



Water Authority - Cayman

Publication Scheme

Produced in accordance with the Deputy Governor's Code of Practice on Publishing

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1. About the Publication Scheme

Every public authority covered by the Freedom of Information Act has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Water Authority - Cayman to making information available to the public as part of its normal business activities.

Water Authority - Cayman will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;

- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. Information that may be withheld

Water Authority - Cayman will generally not publish:

- information in draft form;
- information that is not held by the Water Authority - Cayman, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Act or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted¹ form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Act expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Water Authority - Cayman's commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

¹ A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

Online

Many of our documents are published electronically on our website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at <http://www.waterauthority.ky>. If you are still having trouble locating information listed under our publication scheme, please contact the Information Manager, Wendy Whittaker at foi@waterauthority.ky or call (345) 949-2837 extension 2013.

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at foi@waterauthority.ky to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call Wendy Whittaker at (345) 949-2837, Ext. 2013 to request information.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Wendy Whittaker
Information Manager
Water Authority – Cayman
P.O. Box 1104
Grand Cayman KY1-1102
Cayman Islands

In your request, please provide a name and an address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager, Wendy Whittaker at (345) 949-2837 extension 2013 or email at wendy.whittaker@waterauthority.ky or foi@waterauthority.ky.

The Water Authority – Cayman will adhere to its obligations under section 10 of the FOI Act, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Water Authority – Cayman is legally required to translate any information, it will do so.

You can also access the Publication Scheme for Water Authority – Cayman on our website www.waterauthority.ky.

4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Water Authority – Cayman strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (color; any size).

Computer discs will be charged at a rate of \$2 per disc.

Please refer to Freedom of Information (General) Regulations 2008, Schedule 3 for a complete list of fees.

Postage costs

Water Authority - Cayman will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when Water Authority - Cayman has received your payment.

5. Requests for information outside the Publication Scheme

Information held by Water Authority – Cayman that is not published under this scheme can be requested by writing to:

Wendy Whittaker
Information Manager
Water Authority-Cayman
13G Red Gate Road
PO Box 1104, Grand Cayman KY1-1102, Cayman Islands
Fax: (345) 949-0094
Email: wendy.whittaker@waterauthority.ky or foi@waterauthority.ky

Requests will only be accepted in writing and can be sent via fax, email, post or hand delivered. Please include a name, mailing or email address. Kindly indicate the format in which you wish to receive the information you have requested, e.g., photocopies or scanned copies. Your request will be considered in accordance with the provisions of the FOI Act.

6. Complaints

The Water Authority - Cayman aims to make the publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme you may contact our Information Manager who will try to resolve your complaint as quickly as possible. Also, if you are dissatisfied with our response, you are entitled to an internal review and to do so, please contact:

Wendy Whittaker
Information Manager
Water Authority – Cayman
P.O. Box 1104
Grand Cayman KY1-1102
CAYMAN ISLANDS

Tel: (345) 949-2837 xtn 2013
Fax: (345) 949-0094
Email: wendy.whittaker@waterauthority.ky
FOI email: foi@waterauthority.ky

You have legal rights to access information under this scheme, and a right to complain to the Office of the Ombudsman if you are dissatisfied with our response.

Office of the Ombudsman,
5th Floor, Anderson Square
64 Shedden Road, George Town
Grand Cayman, Cayman Islands
P.O. Box 2252
Grand Cayman, KY1-1107
CAYMAN ISLANDS

Tel: 345 946 6283
Email: info@ombudsman.ky

Monday to Friday 8:30am to 4:30pm
(No walk-ins, appointments only)

7. Categories of information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services
- List of Forms
- FOI Contact Details

ABOUT US

The Water Authority is a statutory body established under the Water Authority Law of 1982 and became a fully functioning statutory organization in 1990. The primary mission of the Authority is to provide public water supply and sewerage services; and, to protect and manage water resources, which includes the regulation of abstraction and disposal wells and the excavation of canals and quarries.

