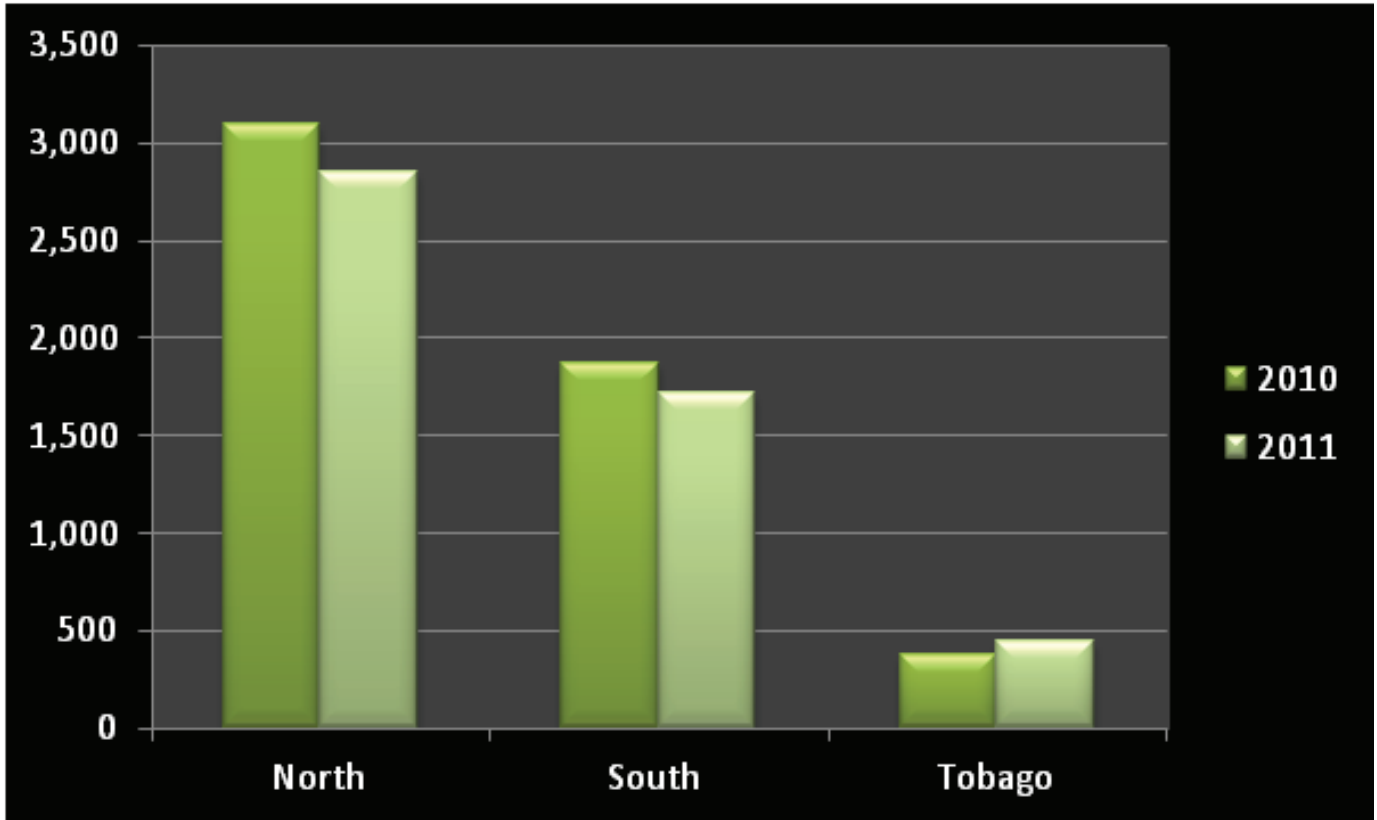


Table 49: EID Revenue per Region 2010-2011 - ('000)

Year	North	South	Tobago	Total
<b>2010</b>	3,092	1,876	375	<b>5,343</b>
<b>2011</b>	2,853	1,719	442	<b>5,014</b>
<b>Total</b>	<b>5,945</b>	<b>3,595</b>	<b>817</b>	<b>10,357</b>



## 9.0 Government Printery Division

The Government Printery Division was established in 1873, its main purpose was the printing of the Trinidad and Tobago Gazette formally known as the Royal Gazette. Over the years “the Printery”, as it became fondly known, evolved as the official supplier of all Government Printing and related services. The services currently provided by the Printery include bookbinding, reliable printing, rubber stamps and supply of stationery, forms and documents.

The core or primary functions of the Government Printery are:

- Printing and publishing of all Bills, Acts, Legal Notices and Amendments;
- Printing of Trinidad and Tobago Gazette;
- Printing of Annual Appropriation Documents;
- Printing of Hansard;
- Printing of Statutes of Parliament;
- Printing of Trinidad and Tobago Ballot Papers;

- Printing and/or Binding of Books, Forms and other documents to be used by Government Ministries, Department and Divisions;
- Management and Enforcement of Trinidad and Tobago Government Copyright; and
- Management of the Sales and Marketing of Government printed products, and their electronic versions.

The following tables provide statistical data for the Government Printery Division for the fiscal period October 2010 to September 2011. They include information on:

- Government Printery’s new bills and acts printed;
- Government Printery’s legal notices printed;
- Government Printery’s items gazetted;
- Government Printery’s publications printed for other Ministries and departments; and
- Government Printery’s Allocations, Expenditure and Revenue.

Figure 50: Government Printery's New Bills and Acts Printed Annually 2010-2011

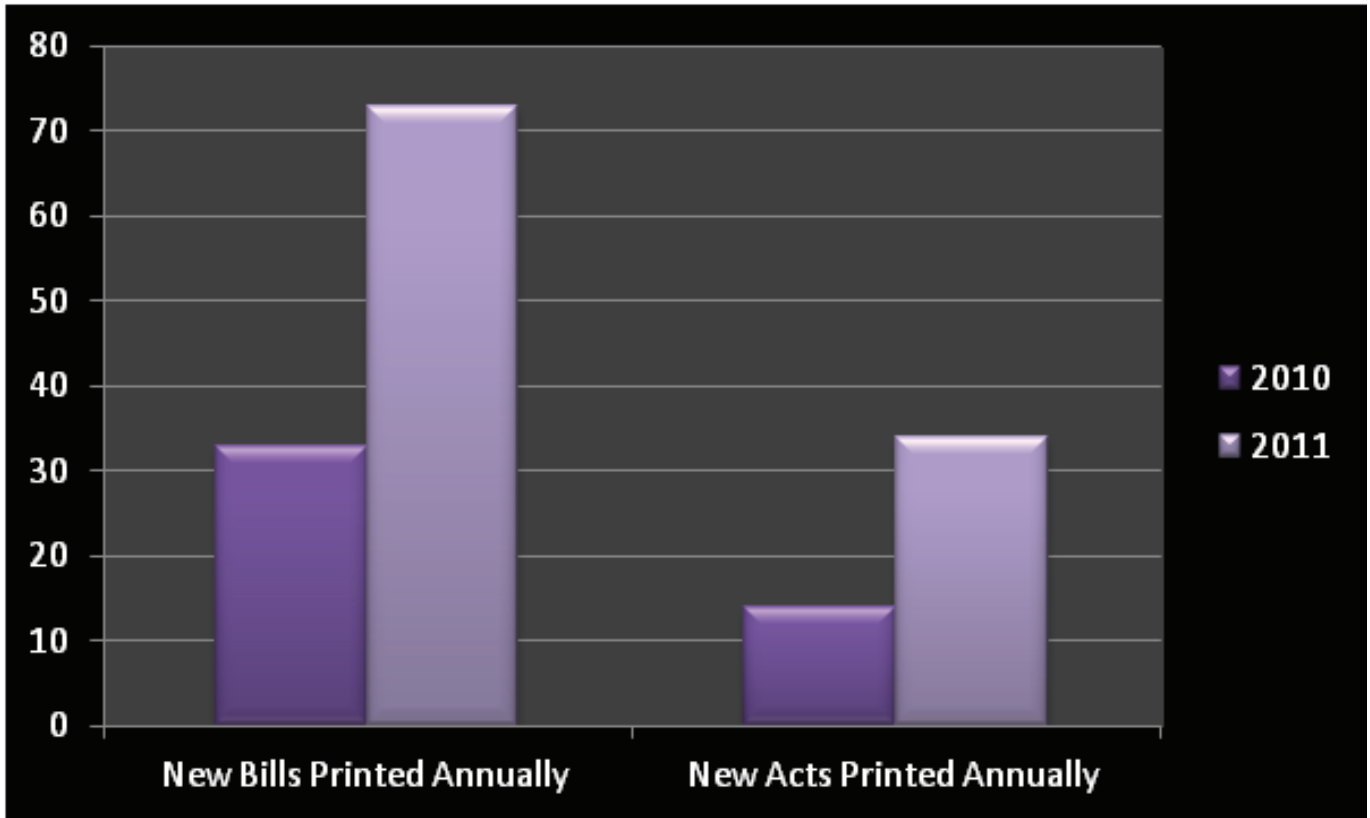


Table 50: Government Printery's New Bills and Acts Printed Annually 2010-2011

Year	New Bills Printed Annually	New Acts Printed Annually	Total
2010	33	14	47
2011	73	34	107
<b>Total</b>	<b>106</b>	<b>48</b>	<b>154</b>

