

**Focus on**  
**mpu**  
MINISTRY OF  
PUBLIC UTILITIES

**T&TEC's  
Gateway  
132/33 kV  
Substation  
commissioned**

MPU's COMMUNITY  
**OUTREACH  
PROGRAMMES**

**TTPost**

continues to improve on  
service delivery

# What's

## in this Issue

- 3 Message from the Editor  
About Us
- 4-5 Message from the Honourable Minister
- 6 EID and TTBS Stakeholder Consultation on new standard for  
electrical cable in Trinidad And Tobago
- 7 MPU's Community Outreach Programmes
- 8-9 MPU Photo Focus
- 10 T&TEC commissions Studley Park Substation to  
improve reliability in Tobago
- 11 T&TEC's Gateway 132/33 kV Substation commissioned
- 12 TTPost continues to improve on service delivery
- 13 TSTT Hosts Stakeholders
- 14 Spotlight on MPU HIV-AIDS Unit
- 15 Fun Page

## MINISTRY'S MANDATE

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

## VISION STATEMENT

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

## MISSION STATEMENT

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

## CORE VALUES

Integrity  
Service Excellence  
Accountability  
Trust and Mutual Respect  
Transparency  
Partnership

## A PUBLICATION OF THE: Communications Unit Ministry of Public Utilities

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# Message

## *from the Editor*



Victor Jones  
Editor in Chief

Dear readers, the passing of a year regularly demands an assessment of the degree of progress attained, even more so for a Ministry that remains integral in shaping the development of this nation. The concern of this issue of Focus on MPU will be to inform you of what has been achieved for fiscal 2012 to 2013 by our various Divisions and Agencies.

The Trinidad and Tobago Electricity Commission (T&TEC) continues to strive for excellence in energy delivery, as evidenced by the commissioning of the Sealots/Gateway substation in May 2013 and the ongoing upgrades to substations throughout the country. The utility continues to seek innovative ways to intrinsically improve the lives of their customers, with initiatives such as the Customer Access Portal, as well as the lighting of recreational grounds, parks and police stations.

During this fiscal period, the Trinidad and Tobago Postal Corporation (TTPOST) made its own strides to meet the ever evolving needs of its clients in these technologically driven times. In addition to the introduction

of the globally accepted S42 addressing standard in January 2013, TTPPOST partnered with the online shopping company e-Zone to better meet the needs of the many persons who shop online.

Not to be outdone, the Telecommunications Services of Trinidad and Tobago (TSTT), while increasing the number of B-Zone wifi sites across the nation to 54, officially joined the ranks of global telecommunications leaders last November, with the launch of their 4G mobile internet service.

Special attention is also to be given to the activities of the Electrical Inspectorate Division (EID) and the Utilities Assistance Programme (UAP). The EID, in addition to assiduously

pursuing its core duties, all of which will be mentioned in the Minister's Message, partnered with the Trinidad and Tobago Bureau of Standards to update a standard which will positively impact stakeholders of both entities. Finally, the UAP continues to prove its worth in aiding poverty reduction and human development and has undergone further expansion in the services and grants offered, all of which will be highlighted in this edition.

Our ultimate focus remains enhancing the quality of life for you, our stakeholders, and we do hope that you will find this latest issue enlightening.

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

## About Us

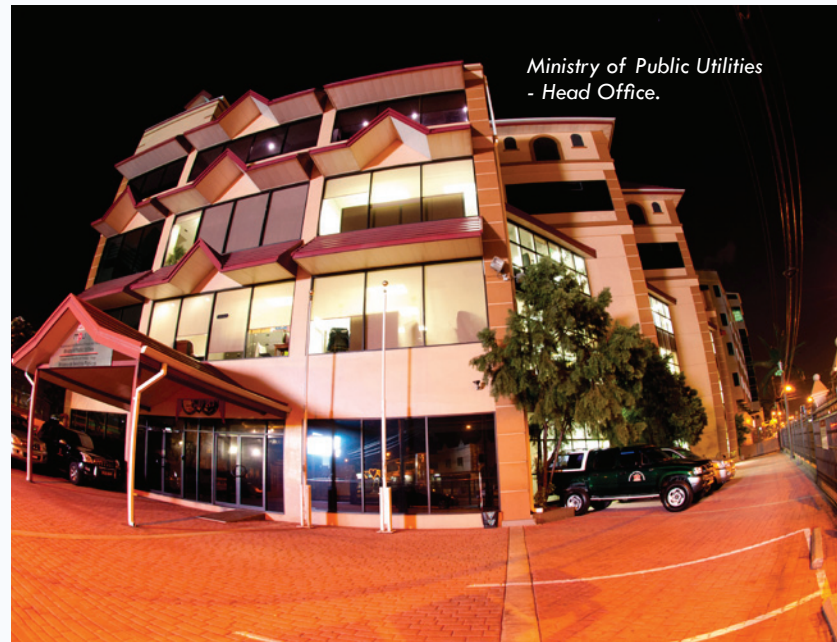
The Ministry of Public Utilities (MPU) is the governmental arm responsible for the efficient and effective delivery of public utility services throughout Trinidad and Tobago. As such, we provide governance to the following Agencies, which are mandated with the delivery of specific public utilities:

- Trinidad and Tobago Electricity Commission (T&TEC) – Electricity
- 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 Electrical Inspection Services and Government Printery Services along with the administration of 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 efficient affordable and quality public utilities services through a committed, resourceful team of professionals in close collaboration with all stakeholders.'

