



What's On Tap?

Volume 9, Issue 3 | August 2016



We're social!



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OFFICE HOURS

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

VISIT US ONLINE!

Quickly log on to your account, pay your bill or contact our offices... All the information you need, in the palm of your hand!



CONTACT US

General Enquiries:
94WATER (949-2837)

Emergencies:
946-HELP (4357)

E-mail:
info@waterauthority.ky

Website:
www.waterauthority.ky

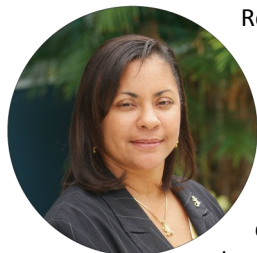
Online Account Access:
online.waterauthority.ky

Summer Internship Students Here to Learn

Dozens of applications were received for the Water Authority's work experience programme but only 18 students were selected to join the Authority's team over the summer.

"The interest in the summer work experience programme is very encouraging," Chief Human Resources Manager Pat Bell said. "We have several successful applicants who are returning to the Authority for the second or third summer, as well as many new faces."

Representing a variety of educational backgrounds and professional interests, the interns are working across the Authority's various departments, including: Finance, Customer Service, Water Resources & Quality Control, IT, Operations, Human Resources, and Engineering.



One of the familiar faces seen around the Laboratory was Chynna Retumban, the 2014/15 recipient of the Authority's annual scholarship.

The list of summer interns for 2016 includes: Chynna Retumban, Alexander Pascal, Siobhan Simms, Anja van Genderen, Kadejah Bodden, Isaiah Robinson, Sarah Fawkes, Hunter Ebanks, Winston Lightbody, Michael Cummings, Michael Crooks, Cyanna Martinez, Pierre Ordonez, Darwin Reyes, Kendra Wood, Rachel Ebanks, RaShaun Wright, and Caeleigh Reid (Cayman Brac).

To learn more about the requirements for the Authority's work experience programme and download an application for the 2017 summer internship, please visit www.waterauthority.ky. Applications are accepted between 1 March and 30 April each year.



IMPORTANT NOTICE:

Brac Connection Fee Waiver Extended to 31 December, 2016

Please note that the Water Authority Board has agreed to extend the period for the waiver of connection fees for the main and side roads in the area of the on-going phases of the Cayman Brac Piped Water Expansion Project (currently up to the West End Primary School) until 31 December, 2016.

Tap into savings today - connect to piped water!

Director's Message

I'm sure that many of our customers will be pleased to learn that the Water Authority Board decided not to increase water rates to customers this year. Although the annual adjustment review permitted a 0.21% increase, the Board decided to forgo this adjustment and keep water rates at the same low prices that they have been since 2012. At less than 3¢ per gallon, we are proud to produce high quality water at affordable prices.

I am also pleased to note that the Board has once again extended the connection fee waiver for Cayman Brac customers within the piped water network. Tremendous progress has been made on expanding

the piped water network this year and the next phase should see the pipeline reach Faith Hospital. I encourage all Brac property owners within the piped water distribution network to take advantage of this opportunity while it lasts! Not only is piped water more convenient than trucked water, it is also cheaper at CI\$5.97 per cubic metre as opposed to CI\$7.47 per cubic metre for trucked water.

Finally, as we are still in the 2016 Hurricane Season, I would like to remind the Authority's customers and the general public to remain vigilant and maintain your emergency preparedness kits in the event of a storm late in the season.

— 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 continues until November 30.

During the Storm:

- Use your stored water sparingly to prevent shortages in the aftermath of the storm should water supply not be restored immediately.
- Stay alert for signs of a sewage backup in the plumbing at the lowest elevations of your home.
- Stay alert for updates from the relevant authorities on local radio stations.

Visit www.waterrauthority.ky for more hurricane preparedness tips.

Who Can See Your Account Information?

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

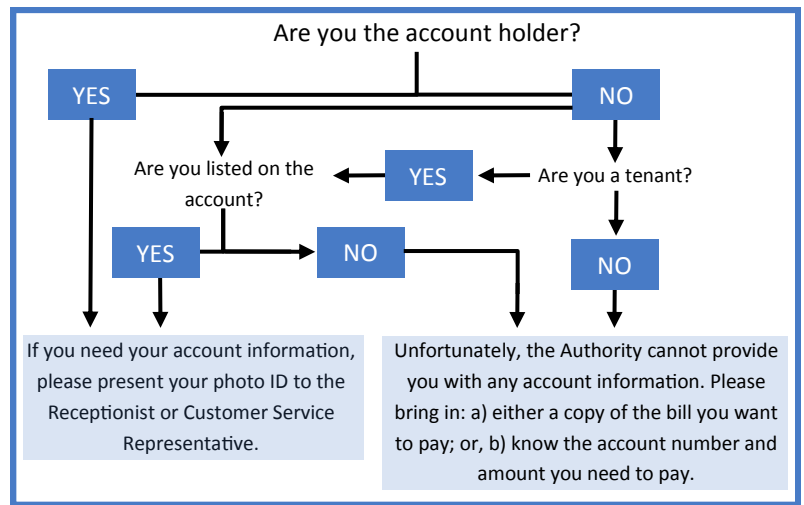
If you are seeking information about an account but you are not the account holder or have not been authorised by the account holder to access the account, the Authority cannot give you that information.

If you are not the account holder or registered on the account as a tenant, you must have either: a) a copy of the bill you are seeking to pay; or, b) know beforehand the account number and the amount due to be paid.

Cashiers cannot accept payments from persons who are not the account holder unless they are presented with either a copy of the bill, or with the account number and amount to be paid.

The Authority takes your customer confidentiality very seriously and our Customer Confidentiality Policy is designed to protect you and your information.

Check out the chart below to see what documents you need to access account information:



HR Briefs

Welcome:

Jephunneh Welcome
Engineering Assistant

James Dixon, Jr.
Labourer - NW

Leanna Jackson
Part-time Administrative Assistant - CYB

Dione Scotland Rivero
Laboratory Technician I

Kodie Scott
Development Control Technologist

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



Giving Back: The Water Authority in Our Community

As part of its commitment to giving back to the community, the Authority recently contributed to a number of charitable and educational initiatives.

STUDENTS TRAVEL TO SEMINAR

The Water Authority Board sponsored Charles Panton, Shamelia McPherson, Liana DaCosta and Bianca Rego-Ramos to attend the Rotary International World Affairs Seminar in Wisconsin.

Appropriately, the theme for the 2016 seminar was: "Water: A Global Resource to Share and Protect".

As part of their preparations for the event, the four student delegates also toured the

Authority's facilities to learn more about water production, treatment and distribution in the Cayman Islands.

DONATION TO GTPS ARTS CENTRE

The Authority also recently donated CI\$2,500.00 to the George Town Primary School to assist with the construction of a performing arts centre.

DONATIONS TO LIONS CLUB

In addition, the Authority lent financial support to two initiatives spearheaded by the Lions Club of Grand Cayman: The annual White Cane Week in support of the visually impaired, as well as the 5th Annual Delano Hislop Memorial Journey For Life Walk/Run.

