

Hurricane Ivan, 2004



Hurricane Katrina, 2005



Hurricane Ernesto, 2006

Preparing for the 2009 Hurricane Season



Hurricane Dean, 2007

NSDP: A Tale of Hope

Jumping the E-waste Hurdle in National Development



Hurricane Paloma, 2008

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MINISTRY'S MANDATE

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

VISION STATEMENT

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 STATEMENT

To facilitate the effective delivery of affordable and quality public utilities through a committed, resourceful team of professionals in close collaboration with all partners

CORE VALUES

Integrity
Service Excellence
Accountability
Trust and Mutual Respect
Partnership

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from the Minister of Public Utilities



The Honourable
Mustapha Abdul-Hamid, MP
Minister of Public Utilities

The Republic of Trinidad and Tobago successfully hosted the 5th Summit of the Americas (VSOA) in Port of Spain from April 17-19, 2009. In preparation for this crucial hemispherical forum, several of the Agencies in the Public Utilities sector participated in the planning and implementation of a strategic, infrastructural upgrade programme, designed to fast-forward several of the initiatives identified under Government's Vision 2020 Development plan.

I am pleased to confirm that as a result of the extraordinary effort, dedication and service excellence provided by our stakeholder Agencies, VSOA came off incident free. As such, I take this opportunity to express my sincere appreciation to the management and staff of MPU, T&TEC, WASA, SWMCOL, TSTT and TTPost for their sterling contribution to an event that has brought international acclaim to Trinidad and Tobago.

Thank You.

Mustapha Abdul-Hamid

Message

from the Editor

The Ministry of Public Utilities (MPU) is the arm of Government charged with the delivery of affordable and universal utility services to the citizenry of the Republic of Trinidad and Tobago. In pursuance of this mandate, the MPU provides effective leadership in, and governance of, the nation's Electrical, Water, Waste Disposal, Telecommunications, Postal and Meteorological Sectors.

The MPU is committed to the provision of efficient public utilities which can sustain social and commercial growth and guarantee a high quality of life, which includes poverty reduction through the National Social Development Programme, for the national community. The Ministry's goal is to ensure that citizens are aware and take full advantage of the services available to them through the MPU and its Divisions/Agencies. As such, the MPU Newsletter is one of the principal communications channels that the Ministry will employ to keep our stakeholders abreast of the developments within the public utility sector.

In furtherance of this goal, I am pleased to highlight the following services available to the national community through the MPU and its Divisions/Agencies: -

• Electrical Services

Trinidad & Tobago Electricity Commission (T&TEC)
Head Office: 868-623-2611

• Water & WasteWater Services

Water and Sewerage Authority (WASA)
Head Office: 868-662-2302

• Waste Disposal Services

Trinidad & Tobago Solid Waste Disposal Co. Ltd. (SWMCOL)
Head Office: 868-625-6678

• Telephone & Internet Services

Telecommunications Services of Trinidad & Tobago Ltd. (TSTT)
Head Office: 868-625-4431

• Postal Services

Trinidad & Tobago Postal Corporation (TTPost)
Head Office: 868-669-5361



MPU Head Office,
Sackville Street, Port of Spain

• Meteorological Services

- Meteorological information
 - Public weather forecasting
 - Aviation forecasting
 - Monthly climatological information
- Meteorological Services Division,
MPU, Piarco: 868-669-4392

• Electrical Inspectorate Services

- Certification of Electricians
 - Certification of Wiremen
 - Inspection of electrical installations
 - Certificates of Approval
 - Investigation of Fire Scenes
 - Electrical safety training
 - Projectionists Licenses
- Electrical Inspectorate Division, MPU
Tunapuna: 868-645-6773
San Fernando: 868-652-3483

• National Social Development Programme

NSDP Division, MPU
MPU Head Office: 868-627-5915

• Customer Service

• Standby Generator Licences

• Hardship Relief Grants

Business Services Unit, MPU
MPU Head Office: 868-627-5915

Additional information on the Ministry and its services maybe obtained by forwarding a written request to the Communications Unit, Ministry of Public Utilities, 16-18 Sackville Street, Port of Spain or by telephone at 868-627-5915, Fax: 868-625-7003. We are here to serve you!

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

Jumping the E-waste Hurdle in National Development

The personal computer (PC) has been with us for well over 30 years. Although PCs and their supporting technologies have radically improved human societies, computers – like all machines – grow old, break down and become waste...e-waste.

Proper disposal of a single electronic item is not as simple as it may seem and for organisations that have many, sometimes hundreds of electronics to unload, the challenge is compounded.

E-waste management involves the disposal, donation or recycling of electronic devices such as computers, electronic entertainment devices, and mobile phones. The industry is growing at a rapid rate for two pressing reasons: (1) the massive amount of e-waste that is being generated; and (2) the harmful environmental effects of poorly disposed of electronic components.

The United States of America (USA) based e-waste environmental watchdog group, Silicon Valley Toxics Coalition, estimates that over 70 per cent of heavy metals in US landfills come from discarded electronics. The US Environmental Protection Agency estimates that 30 to 40 million PCs will be ready for end-of-life management within the next few years.

Electronic devices contain substances such as lead, mercury and cadmium, all which are potentially toxic. Should these be burnt, improperly disassembled or discarded, these substances can pose very real health and environmental risks. E-waste management companies offer clients services like disposal, recycling, resale and even donation of old (but functioning) electronics.

Bmobile, Trinidad and Tobago's leading mobile telephone service from Telecommunications Services of Trinidad and Tobago (TSTT), has taken a proactive approach to the potential problem of electronic waste (e-waste) arising out of improperly discarded handsets. The company has developed a thorough mobile handset

disposal policy.

"Corporate social responsibility is about more than just making charitable donations. It is about ensuring that an organisation's growth and profitability isn't made at the expense of the societies in which it operates," explains Anthony Joseph, TSTT's Executive Vice President of Mobile Telephone Services. "Mobile handsets and their support devices are good for society and good for our businesses; we want to ensure that our environment is not sacrificed in pursuit of these benefits."

TSTT's approach to handset-generated e-waste is a comprehensive plan of action to facilitate proper disposal and recycling processes. According to Mr. Joseph, the company has established the standards for the disposal of mobile handsets and equipment in a manner that is cost-effective and seeks to reduce possible safety, health and environmental hazards which can result from poor disposal practices.