Figure 51: Government Printery's Legal Notices Printed 2010-2011

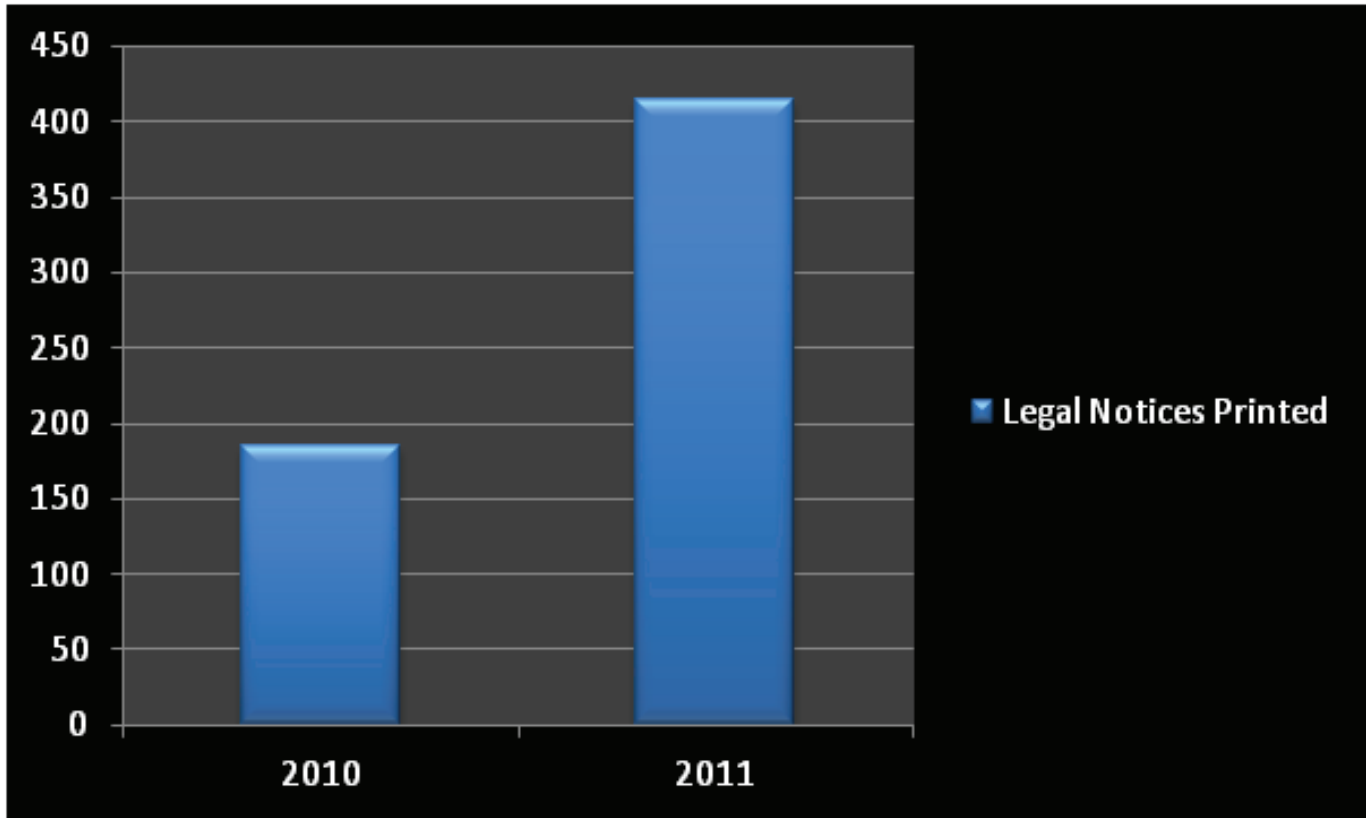


Table 51: Government Printery's Legal Notices Printed 2010-2011

Year	Legal Notices Printed
2010	185
2011	415
<b>Total</b>	<b>600</b>

Figure 52: Government Printery's Items Gazetted Annually

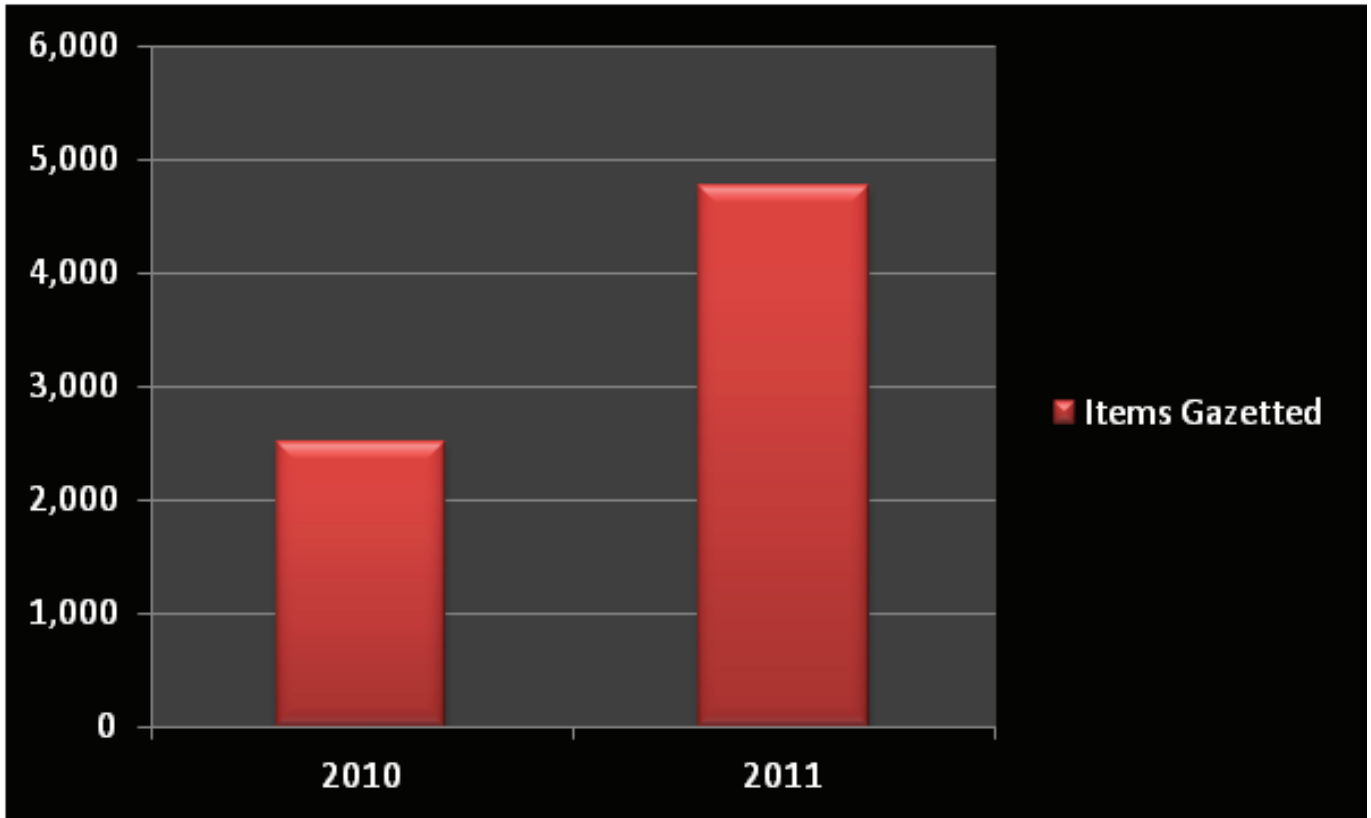


Table 52: Government Printery's Items Gazetted Annually

Year	Items Gazetted
2010	2,512
2011	4,764
<b>Total</b>	<b>7,276</b>

Figure 53: Government Printery's Publications printed for other Ministries and Departments Annually

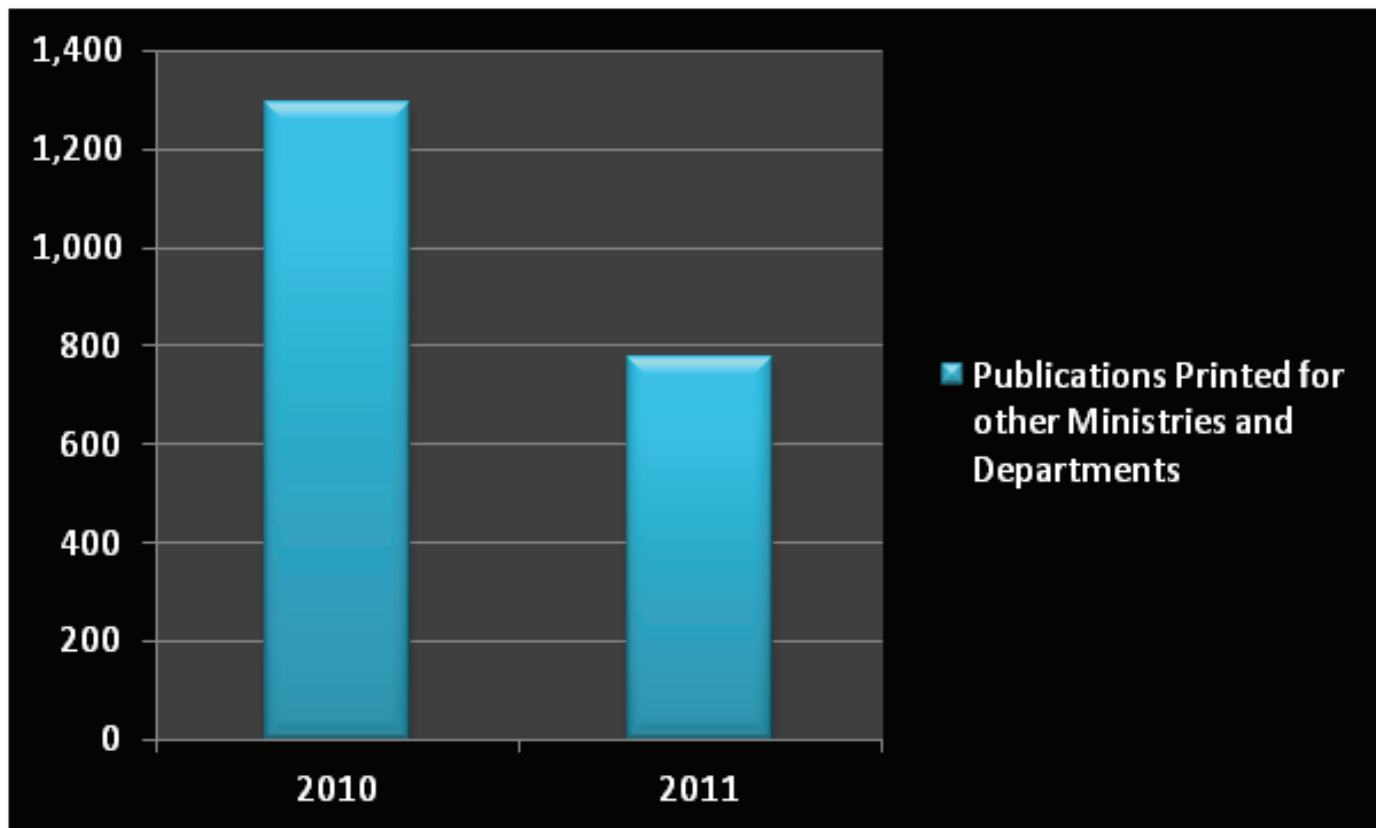


Table 53: Government Printery's Publications printed for other Ministries and Departments Annually

Year	Publications Printed for other Ministries and Departments
2010	1,297
2011	776
<b>Total</b>	<b>2,073</b>

