



# What's On Tap?

Volume 10, Issue 3 | August 2017



## We're social!



Find us, like us, follow us!

## OFFICE HOURS

- Cashiers**  
Monday to Friday  
8:30AM to 4:00PM
- Customer Service**  
Monday to Friday  
8:30AM to 5:00PM

## GO GREEN!

Your bill is now available electronically.

Reduce your impact on the environment by paying your bill online. Visit our website or call us to sign up for e-billing today!

## CONTACT US

**General Enquiries:**  
94WATER (949-2837)

**Emergencies:**  
946-HELP (4357)

**E-mail:**  
[info@waterauthority.ky](mailto:info@waterauthority.ky)

**Website:**  
[www.waterauthority.ky](http://www.waterauthority.ky)

**Online Account Access:**  
[online.waterauthority.ky](http://online.waterauthority.ky)

## Interns Join WAC To Gain Work Experience

Each year, the Water Authority receives dozens of applications from students wishing to partake in its Summer Work Experience Programme. This year, 14 students were selected to join the Authority as summer interns.

Representing a variety of educational backgrounds and professional interests, the interns are working across the Authority's various departments, including: Finance, Customer Service, Water Resources & Quality Control, Information Systems, Human Resources, and Engineering.

Pictured above while on a tour of the Authority's facilities alongside HR Supervisor Yolita Parchment (L) are, from left: Kristina Powell, Pierre Ordonez, Leanna Moodie, Harvel Pusey, Kendra Wood, Dominic Pouchie,

Chynna Retumban, and Dinara Perera.

Over the course of the summer, the Authority will welcome 6 additional interns.

### SCHOLARSHIP RECIPIENTS RETURN

Two of the interns joining the Authority for the summer are also recipients of the Authority's Annual C\$30,000 Scholarship.

Kristina Powell (2016/17 Scholarship Recipient), who is currently studying Management Information Systems at the University of Tampa, returned to intern with the Authority's Information Systems Department.

Meanwhile, Chynna Retumban (2014/15 Scholarship Recipient), who has been studying Chemistry at the University of Bradford, returned to intern with the Authority's Laboratory team as part of the Water Resources and Quality Control Department.



Kristina Powell

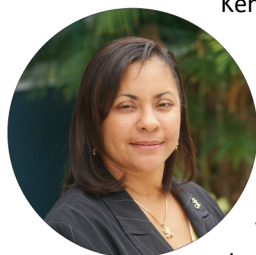


Chynna Retumban

### IMPORTANT DATES

Scholarship Application Deadline  
**30 MARCH, 2018**

Summer Work Experience  
Application Deadline  
**30 APRIL, 2018**



## Director's Message

I am pleased to announce the Water Authority Board recently decided not to increase water rates for customers this year. Although the Board has not made any changes to the water rates since 2012, the establishment of the new Utility Regulation and Competition Office (OfReg) means that any future rate adjustments will be approved through that Office. OfReg has also taken over the statutory responsibility for regulating the water sector.

In the Brac, our customers can also look forward to connection fees being waived for new piped water accounts until 31 December, 2017, thanks to the Authority Board. I hope that property owners within

the current boundaries of the piped water network will take advantage of this opportunity to connect to piped water without the connection fee.

I also welcome the addition of a new water tanker truck to the Authority's fleet in the Brac. This new vehicle will allow our team to meet the water needs of the Cayman Brac Sports & Hurricane Complex until the piped water supply reaches the facility.

We have received so many comments on social media about the piped water network expansion and we know everyone in the Brac is as excited as we are for this project to continue!

— Dr. Frederick-van Genderen

# OUR COMMITMENT to you...

The Water Authority was established in 1983 as a statutory body responsible for supplying pure, wholesome and affordable drinking water to the people of the Cayman Islands.

The Authority is also responsible for the proper treatment of wastewater and for the protection of the fresh groundwater lenses that exist throughout the Cayman Islands.



## KNOWLEDGE ZONE

### WHAT IS A CUSTOMER SHUT OFF VALVE?

Do you have a customer shut off valve installed downstream of your water meter? If not, please contact the Water Authority to discuss having one installed.

The customer shut off valve enables you to turn off the water between the meter and your property. In the event of a hurricane or tropical storm, turning off the customer shut off valve can prevent unexpectedly high water bills and property damage should a leak occur in your property's plumbing.



## HR Briefs

### Farewell:

#### Larry Washburn

Operations Manager - Water Supply  
Retired after 18 years of service to the Authority.

### Transfers/Promotions:

#### George Hydes

Appointed as Operations Manager -  
Water Supply (Designate)

#### Jason Seymour

Appointed as Operator  
- RO Plant



Visit us online to learn  
more about joining our  
team!

## No Water Rate Change, Brac Fees Waived

The Water Authority Board met in June to discuss changes to water rates and connection fee waivers for piped water service in Cayman Brac.

### NO WATER RATE CHANGE

Each year, the Water Authority Board meets to discuss whether the base price for water should increase or decrease as a result of inflation.

This year, it was calculated that the Authority was entitled to a 1.01% increase.

However, the Board members decided not to increase the water rates for customers.

The Board's decision means that, as a Water Authority customer, your water rates will remain as they have since 2012.

The recent establishment of the new Utility Regulation and Competition Office (OfReg),

however, means that any future rate adjustments will be approved through that Office. OfReg has also taken over the statutory responsibility for regulating the water sector.

### PIPED WATER CONNECTION FEE WAIVED FOR BRAC CUSTOMER

The Water Authority Board also decided to continue to waive the piped water connection fee for customers within the existing piped water network in Cayman Brac until 31 December, 2017.

You can download the Water Service Application Form from the Authority's website or you can apply in-person at our headquarters at 96 Cross Road, West End.

The pipeline is currently expected to reach Faith Hospital by the beginning of August, barring any unforeseen circumstances.



### NEW TANKER TRUCK ARRIVES IN THE BRAC

The Authority recently added another water truck to its fleet in Cayman Brac, bringing the total number of water tankers on the island to seven.

The truck, which has a carrying capacity of 4,000 US gallons, was purchased to ensure the Authority can meet the demands of the Cayman Brac Sports & Hurricane Complex until the piped water supply extends to the complex.

## How long does it take for my payment to be processed?

Depending on how you choose to pay your bill, the amount of time it takes for your payment to be processed varies.

You can avoid the line by using the Authority's fast, secure online payment feature. You don't have to have an account to pay your bill online. Try it today and see how easy it is to pay online!

### IN-PERSON

Payments made in-person at the Authority's headquarters are processed **immediately**.

### ONLINE VIA "PAY MY BILL"

Payments made online through the Authority's secure, online payment feature take at least **24 hours** to process.

### VIA THE CHEQUE DROPBOX

Cheques dropped off prior to 4pm will be processed same day, cheques dropped off after-hours will be processed the next business day.

### ONLINE VIA YOUR BANK

Payments made online through your bank take a minimum of **3 business days** to process.

### VIA THE POST OFFICE

Payments made through your post office take a minimum of **3 business days** to process.

### VIA MAIL

Payments that are mailed in are processed the same day they are received. The Authority cannot estimate postal delivery times.