The process entails as follows: collecting "end-of-life" or defective mobile phones and related accessories from customers and through qualified e-waste disposal experts; sort reusable items from recyclable ones; refurbish devices that can be fixed or salvage components that can be reused; and safely dispose of units deemed beyond repair.

Although T&T is nowhere nearly as wired as developed nations, the risks of e-waste related environmental degradation is just as grave. TSTT encourages companies to take proactive steps in e-waste management to help ensure that as Trinidad and Tobago becomes a more wired nation that citizens could enjoy more of the benefits and less of the problems associated with technology.



THE RETIREMENT OF CHRISENDATH MAHABIR, DPS

The Ministry of Public Utilities bids a fond farewell and shares in the hope for a future filled with exciting challenges.

After 33 years of loyal service to the Government of the Republic of Trinidad and Tobago, Mr. Chrisendath Mahabir has successfully completed his tour of duty in the Public Service. Usually one looks forward to retirement

knowing there will be no more morning alarms, no more meetings to plan for and attend and no more reporting for duty. However, knowing Mr. Mahabir's zest for life and his embrace of a good challenge, we are sure that he has already lined up projects for this next stage in life.

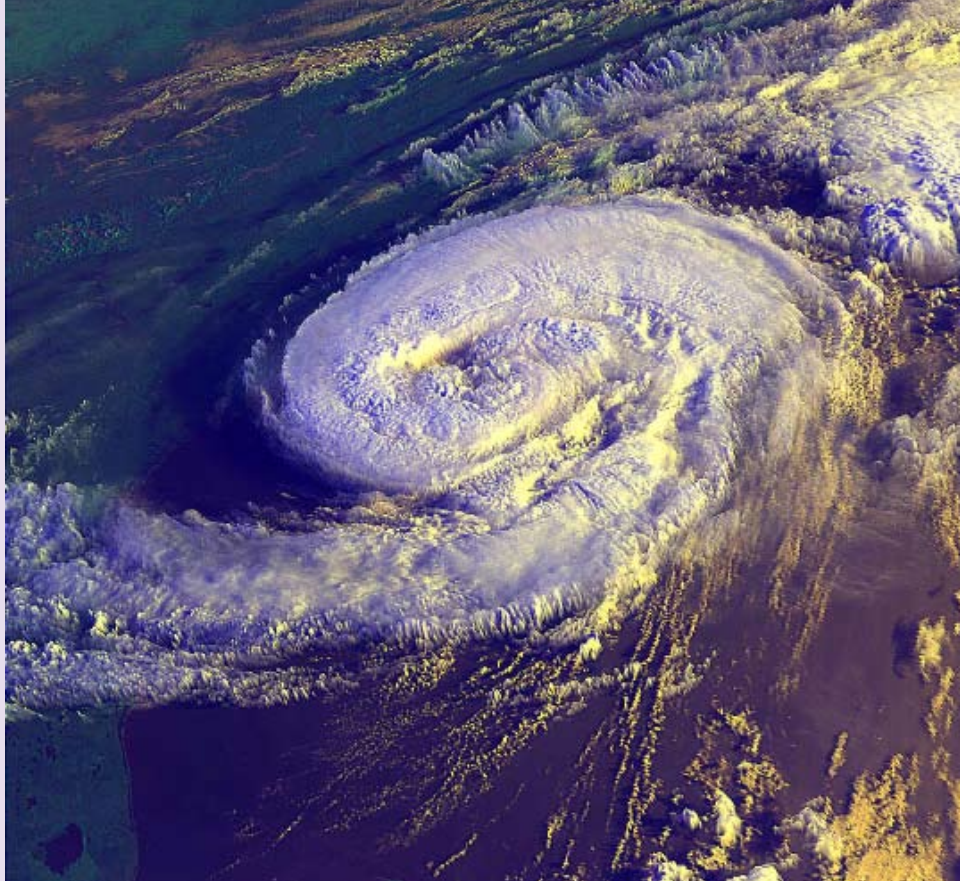
Although Mr. Mahabir retired as Deputy Permanent Secretary in the Ministry of Public Utilities (MPU), his span of 33 years of employment covered a vast array of Government Ministries and Agencies, which has graced him with invaluable institutional knowledge and work experience. Mr. Mahabir's portfolios ranged

from Assistant Teacher III to Director of Human Resource and Deputy Permanent Secretary. The list of government organisations in which he has worked includes the Ministry of Education, the Personnel Department and the Ministry of Health.

Before joining the MPU in May 2007 as one of two new Deputy Permanent Secretaries, Mr. Mahabir held the post of Deputy Permanent Secretary (DPS) in the Ministry of Local Government. His area of expertise was very beneficial to the improvement of the Ministry as a whole as his demure character and relaxed personality made him one of the more approachable senior staff members.

Although the MPU family took great delight in honouring DPS Mahabir for his tenure in the government service at the Ministry's Long Service Awards, held in September 2008, we are privileged to once again wish him a "HAPPY RETIREMENT"!

Preparing for the 2009 Hurricane Season



The term 'Hurricane' has its origin in the indigenous religions of past civilizations. The Mayan storm god was named 'Huraken'. Another god considered evil by the Taino people of the Caribbean was called 'Huracan'. Hurricanes may not be considered evil but they are one of nature's most powerful storms. Their potential for loss of life and destruction of property is tremendous. As such, those in hurricane-prone areas need to be prepared for hurricanes and tropical storms. Even inland areas well away from the coastline can experience destructive winds, tornadoes and floods from tropical storms and hurricanes.

While hurricanes pose the greatest threat to life and property, tropical depressions and tropical storms can also be devastating. Floods from heavy rains and severe weather, such as tornadoes and strong wind, can cause extensive damage and loss of life. All hurricanes and tropical storms should be taken seriously.

The Official Hurricane Season for Trinidad and Tobago starts on June 1st and ends on November 30th. However, hurricane development favors certain areas at different times of the season. Early Tropical Storm formation usually occurs in the Caribbean Sea and the Gulf of Mexico, as Sea Surface Temperatures are normally higher during the early part of the season. Historical evidence suggests that the twin island state of Trinidad and Tobago is generally affected during the months of August and September. Although the start and end of the season is well demarcated, Tropical Storms and Hurricanes have been known to have formed outside of the official period.

