



**mpu**

MINISTRY OF  
PUBLIC UTILITIES

LAUNCH OF TRINIDAD AND TOBAGO  
**POSTAL CODE**

**WIRING FOR RENEWABLE  
ENERGY SYSTEMS**

**MOU  
SIGNED**  
between **WASA** and  
**National Training Agency**





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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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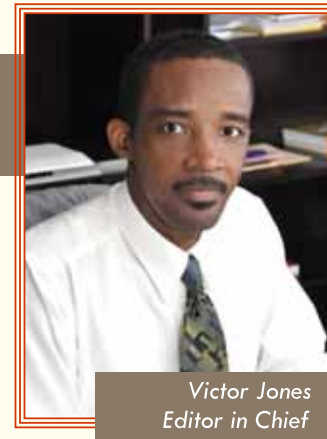
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Victor Jones  
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# Message

## from the Editor

Dear readers,  
Thank you for picking up a copy of our publication 'Focus on MPU'. This is our first issue for the year and we are excited to share with you the different initiatives and projects that the Ministry of Public Utilities, along with its Divisions and Agencies, has undertaken.

In the last issue, we focused on the Commonwealth Telecommunications Organisation's 9th Annual Forum and 51st Council Meeting held here in Trinidad. The five-day event was attended by representatives of various governments, private sector entities and civil society organisations. The feedback that we received was overwhelmingly positive.

For this issue, we are highlighting the role played by the Ministry of Public Utilities, along with its Agencies and Divisions, in the sustainable development of Trinidad and Tobago and the various initiatives being taken to propel our country towards developed nation status. These initiatives were varied and far-reaching in their scope and impact on the day-to-day lives of our citizenry.

TTPost, for example, is in the process of adopting a new Postal Code System which is expected to greatly improve postal delivery services in Trinidad and Tobago. Not to be outdone, the Met Services Division is establishing an Automated Weather Observance System (AWOS) which will increase their capability to provide up-to-date, reliable reports on weather conditions. The Trinidad and Tobago Electricity Commission (T&TEC), the Telecommunication Services of Trinidad and Tobago (TSTT), the Water and Sewerage Authority (WASA), and the Electrical Inspectorate have also taken steps to improve and, in some cases, expand their services to the public.

All of these projects will be introduced to you in this issue. But of course, we will also share with you the opportunities that we have had for fun and relaxation. Highlights from the MPU's Carnival celebrations can be found in the centre spread and you can also read about celebrations and MPU's and T&TEC's Media Appreciation Functions.

We are excited to share this issue with you and hope that you find it informative and entertaining.

As always, we offer our best wishes for your continued health and prosperity throughout the year.

Victor Jones  
Editor in Chief & Deputy  
Permanent Secretary (Ag.)  
Ministry of Public Utilities

# About Us



The Ministry of Public Utilities (MPU) is the governmental arm responsible for the efficient and effective delivery of public utility services throughout Trinidad and Tobago. As such, we provide governance to the following Agencies, which are mandated with the delivery of specific public utilities:

- Trinidad and Tobago Electricity Commission (T&TEC) – Electricity
- Water and Sewerage Authority (WASA) – Water & Wastewater
- Trinidad and Tobago Postal Corporation (TTPost) – Post
- Telecommunications Services of Trinidad and Tobago Limited (TSTT) –Telephone and Internet Services

The MPU also bears responsibility for the provision of Meteorological Services, Electrical Inspection Services and Government Printery Services along with the administration of the National Social Development Programme (NSDP) and the Utilities Assistance Programme (UAP). These are facilitated through our in-house Divisions. The Regulated Industries Commission (RIC), which independently facilitates competition and sustainability amongst the utility providers, also falls under the oversight of the Ministry.

In collaboration with our Agencies, Divisions and other stakeholders, we at the MPU seek to fulfil our mission to 'facilitate the effective delivery of affordable and quality public utilities through a committed, resourceful team of professionals in close collaboration with all partners.'

For more information on the MPU, check our website at: <http://www.mpu.gov.tt>.





Senator The Honourable  
Emmanuel George,  
Minister of Public Utilities

## "OUR UPDATE TO YOU"

As the organisation responsible for overseeing Trinidad and Tobago's utility agencies, the Ministry of Public Utilities (MPU) has quite a large portfolio. But as extensive as our mandate to provide effective governance in the delivery of public utilities to our nation's citizens may seem, it takes on even more significance when one considers the many ways in which Trinidad and Tobago's sustainable development is linked to the continued improvement and expansion of these services.

Our twin-island republic's population and our thriving industrial and commercial sectors require utility agencies that are up to the challenge of providing an affordable and reliable service. At the MPU, our appreciation of this demand for quality service has led to a number of projects and initiatives, all aimed towards enhancing the lives of the citizenry of Trinidad and Tobago and facilitating greater efficiency and competitiveness of our commercial, manufacturing and energy sectors.

One such initiative that will impact the entire national community is the establishment of a Postal Code System, which will provide each postal address with a unique identifier called a postcode or ZIP code. The new system, which was launched in March of this year, is being implemented by TTPost and is expected to be fully operational over the next six to eight months.

The Postal Code System promises to improve the efficiency and accuracy of mail delivery by making it easier for postal services to identify addressees' locations, and has far-reaching implications for various sectors of our society.

Postal service providers will benefit from lower operating costs and increased accuracy of delivery, while the private and public sectors will be able to take advantage of improved billing efficiency facilitated by the mapping of postal zones. Opportunities for the formation of new products and services, such as marketing databases that facilitate target marketing and other postal code-related products, will also be provided by the implementation of the postal code system.

As TTPost revamps its delivery system, the Telecommunications Services of Trinidad and Tobago (TSTT) is also undergoing major systemic change in an effort to better serve the public. The communications service provider is in the process of deploying a next generation platform that would enable it to offer subscribers a variety of services.

In response to the increasing demand for high-speed mobile wireless communication, TSTT is also preparing to roll out a new fourth generation (4G) broadband service for mobile phone users. It is hoped that the service, which will cost the company \$500 million to deploy, will be initiated in September of this year.

