



Quarterly Newsletter

Visit us online  
[www.waterauthority.ky](http://www.waterauthority.ky)

What's New

Pay your bill online now at  
[www.waterauthority.ky](http://www.waterauthority.ky)

Helpful Tips



Office Hours Reminder:

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

Visit us at  
[www.waterauthority.ky](http://www.waterauthority.ky)  
for specific services such  
as change of address, fault  
reporting, rate informa-  
tion and much more.

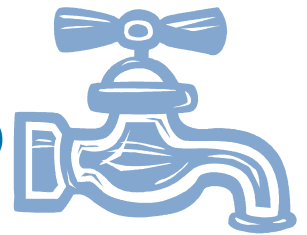
Have you set up e-billing  
yet? Your bill is now avail-  
able electronically so Go  
Green! Plus, you can pay  
your bills online. Visit our  
website or call for infor-  
mation.

Water Trivia



**Did you know that  
the overall amount  
of water on our  
planet has remained  
the same for two  
billion years?**

# What's On Tap?



"Suppliers of the World's Most Popular Drink"

## Congratulations to New Scholarship Recipient

The Water Authority Board is proud to award its 2012/2013 Scholarship to Ms. Lydia McField, the 19-year old daughter of Carson and Maureen McField of Newlands, Grand Cayman.

Lydia graduated from John Gray High School in 2010 with seven CXC and five GCSE passes. She then enrolled at UCCI and completed her Associate of Arts in Business degree in Spring 2012. Lydia was awarded the WAC Scholarship to complete her Bachelor Degree in Business Administration at the University of Florida in Gainesville, Florida. She commenced classes on 7 January 2013.

Lydia was involved in Junior Achievement in high school for two years and represented Cayman at two leadership conferences, namely the Rotaract Youth Leadership Assembly (RYLA) in Florida and the Next Generation Leader's Conference (NGLC) at Queen's University in Canada. She also worked for several months in the restaurant industry, while attending UCCI. She plans to work her way up the corporate ladder to one day being in a management position. Also, to this end, she plans to go on to do her MBA after completing her bachelor's degree and gaining some work experi-

ence. She is looking forward to returning to work at the Water Authority, working her way up and being a valuable asset in the organisation. It is expected that she will complete her bachelor's degree by December 2014.



## Message from the Director



I am pleased to start the new year by congratulating our newest Scholarship recipient, Lydia McField, and wishing her the best of luck with her studies at the University of Florida.

On 12 January 2013 the Operating Agreement for the Lower Valley Reverse Osmosis (RO) Water Production Plant with Ocean Conversion (Cayman) Ltd. came to an end. As of 13 January 2013 the Water Authority has taken over operation and maintenance of this plant. This is a new and exciting development for the Water Authority and the

first time that the Water Authority in Grand Cayman will operate an RO Plant, though we have been successfully running the RO plant on Cayman Brac for many years.

At the present time, the divestment process for the Authority's waste water assets is on hold until further notice.

On 25 January 2013 the Authority started the upgrade of the pipeline in South Sound from the South Sound Boat Dock to the Walkers Road intersection. We apologize for the inconvenience that the works may cause and thank motorists for their patience as we continually work to improve service to our customers.

The Water Authority team is looking forward to celebrating our 30th anniversary this year.

- Dr. Gelia Frederick-van Genderen

## Knowledge Zone

### Did you know that tampering with your water meter is against the Law?

All Water Authority meters installed in customers' premises are protected by Law.

It is illegal to excessively take water beyond one's reasonable needs, dishonestly divert water or tamper with any meter.

Only authorized Water Authority—Cayman employees are permitted to install, remove or work on the Authority's meters.

Any instance where a meter is found to have been unlawfully removed, tampered with or damaged in any way, or where the padlocks or seals have been removed, the water supply will be immediately discontinued and the RCIP contacted.

Water Authority—Cayman will require payment in full for any water illegally obtained prior to service restoration. In addition, any person who has committed a criminal offence in relation to a water meter will be liable to prosecution and on conviction be penalized by a fine of \$3,000 and to imprisonment for 6 months, and in the event of a continuing offence, a further fine of \$100 per day for illegal connection.

PO Box 1104  
George Town  
Grand Cayman KY1-1102  
Cayman Islands

Phone: 345-949-2837 (94-WATER)  
Fax: 345-949-0094  
E-mail: [info@waterauthority.ky](mailto:info@waterauthority.ky)  
[www.waterauthority.ky](http://www.waterauthority.ky)



## Suppliers of the World's Most Popular Drink.

The Water Authority was established in 1983 as a statutory body responsible for supplying wholesome and affordable drinking water to the people of the Cayman Islands. The Water Authority is also responsible for the proper treatment of wastewater and for the protection of the fresh groundwater lenses that exist throughout our islands. For more information about the Water Authority, visit [www.waterauthority.ky](http://www.waterauthority.ky).

## Save Time by Viewing and Paying Bills Online

Last year the Water Authority launched its online billing service giving customers 24/7 access to their water and sewerage accounts from the comfort of their home.

The online system allows owners to access account information online; see billing information, track payments, and submit service requests.

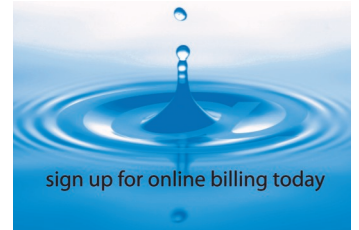
When signing up for Online Account Access, there is also an option to sign up for e-billing which will allow customers to receive an electronic version of their bill to their email address.

To sign up for Online Ac-

count Access, simply fill in the "Online Account Access" form and submit it to Authority's Customer Service Department for processing. The form is available online at [www.waterauthority.ky](http://www.waterauthority.ky).

Once a customer signs up, online access will be confirmed via email. Customers will be provided with user ID and Password. It is recommended that all users change their password the first time they log on to their account. The password should be kept secure and should not be shared.

Customers can also avoid long lines by paying their



bills online using their credit card. To do so, customers should visit the website: [www.waterauthority.ky](http://www.waterauthority.ky). Visa and MasterCard are accepted. As a reminder, customers can also pay their bills online through their online banking service. Allow at least two days for processing time when paying your bills online.

## Plumber's Licence Renewals for 2013 are Now Due

All plumbers operating within the Cayman Islands require a valid plumber's licence and as such must be licenced by the Water Authority who is responsible to ensure that the proper qualifications are held.

Plumbers licences are issued for each calendar year and can be renewed for one or more years.

The list of licenced plumbers in the Cayman Islands can be found on the Water Authority's website.

If you are a plumber and your licence expired on 31 December 2012 it needs to be renewed for 2013. If you

have not yet renewed your licence, you should do so immediately. Additional information and renewal forms can be found by visiting the Water Authority's website, [www.waterauthority.ky](http://www.waterauthority.ky)

Completed forms with supporting documentation and the applicable fee (cheque only if mailed, payable to the Water Authority) can be mailed to the attention of the Secretary of the Plumber's Examination Board, PO Box 1104, Grand Cayman KY1-1102, CAYMAN ISLANDS or hand delivered at our administrative office located at 13G



Red Gate Road, Grand Cayman.

## HR Briefs

We welcome...

**Allenger McLaughlin**

- Senior Operator (Reverse Osmosis Plant)