Statistical data from the National Hurricane Centre has indicated that in any year, ten Tropical Storms are expected to form in the Atlantic Hurricane Basin (the North Atlantic Ocean, the Caribbean Sea and the Gulf of Mexico), of these, six will develop into Hurricanes and two of them will go on to become Major Hurricanes (Category 3 and above i.e. having wind speeds between

178 – 209 km/hr). In 2009, the Hurricane experts have predicted a near to slightly above normal season with twelve named storms, six of which are forecast to become less severe hurricanes and two to become major hurricanes.

Over the last decade, Meteorologists have been better able to forecast Tropical Storm formation and track their movement utilizing the latest radar and satellite information. Classification of storms and Hurricanes depend upon the strength of the wind at the earth's surface, near the centre of the system, for example, a Tropical Depression has sustained winds at the earth's surface equal to or less than 62 km/hr, near the centre of the system. A Tropical Storm (this is the point at which cyclones are named) has sustained winds that range from 63 to 118 km/hr and a Hurricane has sustained winds greater than 118 km/hr.

Hurricanes are products of a tropical ocean and a warm, moist atmosphere. Powered by heat from the sea, they are typically steered by the surrounding deep layer easterly winds, generally south of 25 degrees north latitude. The process by which a disturbance forms and strengthens into a hurricane depends on at least three conditions. First, a disturbance gathers heat and energy through contact with warm ocean waters. Next, added moisture evaporated from the sea surface powers the seedling storms like a giant heat engine. Third, the seedling storm forms a wind pattern near the ocean surface and spirals inward. Bands of thunderstorms form, allowing the air to warm further and rise higher into the atmosphere.

Most of the Tropical Storms and Hurricanes that form in the Atlantic Ocean pass to the north of Trinidad and Tobago, however, history will show that we have had experiences with tropical storms and hurricanes, the most famous of them being Hurricane Flora on September 30, 1963. This devastating hurricane caused the greatest damage to Trinidad and Tobago when it slammed into Tobago, with winds estimated at 195 km/hr. Of the approximately 7,500 houses on the island, 2,750 were destroyed and 3,500 were damaged, causing US\$30M in losses. Hurricane Flora caused eighteen deaths in Tobago and two in Trinidad due to drowning.

The Meteorological Services Division of the Ministry of Public Utilities is the ONLY legally recognized body mandated by the Government of the Republic of Trinidad and Tobago to issue Severe Weather Bulletins/Advisories, Storm/Hurricane Watches and Warnings.

Potential Property Damage due to Hurricanes

- **Category 1** - Winds 119-153km/hr. No real damage to building structures.
- **Category 2** - Winds 154-177km/hr. Some roofing material, door and window damage. Some trees blown down.
- **Category 3** - Winds 178-209km/hr. Some structure damage and large trees blown down. For example, Ivan in 2004.
- **Category 4** - Winds 210-249km/hr. Complete roof structure failure on small residences, trees and all signs are blown down.
- **Category 5** - Winds greater than 249km/hr. Complete roof and building failure. Severe and extensive window and door damage. Trees and signs blown down. For example, Katrina in 2005.

The Crucial Role of the Electrical Inspector

BEFORE



AFTER



During September/October 2008, 20 contracted officers joined the Electrical Inspectorate Division (EID) of the Ministry of Public Utilities (MPU). At that time, the Division was faced with a sharp rise in the demand for electrical inspections by the national community. From a total of 25,118 in fiscal 2004/2005, the number of inspections had increased to 33,098 for fiscal 2007/2008. It must be noted that an installation cannot be legally connected to the utility supply – T&TEC – without a certificate of inspection issued by the Chief Electrical Inspector.

As a result, the Division was challenged to satisfy the demand for inspections of new installations, not to mention the equally important periodic inspections of existing installations. The pressing need to deliver effective, quality service demanded an immediate increase in physical and human resources.

Electrical inspectors perform tests to ensure, as far as possible, that installations are designed and installed for: (1) the protection of persons, livestock and property; (2) the proper functioning of the electrical installation; (3) protection against mechanical and thermal damage; and (4) protection of people from an electric shock or fire hazard.

The Division is responsible for the inspection of new installations (residential, commercial or industrial), temporary installations (construction sites, festivals, etc.), special installations (hard to reach locations, e.g. underground), high voltage installations, reconnections, and periodic inspections (known as 'condition inspections'). Inspectors also carry out investigations at scenes of Fire and/or electrocution.

At present, there are 32 inspectors in the EID – 20 in the Tunapuna Office and 12 in San Fernando. Inspections in Tobago are carried out by 3 inspectors employed by the Tobago House of Assembly. Since the introduction of this expanded team, the EID has completed 21,560 inspections to May 31, 2009. This number is anticipated to reach approximately 32,000 by September 2009 and will include scheduled condition inspections.

One of the major challenges facing the EID is the efficient handling of condition inspections. While it is recommended that all electrical installations in Trinidad and Tobago be inspected at least once in every 5 years, if all the owners of the more than 370,000 electrical installations were to apply for a condition inspection as due, the waiting time could well be measured in months, if not years.

Even with the expanded EID workforce, there are simply not enough inspectors for that! As a result, the Division focuses its resources, primarily, on the inspection of new installations.

Before any testing can be carried out, the Electrical Inspector needs to ensure that all materials/equipment are manufactured to a relevant standard, and are erected and/or installed in compliance with the Regulations. In addition to certification as an Electrician/Wireman, an Inspector needs to have in-depth knowledge of and familiarity with specific elements such as conductors, cabling, single pole devices, protective devices and grounding systems.

As previously mentioned, condition inspections and testing are required to be conducted annually for public buildings and recommended at least once in every five years for residential buildings. In recent years, the EID was challenged to carry out condition inspections due to the absence of an adequate number of Electrical inspectors. Fortunately, with the introduction of the contracted officers, such inspections have been restarted on a very small scale in both the north and south, where public buildings (primarily commercial where the public may gather or pass through on business) are targeted.

Subject to these restrictions, priority is given to installations which need to be inspected for the purpose of insurance, mortgage, licensing, change of use, change of ownership, additions/alterations, and post-damage, in order to assess the installation's compliance with current regulations.

In general, the areas of investigation for both new installations and condition inspections include safety, wear and tear, corrosion, damage, overloading, age, external influences, suitability and effectiveness, and the Division seeks to ensure that any defects or non-compliance with the regulations, that may give rise to danger, are identified.