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



Ministry of Public Utilities  
- Head Office.



# MESSAGE FROM THE



The Honourable  
Nizam Baksh,  
Minister of Public Utilities

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

Over the past fiscal year, we at the Ministry of Public Utilities, along with our various Agencies and Divisions, have made steps towards the realisation of a national vision. That vision, as outlined in the Medium-Term Policy Framework 2011-2014, involves the establishment of an “innovation-led economy that brings our people together under conditions of prosperity” (Innovation for Lasting Prosperity – Medium-Term Policy Framework 2011-2014).

At a ministerial level, the role that we play in the attainment of that overarching goal is intrinsically tied to the services offered by our various Agencies and Divisions. As they each take steps to improve the quality of their services and to build capacity for future growth and productivity, they are signalling their readiness to meet the demands and challenges of the 21st Century.

The Trinidad and Tobago Electricity Commission's (T&TEC) commitment to the delivery of a reliable and high-quality power supply to all of Trinidad and Tobago has led to the successful completion of a number of projects and the commencement of others. Over the past fiscal year, the Commission



has made significant headway in the establishment of infrastructure to carry power from the TGU power station in La Brea to the national grid. That project, which will be completed in 2014, will increase the reliability of the electricity supply to the nationwide network.

Ongoing projects, which are also aimed towards improving the reliability of the Commission's service and increasing the national network's load-bearing capacity, involve continued work on the Sealots/Gateway 132 kV cable circuit and the Gateway Substation, which was formally commissioned in May 2013, as well as the upgrade of the Pinto Road Substation and the establishment of the Debe/Penal 132 kV tower line.

The Commission has also upgraded more than 12 substations throughout Trinidad and Tobago and illuminated 57 recreational grounds and public spaces. An additional 160 illumination projects of a similar nature are in various stages of completion.

The Telecommunication Services of Trinidad and Tobago (TSTT) has also been actively upgrading its services, products and infrastructure to maintain a competitive advantage in the local telecommunications sector. Over the past year, the company deployed 54 Bzones or WiFi hotspots in public spaces throughout Trinidad and Tobago. This drive, in conjunction with the establishment of TSTT's new 4G



mobile network, enables hundreds of thousands of Trinbagonians to access the internet wherever they may be.

Throughout the coming year, TSTT intends to continue to expand and deepen its national 4G coverage. It will also continue to move its core towards full internet protocol (IP), an exercise which, when completed, will allow customers to take full advantage of web-based applications like cloud computing.

The Trinidad and Tobago Postal Corporation (TTPOST) has embarked on an extensive transformation exercise geared towards streamlining its daily operations and diversifying its services and products, all with the aim of making it more competitive and financially viable. One of the primary aspects of that transformation involves the Corporation's provision of local courier, international courier, internet shopping services, advertising services



# MINISTER OF PUBLIC UTILITIES



and distribution services through its extensive retail network.

In keeping with best international practice, the Corporation has also initiated the roll out of the S42 addressing standard, which will directly impact the efficiency and accuracy of the mail delivery system. The implementation of the national addressing standard will continue throughout the 2013-2014 fiscal year.

In a bid to improve the customer's experience of its services, TPOST redesigned and upgraded its website. In the coming year, the company's online presence will be further enhanced by the installation of an online payment platform which will enable customers to access and pay for services online.

The Ministry's Divisions, not to be outdone, have also taken steps to extend their reach and increase the impact of the various programmes under their purview. One such programme, the Utilities Assistance Programme (UAP), underwent a substantive expansion, both in the categories of persons who could benefit from it, and the interventions being offered. One expansion involved the extension of the subsidy to qualified persons who have been certified as disabled but who are not in receipt of the Disability Grant, and persons who receive a pension from sources other than the Senior Citizens Pension.

Another constituted the establishment of two new interventions – Water Tank Assistance and Solar Panel Assistance.

Under these new facilities, qualifying households and communities will be provided with the means to acquire water tanks and solar panels for the provision of water and electricity, respectively.

Meanwhile, the Electrical Inspectorate Division plans to add an office in Central Trinidad to its network of existing offices in North, East, and South Trinidad and Tobago. This, along with the computerisation of its manual operations is expected to reduce the waiting time for electrical inspections from three or four weeks to just one week.

The Government Printery has also made Central Trinidad its home. The Printery, which serves both Ministries and the general public, is now located at a new, safe and improved facilities at Eteck Park, Frederick Settlement, Caroni. The new location is expected to help the Printery improve its daily operations.