Figure 54: Government Printery's Allocations, Expenditure and Revenues 2010 – 2011 - ('000)

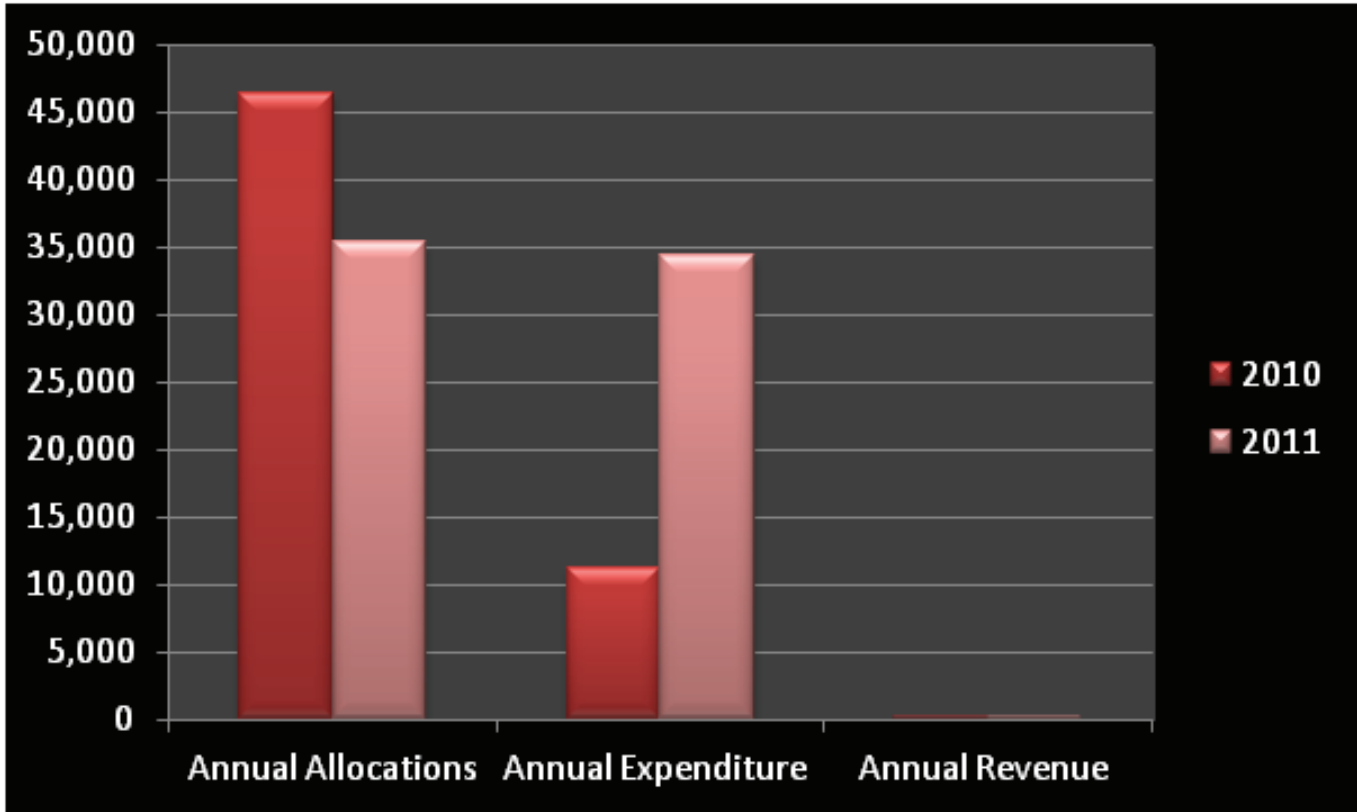


Table 54: Government Printery's Allocations, Expenditure and Revenues 2010-2011 - ('000)

Year	Annual Allocations	Annual Expenditure	Annual Revenue
2010	46,350	11,163	10
2011	35,386	34,337	13
<b>Total</b>	<b>81,736</b>	<b>45,500</b>	<b>23</b>





## 10.0 National Social Development Programme (NSDP)

The National Social Development Programme (NSDP) aims at bringing relief to underdeveloped communities and families by providing or increasing the supply of water, improving sanitary conditions, electrification of residences and community recreation facilities in order to raise the standard of living and quality of life of the people of Trinidad & Tobago.

The programme is targeted to:

- Vulnerable persons, households and communities;
- Persons living with disabilities; and
- Elderly persons.

The following services are provided by the NSDP:

- **Water Supply** - The WASA component of NSDP is aimed at improving the water supply services to the population throughout Trinidad and Tobago, in particular areas receiving water less than 48 hours per week.
- **Electricity Supply** - The T&TEC component is aimed at improving the social and economic welfare of the less fortunate sectors of the population by the provision of a safe, reliable and economical supply of electricity. The projects to be undertaken by the Trinidad and Tobago Electricity Commission

(T&TEC) will be focused on three (3) categories:

- ▶ Electrification of residential communities;
  - ▶ Electrification and/or lighting of community facilities; and
  - ▶ Power supply to NSDP projects undertaken by WASA (such as booster stations).
- **House Wiring** - This component of the NSDP is designed to provide access to electricity services to individuals, families and community facilities that meet predetermined criteria. This service is also extended to rewiring where the existing electrical wiring is old and faulty and poses a fire risk.
  - **Sanitary Plumbing Assistance** - This component is aimed at encouraging and promoting more modern and hygienic toilet practices and standards for our citizens.

The following tables provide statistical data for NSDP for the fiscal period October 2010 to September 2011. They include information on:

- Allocation and Expenditure;
- Applicants to NSDP Programme;
- Number of Completed Projects;
- Number of Programme Beneficiaries (Housewiring, Water Distribution Module, Electrification, Sanitary Plumbing Assistance Module); and
- Programme Expenditure (\$millions).



Figure 55: NSDP Allocation and Expenditure 2010-2011 - (\$Mn)

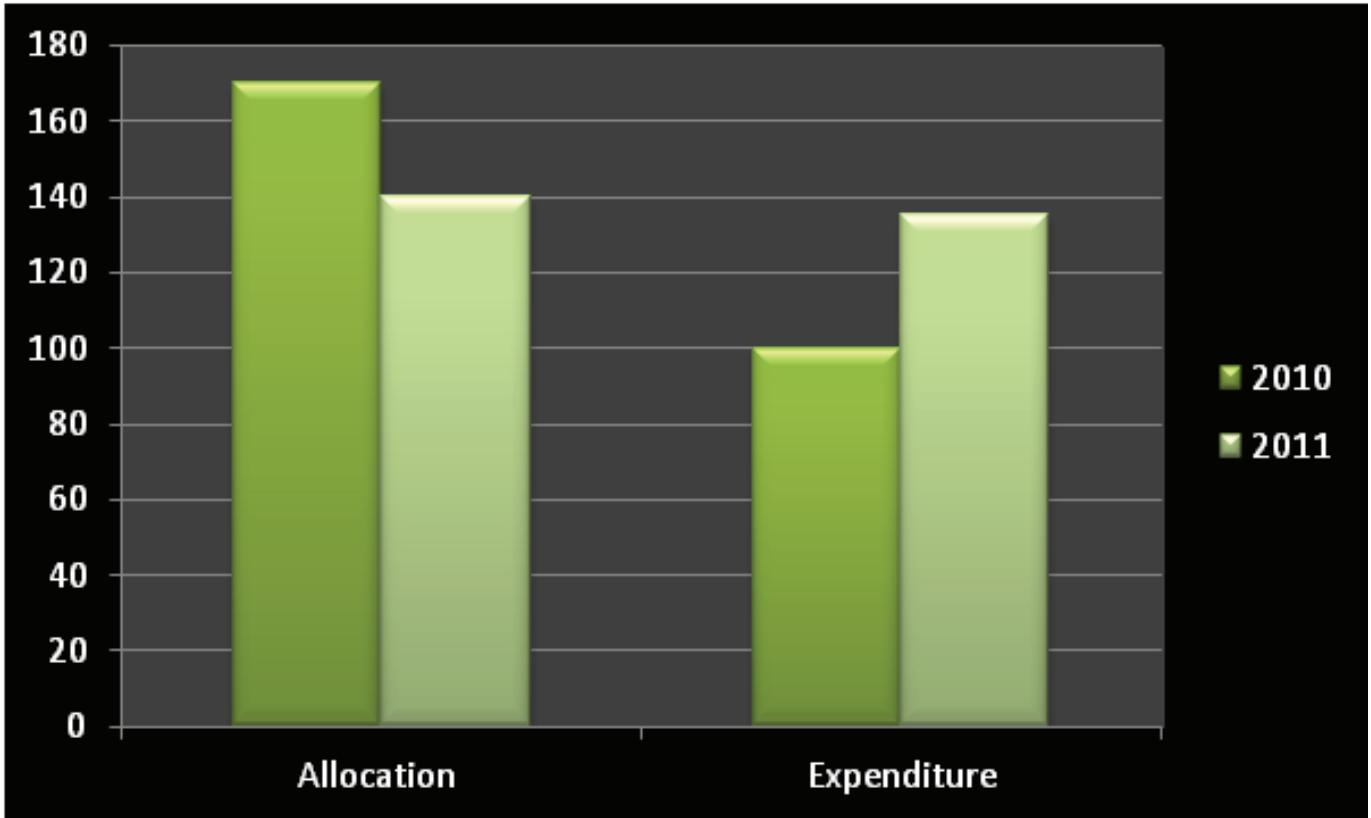


Table 55: NSDP Allocation and Expenditure 2010-2011 - (\$Mn)

Year	Allocation	Expenditure
2010	170	100
2011	140	135
<b>Total</b>	<b>310</b>	<b>235</b>