Members of the public seeking to secure inspections of new installations or condition inspections need to submit completed Application/Inspection forms to either the Division's Tunapuna or San Fernando offices, or to the Electrical Inspectorate Office, Scarborough, Tobago. Fees are applicable and are paid according to the size of installation and type of inspection required. There is a fixed fee structure that guides the determination of the fees that are due and can be obtained from any of the EID locations.



PUBLIC UTILITIES MINISTER COMMISSIONS NEW WASTEWATER OFFICE AT CHAGUANAS



Minister Abdul-Hamid, flanked by Dr. Shafeek Sultan-Khan (right) and MPU's PS Mrs. Jacqueline Ganteaume-Farrell, cuts the ribbon to officially commission the new wastewater facility. Looking on are members of WASA's Board and Management.



The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities, delivered the Feature Address at the commissioning of WASA's new Wastewater Office at Liberty Centre, Chaguana, on May 6, 2009. This milestone event manifested the Authority's commitment to delivering on Government's mandate to provide greater focus on each sector by separating the potable water and wastewater functions.

In his address, Minister Abdul-Hamid touched on the history and development of the Authority since its formation in 1965 with the merger of seven agencies which, at the time, performed separate functions related to the provision of potable water and wastewater services to the national community.

Mr. Minister observed that over the years there was minimal attention paid to the wastewater sector in comparison to water, adding that since the laying of 24 kilometres of pipeline in the Lock Joint Sewer Project of 1962, the only significant progress made in the sector was the 2004 construction of the Beetham Wastewater Treatment Plant. To prove his point, the Public Utilities Minister revealed that in an organisation with an estimated 4,000 employees, only 200 persons were engaged in the wastewater sector and related activities.

As he shared Government's plans for the development of the wastewater sector, Minister Abdul-Hamid disclosed that only 30% of the population had access to a centralised sewerage system while 58% was serviced by private on-lot systems, such as septic tanks and soak-aways. Alluding to the centralised system, Mr. Minister confirmed that WASA's facilities provided 20% of the coverage with 10% coming from the Housing Development Corporation and privately owned systems.

Minister Abdul-Hamid went on to highlight upcoming wastewater projects including the integration of 200 private wastewater facilities and the construction of two new wastewater plants to handle wastewater from the Chaguana to San Fernando areas.

With regard to the separation of the wastewater function from WASA's operations, Mr. Minister noted that a number of procedures must be followed to allow for an effective transition process, a major component being the review of the legislative requirements. Minister Abdul-Hamid assured the audience that the Board and Management of WASA were working closely with all duly recognised unions National Union of Government and Federated Workers (NUGFW), The Public Service Association (PSA) and the Estate Police Association (EPA) to ensure that all the human resource issues were addressed.

At the end of the official ceremony, a party of officials including the Minister of Public Utilities, the Permanent Secretary, WASA's Deputy Chairman and other members of the Board and Management, as well as representatives of the respective unions were taken on a tour of the new Wastewater Office by WASA's Chairman of the Board, Dr. Shafeek Sultan-Khan.

Farewell to Sylvie

administrative support to the PS earning the reputation of being extremely proficient in her job function. Sylvie is also known to be a remarkable writer due, in part, to her photographic memory.

Those that know her best in the Ministry speak very highly of her character and her sense of humour – Sylvie always has an old story or a funny anecdote to share. If there was one word to describe her it would have to be affable. In addition to being a loyal friend, Sylvie adopted the role of mother to any one she came into contact with, always sharing professional or personal advice with her colleagues.

The MPU family wishes to thank Sylvie for the last three and a half years of unswerving commitment. Sylvie leaves the MPU to take up an appointment at the Service Commission Department where she will bring a strong work ethic to the organisation. Our loss may be their gain but we ask Sylvie to always keep in mind that the Ministry of Public Utilities is where her heart is!



Dr. Ellis Burris Permanent Secretary (Ag.) (second from left) joins MPU employees in saying a fond farewell to Mrs. Sylvia Garraway-George (third from left).

On occasion, the Ministry of Public Utilities' (MPU's) family has to say farewell to one of its trusted, dedicated and beloved employees. In May 2009, with a heavy heart, MPU employees said goodbye to Mrs. Sylvia Garraway-George. To those who had the opportunity to work with her, Mrs. Garraway-George was simply known as 'Sylvie'.

Sylvie began her tenure at the MPU in December, 2005. She was assigned to the position of Clerk/Steno IV in the Secretariat of the Permanent Secretary (PS). While at the MPU, Sylvie provided



Guests at the MPU Indian Arrival Day enjoy the cultural presentation



Troupe Bagai cops 3rd place at TSTT Sports Family Day



TTPost delegates join Minister Selman Walters, St Vincent, at the 2009 Caribbean Postal Togetherness



Minister Abdul-Hamid presents Mr. Mahabir with a gift on his retirement from the Public Service



Mr. Victor Jones, Director HR Services and Chairman of the planning committee (2nd from left) celebrate with colleagues at the MPU Administrative Professional's Day Event



Mr. Minister and PS (Ag.) Dr. Burris recognise the contribution of the MPU Administrative Professionals



Mothers at the MPU celebration



MPU PS, Mrs. Jacqueline Ganteaume-Farrell, looks radiant in traditional East Indian garb!



...and then it was the male staffers turn to be honoured on Fathers' Day



...ance in the 2009
...y march past



The man of the moment, retiree Mr. Allister Brereton says
a sad farewell to the Electrical Inspectorate Division



Jewels of the MPU sparkle at the
2009 Indian Arrival Function



...abir, DPS,
...lic Service




Professor Clement Imbert, T&TEC's Chairman (center)
presents the Best Performing Team Overall trophy to
members of the Southern Area Sports Club.



Although TSTT's CEO, Roberto Peon (right), started
off slowly he ultimately came in second!



...ate Mothers' Day 2009



Minister Abdul-Hamid presents a token to guest speaker,
Ms. Diane Seukeran, at the Indian Arrival Day function



TRO Melissa Edwards led the TTPost medal count
at the annual Caribbean Postal Togetherness Sports

PHOTO FOCUS

...MPU at Play

The National Social Development Programme

A Tale of Hope



The National Social Development Programme (NSDP) is a social intervention programme that was implemented in 2002. The Programme, managed by the Ministry of Public Utilities (MPU), continues to raise the standard of living and quality of life of many persons across Trinidad and Tobago by providing or increasing the supply of electrification to parks and open spaces, water and house wiring to those who need it most.