The past year has been filled with programmes and interventions aimed towards enhancing the quality of life of the average Trinbagonian. From the reliable supply of electricity to an accurate mail-delivery system, we at the Ministry of Public Utilities are reaching for excellence in the services

that we provide. We look forward to partnering with you as we continue to meet the challenges and opportunities of this new and exciting era.

*Nizam Baksh*  
Minister Nizam Baksh





# EID and TTBS

## STAKEHOLDER CONSULTATION

### on new standard for electrical cable in Trinidad and Tobago



“Today’s event marks our commitment to building partnerships both in the public and private sectors as we pursue a clear path to national development.”

The event of which the Honorable Nizam Baksh, Minister of Public Utilities was speaking, was the roll out of the National Cable Code, TTS/BS 5467:2012, a standard related to thermosetting, insulated, armoured cables for voltages of 600/1000V and 1900/3300V. This collaborative effort, undertaken by the Electrical Inspectorate Division (EID) and the Trinidad and Tobago Bureau of Standards (TTBS), is meant to act as a guideline on public and industrial health. It will also protect end users against dangers to health and safety, through the use of the products identified in the standard.

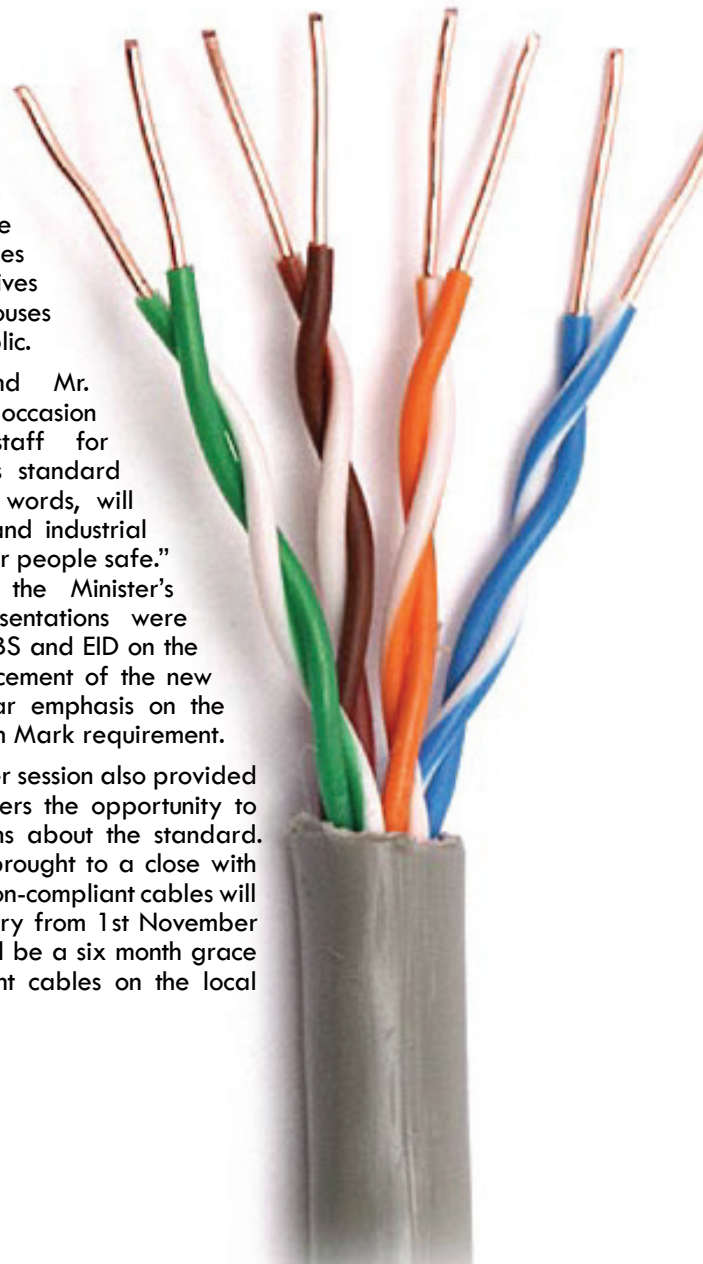
Held at the auditorium of the TTBS in Macoya on September 23, 2013, the event engaged a variety of stakeholders, primarily manufacturers, importers, distributors, retailers and wiremen who are involved in the use of the electric cable that is identified in the standard. The event dealt with the requirements for importing and monitoring of the electric cables under the new standard.

In attendance for this landmark development in the electrical installation and inspection process were the Honourable Nizam Baksh, Minister of Public Utilities, Permanent Secretary Margaret Farray, Chief Electrical Inspector Marlon Williams, Executive Director of the TTBS

Theodore Reddock, Head of the Implementation Division of the TTBS Steve Williams, staff of the Ministry of Public Utilities and TTBS, representatives of the various media houses and members of the public.

