

# News Release



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WATER AND SEWERAGE AUTHORITY  
OF TRINIDAD AND TOBAGO

**WASA Announces Discontinuation of Sure-Pay Bill Payment Option** – Convenient and reliable payment alternatives available.

The Water and Sewerage Authority (WASA) wishes to inform its valued customers that the Sure-Pay bill payment option will no longer be available effective 15th March 2025. This development is due to the closure of SurePay's operations in Trinidad and Tobago.

WASA sincerely regrets any inconvenience this may cause and remains committed to providing convenient and reliable payment alternatives to ensure uninterrupted service for all customers.

Customers are encouraged to utilize the following convenient payment methods:

- WASA Customer Service Centres: Visit any of WASA's Nine (9) Customer Service Centres for in-person payments.
- Commercial Banks: Make payments at any participating commercial bank.
- Western Union and VIA Outlets: Utilize these authorized payment locations for quick and easy transactions.
- Online Payments: Pay bills securely and conveniently via WASA's online payment portal at [www.wasa.gov.tt/WASAPaymentPortal](http://www.wasa.gov.tt/WASAPaymentPortal)
- **Coming Soon - New and improved WASA Services App!**

WASA understands the importance of seamless bill payment processes and is working diligently to ensure that customers experience minimal disruption during this transition. Our team is available to assist with any questions or concerns regarding payment options.

For further information or assistance, customers may contact WASA's Customer Service at 800-4420/4426.

**Corporate Communications Department**  
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