

MPU
MINISTRY OF
PUBLIC UTILITIES



ELECTRICAL INSPECTORS

**THE SEPARATION OF
WATER AND WASTEWATER**

Official Visit from the
United Republic of Tanzania

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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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Message

from the Minister of Public Utilities



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

THE Ministry of Public Utilities (MPU) is currently experiencing a period of dynamic growth and rejuvenation. During this period of adjustment, I am pleased to note the level of commitment shown by each MPU employee to ensuring that their Ministry fulfills its obligations to the national community on the road to Vision 2020.

Government considers it essential that each stakeholder appreciates the value of his/her contribution to national development, as we work together to realize the Republic of Trinidad and Tobago's full potential. In this regard, I urge you all to continue to give of your best as the MPU works towards the provision of optimal service to the citizens of our beloved country.

Minister Abdul-Hamid

Message

from the Editor

THE word "change" has been in the psyche of the Ministry's employees for quite some time and, for many, the arrival of the Honourable Mustapha Abdul-Hamid, Minister of Public Utilities, signalled the start of a new phase in the transformation process. On his arrival in November 2007, Minister Abdul-Hamid meticulously reviewed every aspect of the Ministry's operations in an attempt to align the MPU's goals and objectives with Government's 2020 vision programme to achieve Developed Country status by the year 2020.

by the Ministry of Public Utilities and its various agencies.

Against this background, I introduce to you the individuals charged with documenting the wide range of initiatives implemented under the umbrella of the MPU, in support of the Ministry's goal to improve the quality of life of the citizens of Trinidad and Tobago. The Editorial team consists



Editor in Chief,
Dr. Ellis Burris.

of the entire Communications Unit of the Ministry of Public Utilities, Ms. Simone Farmer – Director of Communications, Ms. Nicole Rodriguez-Eligon – Communications Officer – Events, Mr. Patrick Douglas – Graphic Artist, Ms. Petal Mayers – Communications Assistant, Mr. Kerry Quash – Communications Assistant and Mr. Leif Mathura – Administrative Support Officer. The Communications Unit is fortunate to have support from key areas of the Ministry in the form of Ms. Nicole Hunte – Human Resources, Ms. Latisha Anderson – Project Management Unit and Ms. Kerry Browne – Registry. Last, but definitely not least, the Editorial Team will also benefit from the contribution of Mr. Shakeer Baig – Meteorological Services Division, MPU and Mr. Erard Daniel – Electrical Inspectorate Division, MPU.

The cross-functional disposition of the Editorial team reflects a holistic approach to the development of the MPU Newsletter, highlighting the contribution of every area under the jurisdiction of the MPU. As Editor in Chief, I wish to thank the Minister and Permanent Secretary of the Ministry of Public Utilities for allowing the Editorial Team the opportunity to share our achievements with the national community. I also wish to thank the Editorial team and all featured writers for their valuable contribution to what I am confident is an entertaining and informative publication.

On behalf of the entire Team, Happy Reading!

Dr. Ellis Burris

Editor in Chief & Deputy Permanent Secretary
Ministry of Public Utilities

The Editorial Team



Members of the Editorial Team.
Missing from photo is Ms. Simone Farmer.

The Ministerial Performance Management Framework team (MPMF Team) and the MPU's internal Change Management Team, are both manifestations of the Ministry's commitment to upgrading its resources to provide quality, public utility services to the national community.

The MPU management team has recognized that it requires an effective channel through which the Ministry can communicate its initiatives, perspectives and achievements to both its internal and external Publics. In furtherance of this goal, the Ministry has identified the MPU Newsletter as an appropriate medium to educate its readership about the continuing improvements made to the national infrastructure

MPU WELCOMES...



Simone Farmer joins the Ministry of Public Utilities (MPU) as Director, Communications. With more than 19 years technical and leadership experience in Corporate Communications, both locally and regionally, Ms. Farmer will be a welcome addition to the Ministry's management team.

Prior to joining the MPU, Ms. Farmer was the Communications Manager with the Trinidad and Tobago Postal Corporation (TTPost), where she was responsible for the Corporate Communications and Customer Service functions. While at TTPost, Ms. Farmer's portfolio included Corporate and Product Advertising, Marketing Support and Strategic Planning.

Throughout her career, Ms. Farmer has held various corporate communications posts in Private, Public and State Sectors, including Public Relations Manager at the National Insurance Board, Public Relations Manager in an Advertising Consultancy and Speech Writer and Protocol Officer for several Government Ministers.