Ministry

The Water Authority is a statutory authority that falls under the portfolio of the Ministry of District Administration and Lands (DAL). The Minister responsible for the portfolio:

Hon. Julianna O'Connor-Connolly, JP, MLA

Address: 5th Floor, Government Administration Building, 113 Elgin Ave., George Town, Grand

Mailing Address: c/o District Administration and Lands (DAL).

Government Administration Building, Grand Cayman, KY1-9000, CAYMAN ISLANDS

Tel: (345) 244-2417

Principal Officer

Dr. Gelia Frederick-van Genderen, Cert Hon

Director

Office: (345) 949-2837 xtn 2000

Fax: (345) 949-0094

Email: gelia.frederickvangenderen@waterauthority.ky

13G Red Gate Road, PO Box 1104, Grand Cayman KY1-1102, Cayman Islands

Information Manager

Wendy Whittaker

Tel: (345) 949-2837 xtn 2013

Fax: (345) 949-0094

Email: wendy.whittaker@waterauthority.ky

FOI email: foi@waterauthority.ky

Website: www.waterauthority.ky

13G Red Gate Road, PO Box 1104, Grand Cayman KY1-1102, Cayman Islands

Information Manager (Deputy)

Pat Bell

Chief Human Resources Officer

Tel: (345) 949-2837 xtn 2010

Fax: (345) 949-0094

Email: pat.bell@waterauthority.ky

FOI email: foi@waterauthority.ky

13G Red Gate Road, PO Box 1104, Grand Cayman KY1-1102, Cayman Islands

Organisation & Functions

Mission Statement

- To ensure that the entire population of the Cayman Islands has access to a pure, wholesome and affordable supply of potable water; and to regulate other entities who are licensed by the Government to provide water supplies.
- To protect and develop groundwater resources for the benefit of present and future populations of these islands.
- To provide for the collection, treatment and disposal of sewage within these islands in a manner that is safe, efficient and affordable.
- To operate in such a manner as to be financially self-sufficient, while contributing to the economy of these islands and achieving a reasonable and acceptable return on capital investments.

Location and hours	Matters handled
<p>Main Administration Offices P.O. Box 1104 13G Red Gate Road, George Town Grand Cayman KY1-1102 Cayman Islands Tel: (345) 949-2837 Fax: (345) 949-0094</p> <p>8:30am to 5:00pm Monday to Friday</p>	<p>General Inquiries General Administration Customer Service Water Supply Sewerage Development Control Lab Analysis Permits & Licences</p>
<p>Wastewater Treatment Works Off Seymour Drive (Adjacent to the landfill) George Town Grand Cayman</p> <p>7:30am to 4:30pm Monday to Friday 7:30am to 2:30pm Saturday & Sunday</p>	<p>Septage Deliveries</p>
<p>Cayman Brac Operations Office P.O. Box 240 96 West End Cross Road Cayman Brac KY2-2002 Cayman Islands Tel: (345) 948-1403 Fax: (345) 948-1404</p> <p>8:30am to 5:00pm Monday to Friday</p>	<p>General Inquiries General Administration Customer Service Water Supply</p>

Boards and Committees

The Water Authority Board	Meetings	Minutes
Chairman: Mr. Darrel Rankine Members: Mr. Nickolas DaCosta Mr. Glenwood Ebanks Mr. Hansen Bingham Ebanks Mr. Mark Scotland Mrs. Laurel Ryan Mr. Mark Campbell Mr. Kenross Conolly Mrs. Darlee Ebanks Ms. Anne Owens Mr. Wilbur Welcome Secretary: Dr. Gelia Frederick-van Genderen	Board meets every 3 rd Wednesday of the month at Water Authority's Red Gate Road location in the Board Room. These meetings are not open to the public.	Available Online or Contact Information Manager

Frequently asked questions

▪ How much does the Authority charge for water and sewerage services?

Please see the Rates section for information on the costs associated with water and sewerage services. Please note that rates changed 1 July 2019.