Minister Baksh and Mr. Reddock both used the occasion to commend their staff for bringing to fruition this standard which in the Minister’s words, will “...support commercial and industrial growth and also keep our people safe.” Immediately following the Minister’s remarks, technical presentations were given by staff of the TTBS and EID on the requirements and enforcement of the new standard, with particular emphasis on the new Product Certification Mark requirement.

A question and answer session also provided the attending stakeholders the opportunity to clarify lingering concerns about the standard. The proceedings were brought to a close with the announcement that non-compliant cables will not be allowed port entry from 1st November 2013 and that there will be a six month grace period for non-compliant cables on the local market.





Members of staff of the Customer Service Unit at the Outreach Programme held in Sangre Grande

# MPU's COMMUNITY OUTREACH PROGRAMMES

Managing national development remains an intensive undertaking which regularly demands full attention. As the Ministry responsible for agencies such as T&TEC, TSTT and TTPOST, it is possible to inadvertently overlook promoting your own brand, while dealing with other urgent matters. In an effort to rectify this oversight, the MPU undertook an outreach initiative aimed at spotlighting those Ministry units and divisions who both interface with the public and aid in the managing and execution of agency projects.

Formally launched by Minister Nizam Baksh at the Maracas Community Centre on April 09, 2013, this inaugural event allowed stakeholders from Las Cuevas, Maracas, La Fillette and Blanchisseuse to be better informed of the roles and activities of the Customer Service Unit (CSU), Sectoral Programmes and Projects Unit, the Electrical Inspectorate Division (EID) and the Government Printery. During a brief question and answer session, Minister Baksh was also informed of concerns and grievances by members of these communities.

The second and final event for 2013 took place at the Sangre Grande Civic Centre on June 12, and once again performed well as a forum for members of the public to engage staff from the participating units and divisions. On this occasion, the event saw members of the CSU being approached by attendees about requirements for applying to the Utilities Assistance Programme (UAP), with many both receiving clarification and beginning the application process. The EID was also able to continue to provide visitors with valuable information that would enable them to

correct faulty wiring practices, which might have tragic or fatal results. Feedback during and after each event was positive and members of the CSU noted an increase in applications received in the subsequent weeks.

Fiscal 2013 came to a close with the announcement in August of an expansion of the UAP, to provide qualifying persons additional electricity and water security through grants to install solar panels and water tanks at their residences. The Programme is thus positioned to tangibly continue developing the standard of living of many in the new financial year.





Chief Judge, Fabian Carter, evaluates one of TSTT's team's offerings at the Cookout



Water babies having fun in the Kid's area at the Cookout



Stephen Cooper is presented with a hamper by Alicia Quaccoco on behalf of his team, MPU-Head Office, for Best Team Captain at the Cookout



Government Printery winners team "First Impressions Last" celebrate at the biennial MPU Cookout

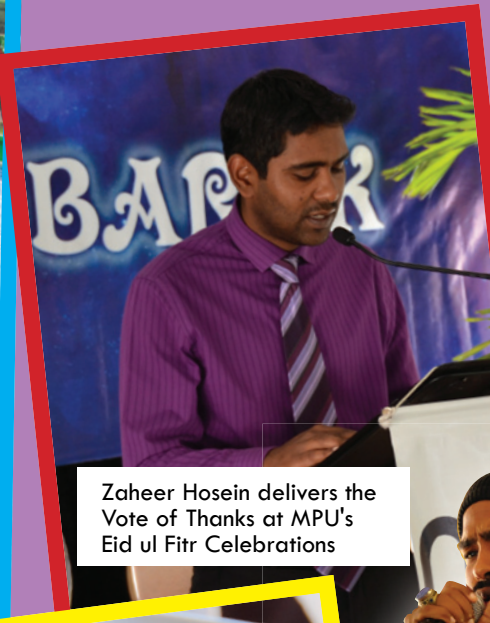
Trainees, Khadija Gibbings and Kerwin Kennedy, prepare to serve lunch at the MPU Trainee Appreciation Event



Lunch is served at the MPU Trainee Appreciation Event







Zaheer Hosein delivers the Vote of Thanks at MPU's Eid ul Fitr Celebrations



Mr. Ardon Hinkson of Government Printery receives his employee of the quarter award from PS Margaret Farray



Freetown Collective performs at the Emancipation Celebration

# MPU Photo Focus



Wasafoli T&T takes a bow after their Emancipation performance



Mr. Hollis Hinds and his wife model their African attire







## T&TEC commissions Studley Park Substation to improve reliability in Tobago

**T**&TEC continues to push ahead with major upgrade projects in Tobago, most recently with the commissioning of Phase One of the Studley Park Substation on the eve of Independence Day, Friday, August 30, 2013. This project is positioned to benefit thousands, and has brought immediate relief to residents from Studley Park to Charlotteville, and Scarborough to Parlatuvier.