As promising as these new developments are, they would not be possible without a reliable power supply that can meet the needs of our increasingly technology-driven society. In recognition of that responsibility, T&TEC is currently conducting two major

initiatives, both of which will impact the quality and quantity of our electricity supply for years to come.

The first is the renegotiation of the 1994 Power Purchase Agreement (PPA) between the Commission and the Power Generation Company of Trinidad and Tobago Limited (PowerGen) for a further 15-year period.

The second initiative being undertaken by T&TEC involves building capacity by adding the electricity produced by the Trinidad Generation Unlimited (TGU) power plant in La Brea into the national grid. The TGU plant has the capacity to generate 720MW of power. T&TEC plans, over a two-and-a-half year period, to install infrastructure in South Trinidad which would enable it to increase the existing transmission capacity, thus enabling it to distribute the power generated by the plant across the national grid to meet the increases in demand.

Like the Utility Agencies, the Ministry's in-house Divisions are also enacting new systems and processes that would enable them to serve the national community better. The Government Printery, for example, has begun a review of its organisational structure that, once completed, is expected to result in a revitalised institution with an increased capacity to achieve its mandate. A new building is also being sought for the organisation, which, like the building in which it is currently housed, is more than a century old.

The Met Services Division (MSD) is also expecting a new home. Currently, consultants have been engaged to complete the engineering and architectural designs for the MSD building complex at Piarco, which will be a state-of-the-art facility that will form the centre of the Met Services'

operations. This project, which according to preliminary estimates will cost \$110 million and take two years to complete, is expected to start within a few months. A new Met building is also planned for construction at Crown Point Airport, Tobago.

Another major development being undertaken at the Met Services involves the establishment of an Automated Weather Observing System (AWOS). This system, which collects, processes and visually displays meteorological data, will positively impact the Met Service's ability to make continuous, reliable reports on weather conditions thus helping pilots and aviation

personnel make critical decisions.

The Electrical Inspectorate, an internal branch of the Ministry charged with the inspection and certification of electrical works, will also be moving to more spacious quarters. The Division, which is currently housed in the Ministry's headquarters, needs the additional space since more electrical inspectors are being hired to increase its human resource capabilities.

As is obvious from all of the above, this is a period of growth and change for the Agencies and Divisions under the Ministry's purview. The continued sustainable development of Trinidad

and Tobago demands not only that we improve the quality of our services to the citizenry, engaging new technologies and procedures along the way, but also that we expand their scope, in some instances geographically and in others by the addition of new services. These are indeed exciting times.

*E. George*  
Minister Emmanuel George

## Trinidad and Tobago attends Sectoral Awareness and Strategy **WORKSHOP** for the Postal Services

From left: Mr. Darrien Veira, Deputy Postmaster General (Ag.), St. Kitts & Nevis Postal Service, Mr. Curt Lewis, PS, Ministry of Youth, Empowerment, Sports, IT, Telecomms and Post, St. Kitts & Nevis, Mr. Terrance Jurawan, PS, Ministry of Public Utilities, Robert Hernandez, GM-Operations, TTPost at the Sectoral Awareness & Strategy Workshop - Caribbean Region, Jan 19-20, 2012 Grand Cayman, Cayman Islands.



On January 19 and 20, 2012, the Universal Postal Union (UPU) and the Caribbean Postal Union (CPU) co-sponsored a Sectoral Awareness and Strategy Workshop in Grand Cayman, Cayman Islands. Participants in the Workshop came from twenty countries in the Caribbean region, including Trinidad and Tobago. Representing Trinidad and Tobago was Ministry of Public Utilities' (MPU) Permanent Secretary, Terrance Jurawan and Robert E. Hernandez, General Manager, Operations of the Trinidad and Tobago Postal Corporation (TTPost).

The Workshop was part of an approved regional development plan for the Caribbean aimed at raising awareness among postal authorities. Activities held during the two days focused on effective assistance in order to help senior management and postal authorities, including supervisors and permanent secretaries, to become more aware of the challenges facing the postal sector and

determine how to best tackle them.

Priority areas identified and worked on during the workshop included:

- Postal reform and reorganisation of legal and regulatory frameworks for national postal services
- Development of electronic and financial networks and diversification of products and services
- Improved quality of service
- Harmonisation of sectoral policy to facilitate sustainable development in the sector
- Improved connectivity between post offices in the region
- Development of human resources.

Participants were informed of the three major networks of the UPU: physical, financial, and electronic.

There was also a discussion on the upcoming 25th Congress of the UPU to be held in Doha, Qatar, in September 2012. The UPU presented a Doha strategy which included:

- Universal Service Obligation
- Improving quality of service
- Market knowledge and customer needs
- Postal reform and sustainable development
- The economic role of the post.

At the Workshop's conclusion, participants were encouraged to develop action plans to take back to their respective countries for implementation.



# WIRING FOR RENEWABLE ENERGY SYSTEMS



– Government Electrical Inspectorate says ensure compliance.



To efficiently and prudently manage Trinidad and Tobago's energy resources, the Government has implemented an initiative aimed towards the utilisation of renewable energy systems to produce electricity, with the current focus being on solar and wind energy. The use of these renewable energy systems has several benefits. One is the security of the future energy reserves of the country, and, therefore, its continued economic and physical development. Another significant benefit is the reduction of the demand on the country's oil and gas reserves for the generation of electricity and the subsequent increase in these commodities for export with the consequential generation of vital foreign exchange currency. Of equal importance is the preservation of the environment for us and future generations.

The utilisation of renewable energy to produce electricity means that the electricity generated will be used to light residential, commercial and industrial buildings and to power appliances and equipment. Electricity improves the quality of life of the citizens but it can be dangerous and deadly if improperly utilised. Therefore, the installation of these systems, which includes the associated wiring, must be done in a safe manner. As such, these electrical systems and their wiring must be designed, manufactured and installed to protect the public from electrical shocks and electrocution and to safeguard properties from fires.

