



# What's On Tap?

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## 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)

## Have You Visited Our New Website?

If you have not visited the Water Authority - Cayman website recently, you are in for a surprise! The Authority recently launched its new website, which was redesigned with you in mind.

Customer Service Manager Joanna Welcome-Martinez explained that, although the Authority's website met the organization's needs when it was created, an updated design was necessary for a better customer experience.

"We wanted a fresh, modern design that was as visually appealing as it was functional," she said. "The new website is easier to navigate and use, enabling our customers to quickly find answers to

their questions and solutions to their problems."

The website features improved search and navigation functions, as well as revised content intended to simplify the customer experience.

Director Gelia Frederick-van Genderen said the new website was designed with customers in mind.

"One of the primary motivations behind the website redesign project was ensuring a hassle-free experience for our customers," Dr. Frederick-van Genderen said.

The unveiling of the redesigned website was accompanied by the launch of the Authority's social media accounts.

"For the first time, our customers have the opportunity to interact with the Authority through

Facebook, Twitter, LinkedIn and YouTube," Mrs. Welcome-Martinez said.

Customers can expect outage alerts due to emergency or planned works to be displayed on the Authority's website homepage, as well as on Twitter and Facebook.

"Communicating with our customers has always been important to the Authority," Dr. Frederick-van Genderen said. "We plan on using every available communication channel to make sure our customers are always informed."

The website also features a secure and convenient Pay My Bill function, as well as easy access to login to your online account with the Water Authority.



## Director's Message

On behalf of all of us at the Water Authority, I am proud to announce the launch of the redesigned [www.waterauthority.ky](http://www.waterauthority.ky), which went live on 30 April, 2015.

The new Water Authority website is the product of months of hard work to ensure a better customer experience online and I encourage all our customers to explore the site and take advantage of the many tools available online.

Whether it's paying your bill online through our convenient and secure Pay My Bill feature, or downloading the forms you need before you visit our Administrative Headquarters, the new Authority website is easy to navigate and simple to use.

In addition to updating our online presence, the Authority's Administrative Headquarters recently

underwent some renovations. We expanded the parking lot to allow for more customer spaces and works to improve Red Gate Road are still ongoing.

Our customers are our priority but the Authority is also committed to the general public and the local community. Overleaf you can learn more about how the Authority's charitable initiatives are making a difference in our community in a variety of areas, such as empowering youth to pursue the sciences or participating in island-wide clean-ups to keep our local environment healthy and beautiful!

You can keep up with all of the latest news about our philanthropic efforts online through our new website or the Authority's social media accounts.

— 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

### HURRICANE PREPAREDNESS

Atlantic Hurricane Season starts on 1st June. Here are some tips to help you prepare your home and business for hurricane season:

#### Before the Storm

- Trim or remove trees and shrubs close to your water pipes and meter box
- Locate your sewer clean-out lid and clear away any vegetation or obstructions
- Monitor the local radio and the Water Authority website for important updates

Visit us online for more, helpful tips!

## HR Briefs

**Welcome:**  
**Gary Phillips**  
Engineer - Wastewater

**Katreena Ebanks**  
Cashier Supervisor

**Farewell:**  
**Claudia Callander**  
HR Administrative Assistant

Interested in learning more about working for the Water Authority? Visit us online to learn more about our team!



## Who Can Access Your Account Information?

Here at the Water Authority, we believe only you should be able to access your account information.

If you are seeking information about an account, such as the current balance or the account number, but you are not the account holder or have not been authorised by the account holder to access the account, the Authority cannot give you that information.

If you are a tenant who regularly pays your bills in-person at the Authority's Administrative Headquarters, you should seek to

be added to the account in question. Your landlord may request that you be added to the account as a tenant by completing the Customer Service Request Form. Please see a Customer Service Representative for more information.

If you plan to pay your bill in-person, you must bring a copy of the bill you are paying when you come to the Authority's Administrative Headquarters. If you cannot bring the bill itself, you should know beforehand the account number and the amount due to be paid.

Cashiers cannot accept payments towards an account unless they are presented with a copy of the bill, or with the account number and amount to be paid. Customers may provide details of the account and amount to be paid to the Cashier verbally or in writing.

In all instances, account queries should be directed to the Customer Service Representatives. Cashiers will not be able to answer any questions about a customer's account—which includes questions about the account balance or bill amount.

## The Water Authority in Our Community

The Authority strives to be an example of good corporate citizenship in the Cayman Islands by participating in and contributing to a variety of charitable events and initiatives. Take a look at some of the ways in which the Authority has given back to the community in 2015 so far!



The Authority participated in the Cayfest 2015 Dress For Culture Day to celebrate the diverse cultures that make up the Cayman Islands' community. Employees also dressed down in purple to support Big Brothers Big Sisters and the vital role it plays in empowering local youth.

The Authority also demonstrated its commitment to education by sponsoring the 2015 Rotary Central Science Fair and participating in the STEM Carib 2015 Conference.

Meanwhile, the Authority confirmed its commitment to a healthy natural environment by

participating in and sponsoring the Chamber of Commerce 2015 Earth Day Clean-Up.

The Authority also sponsored a bed in the Rotary Sunrise 2015 Bed Race to eradicate polio and, earlier in the year, donated funds raised through its annual Project Angel Tree to Cayman HospiceCare.