In July 2008, the NSDP Policy, which provides guidelines on criteria for approval and processing of applications, was approved by Cabinet. The NSDP also saw the establishment of a Technical Advisory Committee (TAC) chaired by the MPU Permanent Secretary. The aim of the TAC is to make certain that the mandate of the programme is fulfilled by verifying that those who benefit under the programme are those persons most in need. The TAC is responsible for assessing all applications for services under the NSDP and recommending them for approval to the Minister of Public Utilities. The TAC also ensures that there is strict adherence to the procedures laid down in the policy document for the selection and approval of applicants requesting NSDP services, by carefully scrutinizing each application to confirm that the applicant meets the criteria.

Who Can Qualify

All persons requesting NSDP services must complete the NSDP Application form which is available at the NSDP offices, located in the MPU Head Office, Port of Spain and in Carnbee, Tobago. Forms are also available at all Constituency offices. Applicants are required to submit all relevant accompanying documents at the time of application. Documents required include: -

- valid Identification
- proof of land ownership
- non-refundable Capital Contribution Survey letter issued by T&TEC (for Electrification applicants)

Documentary evidence of the right to occupy the property for which services are requested must be submitted before applications can be assessed. This is to ensure adherence to NSDP Policy guidelines in ensuring that services are not provided to persons squatting on private or state-owned lands. For applications which were received prior to this period and are without documents, the NSDP makes all attempts to contact these applicants for the submission of tenure documents before site visits are conducted. Applicants for Electrification services are also asked to submit a

T&TEC estimate for the Non Refundable Capital Contribution Cost. This provides the NSDP with an estimated value of the project in order to determine if it can be accommodated. The estimate is also considered in terms of the number of persons to benefit.

Application Verification

All applications are thoroughly investigated by a NSDP Officer in order to ascertain the exact location of project request, to verify applicant's social and economic data, and the number of households or individuals to benefit should the project be granted. For house wiring, the NSDP Officer must also ensure whether the applicant's house is in a condition to take electrical wiring and if there is an available source of electricity before house wiring is done. This is to prevent the incidence of waste of public funds and prevent frustration to the applicant where a house is wired but they are still unable to access electricity. The NSDP must also ensure that the applicant is not seeking the assistance of the NSDP in order to carry out commercial land development.

Approval Process

The findings from site visits are then presented to the TAC, along with photographs, where relevant, before a recommendation is made. The TAC evaluates all applications individually on their own merit, giving due consideration to the optimal use of financial resources, cost of the project, number of persons to benefit and the positive social impact of the project in areas, such as poverty reduction.

In the case of House wiring, the TAC is also responsible for the approval of Scope of Works/ Estimates for electrical wiring before House wiring contracts are awarded for implementation. The TAC evaluates the estimates submitted by Electrical Contractors for the wiring of these approved homes. Estimates are assessed to ensure that project costs do not exceed the current market value and that they are equivalent to the quantity of work to be undertaken.

Operational Statistics: Oct 2008 – Apr 2009

For the fiscal year 2009, the Programme has continued to deliver services to various communities while it maintains its thrust towards process improvement and better service delivery. Operational statistics for the period Oct 2008 – Apr 2009 are as follows: -

Area	Number of New Applications Received for Oct 2008 - June 2009	Number of Applications Approved for Oct 2008 - June 2009	Number of Projects Completed for Oct 2008 - May 2009	Remarks
House wiring	650	895	503	The disparity between the applications received and applications approved is due to a back log of applications in the previous period.
Electrification	71	73	101	
Water	52	151	82	
Total	773	1,119	686	





SWMCOL'S

Redefined Waste Management System

As part of the upgrade programme within the public utilities infrastructure for the 5th Summit of the Americas (VSOA), held in Port of Spain from April 17-19, 2009, SWMCOL officially opened the country's first Waste Transfer Station, located on Production Avenue, Sea Lots, on April 16, 2009. This is the latest step in the development of a cleaner and more manageable waste system in Trinidad and Tobago.

For several years the Beetham Landfill has accommodated waste from Curepe to Diego Martin and everywhere in between. However, the site was faced with several challenges. The number of vehicles which enter the facility daily, together with the volume of waste, created some operational problems. The absence of a boundary fence also made security difficult as salvagers and other activities caused additional problems for the vehicles and operating personnel.

The location of the Beetham Landfill, together with the uncontrolled accessibility, identified it as a security risk during VSOA. In contrast, a Transfer Station was considered a more suitable option as it provides the conditions of a controlled site, where the entrances and exits are continually monitored.

A Transfer Station is a place to merge the loads from several garbage trucks into larger containers – 45ft in size – for transfer to the landfills. The concept of the Transfer Station was first proposed by the Government of the Republic of Trinidad and Tobago in 1980, in a study undertaken by Planning & Stanley Engineering Limited. However, implementation was not considered to be feasible at that time.

More than 20 years later the concept was revisited in an attempt to reduce off route travel to and from the landfill, appease the overwhelming traffic situation, and provide better conditions under which collection vehicles could offload waste. The Transfer Station introduces a new upgraded form of waste management to Trinidad and provides a cleaner environment for workers. With the continuous flow of waste, it allows for an even distribution amongst all existing landfills, avoiding the stress of the accumulation of waste on any one compound. The consolidation of garbage from a number of garbage trucks into a 45ft container (approximate capacity 130 cubic yards), will also allow for less truck traffic on the roadways.

The introduction of Transfer Stations into the domestic waste sector will ultimately result in a cleaner and more efficient waste collection system that would permit better management of the landfill operations. SWMCOL envisions a people-friendly and organized system that will encourage the move towards waste separation at source to facilitate recycling. A secured compound will eliminate salvagers and the potential for condemned goods being returned to the market place. The new system will also allow for greater time management of collection trucks and the determination of waste quantities based on the introduction of a truck weighing system.

At present, the Beetham Landfill is still in operation for a limited time daily as the volume of waste and numbers of vehicles cannot be accommodated by a single Transfer Station. The eventual expansion of the Transfer Station network in Trinidad and Tobago will encourage the development and use of one designated landfill as part of a total waste management system that includes all the elements of transportation, collection, disposal and management.