Figure 56: Applicants to NSDP Programmes 2010-2011

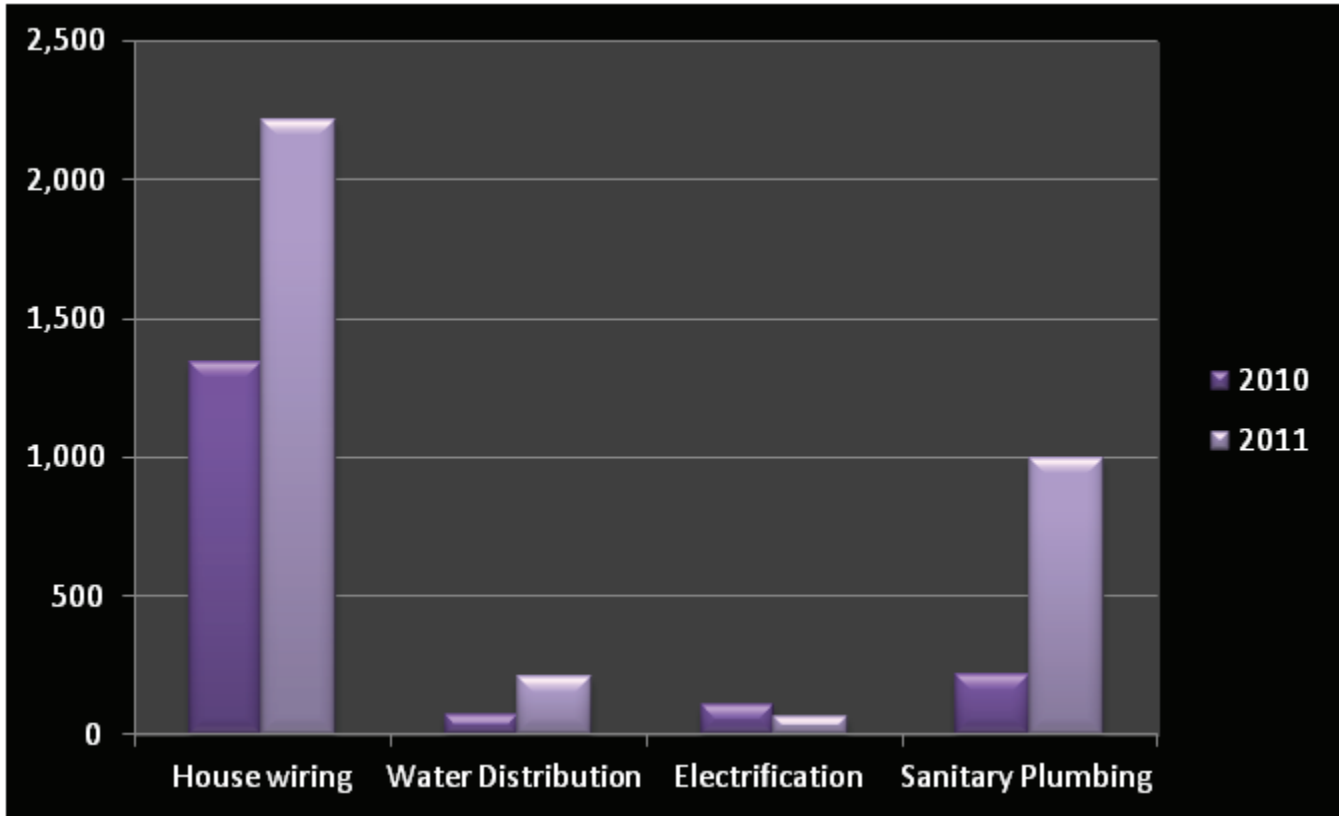


Table 56: Applicants to NSDP Programmes 2010-2011

Year	House wiring	Water Distribution Module (NSDP)	Electrification (NSDP)	(NSDP) Sanitary Plumbing Assistance Module	Total
<b>2010</b>	1,344	70	106	217	<b>1,737</b>
<b>2011</b>	2,213	208	66	995	<b>3,482</b>
<b>Total</b>	<b>3,557</b>	<b>278</b>	<b>172</b>	<b>1,212</b>	<b>5,219</b>

Figure 57: NSDP Completed Projects 2010-2011

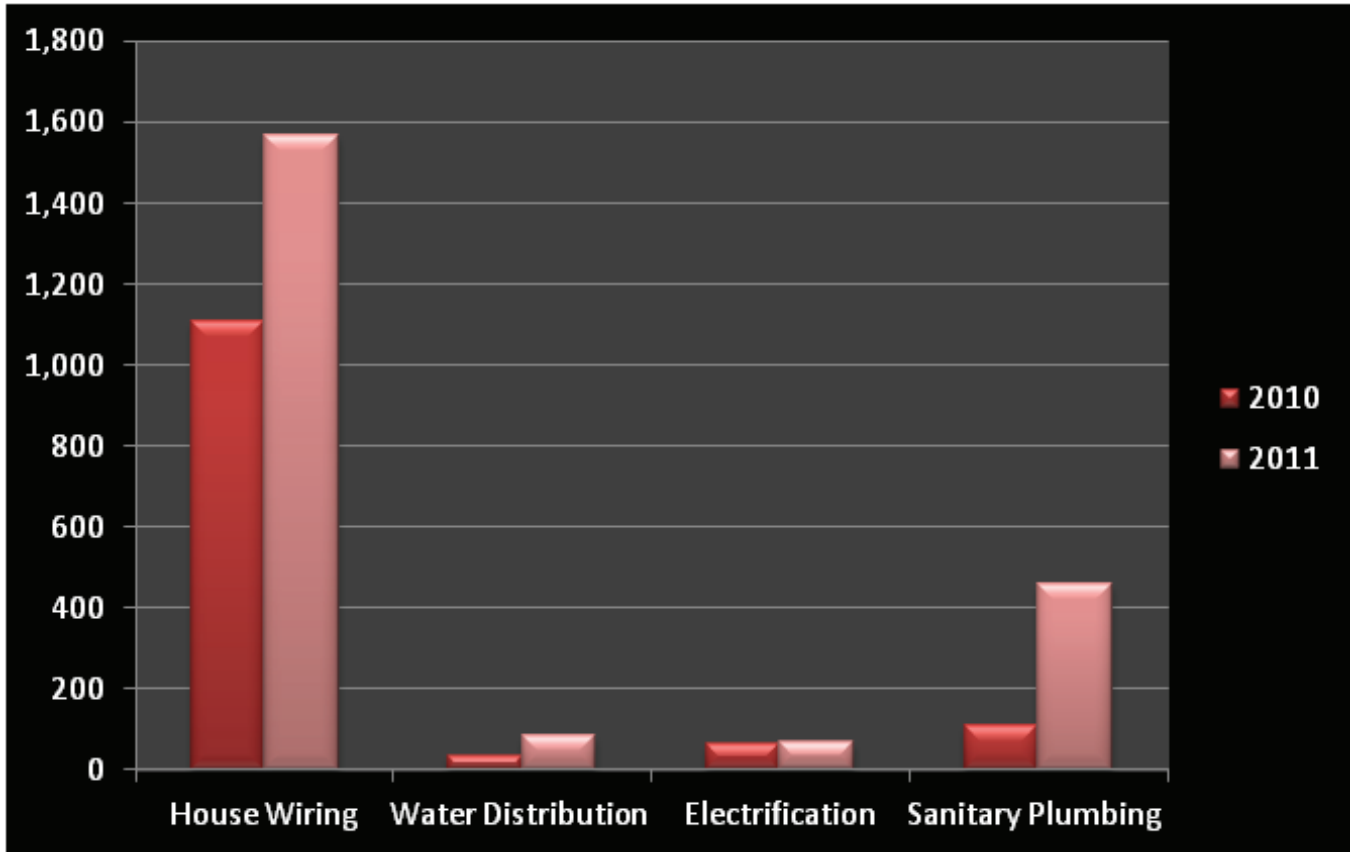


Table 57: NSDP Projects Completed 2010-2011

Year	House wiring	Water Distribution Module (NSDP)	Electrification (NSDP)	(NSDP) Sanitary Plumbing Assistance Module	Total
<b>2010</b>	1,108	35	64	108	<b>1,315</b>
<b>2011</b>	1,567	87	68	460	<b>2,182</b>
<b>Total</b>	<b>2,675</b>	<b>122</b>	<b>132</b>	<b>568</b>	<b>3,497</b>

Figure 58: NSDP Programme Beneficiaries 2010-2011

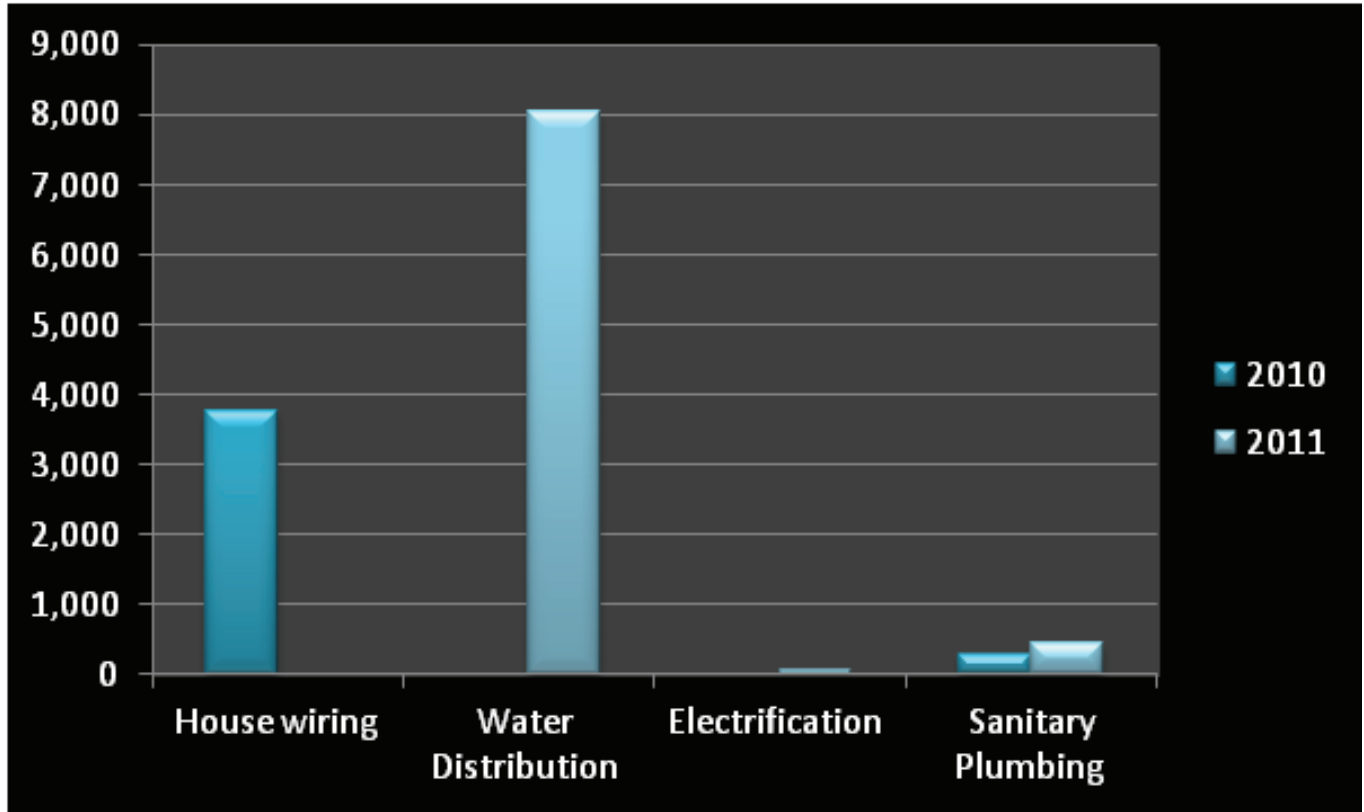


Table 58: NSDP Programme Beneficiaries 2010-2011

Year	House wiring (persons)	Water Distribution Module (NSDP) (persons)	Electrification (NSDP) (households)	(NSDP) Sanitary Plumbing Assistance Module (households)	Total
<b>2010</b>	3,767	2,000	99	272	<b>6,138</b>
<b>2011</b>	4,700	8,062	68	460	<b>13,290</b>
<b>Total</b>	<b>8,467</b>	<b>10,062</b>	<b>167</b>	<b>732</b>	<b>19,428</b>