The newly energised 33-120 6MVA transformer and two 12kV feeders are intended to improve voltage and power quality, and represent the first in a series of interventions to permanently improve the reliability of the electricity supply in those areas.

At the commissioning ceremony, T&TEC's Chairman, Mrs. Susilla Ramkissoon-Mark, explained some of the pre-existing challenges on the longest 12kV feeder in the T&TEC system: "The challenge with the length occurs because longer distances reduce control on the circuit and, also, the voltage is significantly lower at the end of it. This is apparent in voltage fluctuations and intermittent outages. The problems posed by terrain and distance are further exacerbated by corrosive conditions, found in Tobago."

Mrs. Ramkissoon-Mark told the audience, which included Government Ministers, representatives from the Tobago

House of Assembly and members of the Board of T&TEC, that the location of the new substation introduces more control on the circuit and improves voltage stability. She also assured everyone of T&TEC's commitment to delivering the highest level of service to all of its customers, including Tobago, adding, "We are working around the clock to ensure this happens."

In the feature address, Acting Minister of Public Utilities, Senator the Honourable Marlene Coudray, outlined the other major projects being conducted by T&TEC that would "give the main transmission system and distribution grid in Tobago a level of reliability and sturdiness that up to this point was not possible." The works, which were completed within weeks, included an upgrade of the Milford Bay Substation and construction of a second 66kV line between the substation and the Cove Power Station, and transitioning from diesel to natural gas at Cove. The switch to natural gas is expected to save T&TEC \$5M per month in fuel costs.

Supplementary projects that are also underway include the completion of three additional 12kV circuits from the Cove Substation and the re-engineering and upgrading of the circuit in north and north eastern Tobago.





Zainool Mohammed, GM Transmission Ag. T&TEC, explains the technical equipment used at the gateway substation to Minister Baksh



Minister Baksh (second from right), cuts the ribbon to officially commission the new Gateway substation in the presence of Zainool Mohammed, Kelvin Ramsook, General Manager (second from left) and Susilla Ramkissoon-Mark, Chairman of T&TEC

# T&TEC's Gateway 132/33 kV Substation commissioned

**M**onday, May 6, 2013 was a red-letter day in the history of T&TEC. It was the day that the long anticipated Gateway 132/33 kV Substation was formally commissioned, signaling the dawn of a new era for electricity generation in the country and directly improving supply to customers in Port of Spain and the Western Peninsula.

The ceremony for the milestone event included speeches by the Minister of Public Utilities, the Honourable Nizam Baksh, and T&TEC's Chairman, Susilla Ramkissoon-Mark. It also featured technical presentations on the project and some of the Commission's future plans from T&TEC's Assistant General Manager – Transmission (Ag.), Zainool Mohammed and Assistant General Manager – Distribution, Rene Austin.

In his remarks, Minister Baksh told the audience that "the real reason for this event, is to highlight the improvement

in quality and reliability, along with increased capacity for development that this project will provide," adding that the Gateway Substation "is just one phase of a much larger developmental project aimed towards propelling Trinidad and Tobago's electricity sector into the 21st century."

Chairman Ramkissoon-Mark reminded the audience of the project's significance and rationale, and noted that "For the first time, the north of the island has additional capacity up to 100MW/130MW at 132kV... almost the full capacity of the total available generation out of the 'B' Power Station." She added, "The overall impact of this, is that in the event of a shutdown of the 'B' Power Station, the Commission would be able to recover rapidly and maintain supply to the city of Port of Spain."

The 95 million dollar Gateway 132/33 kV Substation is the heart of

the Gateway project, which entailed extending the 132kV supply from the Bamboo Substation to the Gateway Substation, located on Flament Street, Port of Spain.

This substation has provided T&TEC with additional capacity to reliably meet the demands of customers in the inner and outer West Rings of the sub-transmission grid such as St. Anns, Belmont, Maraval, lower Port of Spain, as far west to areas such as Mucurapo and Boundary Street and to the east as far as the Abattoir. Customers on the western peninsula, from Westmoorings to Chaguaramas, Diego Martin, Diamond Vale and environs, are also expected to benefit.

The entire Gateway project, which involves the installation of underground cables to replace the temporary 132kV overhead lines supplying the Gateway Substation, will be completed soon.





## TTPost continues to improve on service delivery



Fiscal 2012/13 brought into focus the rapidly evolving economic and communications climate in which postal services around the world now operate. It should come as no surprise to the discerning global citizen that the phenomenon known as social media, with its connection to mobile phone technology, continues to enrich our lives in innumerable ways.

These innovations, however, have forced postal operators to revisit their modus operandi in order to remain relevant in these technologically driven times. To better fulfil its Universal Service Obligation, the Trinidad and Tobago Postal Corporation chose to focus on the change that can be most readily exploited, while rising to meet the challenges that are faced by service providers globally.

Continuing to improve operational efficiency remained a top priority, with the first step being the acquisition of eight high-top panel vans, 50 bicycles, 50 motorized scooters and 50 mail carts.