To ensure safety, standards are required for the installation and wiring of

renewable energy systems. The Government Electrical Inspectorate partnered with the Electrical Code Committee of the Board of Engineering, the Trinidad and Tobago Bureau of Standards, The Trinidad and Tobago Electricity Commission (T&TEC), and the Ministry of Energy and Energy Affairs to develop an electrical wiring code for renewable energy systems. This collaboration produced the *Trinidad and Tobago Standard, Trinidad and Tobago Electrical Wiring Code TTS 171Part 3 – Renewable Energy Systems* and their Interconnection Requirements. This standard was accepted by the Trinidad and Tobago Bureau of Standards and subsequently, a Legal Notice (139) for this standard was published in the Trinidad and Tobago Gazette on December 15, 2011. Renewable energy systems must be installed according to this standard, which will be enforced by the Government Electrical Inspectorate.

The *Trinidad and Tobago Electrical Wiring Code TTS 171Part 3 – Renewable Energy Systems* and their Interconnection Requirements Standard specifies the requirements for solar photovoltaic (PV) systems, fuel cell systems and small wind electric systems. The standard identifies the methods which should be adopted for the installation of these renewable energy systems and their interconnection to the electric grid in Trinidad and Tobago in order to ensure the minimum acceptable level of safety and reliability. It also addresses the circuit requirements, disconnecting means, wiring method, grounding, markings, connection to other sources and storage batteries along with other technical issues.

In addition to this standard, the

Government Electrical Inspectorate has contributed to the development of TTEC's *Wiring for Lighting and Power Booklet – Renewable Energy Systems*. This booklet, which gives the requirements for the grid interconnection of distributed renewable generation systems, will soon be made available to the public.

The Government Electrical Inspectorate is also partnering with T&TEC, the Electrical Code Committee and the University of Trinidad and Tobago (UTT) in the installation of two photovoltaic pilot projects. TTEC will be installing two small-scale grid interconnected photovoltaic systems, one at TTEC's Mt. Hope Facilities Building and the other at the UTT, O'Meara Campus. These projects will allow T&TEC to measure the electrical output of the PV systems and to evaluate their performance with regards to interconnection. They will also provide the opportunity for the Electrical Inspectors to witness first-hand the installation of the PV systems and to apply the TTS Part 3 Standard in their inspections. These projects are currently underway.

The Government Electrical Inspectorate is also working with DC Power Systems Limited, a company engaged by Powergen to install a PV system and a small wind turbine system at the Islamic Home for Children at Gasparillo. Again, the TTS Part 3 Standard governs the installation of these systems.

**Remember, homeowners, property developers, consultants, contractors and members of the public, check with the Government Electrical Inspectorate with regard to standards, codes and regulations governing electrical wiring in Trinidad and Tobago.**



## TTPOST LAUNCHES TRINIDAD AND TOBAGO POSTAL CODE SYSTEM



From Left: Devon Phillip, Marketing Manager, TTPost, Dr Opadeyi, Consultant, TTPost, Anthony Moore, Chairman, TTPost, Senator the Honourable Emmanuel George, Minister of Public Utilities, MPU, Terrance Jurawan, PS MPU, Robert Hernandez, GM-Operations, TTPost and Sheldon Cyrus, Managing Director, TTPost at the head table of Launch of the Postal Code.

It was in Issue Vol. 4/No. 1 that we told our readers that Trinidad and Tobago was on the verge of developing a Postal Code System. We noted in the same issue that in the absence of postal codes for domestic mail delivery, rudimentary methods have been utilised for the purpose of assigning addresses. Some of these include numbers of houses and/or buildings, light pole numbers, lot numbers, and the mile marker system.

With the launch of the Trinidad and Tobago Postal Code System on March 28, 2012, this country's postal sector made a quantum leap into the future of post. At the same time, Trinidad and Tobago's designated postal operator, TTPost, was seeking international accreditation in the area of quality of service by pursuing requirements that would make our postal service S42 Standard Addressing compliant. This was achieved in February 2012 when we became one of 29 countries world-wide to receive this recognition from the Universal Postal Union (UPU).

The S42, an international addressing standard developed by the UPU, comprises of a generic list of address elements and country-specific templates that tell users how to transform address elements into

an accurately formatted address. The advantages of such a Standard Addressing System include reduced operational costs and increased postal revenue for the postal service provider, as well as faster and more accurate delivery.

These benefits, along with many others, are even more evident when an S42 compliant system is utilised in tandem with postal codes or zip codes, as they are called in the United States. A postal code is a unique identifier that unambiguously identifies an addressee's location and assists in the delivery of mail. The code, which consists of a sequence of numbers and letters, or numbers alone, is added to the end of an address.

With such a system in place, the advantages to the postal service provider and the community in general are many and varied. From the service provider's perspective, some of these include improved efficiency and accuracy of mail delivery, savings on time and operation costs, and the creation of postal code products such as address databases.

The private sector and public services will



A cross section of the invited guests at the Launch.

benefit from improved billing and customer service, improved product delivery, and opportunities for targeted marketing. An advantage specific to the private sector will be increased opportunities for e-commerce. The public service, in particular, will benefit from an increased capability to manage any epidemics and/or natural disasters.

To ensure that the new system includes every last delivery point in Trinidad and Tobago, thus making it viable and ensuring that everyone benefits, residents, businesses and organisations will be invited to assist by presenting their address information and receiving their postal code. The period of time during which this process will be facilitated will be announced at a later date.

In the interim, we ask that you assist us by visiting your local postal delivery office to verify your exact location on the specially provided maps lodged there.





Emmanuel Moolchan presents a prize to Joanne Briggs from Newsday at the Ministry's Media Lime.



Minister George shares a laugh with members of the media.



Casha Charles from the Customer Service Unit shares information on the UAP with a member of the public at the Couva South Constituency's Open Day.



All attention is given to Marlon Williams, Chief Electrical Inspector.



Victor Jones awards another prize to Reshma Baal from the Newsday.



Contestants await the results after competing in the Ministry's Calypso Competition.