Figure 59: NSDP Programme Expenditure 2010-2011 – (\$Mn)

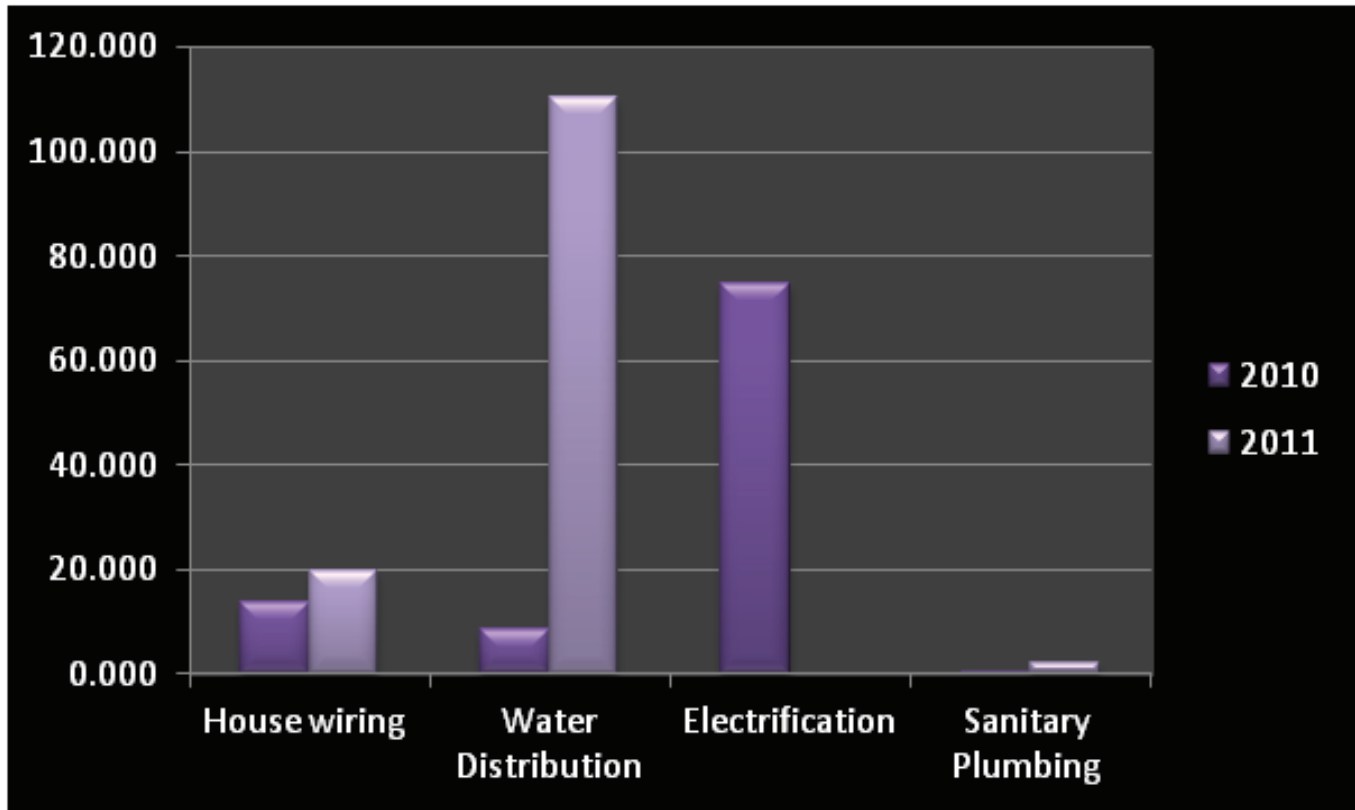


Table 59: NSDP Programme Expenditure 2010-2011 – (\$Mn)

Year	House wiring	Water Distribution	Electrification	Sanitary Plumbing	Total
<b>2010</b>	13.900	8.500	74.500	0.500	<b>97.400</b>
<b>2011</b>	19.800	110.400	-	2.300	<b>132.500</b>
<b>Total</b>	<b>33.700</b>	<b>118.900</b>	<b>74.500</b>	<b>2.800</b>	<b>229.900</b>



## *11.0 The Customer Services Unit (CSU)*

The Customer Service Unit (CSU) was established on October 30, 2008 to replace the Business Services Unit in the Ministry of Public Utilities. The Unit is responsible for ensuring efficiency in the delivery of the Ministry's services to its customers. The primary mandate of the Unit is as follows:

- Administering the Utilities Assistance Programme (UAP);
- Addressing complaints/queries pertaining to the utilities sector;
- Processing of requests for standby generator licenses;
- Ensuring that the Quarterly Reports and Annual Reports of the Ministry and its agencies are submitted;
- Addressing requests pertaining to the Ministry and its agencies under the Freedom of Information Act; and
- Preparation of Responses to Parliamentary Questions.

The following tables provide statistical data for the CSU for the fiscal period October 2010 to September 2011. They include information on:

- CSU's requests for standby generator license;
- CSU's request for information and responses;
- CSU's complaints received regarding T&TEC services; and
- CSU's complaints received regarding WASA services.