The Ministry of Public Utilities' (MPU's) Implementation Team has successfully completed the first phase of the Ministerial Performance Management Framework (MPMF), thus ensuring that a true reflection of the Ministry has been captured in the submission of its critical report on April 27, 2009. Undeniably, the MPU Team could not have succeeded without the full support of the Minister of Public Utilities, the Permanent Secretary, the Deputy Permanent Secretary, Heads of Divisions and members of staff, who explored every detailed aspect of the report and provided constructive comments and recommendations where necessary.

The Office of the Prime Minister selected three members of the MPU Team, namely Ms. Karyn Reyes, Mrs. Sarah Briggs and Mr. Narine Charran to participate in a four day 'Train the Trainer Workshop – Reaching the Next Level', which took place over the period May 4-7, 2009. The workshop comprised Ministries of both Group A and Group B, whose purpose was to maintain and advance the implementation of the Framework, with the ultimate aim of realizing the inherent benefits in its continuity.

The MPMF Consultants, The Governance Network, advised participants of the common themes in improving performance within Ministries, which were drawn together from all Ministerial reports submitted. A summary of these themes are as follows: -

1. the need for regularization and institutionalization of Strategic Planning and Reporting in Ministries;
2. the need to develop simple and effective performance monitoring indicators and measurements;
3. the establishment of new mechanisms to seek out client and citizen feedback, regarding services provided by the Ministries;
4. the methodologies in which Government communicates with and engages its employees concerning the attainment of Vision 2020 goals; and

5. the improvement of management's team-performance in goal achievement (Their vision, strategic leadership methods, teamwork and service management).

In terms of the MPMF process, the next steps coming out of the MPMF Report will be to implement the Action Plan and refine the recommendations of the 360° assessment tool. Subsequently, the MPU Team will initiate the next phase of the Framework, the 'Next Generation MPMF', with Group A starting in November 2009 and Group B (containing the MPU) commencing in January 2010 with expected completion in May 2010.

As staff of the MPU, we all have an integral role in the achievement of the Ministry's Vision 2020 goals. As such, we are pressed to recognize what we are mandated to achieve as outlined in Vision 2020 Documentation. This is of particular importance to all members of staff, as ignorance of the MPU's direction will not result in the desired outcome. Members of staff are thus advised to familiarize themselves with the Vision 2020 goals and its impact on the Ministry, by visiting the Vision 2020 website www.vision2020.info.tt and either viewing or downloading the following documents:

- Vision 2020 Operational Plan 2007-2010
- Vision 2020 Operational Plan – Transformation in Progress Report 2007
- Public Utilities Sub-Committee Report

Also, staff can request digital copies of the documents from the Economic Research, Policy and Planning Division. It is incumbent on all of us to review and become well-acquainted with the information and targets delineated in the Vision 2020 documents. The success of Vision 2020 is dependant on your participation as each member of staff has an equally vital role in the holistic development of the Ministry of Public Utilities.

Change Team Update

As promised in the last issue of "Focus on MPU", here are the results of the evaluation of the MPU's compliance with the customer service/telephone etiquette training as follows: -

NO.	CRITERIA	LEVEL OF COMPLIANCE	RECOMMENDATION
01.	Answering within four rings	Good- 80% compliance	Need more phones in MPU and Divisions to improve compliance
02.	Politeness	Good but need to go to level of very good	More business-like tone is required. Practice is needed
03.	Voice - Tone	Good but room for improvement	Need to relax and smile more when answering
04.	Helpfulness	Good but room for improvement	Lack of information outside area of function. To be addressed by Internal Customer Service Training during July to Sept 2009
05.	Technical Know-how	Good but need to display more knowledge/ability on how to transfer call to Authorized Officer/Section	Application of knowledge to become more skill-based

There was overall progress from the last evaluation, however, there is still room for improvement in that 30% of receivers are not disclosing the name of the Ministry and a further 25% are constantly failing to mention their names as a standard feature. These two standards can best be acquired by consistent and effective supervisory reinforcement until they become second nature through practice.

The Change Team Work Programme for the period June to December 2009 is as follows: -

- June 2009 - Closure of Training in Customer Service/ Telephone Etiquette by (i) submission of evaluation to Permanent Secretary and Heads of Divisions/Sections/Units (ii) Training Consultant's final presentation delivered to Permanent Secretary and Heads of Divisions/ Sections/Units
- July 2009 - Commencement of 2nd wave of Customer Service Training: Internal strengthening for job enrichment and empowerment by the introduction of QUEST – Quality in Every Single Task.
- August 2009 - Continuation of 2nd wave in Customer Service Training – Internal Strengthening for job enrichment and empowerment by the introduction of WISE – Work Improvement in Every Section.
- September 2009 - Implementation/Roll out of QUEST and WISE
- October 2009 - Quantification of the value added by training in Telephone Etiquette, QUEST and WISE
- November 2009 - Evaluation of 2009 MPU Change Team Performance
- December 2009 - Formation/Selection of 2010 MPU Change Team





The “Government of the Republic of Trinidad and Tobago’s premier objective of Developed Country status by 2020” was the theme of the annual ‘Breakfast with the Prime Minister’ forum, held on April 28, 2009 at the Crowne Plaza Hotel, Port of Spain. It was within this context, that the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities, delivered a presentation entitled “Vision 2020 - Development of the Electricity Sector of Trinidad and Tobago”, at the event.

During his address, the Minister of Public Utilities identified the Trinidad and Tobago Electricity Commission (T&TEC) as a major contributor to providing the infrastructure base necessary to support the country’s industrial development plans and Vision 2020. The Minister’s PowerPoint presentation gave his audience a vivid insight into T&TEC’s plans for the electricity sector, spanning the years 2008 to 2020.

The Slide Show included present and projected electricity demand for the nation’s major housing developments and industrial sites and outlined infrastructure requirements for the transmission of electricity to meet these demands. Minister Abdul-Hamid calculated T&TEC’s current total demand as: -

- industrial customers - 61%,
- residential customers - 28%, and
- commercial customers and street lighting - 11%.

While the total demand is less than the Commission’s present generation capacity of 1604 MW, it is projected that, by the year 2020, demand will increase to 2461 MW, with an estimated growth in total generation capacity to 3395 MW.