Leah Sammy and Khadija Roberts show their talent at the MPU's Calypso Competition



The Honourable Rudranath Indarsingh, MP for Couva South, meets Mauricia Pegus, Senior Research Analyst at his Open Day.

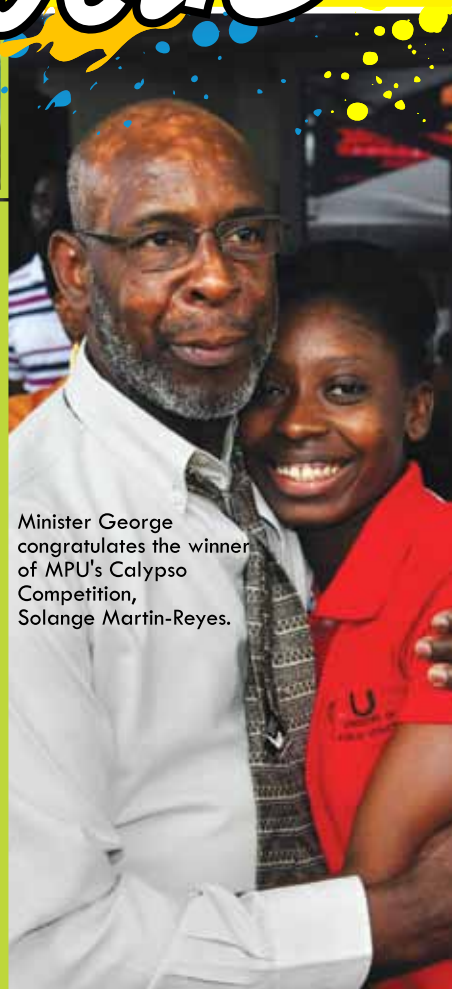
# MPU Photo Focus



The UAP and NSDP staff hard at work at the Open Day held by the Couva South Constituency.



Neil Ramdath from CNMG receives a token of appreciation from Nicole Rodriguez-Eligon.



Minister George congratulates the winner of MPU's Calypso Competition, Solange Martin-Reyes.



Fiola Beckles gives an emotional performance at the Calypso Competition.



Simone Kent shows that she can sing too at the Calypso Competition.





Examples of what were on display and the exhibition for World Water Day and World Meteorological Day, March 21, 2012

## INTERNATIONAL WORLD WATER DAY 2012

Water is life. This common pronouncement about one of the world's most critical resources has become part and parcel of our human consciousness where water is concerned. In commemoration of this global fact, the United Nations (UN) decided in 1992 to sanction every 22nd of March as International World Water Day. This would be used as a means of focusing attention on the importance of freshwater and advocating for the sustainable management of freshwater resources. This year, the theme was Water and Food Security.

According to statistics, the world is expected to grow to nine billion in 2050 which means a two billion increase in the world's population. While chronic hunger, one of the world's most crucial problems, continues to cause global disquiet, pressure is also mounting on the world's water supply. Given the fact that water is incorporated into almost every daily activity, the UN offers some helpful tips to help enact this year's theme. They are:

- follow a healthier, sustainable diet;
- consume less water-intensive products;
- reduce the scandalous food wastage: 30% of the food produced worldwide is never eaten and the water used to produce it is definitively lost;
- produce more food, of better quality, with less water.

Secretary General of the United Nations, Ban Ki-moon, said in his message on World Water Day (New York) that in order to sustain a rapidly burgeoning population and to ensure food and nutrition security, there is a need to increase food production. Consequently, this means crucial management of the world's most finite resource - water. He quotes "unless we increase our capacity to use water wisely in agriculture, we will fail to end hunger and we will open the door to a range of other ills, including drought, famine and political instability."

Mr. Ban also noted that global problems such as climate variability (which causes unpredictability for farmers), water scarcity and a decrease in the rate of food production are aggressors of the worldwide phenomenon. He has called to arms all sectors and actors within the international arena to meaningfully engage in action that will abort the threat to water and food security. This comes in the form of empowerment of small food producers, conserving essential eco-system services and transferring water technologies.

In Trinidad and Tobago, the Ministry of Public Utilities sought to recognize International World Water Day by raising public awareness about the issues surrounding this essential resource. Booths were set up for a one day event on the Brian Lara Promenade, Port of Spain, where literature was distributed with the intention to educate the public about the need to conserve and critically manage water.

## WORLD METEOROLOGICAL DAY 2012

On March 23, the world observes the non-public holiday known as World Meteorological Day (WMD). For those who are not familiar with this global observance, the focus of this occasion is to bring awareness to the public on the importance of ensuring the present and future wellbeing of our society and planet.

World Meteorological Day commemorates the existence of the World Meteorological Organisation (WMO) which was founded on March 23, 1950. The WMO, an intergovernmental organisation with 189 member states and territories, is an agency of the United Nations which focuses on the state and behaviour of the Earth's atmosphere, its interaction with the oceans, the climate it produces and the resulting distribution of water resources. The role of the organisation is to contribute to the safety and welfare of the public through programmes and services which address a variety of issues ranging from natural disasters to food security, water and transport.

This year's theme "Powering Our Future with Weather, Climate and Water" was meant to focus attention on the importance of those three factors as we seek to ensure a sustainable future for ourselves and future generations. The urgency of highlighting these essential variables is multiplied by an increasing demand for goods coupled with a pervasive disregard for the environment – both characteristics of industrialization. As the effects of industrialisation make themselves known, global warming, and its impact on climate, weather patterns, food production and the overall wellbeing of the global community, has become a burning concern. Therefore, the WMO seeks to raise awareness on these issues so that mitigating measures can be taken into consideration.

This year's theme places at the forefront National Meteorological and Hydrological Services and their efforts to understand the complex relationship between weather, climate, water resources and human activity.

