

PUBLIC NOTICE



CUSTOMER ADVISORY

The Water and Sewerage Authority (the Authority) advises customers that the following Customer Service Centres have been reopened from **8:00 a.m. to 3:45 p.m. Monday - Thursday** and **8:00 a.m. to 3:30 p.m. on Friday**, for Bill Payments and by scheduled appointments for Agreements and collection of Clearance Certificates:

- **Head Office** – Farm Road, St. Joseph
- **Port of Spain** – Corner Kew Place & Phillip Street
- **Arima** – O'Meara Plaza, O'Meara Road, Arima
- **Trincity** – Golden Grove Road, Arouca
- **Chaguanas** – Corner Manic & Market Streets
- **San Fernando** – Mon Chagrin Street
- **Princes Town** – King Street
- **Point Fortin** – Guapo Road
- **Tobago** – Krisden's Building, Crooks River, Scarborough

Customers are further advised that applications for services or queries can be submitted via the following options:

1. **Email:** customerservice@wasa.gov.tt (note that all documents submitted via e-mail must be in PDF Format).
2. **Web Chat:** www.wasa.gov.tt
3. **WhatsApp:** 709-7793
4. **Drop Boxes** located at Head Office, Chaguanas and San Fernando Customer Service Centres. Submissions using this facility must be made in a sealed envelope (8 ½" x 11" or 8 ½" x 14") and labelled in BLOCKED LETTERS with:
 - a) Applicant's Name
 - b) Contact information - Telephone Number(s) and email address (if applicable)
 - c) Service being requested.

The **New Services Department** will be opened to the public on Mondays and Thursdays, strictly by appointment. Appointments can be made via email: newservices@wasa.gov.tt; or telephone: 662-2302, Extensions 2691 and 2699; or 6972 for the Tobago Office.

All approvals will be emailed and the applicant/License Sanitary Constructor must indicate the preferred day for collection of approved designs.

The Authority also reminds customers that all Covid-19 safety protocols remain in effect at all its Offices, which includes washing hands, social distancing and wearing mask.