Ms. Farmer, who is a trained decorative artist, has also provided Restoration and Interior Design services to a diverse range of clients in the Greater Caribbean region.

Simone Farmer holds a Group Diploma in Public Relations, Advertising and Marketing as well as a Post Graduate Diploma in Preservation Architecture.



Mr. Dane Phillip, the new Programme Coordinator of the NSDP, is a Project Management Professional with over five years experience in the Public Sector. He served as Project Manager in the Ministry of Legal Affairs on several projects including the Printing of the Laws of Trinidad and Tobago and the Computerization of the Civil, Land and Companies Registries.

Mr. Phillip served on several Cabinet-appointed Committees to develop and implement the Conditional Cash Transfer Programme, commonly known as the "Smart Card", and also on the development of a National Smart Card Policy. He also spent two years at the Ministry of Trade and Industry as the Project Coordinator for the Inter-American Development Bank-funded Trade Sector Support Programme.

Dane has extensive private sector experience and has held leadership positions in various industries including construction, food and beverage, aviation, marine and advertising. Dane is a member of the Association of Business Executives, where he placed first in the world in 2004 in its Management in Action course.

Dane is also a member of the Project Management Institute (since 2003) and holds several qualifications in various fields, including an Advanced Diploma in Business Administration and an ACCA Certified Diploma in Accounting and Finance.

Dane, a Manager of Quality/Organisational Excellence, certified by the American Society for Quality (ASQ).

MPPMF Update



THE Ministerial Performance Management Framework (MPMF) Implementation Team is in the final stage of the 6-month planning process. The four components of the MPMF report have been completed; i.e. Employee Engagement, Services to Citizens and Clients, 360° Assessment and the Organisational Self Assessment.

At present, the team is working on the final report on the Ministry, for submission to the Office of the Prime Minister, which will include a set of recommendations and actions to address: -

- The results of the 360° Assessment.
- The achievement of the goals of Vision 2020 by linking Unit objectives to the Ministry's plans.
- The Ministry in its strategic delivery of services to both its employees and the citizens of Trinidad and Tobago.

Feedback from staff of the Ministry indicates that the MPMF process successfully highlighted the fact that every job in the organisation contributes to the Ministry's achievement of its goals and objectives. Moreover, because of the inclusiveness of the process it was seen as fostering a sense of team work among staff.

According to the Head of the Public Service, Ms. Sandra Marchack, the consultants have reported that this Ministry's Implementation Team has excelled in performance when compared with the other Ministries in Group B. Our team met all deadlines for assignments and the reports submitted were of a very high standard.

The MPMF Implementation Team therefore wishes to thank the Ministry's management and staff for the support given during this process, without which this exercise would not have been a success.

Finally, the MPU would also like to bid farewell to our MPMF team leader, Ms. Joycelyn Hunte, as she assumes a new portfolio at the Ministry of Education. We thank Ms. Hunte for her many contributions to the MPMF committee and wish her continued happiness and success.

New Inspectors at Electrical Inspectorate



Electrical Inspectors from the Northern Division with Chief Electrical Inspector, John Phillip (wearing tie)

THE Electrical Inspectorate Division received a much needed boost in staffing as it welcomed into its family a team of 20 Electrical Inspection Officers. This team, headed by former senior electrical inspectors George Sampson, Rahil Khan and Urban Duke, has strengthened the division's ability to provide prompt, efficient and effective inspections to the public.

These officers came onboard from October 14, 2008, and were formally welcomed into the Ministry at a ceremony held at the Crowne Plaza Hotel on January 28, 2009. Since then, they have been involved in a series of intense in-house training seminars, as well as continuous on-the-field training. These training programmes were designed to acquaint them with what is required, expected and mandated by the Chief Electrical Inspector, with respect to the implementation of the Trinidad and Tobago Bureau of Standards' Electrical Code and other rules governing electrical installations.

Each electrical inspection officer must understand his or her role in ensuring that each installation is safe and of a high standard.

It is of utmost importance that we also give a special welcome to Ms. Glenda Gordon, the very first female electrical inspection officer in the division's history. Ms. Gordon comes to the division with 27 years experience, having been employed with the Ministry of Works and Metal Industries Company Limited (MIC). Ms. Gordon has also lectured in Electrical Installation at MIC Limited as well as at YTEPP.