In Trinidad and Tobago, the Ministry of Public Utilities (MPU), which bears responsibility for both the Trinidad and Tobago Meteorological Services and the Water and Sewerage Authority (WASA), hosted an exposition in commemoration of World Meteorological Day, International World Forestry Day and World Water Day. The event, which was held on Wednesday, March 21, 2012, at the Brian Lara Promenade in Port of Spain, saw participation from WASA, the Trinidad and Tobago Electricity Commission (T&TEC), the Environmental Management Authority (EMA), the Emperor Valley Zoo, the Met Services, the Office of Disaster Preparedness Management (ODPM), the Forestry Division of the Ministry of Housing and the Environment, and the Global Water Partnership-Caribbean (GWP-C). Each agency sought to bring awareness to the public concerning the preservation of the environment by the provision of brochures and flyers.

## TRINIDAD AND TOBAGO DELEGATION ATTENDS THE INTERNATIONAL TELECOMMUNICATIONS UNION WORLD RADIOCOMMUNICATION CONFERENCE 2012

The International Telecommunications Union (ITU) is the specialized agency of the United Nations which is responsible for Information and Communication Technologies (ICT). ITU coordinates the shared global use of the radio spectrum, promotes international cooperation in assigning satellite orbits, works to improve telecommunication infrastructure in the developing world, and establishes worldwide standards for adoption and implementation by member states. The ITU is active in areas including broadband Internet, latest-generation wireless technologies, aeronautical and maritime navigation, radio astronomy, satellite-based meteorology, as well as convergence in fixed-mobile phone, Internet access, data, voice, television broadcasting, and next-generation networks (NGN). It comprises three sectors, each managing a different aspect of the matters handled by the Union:

1. Radiocommunication (ITU-R) manages the international radio-frequency spectrum and satellite orbit
2. Standardization (ITU-T) coordinates ITU's standards-development efforts
3. Development (ITU-D) facilitates equitable, sustainable and affordable access to ICTs.

The ITU World Radiocommunication Conference (WRC-12), the primary strategic and policy meeting of the ITU's Radio-communication work-stream (ITU-R), is attended by ITU Sector Members, including Trinidad and Tobago. This conference addresses the key issues affecting the management of radiocommunications, including the allocation of spectrum for various radio spectrum services globally. The various agreements reached at the WRC set the standard to be followed by ITU member states for efficient and harmonious use of the radio spectrum.

This year's WRC was the seventh conference in the WRC series. It was held at the ITU Headquarters in Geneva, Switzerland. Trinidad and Tobago was represented at the WRC during the period February 6 - February 17, 2012, by a local delegation comprising:

- The Honourable Carolyn Seepersad-Bachan, Minister of Public Administration (MPA)
- Mr. John Gillette, Management Specialist, Ministry of Public



Trinidad and Tobago delegation at the ITU WRC 12, Geneva Switzerland  
Front row L-R: Cris Seecheran (TATT), The Hon. Carolyn Seepersad-Bachan, Minister of Public Administration, Karamchand Perai (TATT).  
Back row L-R: John Gillette (MPA), Kirk Sookram (TATT), Ryan Biran (MPU).

Administration (MPA)

- Mr. Cris Seecheran, Chief Executive Officer, Telecommunications Authority of Trinidad and Tobago (TATT)
- Mr. Karamchand Perai, Executive Officer, Technical Services, TATT
- Mr. Kirk Sookram, Manager Spectrum Management and Monitoring, TATT
- Mr. Ryan Biran, Telecommunications Specialist, MPU
- Representatives from the Trinidad and Tobago Mission to Geneva.

As line Ministry of TSTT, the MPU continues to support the ICT Pillar established by Government. The Government has identified one of its goals as the transformation of Trinidad and Tobago into an inter-connected, technologically advanced society with modern information and communication systems driving innovation, growth and social progress. It has also recognised that ICT can be a powerful catalyst for the development of a progressive society and a sustainable economy, the building of competitive businesses, and the improvement of governance. In this regard, Government's ICT Agenda forms a major part of the MPU's five-year strategic plan. The inclusion of ICT in the MPU's strategic plan was the impetus behind Ryan Biran's attendance at the WRC.

At MPU, Mr. Biran is responsible for the TSTT portfolio, acting as the main liaison between the Ministry and TSTT. In this role, he provides policy and planning advice along with technical support, where required, in relation to MPU's ICT objectives, as well as some degree of support to TSTT regarding Government's overall ICT developmental pillar.

Some of the critical issues to Trinidad and Tobago discussed at WRC-12 included:

- The review of fixed and mobile services to accommodate nomadic operation
- Future spectrum allocation for mobile communication
- The harmonization of spectrum for Electronic News Gathering
- Spectrum allocation for use by unmanned aeronautical drones
- The international switchover from analogue to digital television
- International Mobile Telecommunications (IMT)
- the maritime Automatic Identification System (AIS)
- Possible changes to rules and procedures for satellite service operations.





From Left: Carilec's Chief Executive Officer, Dr. Gary Jackson and Chairman, Peter Williams chat with the Minister of Public Utilities, Senator the Hon. Emmanuel George and T&TEC's Chairman, Omar Khan at T&TEC's Media Appreciation function.

# T&TEC Hosts MEDIA APPRECIATION *with a difference*



The Trinidad and Tobago Electricity Commission (T&TEC), in collaboration with the Caribbean Electric Utility Service Corporation (CARILEC), hosted the 4th Corporate Communications Symposium at the Hilton Trinidad on February 27 and 28 2012 under the theme Social Media – A Paradigm Shift in Corporate Communications.

Professionals from the local electricity sector gathered with colleagues from across the Caribbean region to share experiences and retool their skills in a relaxed setting.

At a welcome cocktail reception/media appreciation, held to jointly honour delegates as well as invited members of the media, Senator the Honourable

Emmanuel George, Minister of Public Utilities, commended T&TEC for its "novel idea" of merging the two events.

"That regional approaches and information on such strategies are being shared, and that deliberate and overt attempts to establish and maintain positive relationships with the media are being put into practice," he said, "indicates the region's tacit recognition of the powerful ability of the media to form public opinion."

