

WATER AND SEWERAGE AUTHORITY

COMPLAINTS FORM



Please Complete Form In BLOCK LETTERS

Please sketch directions to the property at the back of form, clearly indicating landmarks.
Attach copy of Two (2) Picture Ids, Certificate of Assessment/Certificate of Payment and Receipts (Where applicable)

ACCOUNT #		FOR OFFICIAL USE ONLY	
		CASE ID#	
NAME OF APPLICANT			
	Surname	First name	Other
PREMISE DETAILS	Building No.	Apt. No.	Postal Code
	Mile Mark	LP	Lot #
Street			
Street			
Town /City			
Landmark			
Telephone Contact (1)		E-mail Address	
Telephone Contact (2)		@	

Notice : By providing your contact details, you agree that the Water and Sewerage Authority ("the Authority") may use your mobile number or email address to send you automated alerts and important notifications regarding your account, service interruptions, or billing matters via SMS, WhatsApp, or email.

COMPLAINT	Please Tick ✓ appropriate boxes.				
Duplication of Accounts	☐	Duplication of Rates	☐	Cash Transfer	☐
Class Change	☐	Rebate	☐	Disconnected Account	☐
Ommitted Payment(s)	☐	Refund	☐	Metered Adjustment	☐
ATV Change	☐	Rate Change	☐	Omitted Billings	☐
Outside Distribution Area	☐	Outside Sewerage Area	☐		

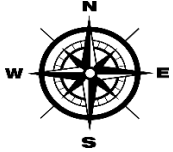
DETAILS OF COMPLAINT

DECLARATION
I/Wethe Tenant/Agent/Owner certify that the information above is true and correct to the best of my/our knowledge and ability. I/We agree that if the above information is found to be false or misleading that I/We shall indemnify the Water and Sewerage Authority from all claims, actions and demands arising therefrom.

ID/ DP/ PASSPORT NO.: _____ ID/ DP/ PASSPORT NO.: _____

Customer Name (BLOCK LETTERS)	Customer Signature	Date
Customer Service Representative	Supervisor Signature	Date

SKETCH SHOWING DIRECTIONS TO PROPERTY



CUSTOMER BUSINESS SERVICES CENTRES

Head Office: Farm Road, St Joseph: 662-2302 Ext 2659/ 2672

Kew Place: Phillip Street, Port Of Spain – 662-2302 Ext 4611/ 4612/ 4613

Arima: O'Meara Plaza, O'Meara Road – 662-2302 Ext 6081/ 6082/ 6083

Couva: Corner, Millard Street & Southern Main Road – 662-2302 Ext 4907/ 4908

Chaguanas: Corner, Manic Street & Market Street – 662-2302 Ext 6304/ 6305/ 6308/11

San Fernando: Mon Chagrin Street – 662-2302 Ext 6189/ 6115

Penal: Dookie Street – 662-2302 Ext 4930/ 4931

Princes Town: King Street – 662-2302 Ext 6850/ 6851

Sangre Grande: River Street – 662-2302 Ext 4870/ 4871/ 4872/ 4873

Point Fortin: Guapo Main Road – 662-2302 Ext 4910/ 4911

Trincity: Golden Grove Road, Arouca – 662-2302 Ext 5390/ 5391/ 5392

Tobago: Crooks River, Scarborough – 639-5152, 639-5056 Ext 6815/ 6816