The other Inspectors include Clarence Claxton, Carl Clarke, Andrew Mohammed, Dindial Rampersad, Haseeb Mohammed, Puranpersad Singh, Deopersad Ramjag, Lawrence Pierre, Felix Lara, Aaron Alexander, Dhaniram Lalla, Gurlal Koonj Beharry, Ashton Semper, Joel Bristol, Inshan Ali and Albert Wallace. Both north and south Trinidad have benefited from the addition of 13 inspectors to the Tunapuna office and seven to the San Fernando office. Already we have received positive feedback from electricians and the public who utilise the services of the Electrical Inspectorate. Several persons have noted the improved timeliness of electrical inspections.



Electrical Inspectors from the Southern Division



Retired MTS worker, Judith Lawrence.



Congratulations on your retirement

Ms. Judith Lawrence

Ms. Judith Lawrence started at the then National Maintenance Training and Security Company Ltd (MTS) in 1998. Ms. Lawrence has seen the Ministry through the 3-fold transformation process from 'Public Utilities' to 'Public Utilities and the Environment' and, finally, back to 'Public Utilities'. Fondly referred to as 'Judith', she was one of the familiar faces at, and an honorary member of, our MPU family. As Judith retires and leaves our hallowed halls, she takes with her a wealth of experience gained from her interaction with three generations of the Ministry of Public Utilities Staff members.

Judith, we will miss your smile, infectious laughter, motherly greetings and, above all, your true team spirit.

New Offices For The Ministry Of Public Utilities

If you have not heard by now, it is now confirmed that the Ministry of Public Utilities (MPU) will be relocated to a new office before the end of the year.

The new site for the MPU Head Office will be the Kids World Building at the corner of Tragarete Road and Elizabeth Street, St Clair. The 4-storey building, which is fairly new (approx. 6 years old), will provide us with approximately 32,000 sq ft of floor space for our operations.

So...why the need to move?

The MPU has been at its current location since 2002. At that time, believe it or not, the Ministry was so small that it occupied only the first and fourth floors.

However, the Ministry has since outgrown its present location and we are now cramped for space, both in the offices and in the car park. We have also been challenged by the ageing infrastructure at our present location.

This move comes at a time when the MPU is in a restructuring and expansion mode. The overall restructuring

of the Ministry began in January 2008 with a diagnostic exercise undertaken by PriceWaterhouseCoopers. At present, the Ministry is implementing the new Organisational Structure, approved by Cabinet in October 2008, and it is anticipated that additional staff will be added to the MPU family. It is, therefore, administratively and logistically imperative that we acquire new accommodation.

MPU has acquired the services of Government Human Resources Service (GHR) Limited, a state owned company that falls under the purview of the Ministry of Public Administration, to provide oversight for the design and outfitting of the building, which should begin by May 2009.

In the interim, all members of staff should be prepared for dialogue as we meet, internally and with the designers, to discuss, plan and map out the look and feel of our new offices.



Hon. Mustapha Abdul-Hamid, Minister of Public Utilities and Hon. William Ngeleja, Minister of Energy & Minerals (seated 2nd & 3rd from left) with members of the Tanzanian Delegation, other Ministry officials and agency representatives.



Official Visit From The United Republic Of Tanzania

Mr. Harijinder Atwal, Executive Director, RIC was also present to inform on how his organisation performs its regulatory functions in the public utilities sector. The Delegation was surprised at the low cost charged to our citizens for electricity as their cost is considerably higher than ours. The RIC's mandate was of significant interest to the Tanzanians and a separate meeting was held at the Commission's office on Monday January 19, 2009.

The Delegation from the United Republic of Tanzania visited Trinidad and Tobago from January 14-19, 2009 and consisted of the following persons apart from the Minister of Energy and Minerals: -

- Mr. Simon F. Soyare, Chairman of the Board, Energy and Water Utilities Authority (EWUA)
- Mr. Haruna Masebu, Member of the Board of Directors, EWUA
- Mr. Bashir Mrindoko, Commissioner for Energy and Petroleum Affairs
- Eng. Charles Omujuni, Director of Natural Gas, EWUA
- Ms. Muna Mahanyu, Director of Legal Services, EWUA
- Eng. Elizabeth Kingu, Deputy Director, Ministry of Water and Irrigation
- Ms. Caroline Mushi, Administrative Officer, EWUA
- Mr. Dismas Fuko, Director of Marketing, Tanzanian Petroleum Development Company
- Mr. Adam Zuberi, Principal Geologist

AN explanation of the functions of the public utilities sector of Trinidad and Tobago was the main topic of conversation at a high level meeting held on Friday January 16, 2009. The Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid, hosted a 10-member delegation from the United Republic of Tanzania led by the Honourable William Ngeleja, the Minister of Energy and Minerals. Accompanying the Minister of Public Utilities were Mrs. Jacqueline Ganteaume-Farrell, Permanent Secretary and Dr. Ellis Burris, Deputy Permanent Secretary, Ministry of Public Utilities.