Participants were enlightened by presentations from experts in the field like local consultant Richard Dick, who delivered an engaging presentation on "Managing Communication through Acquisitions and Mergers", and Aisha Williams from

Pepper Advertising, who dealt with the topical "Role of Social Media in Corporate Communications".

Simone Whilby, of the Jamaican company ZipTechnologies.com, presented on "ICT Supporting Social Media: How to select the correct platforms to meet your communication needs" and Jackie Marshall-Clarke, Corporate Communications Coordinator from the Barbados Light and Power Company Limited, challenged her fellow practitioners to make communication the driver to help their organisations stay afloat in 2012 and beyond.

After an informative and enjoyable two days, the conference ended with a technical tour of the PowerGen Power Station.



Minister of Science, Technology and Tertiary Education, Senator the Honourable Fazal Karim (left), looks on as Minister of Public Utilities, Senator the Honourable Emmanuel George, signs an MOU between the two Ministries.

# MOU SIGNED BETWEEN WASA AND NATIONAL TRAINING AGENCY

Minister of Public Utilities, Senator the Honourable Emmanuel George and Minister of Science, Technology and Tertiary Education, Senator the Honourable Fazal Karim on Wednesday January 25, 2012, signed two Memoranda of Understanding (MOU) to launch the Sector Advisory Committee (SAC) and the Workforce Assessment Centre (WAC) for the Water and Wastewater Sector, at WASA's Public Education Centre, St. Joseph.

The signing of the MOUs formalises the relationship between the Authority and the National Training Agency in the establishment of workforce development programmes through the formation of the two new initiatives at WASA. The aim of

the WAC is to assess skilled but uncertified employees, culminating in the award of a National Vocational Qualification or a Caribbean Vocational Qualification.

The training programme is expected to develop the occupational competence of the workforce; reduce costs for internal training; lower staff turnover rates; define occupational standards leading to fairness in recruitment, promotion and compensation; and develop the skills and knowledge base at the Authority.

In his remarks, Minister George referred to the collaboration between the Authority and the Ministry of Science, Technology and Tertiary Education as one that would benefit Trinidad and Tobago as the Government

introduces measures aimed at promoting sustainable growth for the country.

During his address, Minister Karim stated that the sky was the limit for persons that successfully completed the programme since, upon receiving certification in the various occupational areas, individuals could progress to tertiary level qualifications in their respective fields.

Phase one of the programme will focus on the certification of Licensed Sanitary Constructors, followed by training for WASA personnel. This as the Authority continues to make strides in fulfilling its mandate to provide quality water and wastewater services to its customers.

## Lighting the way to a brighter future

The Trinidad and Tobago Electricity Commission's Public Lighting Department, formerly known as the Street Lighting Department, is responsible for the illumination of public spaces throughout Trinidad and Tobago.

In the lead-up to Christmas last year, five communities received lights at the request of anxious sportsmen, residents and their parliamentary representatives.

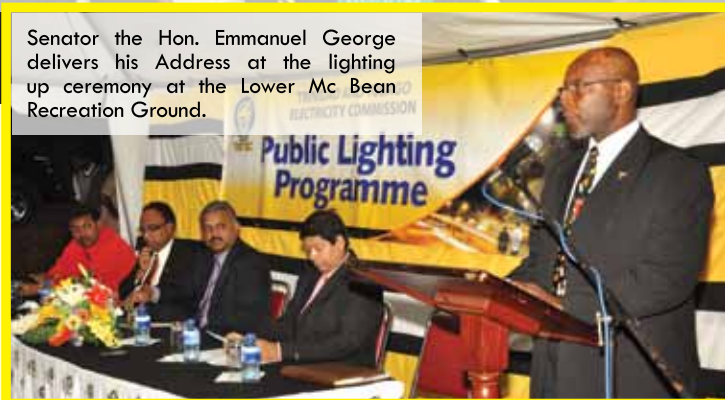
Popular community cricket ground, Hardial Park, in Macoya, was the first ground to be illuminated between December 19 and 21. Recreation grounds were also lit in Central and South Trinidad, among them Calcutta No. 2 and Lower Mc Bean, Couva; Concord recreation ground, Arena Freeport and Green Arrow Recreation Ground, Mt. Stewart village, Palmyra.

The first ground to be illuminated for 2012 was the Edinburgh 500 Recreation Ground in Chaguanas on February 22. In March, two more recreation grounds were illuminated: the Techier Village Recreation Ground was lit up on March 14 and the Oropouche Recreation Ground was illuminated one week after. Grounds scheduled to be lit in the following months included the Beaulieu Recreation Ground, Cedros, and the George Boyce, La Horquetta Phase 11 and Maturita recreation grounds in Arima.



The Hon. Rudranath Indarsingh, Member of Parliament for Couva South and Senator the Hon. Emmanuel George assist two boys from Calcutta # 2 in switching on the lights to their Recreation Ground. Looking on are (l-r) Councillor Allan Seepersad, T&TEC's Chairman Omar Khan and Acting General Manager Kelvin Ramskok.

Senator the Hon. Emmanuel George delivers his Address at the lighting up ceremony at the Lower Mc Bean Recreation Ground.



## REVENUE COLLECTION DRIVE YIELDS RECORD \$75.5M

On February 1, 2012, the Water and Sewerage Authority (WASA) embarked on a revenue collection drive to recover \$506 million owed to the utility in outstanding rates by domestic and commercial customers as well as customers in the state sector. Of the overall amount, domestic customers account for \$356 million of the arrears.

After a lapse of eight years, the Authority was granted approval in October 2010 to resume disconnections for nonpayment of rates. Since the campaign began, several domestic and commercial users have been disconnected throughout Trinidad and Tobago.

During the first month of the campaign, there was a 53% improvement in collections when compared to a similar period last year.

In fact, \$75.5 million was collected in outstanding revenue

from customers in February 2012 as against \$49.2 million for the comparative period in 2011. The collections for February 2012 are the highest for any month on record.

Chief Executive Officer of WASA, Mr. Ganga Singh, had given notice in January 2012, of the Authority's intention to start the campaign, which he explained formed part of a wider programme of action to turn the organization around. The initiative, he explained, was based on a three pillar approach of customer service level improvement, revenue enhancement and cost optimisation.