To ensure that T&TEC delivers this projected supply, Transmission Infrastructure upgrades are already on stream. These include: -

- new 220 kV circuits: 61 km/109 km – 55% completed,
- new 132 kV circuits: 57 km/ 163 km – 35% completed,
- new 66 kV circuits: 15 km/ 60 km – 25% completed, and
- 14 new Substations – 40% completed.

In keeping with the Commission’s commitment to excellence and customer satisfaction, Minister Abdul-Hamid outlined several Customer Service initiatives soon to be adopted, including: -

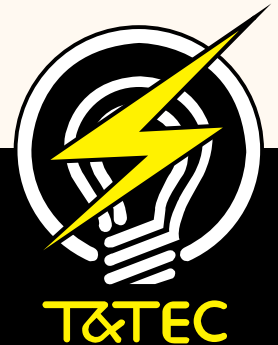
- full deployment of Advanced Metering Infrastructure,
- the establishment of a Call Centre,
- distribution Automation,
- upgrade of distribution lines,
- an increase in the number and capacity of pole mounted transformers,
- Geographical Information System (GIS) mapping of the Transmission and Distribution infrastructure, and
- the provision of modern and better equipped vehicles.

As Minister Abdul-Hamid ended his presentation, he assured the audience that T&TEC, with Government’s support, was committed to fulfilling its Mission to provide a reliable, safe and adequate electricity supply in the most efficient and environmentally sound manner for Trinidad and Tobago’s economic and social development.



T&TEC

On the Road to Vision 2020





Members of the TTPost Board stand with the Minister of Public Utilities. From Left: Ms. Charisse Cardenas, Ms. Hazel Galindo-John, Mr. David Bazil, Minister Abdul-Hamid, Ms. Lisa Agard and Mr. Anthony Hall.

On June 16, 2009, the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities, met with the New Board of Directors for the Trinidad and Tobago Postal Corporation (TTPost) and presented them with their Instruments of Appointment.

During the meeting held at the Ministry's Sackville Street location, Minister Abdul-Hamid welcomed

three new Directors and re-instated two former members of the TTPost Board, including former Chairman, Mr. Anthony Hall. Mr. Hall, who holds the position of General Manager at CUNA Caribbean Insurance Company, joined the TTPost Board as Deputy Chairman in November 2004, assuming the role of Chairman from July 2005.

The current composition of the TTPost Board of Directors is: -

- Mr. Anthony Hall, Chairman,
- Ms. Lisa Agard, Deputy Chairman,
- Mr. David Bazil,
- Ms. Hazel Galindo-John, and
- Ms. Charisse Cardenas.

The TTPost Board met for its first Meeting on Monday June 22, 2009.



The Honourable Mustapha Abdul-Hamid presents Mr. Anthony Hall, Chairman, with his Instrument of Appointment.

Ms. Indra Basdeo is MPU Administrative Professional of 2009

Ms. Indra Basdeo,
Administrative Professional to
Mr. John Phillip, Chief
Electrical Inspector, Electrical
Inspectorate Division North



On Administrative Professionals (AP) Day, Wednesday April 22, 2009, the Ministry of Public Utilities (MPU), hosted an after-work lime to recognize and reward the contributions made by Administrative Professionals to the smooth operation of the Ministry. At the event, 29 MPU APs were appreciated for their commitment to their discipline.

Although the Ministry observes Administrative Professionals Week on an annual basis, it was decided to take the celebration one step further in 2009 and honour employees' pursuit of excellence with the introduction of the MPU Administrative Professional of the Year Award programme. All MPU employees were invited to nominate an AP from their Division/Unit for this honour, who they believed best exemplified the mission, vision and mandate of the Ministry.

The 8 nominees for the MPU Administrative Professional of the Year Award included Martha La Foucade (Ground Floor), Casha Charles (Level 1), Neon Niles (Level 2), Norva Nurse (Level 3), Vickiann Farrell (Level 4), Jennifer Chrchton (Level 5), Indra Basdeo (Electrical Inspectorate Division) and Charmaine Rosalles (Meteorological Services Division). At the end of the day, however, it was Ms. Indra Basdeo of the Electrical Inspectorate Division who captured the title MPU Administrative Professional of 2009!

Dr. Ellis Burris, Permanent Secretary (Ag.) welcomed guests to the informal reception, pointing out that with 3 men among the Ministry's APs, the role of Administrative Professional (was) no longer the sole domain of women". Dr. Burris further challenged all the support personnel to "never stop learning – even when they know they're already good at what they do."

The Feature Remarks were delivered by Minister Abdul-Hamid, who indicated that the face of the AP is very often the face of the Ministry. Although Mr. Minister acknowledged that technology was driving a change in the traditional roles of APs in the contemporary workplace, he affirmed that "nothing can replace honesty, & integrity, service excellence, work ethic, teamwork trust and mutual respect." In conclusion, Mr. Minister called on the members of the MPU management team to value their support staff, "not just because it is the decent thing to do but because it is also the smart thing to do!"

FUN PAGE

There are 11 differences between these 2 pictures; can you spot them all?



Caribbean Corn Pie

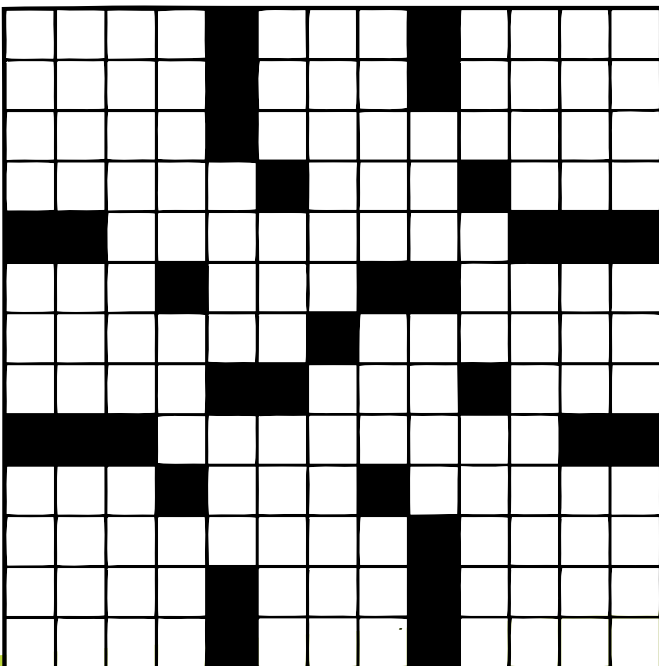
- 2oz Margarine or Butter
- ½ cup Corn Meal
- 1 tin Cream Style Corn
- 250ml of Evaporated Milk
- 2 Eggs
- 1 cup finely grated cheese
- Pepper Sauce to taste
- Finely chopped seasonings: Chive, red & green pimento peppers, onion, sweet pepper

METHOD:

1. Place margarine/butter in saucepan on low heat.
2. When margarine/butter is melted, slowly stir in cornmeal with a wooden spoon.
3. Add cream style corn.
4. Add half of evaporated milk.
5. Beat eggs and add with rest of milk.
6. Add cheese, seasonings and pepper to taste.
7. Grease dish and pour in mixture.
8. Bake in a 350°F oven for 35-40 minutes or until firm. Check texture with cake tester or knife. If tester comes out clean your pie is ready.