Minister Abdul-Hamid began the meeting by sharing information on the demographics and cosmopolitan population of Trinidad and Tobago and gave a general overview of the public utilities sector, touching on organisations like WASA, T&TEC, TSTT and RIC. He was followed by Mr. Errol Grimes, Chief Executive Officer, WASA, who went into detail on the current and future plans for the water sector. This sector was of keen interest to the visiting Delegation as it is an area of significant development in their country.





Separation of Water and Wastewater Services – The Dawn of a New Era

The Government of the Republic Trinidad and Tobago (GoRTT) has announced that the Wastewater services, currently administered under the Water and Sewerage Authority (WASA), will be separated from the Authority. This development will allow for a greater level of prominence to be afforded to the wastewater sector as well as the modernisation and improvement of the potable water sector.

This strategic restructuring heralds a new frontier for the potable water and wastewater sectors, creating a multiplicity of opportunities for the nation as a whole but also for professional growth within the sectors. One cannot ignore that there would be opportunities for business development once properly managed and marketed.

Trinidad and Tobago is currently poised to attain developed nation status under the GoRTT's Vision 2020 programme. The United Nation's Millennium Development Goal No. 7 proposes to halve the proportion of people without access to either safe drinking water or basic sanitation by 2015.

Taking these global and national development mandates into consideration, it is imperative that the potable water and wastewater services provided to our citizens reflect that of a developed nation. To achieve this goal, the wastewater operation of WASA is currently being transformed into a self contained entity that can be seamlessly excised from the company, without interruption or reduction of service levels. A Transition Unit has been formed and includes

the administrative, operational, planning and design requirements which are essential for the effectiveness the process.

To date, approximately 30% of the population is sewered, with the remaining 70% being serviced by septic tanks with seepage pits or pit latrines. As the new entity for wastewater services emerges, the country will benefit from improved levels of service, increased coverage of these services throughout Trinidad and Tobago, and integration into a central system with greater control and monitoring. The risks to the environment would be minimised, as treatment plant efficiencies are improved by the incorporation of new technologies and a more comprehensive maintenance regime. Compliance with existing regulatory and health and safety standards will be rigorously achieved as wastewater is given prominence from both the perspective of management issues and public awareness.

Emphasis will be placed on transformation and enhancement in the provision of water supply services, with a focus on improved customer satisfaction. The separation of the water and wastewater would allow for a more holistic development of the potable water sector. Management at our major facilities would continue and new approaches are being developed to ensure a more reliable supply, even amidst challenges such as climate/weather variability.

The public can only benefit from improved levels of service in potable water supplies and wastewater treatment, greater protection of the environment, redefined treatment procedures and processes, stricter compliance to regulatory and health & safety standards and an efficient and courteous staff.





Beauty in a row at MPU Christmas function



Mrs. Sheree Welch (TTPost MD (Ag.)) & Mr. Welch at the Corporation's Christmas dinner



Mr. Emmanuel Moolchan (Director - Met Services) & his lovely wife dance the night away



Met Services staffers enjoy a night of revelry



PHOTO FOCUS



NSDP officer Paul Richards and his charming wife



MPU HR employee has his hands full with Legal and Economic Research



Los Dinamicos entertain guests with the sweet sounds of parang

MPU at f



Former TTPost MD, Colin Lucas says a fond farewell to the Corporation



Marcia Miranda invites staff participation at TTPost's Christmas function



Electrical Inspectorate shines at the MPU Christmas function

The handsome men of the MPU

Paint yourself blue at TTPost's Carnival Jump-up!

Another look at MPU's gorgeous staff!

TTPost Calypso Queen, Paula Salandy, receives her trophy from Ramjattan Singh GM, Sales & Marketing

Met Services join MPU staffers to ring in the Christmas season

Guards by day, party animals by night

...the MPU Communications Unit and crew of the Hurricane Hunter Aircraft

lay

The Honourable Mustapha Abdul-Hamid, Minister of Public Utilities, greets LTC David Borsi, Pilot of the Hurricane Hunter Aircraft

Bail! Jacqueline Ganteaume-Farrell, Permanent Secretary, and Dr. Ellis Burris, Dep. Permanent Secretary, show their MPU colleagues how it's done!

