August 12, 2025

MAJOR SERVICE DISRUPTION TO CUSTOMERS IN NORTHWEST TRINIDAD

The Water and Sewerage Authority (the Authority) advises customers in parts of North West Trinidad, served by the El Socorro Booster Station, who are presently experiencing a disruption in their water supply that this is due to a ruptured discharge pipeline at the facility.

The damage to the 30" transmission main occurred at approximately 9:00 p.m. on Monday 11 August 2025.

The Authority's repair team has been onsite since overnight and a timeframe for completion of emergency repairs and restoration of supply will be forthcoming in a subsequent update.

Customers in the following areas are impacted:

AFFECTED AREAS
El Socorro, Barataria, Aranguez, Morvant
E.M.R Laventille, Laventille Road, East Dry River,   **Down Town Port-of-Spain**
Beetham Gardens, Belmont, Woodbrook
St. Ann's, Cascade, St. James, Long Circular Road
Dundonald Hill, Cocorite, Westmoorings

Customers are further advised that following the completion of these works, it may take up to twenty-four (24) hours for the supply to normalize in some affected areas.

A limited truck-borne water supply is available upon request, with priority being given to health care institutions. This can be requested through the following self-service option:

• Customer Portal available on the Authority's website: www.wasa.gov.tt.

Alternatively, customers requiring a truck borne supply, direct assistance or further information can contact WASA's Customer Call Centre toll free at 800-4420/4426.

The Authority thanks customers for their patience and understanding.

For more information, contact:

Corporate Communications Department via email at: corporatecommunications@wasa.gov.tt

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About WASA: Governed by the Water and Sewerage Act Chapter 54:40, WASA is Trinidad and Tobago's national water utility, committed to providing safe, reliable, and equitable water and wastewater services while promoting conservation and sustainable resource use.