Under The Water and Sewerage Act, disconnection of service is one of the remedies available to the Authority for collecting outstanding revenue. Sale of property of the defaulting customer is also an option where there is continued failure on the part of the customer to settle the outstanding arrears.





# Blink/bmobile launches Wi-Fi project



Smartphones and Tablets have become the devices of choice for mobile users



bmobile's Lisa Agard & SAMSUNG's Weverson Correira exploring features of the SAMSUNG NOTE

**B**LINK/bmobile has embarked on a multi-million dollar Wi-Fi expansion program that will create over 30 new hotspots (fixed locations with continuous Wi-Fi access) in areas traversed by hundreds of thousands of the company's smartphone and smart device users. The initiative is designed to complement the growing use of smart devices in the local market, as well as an increase in businesses using social networking and customized apps to connect with customers.

On a global scale, the smartphone and tablet are the new market places of choice that have helped buyers and sellers conclude hundreds of millions of dollars in trade without meeting face-to-face.

This growing public demand for connectivity is a trend that is being replicated locally as bmobile has recorded exponential growth in the sale of smartphones running on

the three major platforms: BlackBerry, iOS and Android.

"We have recognised that more and more, our customers are using their smartphones on-the-go to always be in the know with social networking, news or retail sales information and when they have a choice they prefer the faster Wi-Fi technology," said Lisa Agard, Executive Vice President Bmobile Services & Company Retail Distribution.

Agard also noted that local businesses were also recognising that consumers are more attached than ever to their smartphones, "More local businesses and entrepreneurs in the financial, entertainment, hospitality and retail sectors are increasingly using social media, customised smartphone apps and SMS to speak directly to consumers," she said.

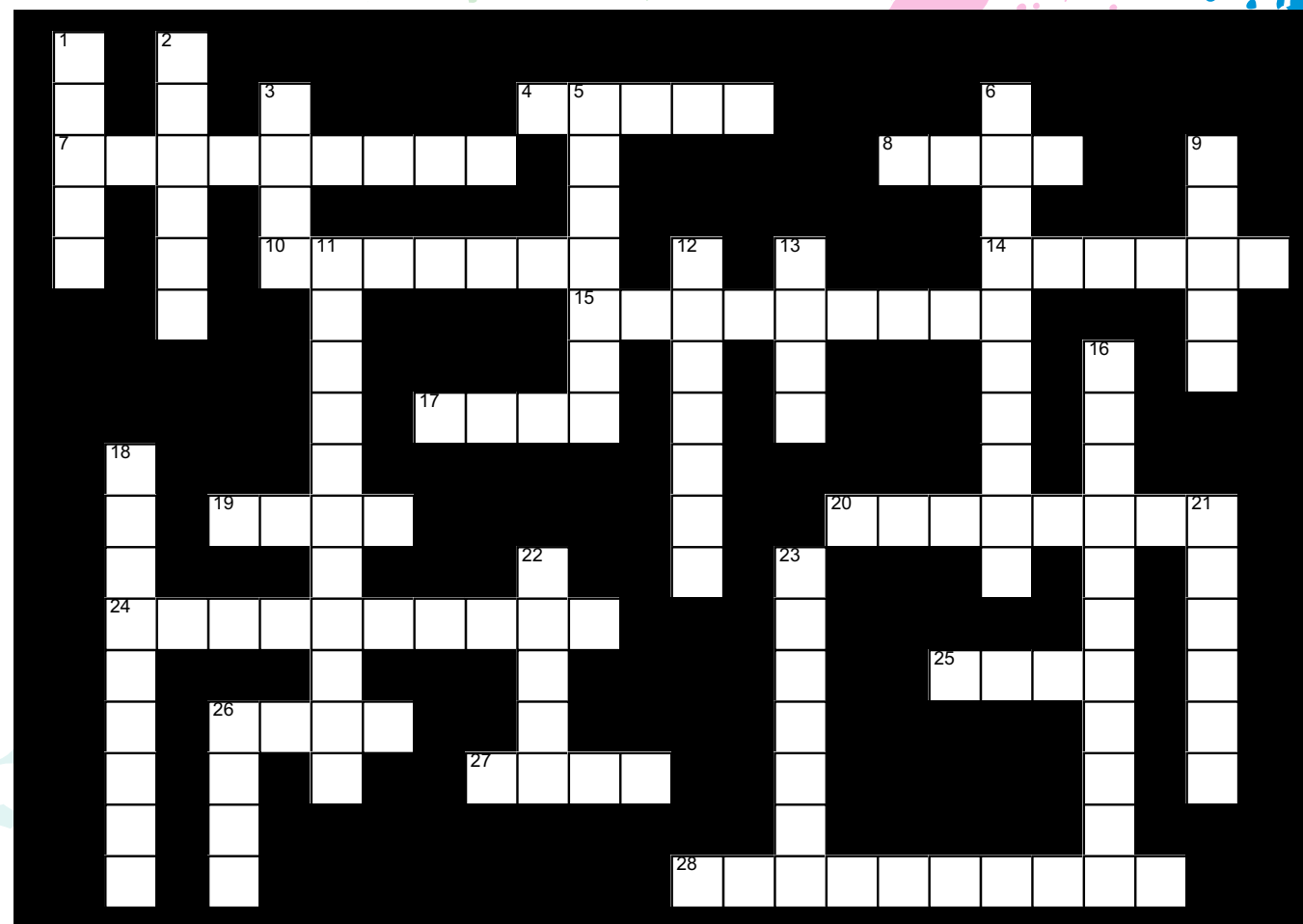
The BLINK/bmobile Wi-Fi project is

geared at addressing this market dynamic in the best interest of local businesses, bmobile customers and Blink broadband users by providing access in the Wi-Fi hotspots planned for major shopping centres and public hubs.

The new Wi-Fi network will be using the latest Wi-Fi 802.11n technology which gives Wi-Fi systems more speed and range. This technology supports bandwidth-hungry multimedia content, making smart phones and tablets their own entertainment hubs and personal billboards.