TTPost Vehicles Commissioning

FROM the very inception of TTPost, its management has sought to focus its efforts on ways of achieving a more efficient mail service. Accordingly, optimizing the transportation function, particularly as it relates to the collection and distribution of mail has always been of primary concern.

Through the enactment of the Trinidad and Tobago Postal Corporation Act #1 of 1999, the Government of Trinidad and Tobago initiated the conversion of the General Post Office into the Trinidad and Tobago Postal Corporation.

At that time, one of the objectives outlined under the Postal Sector Reform Programme, was the continuation of the expansion of the universal service obligation to the people of Trinidad and Tobago. Adversely affecting the achievement of this goal was the fleet of unreliable and unserviceable vehicles owned and operated by the then General Post Office.

Consequently, a decision was taken to apply a portion of the proceeds of the loan, sourced through the World Bank, to the modernisation of the rolling stock of the newly created organisation.

In 2000, TTPost acquired its first fleet of vehicles, which



Hon. Mustapha Abdul-Hamid cuts the ribbon at the Commissioning of the new vehicles. Looking on are Anthony Hall (left), former Chairman and Colin Lucas, former Managing Director.

included panel vans, a heavy duty lorry and sedans for the collection and delivery of mail and the transport of personnel.

The Ceremony for the commissioning of 11 new vehicles took place on November 25, 2008 at the National Mail Centre, Piarco.

The present fleet of vehicles, which consists of panel vans, buses, trucks and station wagons, are connected by a 2-way radio communication system, which enables real time communication amongst all parties involved in TTPost's operations.

Arguably, the expansion of the Corporation's fleet over the years has made the largest single contribution to the operational performance. It should be noted that the national delivery coverage of households and businesses in Trinidad and Tobago has grown from an estimated 50% in 1999, to over 96% in 2008.



Farewell to Mr. Colin Lucas

ON February 2, 2009, the TTPost family paid a glowing tribute to the distinguished 3-year performance of Mr.

Colin Lucas, Managing Director, as he departed from the Corporation to pursue other personal goals.

Mr. Lucas' leadership has led to TTPost being voted the Number One Public Utility in the Opinion Leaders' Panel (MORI Caribbean) Poll results in 2007 and 2008. TTPost

also retained membership in, and Vice Chairmanship of, the Council of Administration of the Universal Postal Union for the Nairobi Postal Cycle (2009-2012); and gained high-profile membership of the Union's Universal Service Obligation Committee and of its Development Co-operation Committee.

The Ministry of Public Utilities thanks Mr. Lucas for his sterling contributions to the Postal Sector and wishes him continued success as he moves onto other endeavours.

EACH year, on March 23, the World Meteorological Organisation (WMO), its 188 Members and the worldwide meteorological community, celebrate World Meteorological Day around a chosen theme. This Day commemorates the anniversary date of the WMO Convention, which created the Organisation in 1950. Subsequently, in 1951, the WMO was designated a specialised agency of the United Nations (UN) System.

Since it has become traditional to focus the annual celebration of World Meteorological Day around a relevant theme, the 59th session of the WMO Executive Council decided, in May 2007, that the theme in 2009 would be "Weather, climate and the air we breathe". Such a theme is particularly appropriate at a time when communities around the globe are struggling to attain the United Nations Millennium Development Goals, especially in terms of health, food, water security and poverty alleviation. At the same time these communities are also seeking to increase their effectiveness in preventing and mitigating natural disasters, of which 90% are directly related to weather, climate and water hazards and thereby fall within WMO's mandate. Moreover, scientists and medical professionals are increasingly aware of the critical linkages between weather, climate, the composition of the air we breathe and their effects on human health.

"For many centuries, humans managed reasonably well to adapt to the impacts of weather and climate by adjusting shelter, food production, energy provision and lifestyles in harmony with climatic and environmental conditions. However, over the last decades, population growth, increased energy usage and industrial development have contributed to the emission of gases and particles that can, and do, affect human health. Thus, asthma, heart disease, lung cancer and many other medical conditions have been exacerbated, or even caused, by declining air quality. In addition, air pollution impinges on the global economy, food and water security and sustainable development, by damaging plants, crops and ecosystems." – Message by Michel Jarraud, Secretary-General of WMO.