Figure 60: CSU Requests for Standby Generator Licenses 2010-2011

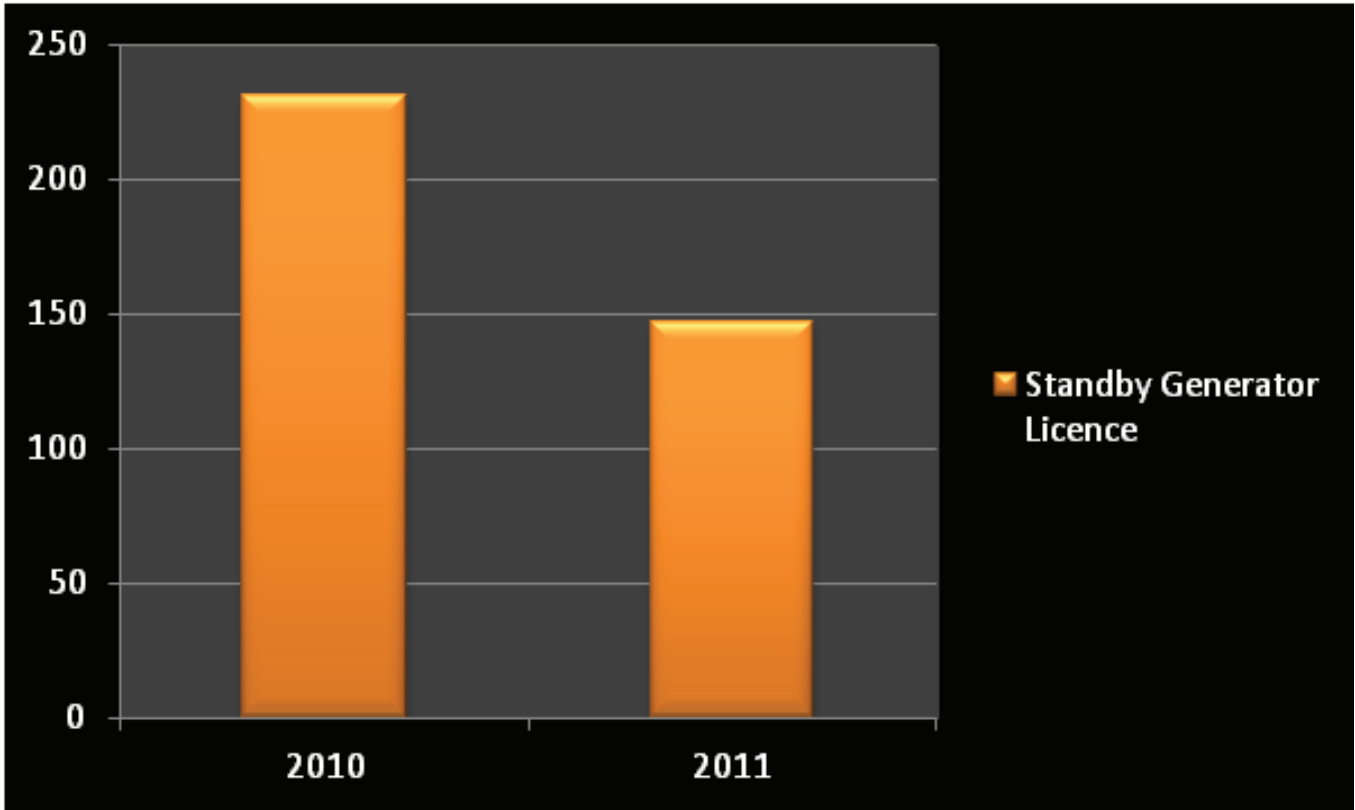


Table 60: CSU Requests for Standby Generator Licenses 2010-2011

Year	Standby Generator Licences
2010	231
2011	147
<b>Total</b>	<b>378</b>

Figure 61: CSU Request for Information and Responses 2010-2011

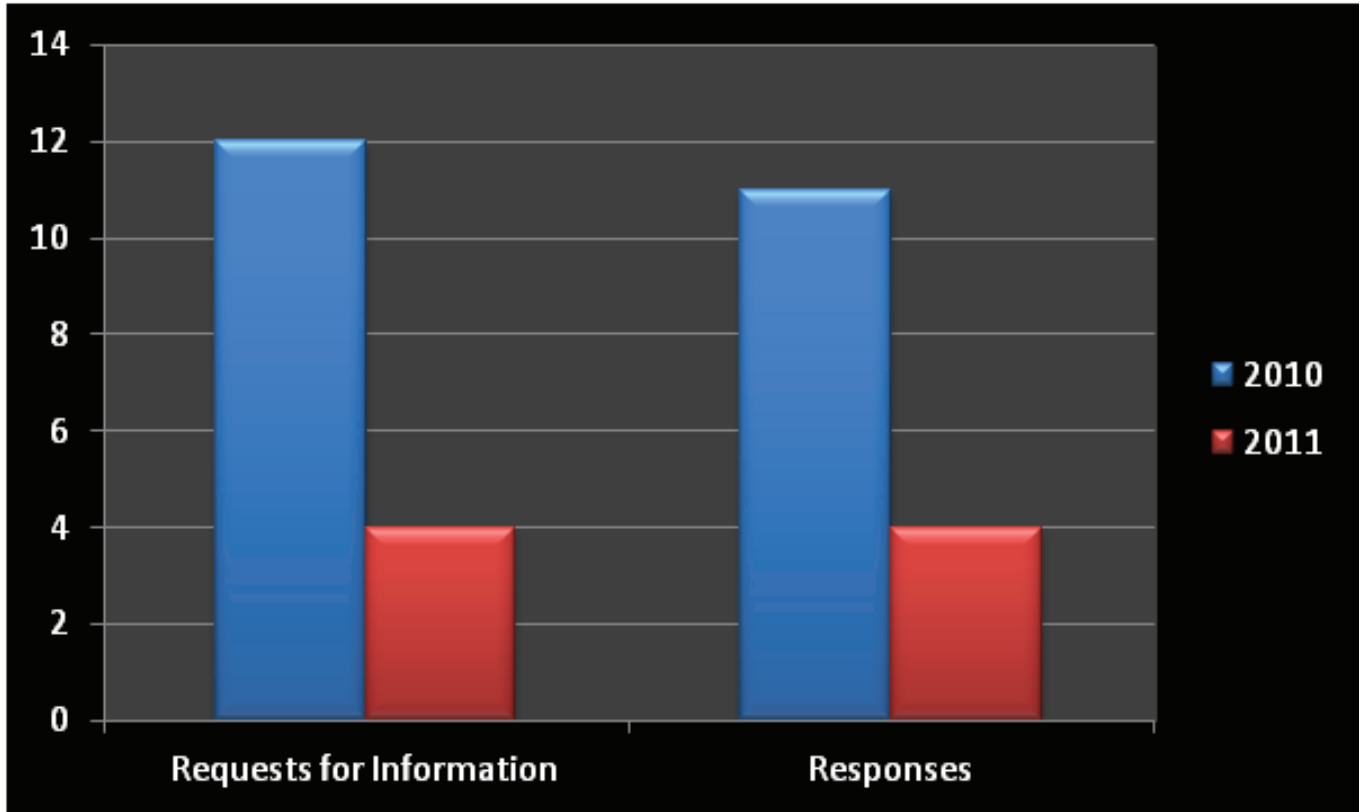


Table 61: CSU Request for Information and Responses 2010-2011

Year	Requests for Information	Responses
2010*	12	11
2011	4	4
<b>Total</b>	<b>16</b>	<b>15</b>

\*In fiscal 2010, of the twelve (12) requests for info received, one (1) was withdrawn.



Figure 62: CSU Complaints received regarding T&TEC Services 2010-2011

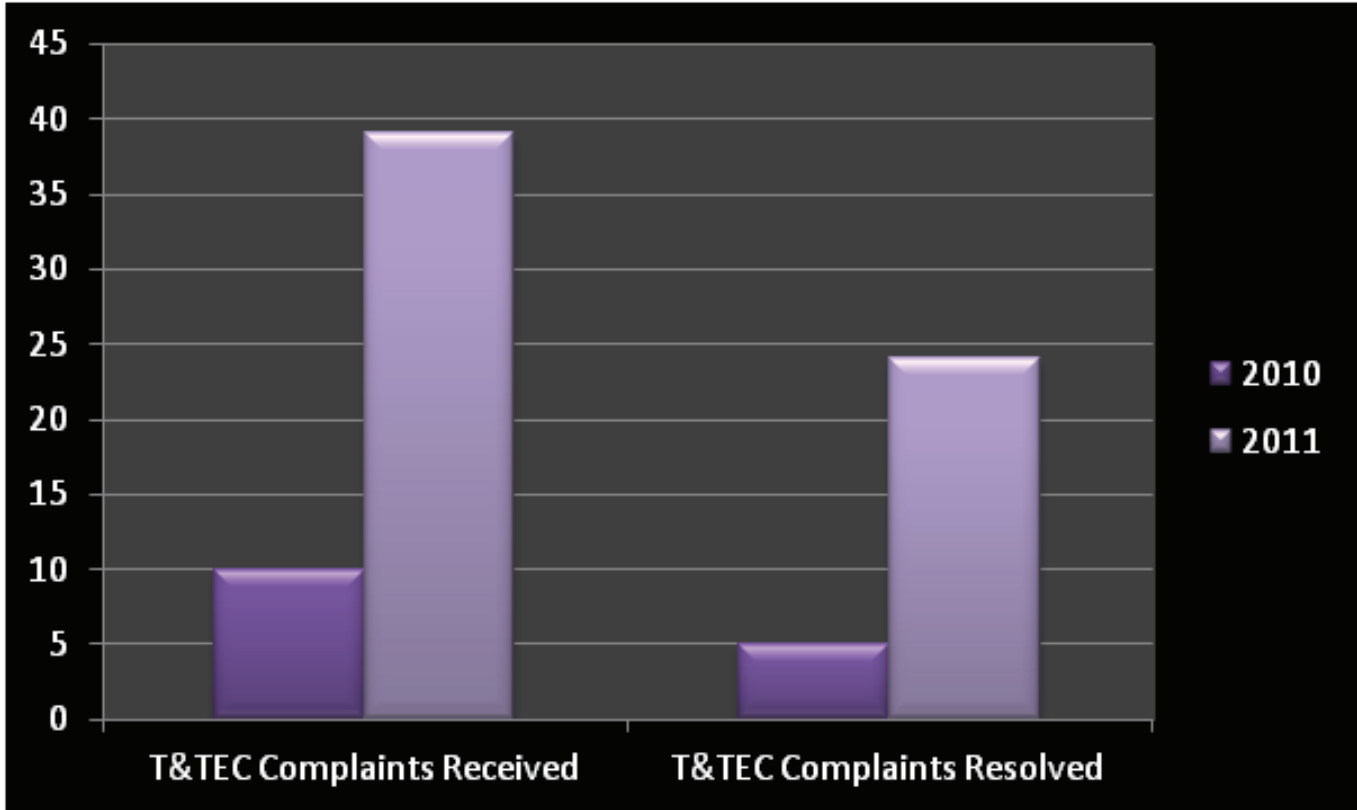


Table 62: CSU Complaints received regarding T&TEC Services 2010-2011

Year	T&TEC Complaints Received	T&TEC Complaints Resolved
2010	10	5
2011	39	24
<b>Total</b>	<b>49</b>	<b>29</b>

Figure 63: CSU Complaints Received regarding WASA Services 2010-2011

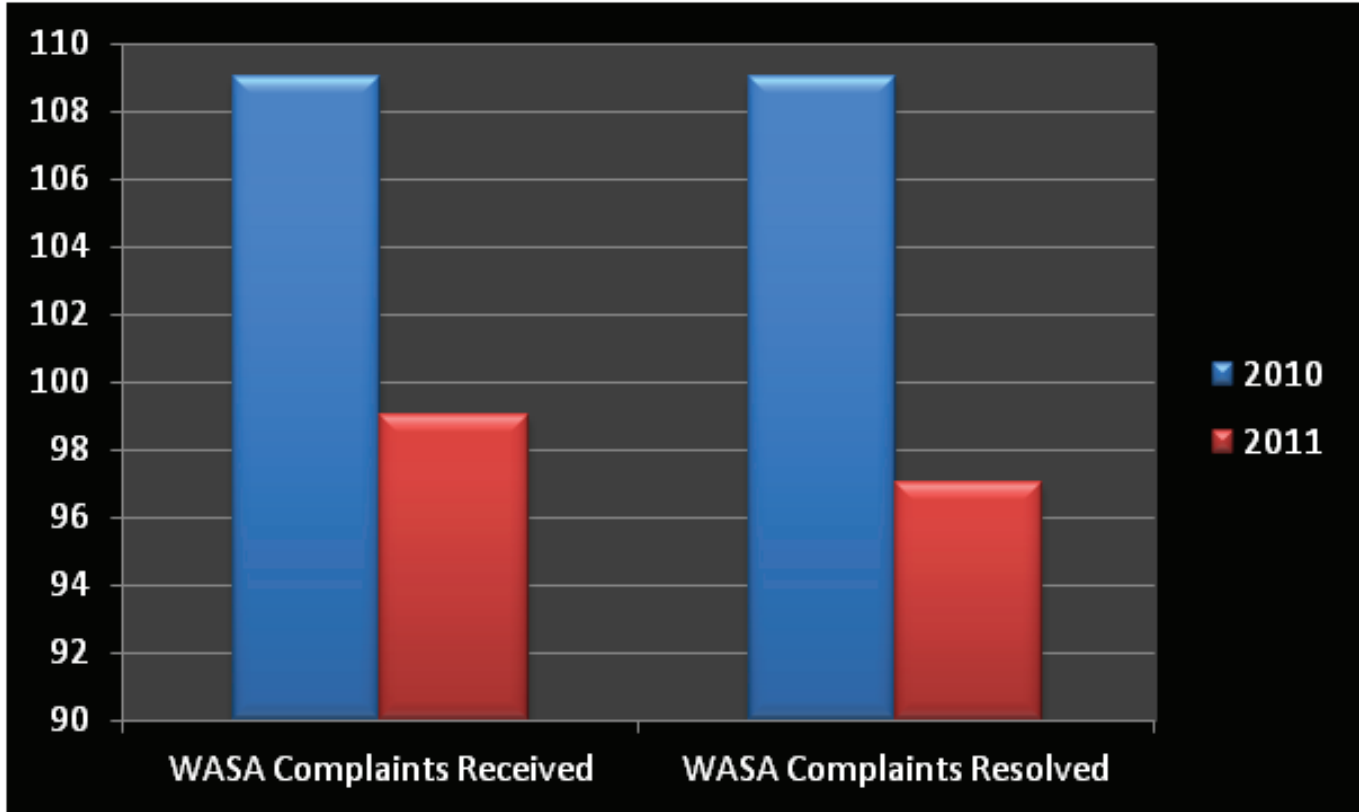


Table 63: CSU Complaints Received regarding WASA Services 2010-2011

Year	WASA Complaints Received	WASA Complaints Resolved
2010	109	109
2011	99	97
<b>Total</b>	<b>208</b>	<b>206</b>



## 12.0 Utilities Assistance Programme (Hardship Relief Programme)

The Utilities Assistance Programme (UAP) is a social intervention strategy, introduced by the Government of the Republic of Trinidad and Tobago in 2010, which provides financial assistance to eligible citizens to ensure their continued access to basic utilities such as water and electricity. The Programme is aimed at enhancing the real income of beneficiaries by cushioning the effects of the rising costs of public utilities.