▪ How often should I receive a bill and when am I required to pay it by?

Bills are issued by the Authority at the end of each month. You are required to pay your bill on or before the 21st day following the date on which the bill was issued.

The Authority will add a Late Payment Charge equal to 1.5% of the outstanding account balance to any account which is not paid on or before the due date. If your bill has not been paid 10 days after the month end, your service is liable for disconnection and will only be reconnected upon settlement of the past due balance and any incidental charges (including legal charges, deposits, and/or reconnection/connection fees, if applicable).

Please note that non-receipt of a bill does not constitute a release from liability of payment.

▪ What are the main components that make up my bill?

Your monthly bill is made up of three components: a meter rental fee, an Energy Adjustment Factor (EAF), and your usage.

Your meter rental fee is a fixed monthly charge based on the size of your meter.

The EAF is calculated based on the electricity cost associated with the production and distribution of the water you use and fluctuates with the price of electricity. For more information on the EAF, please [click here](#).

Your usage is the main component of your monthly bill and varies according to the volume of water metered at your service location. The cost associated with your usage may vary depending on how much water your household consumes daily, as well as the length of the meter reading period.

- **How can I pay my bill?**

The Authority accepts a variety of payment options so that you can choose the method most convenient to your lifestyle. See the Payment Options section on the webpage for more information.

- **How can I register for online account access?**

To register for online account access, please contact the Authority's Customer Service Department by visiting the Administrative Headquarters at 13G Red Gate Road, George Town, Grand Cayman or 96 Cross Road, West End, Cayman Brac. View our corporate location map [here](#).

You may also e-mail Customer Service at info@waterauthority.ky or call 94WATER (949-2837).

STRATEGIC MANAGEMENT

The Water Authority – Cayman is committed to operating within the legal framework stipulated by the Cayman Islands Government. Our operations are governed by the Water Authority Act (2018 Revision) and the Water Authority Regulations (2018 Revision).

Governance

- Water (Production & Supply) Act (2018 Revision)
- Wastewater Collection and Treatment Act (2019 Revision)

Corporate Management

- Annual Reports
- Business Plans
- Hurricane Preparedness Plan
- Contracts & Agreement Documents
- Tender Documents
- Capital Projects & Operations Reports

FINANCE & ADMINISTRATION

Financial Management

- Annual Budget
- Financial Statements
- Accounting Procedures
- Contracting Procedures

- Insurance
- Inventory
- Loans
- Management Accounts
- Policy and Procedures
- Salary and Pensions

Administration

- FOI
- Press releases, newsletters, other publications
- Job vacancies; career opportunities
- Staff pay and grading structures
- Human Resources
- Training & Development
- Health & Safety
- Benefits Administration
- Customer Accounts
- Operations Management
- Engineering
- New Works
- Quality Assurance
- Water Resources & Quality Control
- Information Technology

POLICIES & PROCEDURES

- Standard Operating Procedures
- Complaints-handling Procedure
- HR Policies and Procedures
- Labour Act (2021 Revision) & Regulations
- FOI Internal Procedures

DECISIONS & RECOMMENDATIONS

- Minutes of meetings
- Permits & licences
- Consultation Reports

LISTS & REGISTERS

- Register of Canal Works Permit
- Register of Cesspool Emptying Licence
- Register of Quarry Permits
- Register of Licenced Well Drillers
- List of Registered Water Plants
- FOI Disclosure Log

OUR SERVICES

The Water Authority of the Cayman Islands provides water and sewerage services to over 20,000 customers in the Grand Cayman districts of George Town, Bodden Town, East End, North Side and the Sister Island of Cayman Brac. Additionally, we carry out development control relating to water, wastewater and groundwater.

Water

The Water Authority provides piped potable water to over 19,000 customers in Grand Cayman service area in the districts of George Town, Bodden Town East End and North Side. In Cayman Brac the Authority provides piped potable water in the service area of West End and by truck to all areas of the Brac. Currently we do not operate a water supply system in Little Cayman.