This year, the MET Services Division celebrated World Meteorological Day on March 27 by hosting a visit of a Hurricane Hunter Aircraft (see story below). Officials from the Ministry of Public Utilities and the National Oceanic and Atmospheric Administration (NOAA) were on hand to commemorate the event. Students from various schools were invited to tour the inside of the aircraft and gain information on how the aircraft operates.

Hurricane Hunter Aircraft WC-130J



HURRICANE Hunters are aircraft that fly into hurricanes in the North Atlantic Ocean and Northeastern Pacific ocean for the specific purpose of directly measuring weather data in and around those storms.

The WC-130J aircraft, which visited our shores on March 27, 2009, is capable of staying aloft up to 18 hours at an optimum cruise speed of more than 300 miles per hour. An average weather reconnaissance mission lasts 11 hours and covers almost 3,500 miles. The crew collects and reports weather data as often as every minute.

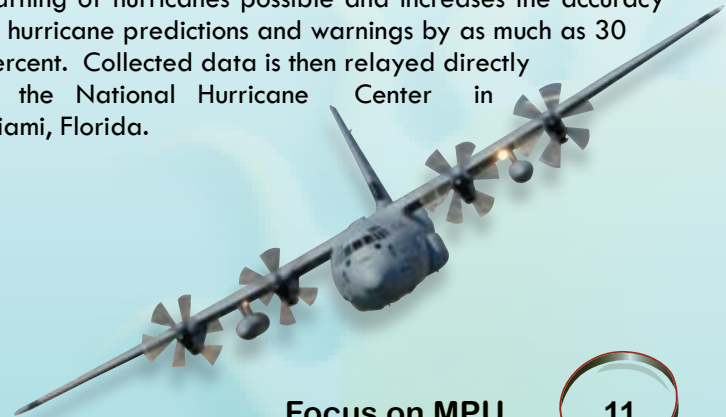
The aircraft carries a minimum crew of five: pilot, co-pilot, navigator, aerial reconnaissance weather officer and weather reconnaissance loadmaster. From the front of the cargo compartment, the Aerial Reconnaissance Weather Officer (ARWO) operates the computerised weather reconnaissance equipment and acts as flight director in the storm's environment.

The weather officer also evaluates other meteorological conditions such as turbulence, icing, visibility, cloud types and amounts, and ocean surface winds. The ARWO uses the equipment to determine the storm's centre and analyses

atmospheric conditions such as pressure, temperature, dew point and wind speed.

Penetration of hurricanes is usually done at an altitude of approximately 10,000 feet to collect meteorological data in the vortex, or eye, of the storm. The aircraft normally flies at a radius of about 100 miles from the vortex to collect detailed data about the structure of the hurricane.

Information collected during these missions make advance warning of hurricanes possible and increases the accuracy of hurricane predictions and warnings by as much as 30 percent. Collected data is then relayed directly to the National Hurricane Center in Miami, Florida.





CUSTOMER SERVICE /TELEPHONE ETIQUETTE



Participants at the Customer Service/Telephone Etiquette Workshop.

In our last issue, we indicated that the training programme “Customer Service – Telephone Etiquette” was one of the interventions geared towards improving customer service in the Ministry. The training was in the form of several 1-day workshops at the Horticultural Services Division’s Orientation Centre over the period November 05, 2008 to December 11, 2008.

The facilitator was Madonna Doyle and Associates. The intention was to expose each Ministry employee to the training and we achieved a 92% attendance rate. The Permanent Secretary and her Heads of Divisions and Units also participated in two 1/2-day sessions with the facilitator to decide on the Ministry of Public Utilities (MPU) standards for the training.

The workshops were highly interactive and extremely informative and participants were amazed at the range of topics covered. Some of the areas explored were: -

- Identifying who is a customer – internal and external;
- The effect of colours and music on one’s attitude in serving customers;
- The power of a smile;
- Properly answering the office telephone, effectively transferring calls and taking messages;
- Abuse and misuse of the office telephone;
- Cell phone etiquette within an office environment; and
- Techniques on how best to cope with the abusive, angry or long winded customer.

During the workshops, participants from MPU were required to work in interactive groups and the opportunity was there for them to become better acquainted with their co-workers. This was designed to encourage team building and foster a spirit of collaboration within the MPU.

