



Quarterly Newsletter

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



**Has your contact information or address changed recently?**

Turn the page to learn why it is so important to keep your Water Authority account details up-to-date!

**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 information and much more.

**Have you registered for e-billing yet?**

Go green and sign up for e-billing today. Visit the Water Authority website or call 94-WATER for more information. You can also pay your bill online through our website.

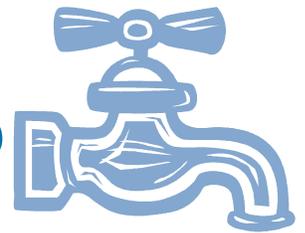


**Water TRIVIA**

Did you know that you can save up to four gallons of water every morning by turning off the tap while you brush your teeth?

Source: US EPA

# What's On Tap?



"Suppliers of the World's Most Popular Drink"

## Your January Bill Explained

If you are one of the Water Authority customers who found themselves asking "Why is my January bill so high?", the reason is probably a combination of the length of the meter reading period and the extent of your holiday celebrations.

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

While your meter rental fee is a fixed monthly charge, the charges associated with the EAF and your usage may vary.

The EAF is calculated based on the electricity cost associated with the produc-

tion and distribution of the water you use and fluctuates with the price of electricity.

The main component of your monthly bill is your usage, which varies according to how much water was metered at your service location.

Customers may find their January bills to be higher due to increased usage over the holidays as a result of entertaining guests or having children home from school.

However, even if your daily usage did not increase significantly over the holiday period, your January bill will normally be higher because it covers a longer meter reading period than your

December bill, for example, which covers a shorter meter reading period due to the Christmas and New Year holidays.

Although the Water Authority makes every effort to identify anomalies in your consumption history and double-checks all bills flagged for review by our billing system, we also encourage you to monitor your own usage and be aware of changes in your daily life that could impact how much water your household uses.

For more information on rates or how to read your meter, please log on to [www.waterauthority.ky](http://www.waterauthority.ky).

## Message from the Director



On behalf of all of us at the Water Authority, I would like to thank our valued customers for your continued support, and wish you and yours a happy, healthy and prosperous New Year.

As part of our efforts to better serve you, this issue of *What's on Tap?* focuses on answering one of your most frequently asked questions by explaining how the length of the meter reading period affects

your monthly bill. This newsletter also discusses the importance of keeping your customer information current and I encourage anyone whose contact information has changed recently to inform the Authority so your account can be updated accordingly.

I would also like to announce that, based on customer suggestions, the Water Authority is currently working to update its website. Please keep an eye on [www.waterauthority.ky](http://www.waterauthority.ky) for exciting changes!

- 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 authorised Water Authority - Cayman employees are permitted to install, remove or work on the Authority's meters.

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 RCIPS 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 penalised by a fine of \$3,000 and imprisonment for 6 months, and, in the event of a continuing offence, a further fine of \$100 per day for illegal connection.

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Water Authority - Cayman

"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).

### Is Your Customer Information Correct?

Every year the Water Authority reaches out to our customers to make sure the contact information, service address and mailing address associated with your account are correct.

#### Why is it important for my customer information to be correct?

There are a number of situations during which the Water Authority may need to contact you.

In order to ensure our Customer Service representatives can reach you in the event of a pending disconnection, final reading balance, obstructed meter box, planned service interruption or possible leak, please make sure the phone number(s) and e-mail address associated with your account are up-to-date.

Without valid contact and address information, the Water Authority cannot contact you in a timely manner should an emergency situation arise.

#### How do I know if my customer information is correct?

Your service and mailing addresses are visible on your monthly Water Au-

thority bill. If you are not receiving your bill, your mailing address may be incorrect.

If you have online account access, you should receive a monthly e-mail notification when your bill is available. If you are not receiving this notification, the e-mail address associated with your account may be incorrect.

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

#### How can I update my customer information?

If your contact information, service or mailing address has changed recently and you have not already informed the Water Authority, please visit [www.waterauthority.ky](http://www.waterauthority.ky) and download the Customer Information Update Form on the homepage. The completed form may be sent to [info@waterauthority.ky](mailto:info@waterauthority.ky).

A Customer Information Update Form will also be included with your February bill.

You may submit your completed form to our Administrative Headquarters at 13G Red Gate Road, George Town, Grand Cayman or 96

Cross Road, West End, Cayman Brac, drop it in the night box, or mail it to P.O.Box 1104, George Town, Grand Cayman, KY1-1102, Cayman Islands.



### HR Briefs

#### Welcome to our team:

**Trenton Forman**

*Onsite Wastewater Inspector-Trainer*

**Shana Rankin**

*Laboratory Assistant*

**Hannah Reid**

*Corporate Communications Officer*

**Husam (Sam) Rochez**

*Applications & Network Support Specialist*

#### Transfers/Promotions:

**Alyssa Watler** promoted to Customer Service Representative from Laboratory Assistant

#### Farewell to:

**Dawn Faud**

*Assistant Operator-Wastewater*

**Fayonia Minott**

*Accountant*