



Quarterly Newsletter

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www.waterauthority.ky

What's New

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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
for specific services such
as change of address, fault
reporting, rate infor-
mation and much more.

**DON'T WAIT IN LINE
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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

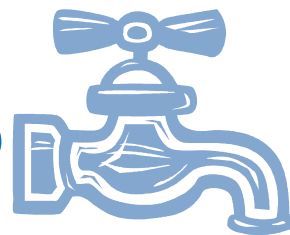


**How many miles of
water pipeline does
WAC
have on
Grand
Cayman?**



See answer on reverse

What's On Tap?



"Suppliers of the World's Most Popular Drink"

National Gallery Unveils WAC Sponsored Sculpture

The Water Authority-Cayman is proud to support the visual arts in the Cayman Islands. The Authority recently awarded a monetary prize to Caymanian artist David Ebanks for his 8-foot onyx and glass sculpture representing Cayman's iconic catboat.

Mr. Ebanks is Artist in Residence at Anderson University in Anderson, Indiana, in the United States and was the first place winner among the six finalists in the competition, a joint effort of the National Gallery and the Water Authority-Cayman.

Natalie Urquhart, the National Gallery's director and curator, said the gallery was thrilled to unveil the important piece of public art which stands as a permanent celebration of the island's maritime heritage.

The unveiling of the sculpture at the entrance to the National Gallery is the culmination of a year-long celebration of the Authority's 30th Anniversary.



Message from the Director



This month marks the closing of a year-long calendar of activities in celebration of the Water Authority's 30th Anniversary. We believe that we have much to celebrate and be grateful for.

Over the past year, through a series of staff profiles, you have been introduced to some of the individuals within our organization who make serving our customers their top priority. Please turn to page two to meet three more of our loyal, hard-working employees.

This year also saw celebrations held at each district, monthly giveaways, the sponsorship of a sculpture competition, and customer surveys to find out from our customers how we are doing. The theme of our celebration was Keeping Cayman on Tap, a message that we hope will not only reaffirm our commitment to continue providing high quality drinking water, but that will also lead to less plastic bottle waste at the landfill by drinking more tap water.

Looking forward, we continue our works to upgrade aging pipelines on South Sound Road and the continuation of works on Cayman Brac.

- Dr. Gelia Frederick-van Genderen

Knowledge Zone

Hurricane Prep

Hurricane season started 1st June. Some tips to help you prepare your home & business.

Before the Storm

1. Trim or remove trees and shrubs close to your water pipes and meter box.
2. Install a shut-off valve after your meter. If you already have one, test it regularly.
3. **TURN OFF** your shut-off valve if you evacuate your home or business.
5. Keep water on hand for drinking; at least one gal/person/day. Collect water in tubs, sinks and buckets for hygienic purposes.
6. Locate your sewer clean-out lid and remove any shrubbery or obstructions.
7. **LISTEN** to local radio for important announcements.

After the Storm

1. Remain inside until the curfew is lifted.
2. **DO NOT** turn your shut-off valve back on until the Water Authority advises that service has been restored.
3. Once you turn on your shut-off valve, inspect your home for damaged pipes and open faucets.
4. Comply with any Boil Water Notices for your safety.
5. Report damage to public water mains or meter boxes to the Water Authority.

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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.

Celebrating the People who Work Behind the Scenes

We hope you have enjoyed this year-long series of staff profiles. In this final issue we recognize and celebrate those teams that work behind the scenes to make tap water in the Cayman Islands possible.



Celebrating
Human Re-
sources Assistant

Claudia
Callender

Claudia joined the Water Authority in March 2007 in the Customer Service Department as Utility Billing Assistant. She transferred in April 2008 to the Human Resources and Administration Department as Administrative Assistant.

Claudia remains in HR & Admin as a valuable team player, diligently performing her many and varied tasks and duties to a consistently high standard, as well as assisting where necessary with whatever challenges or projects the department is responsible for. She is one of the main "go-to" persons at the Water Authority for staff related matters. She is also vitally important to the success of any staff social function which falls under HR & Admin's remit; and regularly fills in when others are absent. Claudia's work ethic, positive attitude, quiet professionalism and versatility makes her a truly valuable asset to the Water Authority.



Celebrating
Network Admin-
istrator

Sean Bodden

The Information Systems Department provides authorized users of the Water Authority with access to a network of hardware and software applications used to support the daily activities relative to water and wastewater operations; water production, storage and distribution as well as the collection and treatment of wastewater.

The Authority uses several software applications to provide support to the various departments; from the recently upgraded Financial and Billing System that provides for the creation of more than twenty thousand bills on a monthly basis to the Laboratory Information Management Systems for the recording and reporting on laboratory data to various computer-aided design and specialized engineering applications.

Sean Bodden joined The Water Authority in January 2007 as Network Administrator. He is Microsoft certified and has had extensive training on the various hardware platforms used in the Authority's Network Infrastructure. On any given day Sean can be found supporting users at the Water Authority as well as fine tuning hardware to ensure that the systems in use are fully operational.

In December 2012 Sean was recognised for 5 years of service. Sean is married and has one daughter.



Celebrating
Procurement
Officer

Billy Ebanks

Billy Ebanks, Procurement Officer is part of the Finance Department team led by Lori Bergman, Financial Controller. Billy joined the Water Authority on a temporary basis in March 2004 as the Stores Clerk and moved into the position of Procurement Officer in July 2004. He has been married for 24 years to Madeline and they have two children, Justin and Brittani.

Procurement is a part of the finance department's responsibility and includes inventory which is used to install new services, maintain existing services and provide operational materials for the water and wastewater operations.

The Procurement Officer's main responsibility is to order supplies and ensure their timely arrival. The Procurement Officer and the Stores Clerk work very closely together to dispense materials and to conduct the annual inventory count.

Inventory levels are a very important part of any operation and with our experience over the years we have been able to develop an inventory strategy that allows us to provide new customers with any service we offer and subsequently maintain whatever is installed at the customer's site or in our network on a "demand" basis. This is an area that we are very proud to have accomplished many years ago.

HR Briefs

We welcome...

Marcus Lobban

Facilities Maintenance Officer

Promotions & Transfers:

Jermeil Hydes

Customer Service Rep

Dawit Hydes

Meter Reader

George Forrester

Quality Assurance Inspector