At the end of the workshops, participants were able to identify the kind of service they would expect as internal customers. They learnt that it would be the same type of service to be given to customers – internal and external – of the MPU. Participants were also asked to complete commitment sheets identifying specific areas requiring change and committing to doing so. Here are some comments made by participants after the workshops: -

1. “The workshop highlighted the importance of effective communication”;
2. “As a service provider I should deliver what I expect when I am the customer”;
3. “The workshop highlighted the need for quality in delivering service to customers”;
4. “The workshop highlighted how to meet the needs of the customer at all times”;
5. “The workshop highlighted the power of the human voice”.

Members of the Change Team have been conducting evaluation surveys within the MPU and its Divisions to ensure that the said learning has transferred within the workplace. In the next issue of our newsletter, you will get the results of the evaluation and more information on the work programme of the Change Team.



T&TEC

T&TEC BOARD APPOINTED



Members of the T&TEC Board with the Minister of Public Utilities.



Hon. Mustapha Abdul-Hamid as he presents Prof. Clement Imbert, Chairman, with his instrument of appointment.

PROFESSOR Clement Imbert, Deputy Dean of the Faculty of Engineering at the University of the West Indies, St Augustine is the new Chairman of the Trinidad and Tobago Electricity Commission.

Professor Imbert holds a BSc in Mechanical Engineering, an MSc in Metallurgical Engineering and a PhD in Mechanical Metallurgy.

An installation ceremony at the new T&TEC Board was held on November 26, 2008 at the Hilton Trinidad and Conference Centre. At that function the Minister of Public Utilities, the Honourable Mustapha Abdul-Hamid, presented instruments of appointment to the Chairman and the other Commissioners who were present.

Professor Imbert, in his remarks at the installation ceremony, gave a brief history of electricity and displayed his wide knowledge of the utility. He expressed the desire of the new Board to work with the Commission's Management to ensure the continued development of T&TEC.

Minister Abdul-Hamid, in his address, highlighted a number of the Commission's accomplishments over the last year. He also took the opportunity to commend the Commission on its initiatives, which complemented the Government's 2020 Vision programme.

Minister Abdul-Hamid welcomed six new Commissioners and reinstated two former Commissioners. He told them, "... Your acceptance is as a consequence of your willingness to offer your time and expertise as a form of service to your country".

The full list of the new T&TEC Board of Commissioners is: -

- Professor Clement Imbert, Chairman
- Mr. Hakeem Ahmad, Deputy Chairman
- Professor Chandrabhan Sharma
- Mr. Zameer Mohammed
- Mr. Carlisle Jordan
- Ms. Gina Ferguson-Spenser
- Mr. Sheldon Cyrus
- Mr. Bernard Mitchell

Minister Abdul-Hamid told the Board "your mandate as Commissioners is a challenging one as it is your responsibility to ensure the effective and efficient management and operation of T&TEC. It remains your duty to use your education, experience and expertise to properly guide and assist in making the best decisions in implementing the many projects that are the responsibility of T&TEC."

The Trinidad and Tobago Electricity Commission Board of Commissioners met for its first Meeting in December 2008.



tstt.co.tt

Making T&T safer

TSTT unveils new video-based security solutions



With an estimated four million CCTV cameras in operation, the UK has been successfully utilising the technology for surveillance, deterrence, crime-solving and prosecution since the mid-1990s. CCTV has been used to document and provide answers for several high profile crimes - including the London public transportation system bombings on July 7, 2005. TSTT is hoping to implement a similar system here.

"Security is particularly important at this time in Trinidad and Tobago. We want to partner with the Ministry of National Security and all its branches, especially the police," Mr. Gordon said.

He described how the Ministry's various agencies could use the technology to monitor high risk areas of the country. Computerised monitoring also offers the possibility of using applications like facial and licence plate recognition systems.

TSTT's Operational Risk and Security Services line of business is also making their services available to the private sector. Internationally, businesses like banks, gas stations and retail stores make heavy use of CCTV. The company sees similar opportunities among local private enterprises.

"The genesis of this solution had to do with our need to add value to our customers," Mr. Gordon said. "We asked ourselves; besides telephony what can we offer? Security is just one of several lines of business we have made available to the Government and private sector, but in this climate it is one of the most important."

A SAFER society - increasingly it is becoming the concern of the people of Trinidad and Tobago. Whether through civic-mindedness or entrepreneurial alertness, new firms are entering the arena of safety and security provision. Now TSTT has joined the market with an innovative offering that makes use of their high capacity fibre network. Their solution? Video.

"Fundamentally where we add value is our ability to transmit footage and data over our fibre networks," explains Dennis Gordon, TSTT's Vice President of Operational Risk and Security Services.

TSTT is offering computerised video monitoring over closed-circuit TV (CCTV).