It will enable businesses and service providers to communicate directly with their customers, thus having a positive ripple effect on operating costs, as digital messaging has a much higher rate of return and is much more cost effective than conventional advertising.

# MADE FOR WATER CROSSWORD



## ACROSS

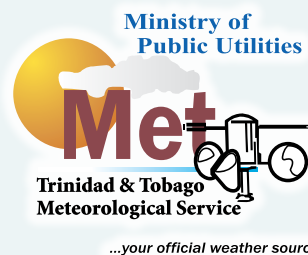
4. They are green and like to eat flies.
7. Not clear water because of stirred up sediment.
8. The highest point.
10. Good for you.
14. We breathe this element to survive.
15. To remove waste from and make into a clear liquid.
17. Some of these are man-made and some are natural; there's a big one in Utah with salt in it.
19. To move along in a stream, or to move continuously and slowly.
20. A person who makes sure the plant works well. If you dial '0' on your telephone, you'll talk to one of these.
24. You can find water streaming into these big grates found in streets.

25. A condensed vapour that comes from clouds.
26. You can find cattails and lily pads floating in these.
27. A small liquid mass that falls in a spherical shape.
28. Water that has been used in washing, flushing and manufacturing.

## DOWN

1. A clear, tasteless liquid that you drink when you're thirsty.
2. A natural and steady flow of water.
3. They swim in water.
5. To re-use again.
6. A place where scientists do work and tests.
9. The colour of grass.
11. The air, water, minerals and organisms

12. A place that is natural for the life and growth of a plant, animal, etc.
13. A hollow cylinder used to move water and wastewater.
16. To supply with food, drink and other necessities of life.
18. To melt, liquify or break up.
21. Something that drains or flows off, for example, rain that flows off from the land into streams.
22. Running water that empties into an ocean. The Mississippi is a big one of these.
23. A thin sphere filled with air or gas. Sometimes you can make them from soap and water.
26. A device used to compress water and wastewater.



# DRY & RAINY SEASONS

**T**rinidad and Tobago has two distinct seasons: a dry season, which extends from January to May, and a rainy season, which extends from June to December. Tobago tends to experience drier seasons compared to Trinidad (Figure 1).

It has been forecasted that the 2012 Dry Season will have a rainfall average predominantly above normal. January to February has lived up to this expectation. Contributing factors to the increased rainfall for the dry season are relatively low sea surface temperatures and the position of the Atlantic High Pressure centre.

Currently, we are in a La Niña phase, defined by cooler than normal sea-surface temperatures in the central and eastern tropical Pacific Ocean. These conditions, which impact global weather patterns, recur every few years and can persist for as long as two years (Figure 2).

The South-eastern Caribbean, including Trinidad and Tobago, usually experiences wetter than normal conditions during the La Niña phase.

La Niña is forecast to transition to neutral conditions by the end of April 2012. Already, there is evidence of warming in the Pacific Ocean.

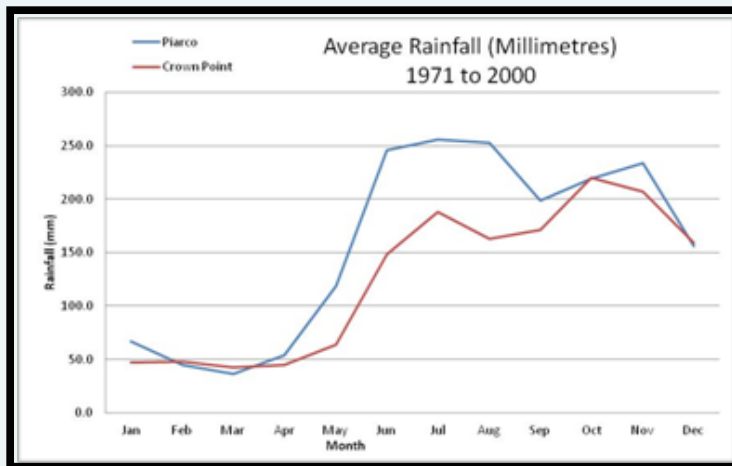


Figure 1 Average Rainfall showing Dry and Rainy Season.

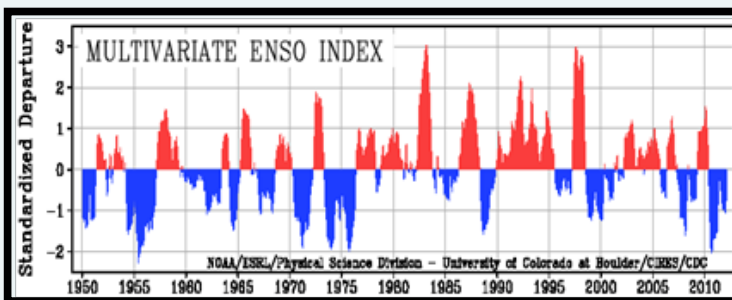


Figure 2 Graph of El Niño and La Niña episodes throughout the years. Blue represents La Niña (negative values) and Red represents El Niño (positive values).



# **NSDP Report**

for the period January 1<sup>st</sup> 2012 - March 31<sup>st</sup> 2012

Service Area	Number of Applicants received for January 1st 2012 - March 31st 2012	Number of Applicants/Projects Approved by TAC for January 1st 2012 - March 31st 2012	Number of Projects completed for January 1st 2012 - March 31st 2012	Remarks
House wiring	520	283	315	289 Houses were wired for electricity, and 26 applicants were assisted with Materials Only
Electrification	25	8	3	
Water	69	0	39	Many applications received for Water are for Water Connection which is a matter the customer has to refer to WASA
Sanitary Plumbing Assistance	207	85	90	The disparity between the applications approved and jobs completed is due to a backlog of approved projects in the previous period.
<b>Total</b>	<b>821</b>	<b>376</b>	<b>447</b>	

*Coming Soon...*



50 YEARS OF INDEPENDENCE  

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TRINIDAD & TOBAGO