In addition to the purchase of these new assets, the Corporation set about refurbishing the delivery offices in San Juan, St. James, New Grant, Scarborough, Fyzabad and Lower Santa Cruz. Finally,

TTPost also opened five new Corporate shops in La Romaine, San Juan, St. James, Bon Accord and New Grant, a move which brought its corporate locations to a total of 16.

These new establishments, along with TTPost's 61 franchises and 173 stamp resellers, brings the Corporation's retail network to a robust 250 locations nationwide, a figure which will better allow TTPost to serve their retail clientele, comprised of 414,370 residential and business addresses.

Furthermore, TTPost customers can expect the refurbishments and new equipment to improve the time required for the sorting and delivery of mail. As a final point of revision and to better leverage the growing revenue stream available from online shopping, TTPost seized the opportunity to enter into a partnership with eZone, a move that has improved service quality and brand identification for the Corporation.

TTPost remains committed to its vision to be a world leader in the provision of postal and consumer services while achieving economic viability and sustainability. It also continues to endeavour to meet its obligations to its employees, stakeholders and the nation.







Justin Phillips, Assistant Manager and Promotions Supervisor, TSTT, conducts a product demo while, (from left)—James Felix, Chairman of the Ministry of Public Utilities' Events, Sports and Social Events Committee, Duane Allicock, door prize winner of a BlackBerry Z10, and Nicole Rodriguez-Eligon, Director, Communications at the Ministry of Public Utilities look on.



This group listens attentively to Kenneth Atwell, Communications and Events Analyst at TSTT, as he gives them a first-hand look at the various BlackBerry devices offered at TSTT.

## TSTT Hosts Stakeholders

TSTT recently hosted communications professionals, as well as members of various Chambers and Rotary Clubs, at the TSTT Hospitality Suite at the Queen's Park Oval. The event dubbed "b part of the TECH REVOLUTION" exposed attendees to the array of new devices available to them for personal as well as business use. On show were the BlackBerry Q10, BlackBerry Z10, Iphone 5, Samsung GALAXY S4 and beam devices, as well as other services such as Broadband, IPTV and Teleconferencing.

The interactive affair allowed TSTT's Tech experts to engage the members of the different stakeholder groups

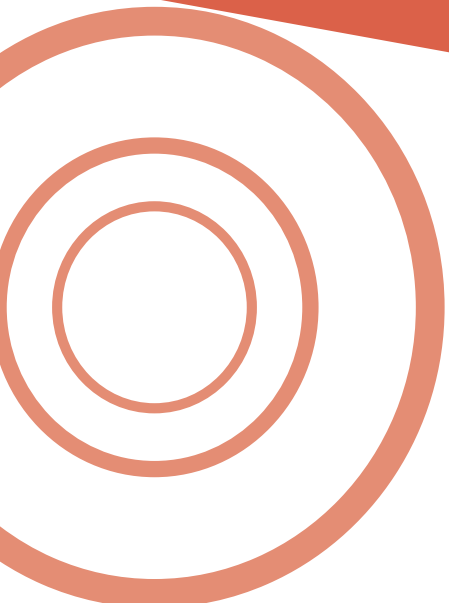
while providing first-hand exposure to new devices as well as products and services. In this relaxed and reciprocal setting, attendees were able to ask questions, learn new uses and features of devices which they possessed, as well as explore the features of devices they may have seen in advertisements or in display cases. The information gained from this experience will also enable them to better advise their respective organisations about future purchases or perhaps motivate them to consider changing their own device.

Mrs. Nicole Rodriguez-Eligon, Director, Communications at the Ministry of Public

Utilities commented, "This event is a good idea for a meet and greet, especially for Communications folks. The exposure to new devices made me want to purchase a phone and also made me marvel at how different times are now as compared to when I was a teenager, given all the things that I now realise can be done with a mobile device."

"This event was executed as part of the company's ongoing efforts to empower and facilitate decision-makers in Government and Industry," said Gervon Abraham, TSTT's Manager of External Relations and Government Affairs.





# SPOTLIGHT ON MPU HIV-AIDS UNIT

**T**he common thread running through the posters decorating the inner and outer walls of the cubicle is a well know one, but so familiar you just might miss it; HIV doesn't discriminate. It is this awareness that has informed O'Leo Lokai's work for the last eight years, as he aids persons in better understanding this disease and other matters linked to sexual reproductive health.

Mr. Lokai admits that his involvement with HIV/AIDS began over a decade ago. Inspired by that trademark youthful desire to make a difference, he signed up to become one of forty local volunteers for the preventative vaccine trials for HIV.

That youthful idealism, has led to the founding of an N.G.O- RED Initiatives, the producing of two short films nominated by the BBC and Commonwealth Foundation,

and appointments to various local and international committees responsible for monitoring health and social service issues. It has also become a *raison d'être*. One which has dovetailed with the recent mandate to government entities on the need to raise HIV and AIDS awareness among staff and a personal desire to lend his expertise in a public sector setting.