"Cameras have been used successfully in the United Kingdom and other places," Mr. Gordon said. "Case studies have proven that cameras work and the footage obtained by cameras can ensure convictions."

FLIN PAGE

TONGUE TWISTER

Can you say this really fast?

Give me the gift of a grip top sock
Not a ship shape grip top flip flop sock
But a slip dip flip tip trip top sock

JOKES!

Tea Service



ONE day my mother was out and my dad was in charge of me and my brother who is four years older than I am. I was maybe 1 1/2 years old and had just recovered from an accident in which my arm had been broken among other injuries.

Someone had given me a little 'tea set' as a get-well gift and it was one of my favourite toys. Daddy was in the living room engrossed in the evening news and my brother was playing nearby in the living room when I brought Daddy a little cup of 'tea', which was just water. After several cups of tea and lots of praise for such yummy tea, my Mom came home. My Dad made her wait in the living room to watch me bring him a cup of tea, because it was 'just the cutest thing!!'

My Mom waited, and sure enough, I came down the hall with a cup of tea for Daddy. She watched him drink it up, then said, 'Did it ever occur to you that the only place that baby can reach to get water is the toilet??'

Weather Report



A husband and his wife were sound asleep when suddenly the phone rang.

The husband picked up the phone and, after listening for a while, said, "How on earth would I know? What do I look like, a weatherman?" He then slammed the phone down and settled into bed.

"Who was that?" asked his wife.

"I don't know. It was some guy who wanted to know if the coast was clear."

CRYPTOGRAM

"MYITEC YI JXU FHYDSYFQB JXYDW,
RKJ YD QBB JXO WUJJYDW,
WUJ KDTUHIJQDTYDW"

King Solomon

Clues: M=W and Y=I

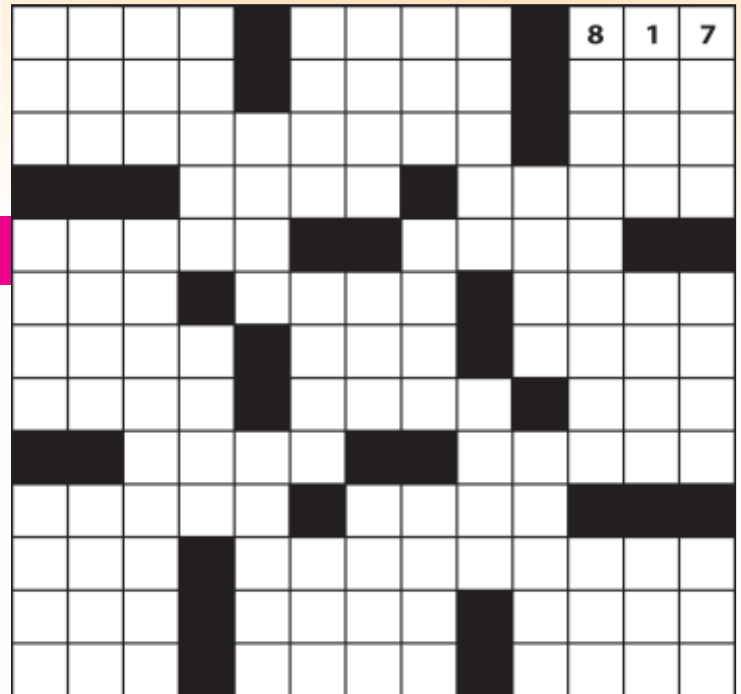


King Solomon

Solution: "Wisdom is the principal thing, but in all thy getting, get understanding"

FILL-IT-IN

3 NUMBERS	0599	0974	8151	8996
105	127	1156	1824	9514
248	314	2074	3264	
459	463	3670	3966	5 NUMBERS
531	532	4255	4365	13766
678	769	5063	5184	36066
806	817	5767	6003	41575
842	900	6063	6075	66957
907	920	6203	6482	73665
973	996	6631	6849	9 NUMBERS
		6915	7199	384599052
4 NUMBERS		7333	7495	795310845
0035	0226	7561	7838	834618597
0456	0527	7841	7883	977806225



ADMIT ONE	Administrative Professionals Day Event	ADMIT ONE
ADMIT ONE	Mother's Day	ADMIT ONE
ADMIT ONE	Indian Arrival Day	ADMIT ONE
ADMIT ONE	Father's Day	ADMIT ONE

COMING SOON



mpu
 MINISTRY OF
 PUBLIC UTILITIES