FILL-IT-IN



3 LETTERS

- ABE
- ADD
- ADE
- AMI
- DIR
- EAR
- EMI
- EPA
- EYE
- FOR
- GBS
- GMA
- GOD
- HIM
- ICY
- LCD
- MOA
- MOD
- NBC
- NEO

- NOR
- REI
- RIO
- SCI
- TAI
- TNT

4 LETTERS

- ACED
- ALLA
- BADE
- CARR
- CRIB
- DANG
- DECI
- EDIE
- ELIE
- ENVY
- FIRS
- FOGG
- FRET

- GIGI
- IDIO
- ODIN
- OENO
- PERM
- RSVP
- SILT
- SLIP
- SPAS
- SSTS
- TOPE

5 LETTERS

- DROOL
- ELSAS
- GLOSS
- GO
- APE
- ROTHS
- SNIPE

6 LETTERS

- ADAGIO
- BANGED
- DISMAY
- GARLIC

8 LETTERS

- EGG
- ROLLS
- ESOTERIC
- RESETTLE
- RIGATONI
- STRAINER
- TELL A LIE

7	1	9	9		5	1	8	4		8	1	7
6	2	0	3		7	8	4	1		3	1	4
9	7	7	8	0	6	2	2	5		4	5	9
			2	0	7	4		7	3	6	6	5
3	6	3	8	3		7	5	6	1			
2	4	8		5	0	6	3		7	8	8	3
6	8	4	9		9	7	3		0	5	9	9
4	2	5	5		7	8	3	8		9	9	6
		9	5	1	4			1	3	7	6	6
6	6	9	5	7		0	4	5	6			
9	0	0		7	9	5	3	1	0	8	4	5
1	0	5		0	2	2	6		6	0	6	3

Last puzzle Solution

Roles and Responsibilities of Key Agencies During the Hurricane Season

Meteorological Services Division - The Meteorological Services Division of the Ministry of Public Utilities tracks, researches, analyses and reports on weather and climate conditions to support agencies and the national community. The most important aspect of a meteorologist's duties is the provision of early warning in the event of natural disaster in order to save lives and protect property.

Contact Information:
Tel.: 669-4392; Fax: 669-4727
website: www.metoffice.gov.tt

Office of Disaster Preparedness (ODPM) - The Office of Disaster Preparedness and Management (ODPM) is responsible for leading the National effort in protecting public health and safety; restoring essential government services; and providing emergency relief to those affected severely by hazards. By its very mandate the ODPM is committed to formulating an all-hazard approach to emergency/risk management. This all-hazard approach encompasses a comprehensive framework that includes mitigation, preparedness, response and recovery. This in and of itself identifies the agency as the principal player in leading the community's efforts in preparing for, responding to, and recovering from disasters.

Contact Information:
Tel.: 800-ODPM; 640-1 285; 640-8905
website: www.odpm.gov.tt

Tobago Emergency Management Agency (TEMA) - The Tobago Emergency Management Agency (TEMA) is responsible for the development and administration of a comprehensive disaster management approach for the island of Tobago, focussing on prevention, preparation and mitigation against disasters, as well as emergency response, rehabilitation and recovery from such events. Their mandate is to co-ordinate a network of agencies and individuals within the island of Tobago to direct their efforts to the maximum preservation of life and the protection of property in times of disaster.

Contact Information:
Tel.: 660-7489; Fax: 660-7657
website: www.nematobago.com

Trinidad and Tobago Amateur Radio Society, Inc. (TTARS) -The Trinidad and Tobago Amateur Radio Society, Inc. (TTARS) is the national amateur radio organization in the Republic of Trinidad and Tobago. It is also a member society of the International Amateur Radio Union (IARU). The Emergency Amateur Radio Service (EARS) is an organization within TTARS that provides amateur radio communications during times of emergency and disaster, most notably hurricanes and floods. It is headed by an Emergency Coordinator who coordinates emergency and disaster preparedness plans and assigns amateur radio resources in the event of an activation by an affiliated agency. EARS works closely with ODPM as well as the local regional corporations that comprise local Government. There is some cooperation with the local Citizens' band radio (CB) clubs as well as the local chapter of Radio Emergency Associated Communications Team (REACT) International, but this is mostly done through ODPM. TTARS membership is not a requirement to participate in emergency preparedness involving amateur radio in Trinidad and Tobago. Other amateurs operating as individuals or part of small clubs such as Combined Amateurs Radio Operators Team (CAROT) also participate in emergency communications activities.

Common Terms Used During the Hurricane Season

Tropical Storm Watch - Tropical Storm conditions are possible in the specified area of watch, usually within 36 hours.

Tropical Storm Warning - Tropical storm/Hurricane conditions are possible in the specified area of watch usually within 24 hours.

Hurricane Watch - Hurricane conditions are possible in the specified area of the watch, usually within 36 hours. During a storm/hurricane watch, prepare to take immediate action to protect your family and property in case a storm/hurricane warning is issued.

Hurricane Warning - Hurricane conditions are expected in the specified area of warning, usually within 24 hours. Complete all storm preparations and evacuate if directed by local officials.

Bulletins - These provide detailed information about specific threats, such as flash flooding and high winds. Severe Weather Bulletin: This is limited to weather which can cause serious disruptions and possesses damage due to one or more of the following: Flooding, Damaging winds, Severe Thunderstorms, Choppy Seas.

COMING SOON

MPI
EMANCIPATION
DAY 2009
CELEBRATIONS

