

28 March 2025

Corporate Communications Department

WASA Urges Public to Report Illegal Water Connections - Service delivery to law abiding citizens must not be compromised

The Water and Sewerage Authority (WASA) is calling on members of the public to partner with the Authority in identifying and reporting illegal connections to its distribution network, as these breaches severely impact the reliable delivery of water to legitimate consumers.

This appeal follows recent investigations at the Ramdial Mahabir Courts Development in Morvant, where illegal connections were found to be diverting approximately 50% of the pipe borne water supply intended for residents to private homes outside of the development. Such actions not only violate the law but also disrupt water pressure and flow, leaving paying customers without adequate service.

WASA emphasizes that while the Authority, as part of its Transformation, is currently installing advanced technology to monitor pressures and flows across its network, the cooperation of vigilant citizens is critical in detecting and preventing these unauthorized activities. Illegal connections strain the system, reduce efficiency, and unfairly disadvantage those who abide by the rules.

WASA stands firmly with its law-abiding customers and assures them that measures are being taken to address these issues promptly. In the case of Ramdial Mahabir Courts, WASA, in collaboration with the Trinidad and Tobago Housing Development Corporation (HDC) and local representatives, is implementing solutions to restore normal supply within the next two to three days.

Additionally, residents are reminded to avoid misuse of water resources, such as using fire hose reels for non-emergency purposes, as this further depletes supply and compromises safety.

The Authority encourages the public to report any suspected illegal connections or water theft by contacting the Authority's Customer Contact Centre at 800-4420/4426. All reports will be treated with confidentiality.

WASA reiterates its commitment to improving service delivery and thanks the majority of customers who adhere to regulations. Protecting the integrity of the water supply is a shared responsibility, and WASA will continue to take strong action against those who undermine this essential service.

-End-