The UAP was derived from the Hardship Relief Programme (HRP), which operated from 1997 to 2009, and provided financial support to Old Age Pensioners and recipients of Public Assistance

who had a genuine inability to pay their Water and Sewerage Authority (WASA) bills.

The Programme is managed and facilitated by the Ministry of Public Utilities in collaboration with the Ministry of the People and Social Development, the Water and Sewerage Authority (WASA) and the Trinidad and Tobago Electricity Commission (T&TEC).

The following tables provide statistical data for the UAP for the fiscal period October 2010 to September 2011. They include information on:

- WASA's and T&TEC's beneficiaries;
- Approved and rejected applications for WASA and T&TEC bill assistance; and
- Allocations and Expenditure for WASA, T&TEC and Public Education.

Figure 64: Utilities Assistance Programme (Hardship Relief Programme) WASA and T&TEC Beneficiaries 2010-2011

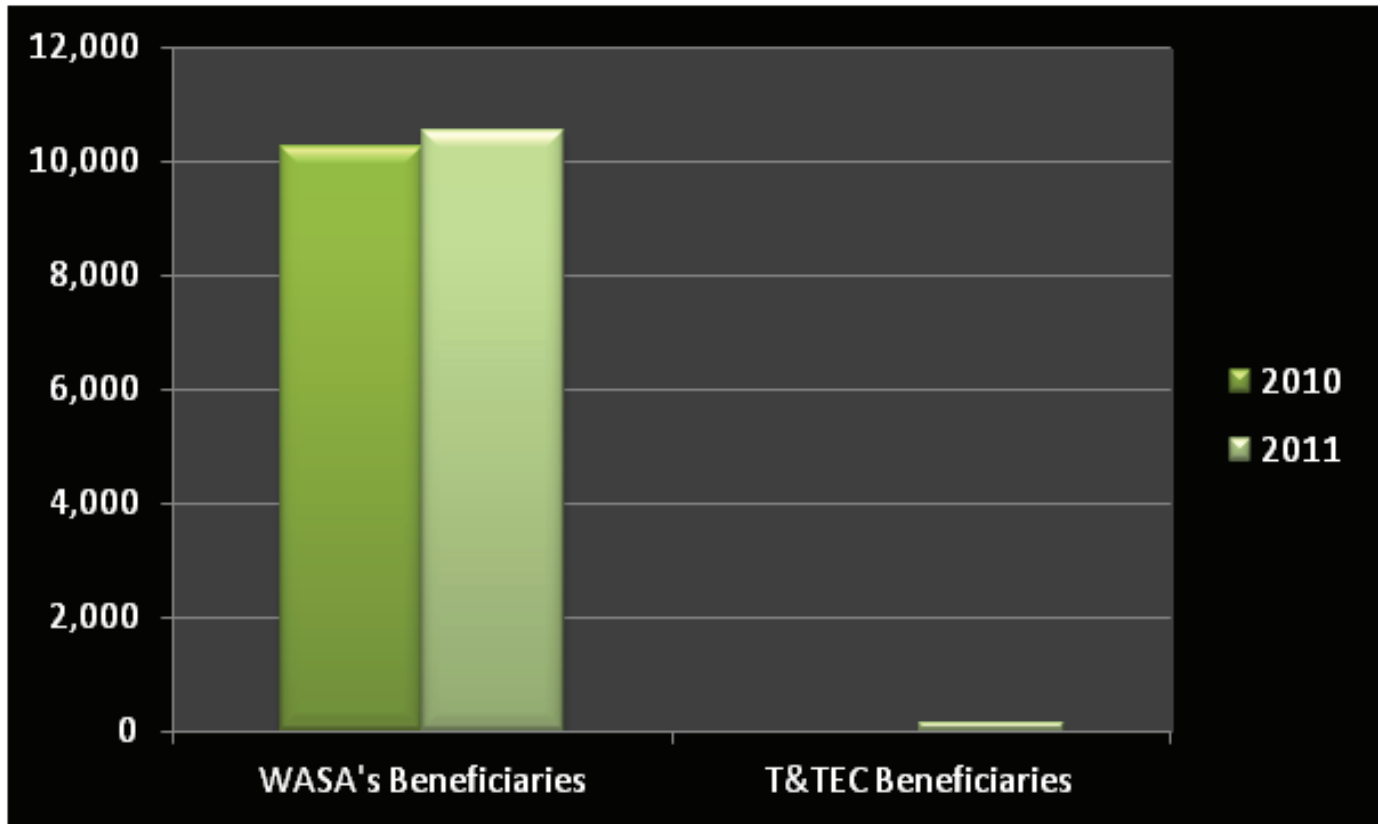
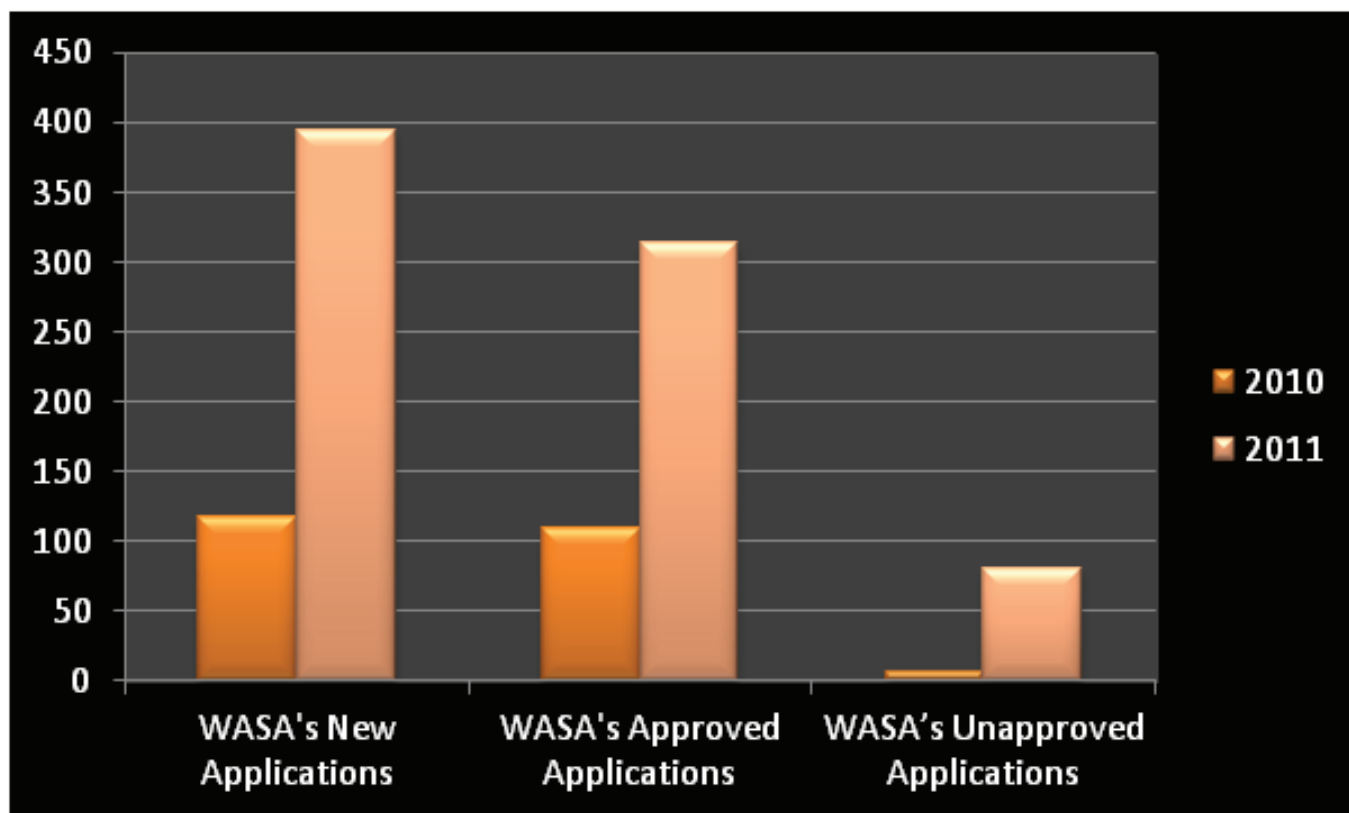


Table 64: Utilities Assistance Programme (Hardship Relief Programme) WASA and T&TEC Beneficiaries 2010-2011

Year	WASA's Beneficiaries	T&TEC Beneficiaries
2010	10,261	-
2011	10,522	144
<b>Total</b>	<b>31,520</b>	<b>144</b>