As the MPU's HIV and Health Services Coordinator, his core responsibilities cover areas which are well known to him, primarily implementing risk prevention programmes, creating access to medical and social services, and developing anti-stigma and discrimination campaigns. A recent initiative was a lecture given to a group which professionals in this field identify as a MARP (most at risk population), specifically the young people

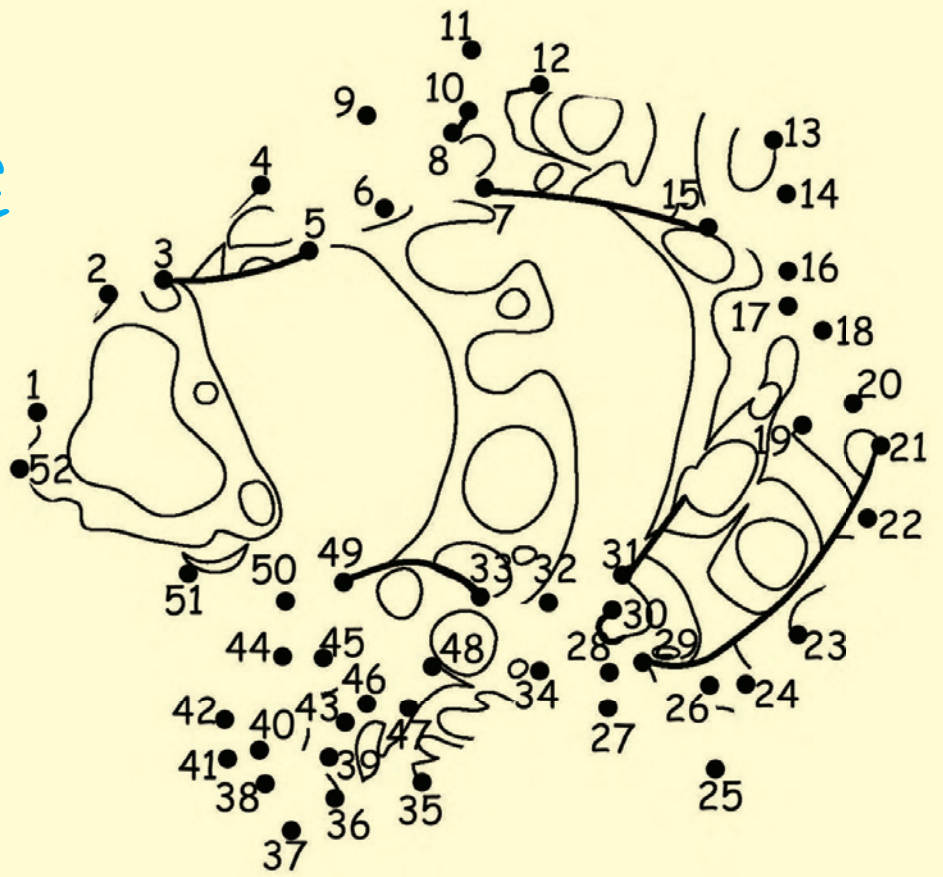
who served as undergraduate trainees at the Ministry in 2013.

Similar undertakings are currently being planned to better sensitize staff members, but according to Mr. Lokai, what continues to be a critical shortcoming in the private and public sectors is policy framework for dealing with employees who are living with HIV. At present, he admits, there are few options for redress if one's status is revealed and a pretense is used to dismiss the employee.

Working at the ground level with MARPs, both at home and abroad, has made Mr. Lokai acutely aware of what an absence of information and avenues can produce. It is that original spirit and the wealth of knowledge gained which he hopes will make a difference at #2 Elizabeth Street.



