

News Release



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WATER AND SEWERAGE AUTHORITY
OF TRINIDAD AND TOBAGO

WASA Transitions to E-Billing: A Step Toward Sustainability and Enhanced Customer Experience

The Water and Sewerage Authority (WASA) is pleased to announce a significant step forward in modernizing its operations and enhancing customer experience. Effective February 3, 2025, WASA began transitioning to E-billing as the sole platform for bill dissemination. This initiative aligns with the Authority's commitment to sustainability, cost efficiency, and improved customer convenience.

All new customers applying for a water service connection at any WASA Customer Service Centre will be required to provide an email address during the application process. Bills will be delivered exclusively through the e-billing platform, ensuring quick and easy access to billing information.

WASA encourages all existing customers to update their billing preferences to E-billing through the following options:

- Visit any of WASA's nine (9) Customer Service Centres to revalidate or provide an email address.
- Update online via the Authority's website, where customers can also complete the Customer Service Improvement Survey.
- Scan the QR Code displayed on their current bills to access the e-billing registration portal.

The transition to e-billing offers numerous advantages for customers and the environment, including:

- **Uninterrupted Bill Receipt:** Ensure timely delivery of bills directly to your email.
- **Quick and Easy Access:** View and manage bills online at your convenience.
- **Ease of Doing Business:** Stay updated with the latest billing information and payment options.
- **Environmental Contribution:** Reduce paper usage, lower carbon emissions, and contribute to saving trees.

The move to e-billing is a key component of WASA's broader strategy to reduce its carbon footprint, modernize operations, and re-engineer processes for greater efficiency. By embracing digital solutions, WASA aims to provide a seamless and eco-friendly experience for its customers.

WASA urges all customers to make the switch to e-billing to avoid disruptions in bill receipt and to join the Authority in its mission to promote sustainability.

For assistance or more information, customers can visit any WASA Customer Service Centre, access the Authority's website, or call the Customer Contact Centre at 800-4420/26.

Together, let's embrace a greener, more efficient future.

Corporate Communications Department
7 February 2025