

NOTICE TO TRUCKED WATER CUSTOMERS

Effective immediately, the Water Authority is updating its policy on the definition of 'emergency trucked water'. Emergency Trucked Water will now be limited to water needed for a medical related situation (e.g. hospital use, dialysis etc.) or for a fire. Customers will not be allowed to jump the queue or receive afterhours deliveries unless they fit these criteria. Emergency delivery requests come at an additional surcharge of \$25 per delivery.

Other Trucked Water Policies

- Trucked water orders will be delivered in the order they are received.
- Trucked water orders will only be delivered between 8:00 AM—5:00 PM, and any undelivered orders will be dealt with on the following business day.
 - Normal trucked water loads that are not delivered on Friday will be delivered the following Monday.
 - Only emergency trucked water orders will be delivered on Saturday and Sunday or after hours.
- A trucked water order will be limited to 2,000 gallons.
- No new trucked water order for any account will be accepted until the previous order has been delivered.
- A voice recording request is not a confirmed order. A Customer Service Representative must verify any request for it to become a valid order. Voice recordings should include the customer's name, account number, physical location, and the amount of water needed.



Water Authority - Cayman