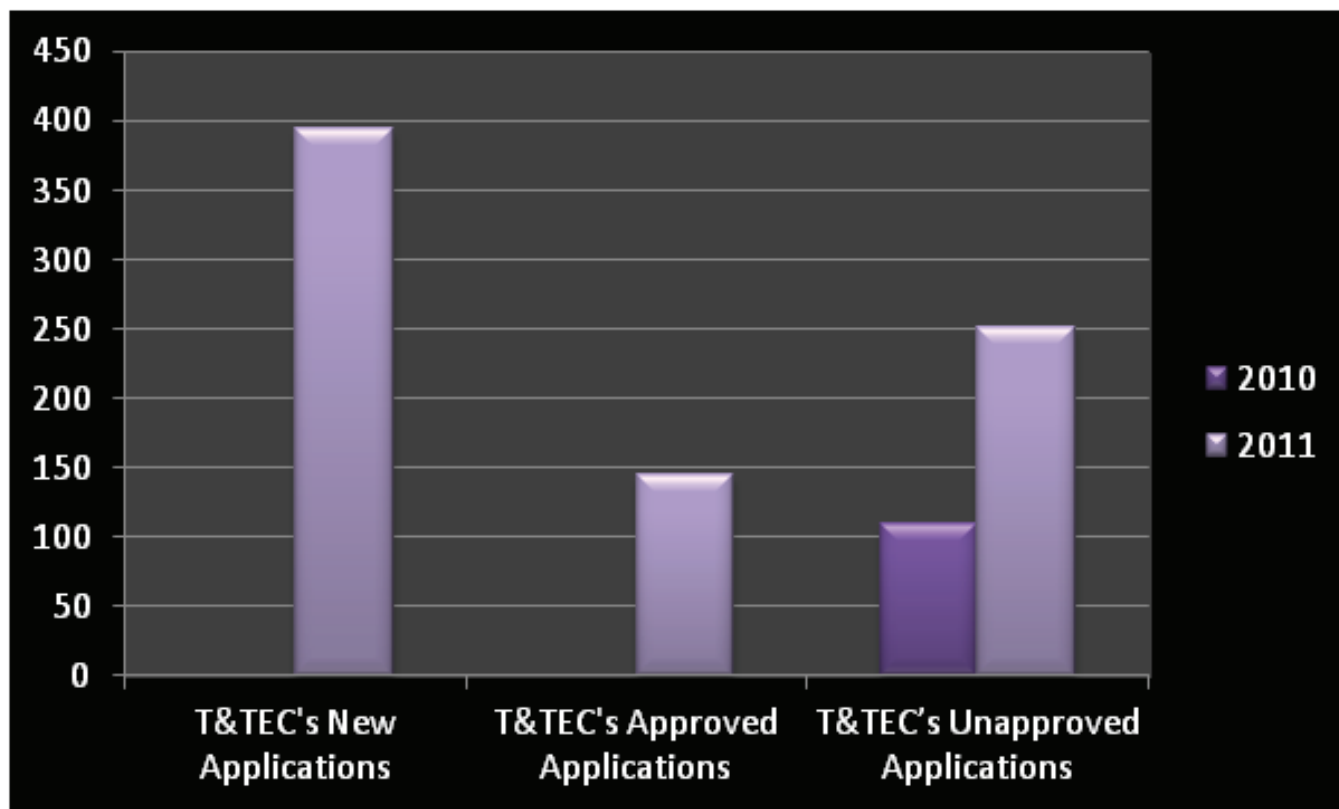
**Figure 65: Utilities Assistance Programme (Hardship Relief Programme)  
New and Approved Applications for WASA Bills 2010-2011**



**Table 65: Utilities Assistance Programme (Hardship Relief Programme)  
New and Approved Applications for WASA Bills 2010-2011**

Year	WASA's New Applications	WASA's Approved Applications	WASA's Unapproved Applications
2010	117	110	7
2011	395	314	81
<b>Total</b>	<b>512</b>	<b>424</b>	<b>88</b>

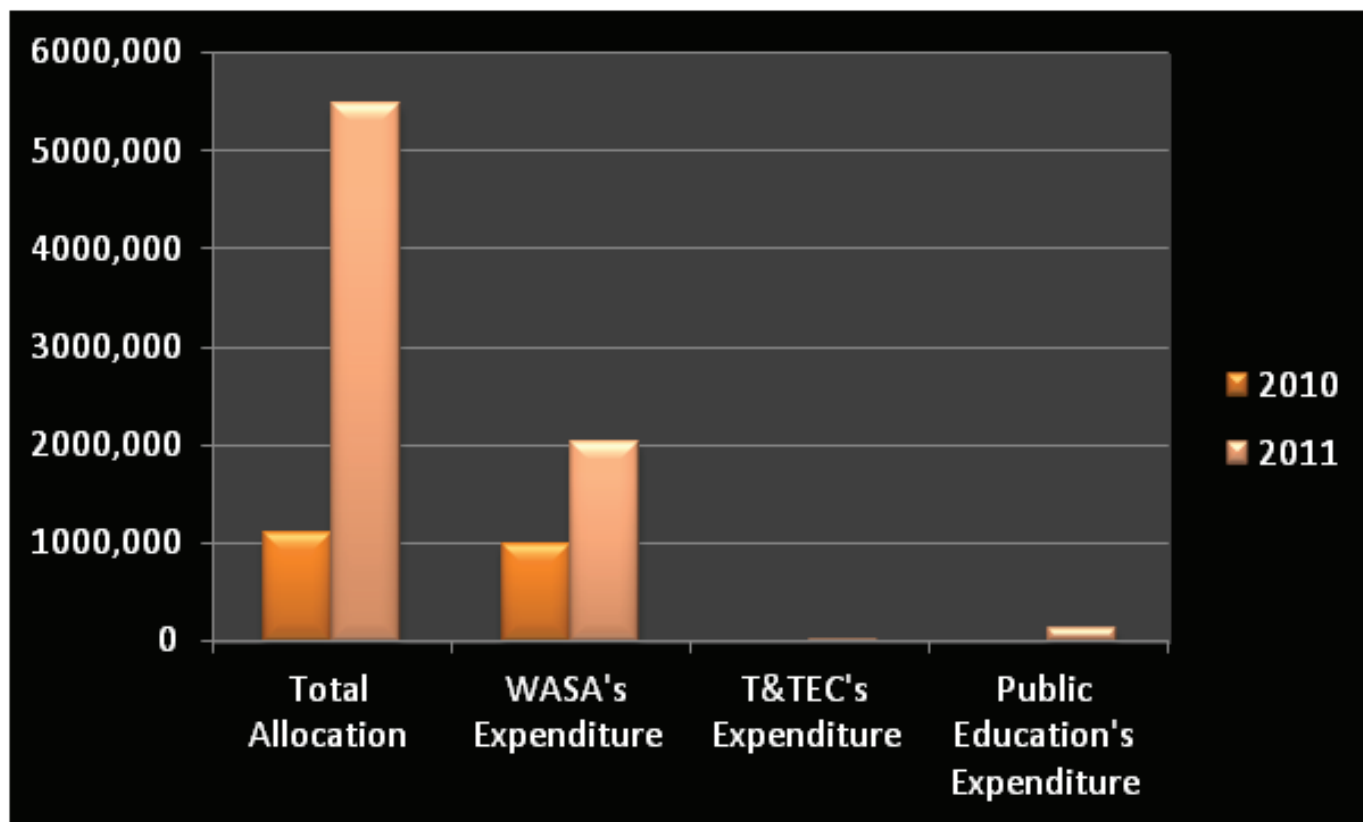
**Figure 66: Utilities Assistance Programme (Hardship Relief Programme) Applications for T&TEC Bill Assistance 2010-2011**



**Table 66: Utilities Assistance Programme (Hardship Relief Programme) Applications for T&TEC Bill Assistance 2010-2011**

Year	T&TEC's New Applications	T&TEC's Approved Applications	T&TEC's Unapproved Applications
2010	-	-	110
2011	395	144	251
<b>Total</b>	<b>395</b>	<b>144</b>	<b>361</b>

**Figure 67: Utilities Assistance Programme (Hardship Relief Programme) Allocations and Expenditure for WASA, T&TEC and Public Education 2010-2011 – (\$)**



**Table 67: Utilities Assistance Programme (Hardship Relief Programme) Allocations and Expenditure for WASA, T&TEC and Public Education 2010-2011 – (\$)**

Year	Total Allocation	WASA's Expenditure	T&TEC's Expenditure	Public Education's Expenditure	Total Expenditure	Balance
<b>2010</b>	1,100,000	997,110	-	-	997,110	102,890
<b>2011</b>	5,482,562	2,035,330	9,092	140,260	2,184,683	3,297,879
<b>Total</b>	<b>6,582,562</b>	<b>3,032,440</b>	<b>9,092</b>	<b>140,260</b>	<b>3,181,793</b>	<b>3,300,769</b>

## 13.0 Regional and International Utility Statistics

The section highlights Utility statistics in the areas of Water, Electricity, Post and Telecommunication Services. The statistics for Trinidad and Tobago's utility sector have been compared with regional and international statistics in order to determine the position of Trinidad and Tobago's utility sector in relation to the rest of the world.

### Water Services

Table 68: Average International and Regional Potable Water Tariffs 2011.

Country	Commercial/Industrial US \$/m <sup>3</sup>	Domestic Water US \$/m <sup>3</sup>
Trinidad and Tobago	0.55	0.41
Canada	1.07	1.95
United States	1.36	1.29
Mexico	0.57	0.65
Spain	1.43	1.47
United Kingdom	1.32	2.07
Singapore	0.55	1.37
Jamaica	2.54	1.66
Barbados	2.33	2.24



## Electricity Services

**Table 69: Average International and Regional Electricity Tariffs 2011**

Country	Residential Rates /\$US per KWh
Trinidad and Tobago	4.9 cents
Canada	12.4 cents
United States	10.4 cents
Mexico	5.9 cents
Spain	37.0 cents
Great Britain	22.0 cents
Singapore	25.5 cents
Jamaica	12.5 cents
Barbados	9.0 cents

## Postal Services

**Table 70: Postal Rates for Single Piece Letter (letter post under 50g) - Post Standards**

Country	Rate (\$ US)
Trinidad and Tobago	\$0.30 (2011)
Canada	\$0.98 (2010)
United States	\$0.64 (2011)
Mexico	\$0.12 (2011)
Barbados	\$0.70 (2011)

**Table 71: Universal Postal Union Statistics on International Post**

Country	Percentage of Mail delivered at home	Percentage of population with postal services
Trinidad and Tobago	87	96
Canada	88	99
United States	89.6	100
Mexico	90	95
Great Britain	100	100
Singapore	100	100
Jamaica	50	100
Barbados	100	-

## **Telecommunications Services**

**Table 72: Telecommunications Subscriptions**

Country	Subscriber Lines per 100 inhabitants	Mobile Subscribers per 100 inhabitants	Internet users per 100 inhabitants
Trinidad and Tobago	21.69	135.64	10.99
Canada	52.99	79.73	31.83
United States	45.84	95.28	27.35
Mexico	17.19	82.39	10.34
Spain	42.77	113.22	23.78
Great Britain	53.27	130.75	32.75
Singapore	38.9	150.24	25.64
Jamaica	9.89	108.12	3.87
Barbados	51.35	127.01	22.14

**NB: This data was obtained from the International Telecommunication Union**





#2 Elizabeth Street, St. Clair  
Republic of Trinidad and Tobago  
website: [www.mpu.govt](http://www.mpu.govt)