FOLLOW THE NUMBERS

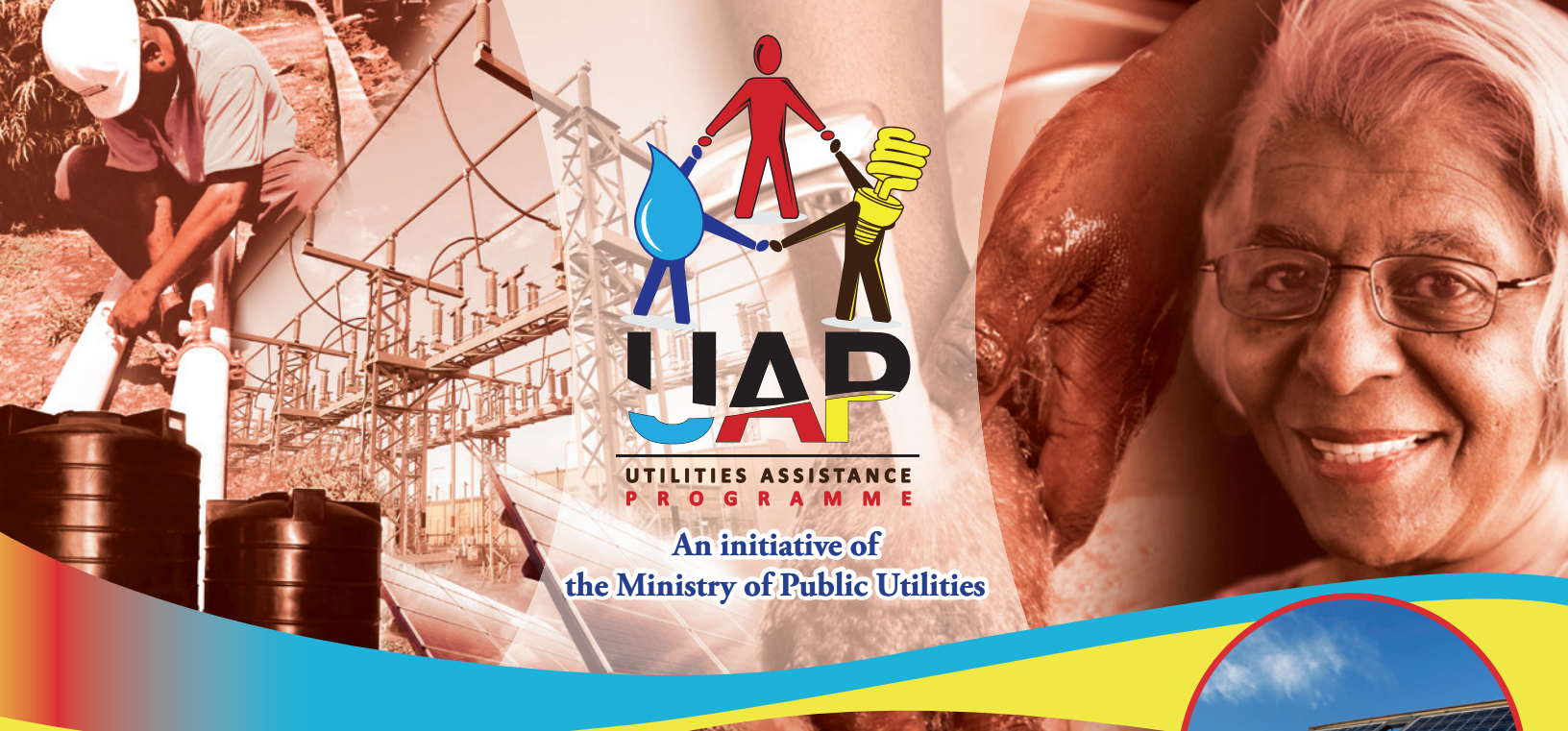


SPOT THE DIFFERENCE



FUN PAGE





**UTILITIES ASSISTANCE  
PROGRAMME**

**An initiative of  
the Ministry of Public Utilities**



## UTILITIES ASSISTANCE PROGRAMME

A Government social intervention initiative to ensure that Trinidad and Tobago citizens have access to water and electricity

The **Utilities Assistance Programme (UAP)** has been expanded to include the following services:

1. Utilities Bill Assistance Extension
  - The subsidy on water and electricity bills has been extended to two new groups:
    - ▶ other Low Income Pensioners who receive a pension other than the Senior Citizens Pension
    - ▶ other Low Income Persons with Disabilities who are not in receipt of the Disability Grant
  - The electricity consumption level criterion has increased from 400kWh to 500kWh per bill with the maximum annual subsidy increased from \$684 to \$840.
2. The provision of a Water Tank to Low Income Households/Community Facilities; and
3. The provision of a Solar Panel to Low Income Households in remote areas



This programme targets the following persons:

1. **Subsidy to WASA and T&TEC Bills**
  - Recipients of the Senior Citizens' Pension, Disability or Public Assistance Grants, or TT Food Card.
  - Pensioners over 65 years, who receive a monthly income equal to or less than \$3,500, inclusive of the pension
  - Persons with a certified disability, who receive a monthly income equal to or less than \$3,500.
  - WASA residential customers who own one property in Class A<sub>2</sub>, A<sub>3</sub> or A<sub>4</sub>
  - T&TEC customers with an average consumption over three (3) billing periods (6 months) of 500kW or less.
2. **Water Tank Assistance**
  - Households with a total income of no more than \$6,000 per month who depend only on truck borne water
  - Community Facilities used by Community Based Organisations (CBOs), Non-governmental Organisations (NGOs) and Faith Based Organisations (FBOs).
3. **Solar Panel Assistance**
  - Households with a total income of \$6,000 or less located in remote areas outside of the current electricity grid where it has been determined uneconomical for the installation of electricity infrastructure.

**For additional information please contact the Customer Service Unit at the Ministry of Public Utilities at:**

**Ministry of Public Utilities  
#2 Elizabeth Street  
St. Clair  
Phone: 628-9500 (exts. 1116, 1120);  
Fax: 628-6067**