Please visit our website for further information if you would like to apply for water services.

Sewerage

The West Bay Beach Sewerage System is operated by the Authority. Public sewerage is provided to all residences and developments along the West Bay Road, between the Walter's Road area and up to Raleigh Quay, except those in the Canal Point, sections of Governor's Harbour, and Snug Harbour developments.

Wastewater is collected in the Authority's sewerage system and pumped to the Grand Cayman Wastewater Treatment Works situated at the end of Seymour Road, adjacent to the George Town Landfill.

Please visit our website for further information if you would like to apply for sewerage services.

Laboratory

The Water Authority's Laboratory carries out testing of the Authority's potable water supplies and effluent of the Authority's wastewater treatment plant. The public can also use this service, provided the requests for testing can be accommodated by the Laboratory. Public requests for testing must be scheduled in advance with the Laboratory. Walk-in requests for testing from the public are not accepted.

The Water Authority's laboratory services include:

- Quality Control and Quality Assurance of Water Authority's potable water supplies
- Quality Control of effluent disposed in the Cayman Islands
- Analytical support for Water Authority's groundwater monitoring programmes and monitoring of surface and marine water carried out in conjunction with Department of the Environment
- Analytical service for the public includes requests to check water quality in cisterns and wells.
- Compliance monitoring for permits issued by the Authority.

In May 2002 the Water Authority Laboratory received accreditation from the American Association for Laboratory Accreditation. The Laboratory is accredited for technical competency in the field of environmental testing in accordance with the ISO/IEC 17025-2017 standard.

Development Control

The Water Authority plays an important role in review of new development or changes to existing development. Under the Water Authority Law, the Authority is charged with the protection of groundwater and therefore it regulates development in respect of water supply, groundwater abstraction, wastewater treatment and disposal. The Authority also regulates excavation of canals and quarries and licenses well drillers and treatment plant service providers.

The Water Authority also carries out the following important functions relevant to developers:

- Public education regarding wastewater treatment and disposal
- Development and implementation of the Authority's development control policies for wastewater treatment and disposal
- Monitoring of privately operated wastewater treatment plants
- Development of requirements and review of environmental impact assessments carried out by developers

Licensing & Permits

Under the Water Authority Law, specific activities that affect groundwater require a licence or permit from the Authority. Also, certain trades and businesses are required to operate under a licence from the Authority. Due to legislative changes the Authority no longer issues or renews plumbers licences effective 1 September 2017. This function has been transferred to the planning department. See below for a listing of the specific registers of permits and licences.

- Canal Works Permit
- Cesspool Emptier's Licence
- Disposal Permit
- Groundwater Abstraction Licence
- Quarry Permit
- Well Driller's Licence
- Water Plants

LIST OF FORMS

- Job application form
- Application form to apply for water service
- Application form to apply for sewerage service
- Water sampling request form
- Canal Works Permit
- Cesspool Emptiers Licence application form
- Disposal Permit application form
- Groundwater Abstraction Licence application form
- Quarry Permit application form
- Well Drilling Permit application form

- Payment agreement application form
- Report a problem
- Request meter reading
- Change billing address
- Add tenant form
- FOI form

Please refer to our website: www.waterrauthority.ky for documents listed in the Publication Scheme or contact the Information Manager or her deputy between 8:30am and 4:30pm Monday to Friday.

FOI CONTACT DETAILS

Information Manager

Wendy Whittaker
 Information Manager
 Water Authority – Cayman
 P.O. Box 1104
 Grand Cayman KY1-1102
 Cayman Islands
 Tel: (345) 949-2837 xtn 2013
 Fax: (345) 949-0094
 Email: wendy.whittaker@waterauthority.ky
 FOI email: foi@waterauthority.ky
 Website: www.waterrauthority.ky
 Freedom of Information website: www.foi.gov.ky
 The Office of the Ombudsman website: www.ombudsman.ky

Information Manager (Deputy)

Pat Bell
 Chief Human Resources Officer
 Water Authority - Cayman
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