

c) Other Pensioners

- i) Proof of Income i.e. NIB slip and/or Employment pension statement/slip

d) Other Persons with Disabilities

- i) Proof of permanent disability from a Medical Officer of the Ministry of Health or Regional Health Authority
- ii) Proof of Income - (Letter of employment, payslips, etc)

**2. Applications for Water Tank Assistance**

a) Households

- i) Valid form of identification
- ii) Proof of income (job letter, bank statement, social assistance slip/letter)

b) Community Facilities

- i) AGM report
- ii) Minutes of last meeting
- iii) Annual Report (applicable to managers of facilities)



**3. Applications for Solar Panel Assistance**

a) Copy of Valid form of identification

- i) Land documents (Government Land and Building Tax Receipt and Copy of Title Deed or Certificate of Comfort or Letter of non-obligation from the Land Settlement Agency or other relevant Authority
- ii) Proof of income (job letter, bank statement, Social welfare slip/letter)
- iii) Letter from T&TEC regarding applications for electricity



**For additional information please contact the Customer Service Unit at:**

**Ministry of Public Utilities  
#2 Elizabeth Street  
St. Clair**

**Phone: 628-9500 (exts. 1104,1116, 1120, 1121);**

**Fax: 628-6067**

**email: [customerservices@mpu.gov.tt](mailto:customerservices@mpu.gov.tt)**

**AN INITIATIVE OF  
THE MINISTRY OF PUBLIC UTILITIES**



## UTILITIES ASSISTANCE PROGRAMME

The Utilities Assistance Programme (UAP) is a social intervention strategy, introduced by the Government of Trinidad and Tobago in 2010, which provides financial assistance to eligible citizens to ensure their continued access to basic utilities such as water and electricity. The Programme is aimed at enhancing the real income of beneficiaries by cushioning the effects of the rising costs of public utilities.

The UAP was derived from the Hardship Relief Programme (HRP), which operated from 1997 to 2010, and provided financial support to Old Age Pensioners and recipients of Public Assistance who had a genuine inability to pay their Water and Sewerage Authority (WASA) bills.

The Programme is managed and facilitated by the Ministry of Public Utilities in collaboration with the Trinidad and Tobago Electricity Commission (T&TEC) and Water and Sewerage Authority (WASA).

## BENEFITS TO CITIZENS

Relief under the UAP comes in the form of:

- 1. Utilities Bill Assistance:** a subsidy, which WASA and T&TEC apply to the beneficiary's utility bill. For WASA customers, qualified beneficiaries will receive an annual subsidy of \$140 or \$200. T&TEC customers who qualify will receive a maximum annual subsidy of \$870.

### Applicants eligible for this subsidy are:

- Persons in receipt of the Senior Citizens' Pension, Disability or Public Assistance Grant, or TT Food Card.
  - Low income pensioners over 65 years of age, who receive a monthly income of not more than \$3,500, inclusive of the pension.
  - Low income persons with a certified disability, who earn a monthly income of not more than \$3,500.
  - A WASA residential customer who owns one property in Class A2, A3 or A4.
  - A T&TEC residential customer with an average consumption over three (3) billing periods (6 months) of 500kW or less.
- 2. Water Tank Assistance:** one-time assistance of a water tank and fittings to eligible low income households and community facilities that are without adequate water storage facilities.

### Applicants eligible for this assistance are:

- Households with a total income of no more than \$6,000 per month who depend on truck borne water or have no pipe borne water.
- Community facilities used by Community Based Organisations (CBOs), Non-governmental Organisations (NGOs) or Faith Based Organisations (FBOs).

- 3. Solar Panel Assistance:** the provision of a solar panel system which will provide an electricity supply to households in remote areas which are unable to access an electricity supply.

### Applicants eligible for this assistance are:

- Low income households in remote areas with an income of \$6,000 or less and located in an area outside of the current electricity grid where it has been identified as uneconomical for the installation of T&TEC's electricity infrastructure.

## HOW TO APPLY

Persons interested in applying to the UAP should complete the appropriate application form which can be obtained from the Ministry of Public Utilities' Customer Service Unit, T&TEC Customer Service Centres or any office of a Member of Parliament.

All applications should be forwarded to the Customer Service Unit for processing. The following documents must accompany the application form upon submission:

### 1. Applications for the subsidy to WASA and T&TEC bills:

- All Applicants
  - Valid form of identification
  - Copy of Land Title/Certificate of Comfort
  - Land Tax Receipt /Certificate of Assessment
  - WASA and/or T&TEC Utility Bill
- Beneficiaries of the Social Assistance Programmes (Senior Citizens Pension, TT Food Card and Disability and Public Assistance Grants)
  - Proof of Receipt of Welfare assistance or grants/Social Assistance File Number

