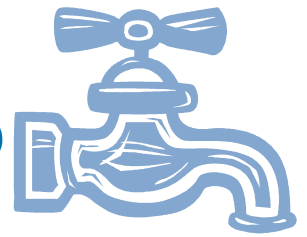




Quarterly Newsletter

Visit us online
www.waterauthority.ky

What's On Tap?



What's New

Pay your bill by the due date for a chance to win a **\$30** gift certificate! All qualifying customers are automatically entered into the monthly draw until May 2014. Pay your bill ONLINE at www.waterauthority.ky

1983-2013
30th
Anniversary

Water Authority staff proudly supported October's Breast Cancer Awareness Events:



- Pink dress down day on 25th October
- Brenda Tibbetts Lund Memorial 5K Run/Walk on 12th & 13th October

Helpful Tips



Office Hours Reminder:

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

Water Humour



Question:

What did the sink say to the water faucet?

"Suppliers of the World's Most Popular Drink"

Recognizing the Water Authority's First Customers

The Water Authority is proud to celebrate thirty years of service in the Cayman Islands this year. In celebration of this milestone, the Water Authority is recognizing its thirty first-ever customers on Grand Cayman and Cayman Brac since the inception of the Water Authority, all of whom received a commemorative gift certificate from the Water Authority.

Monthly prizes are also up for grabs through May 2014 for customers that pay their bill on time. Prize winners are randomly selected among piped water, trucked water and sewer customers that pay their bills by the due date. The names of the monthly winners will be published on our website www.waterauthority.ky.



Some of our long standing customers

30 Year Customers on Cayman Brac

Brac Rent A Car	Garfield Ritch
Halstead Ebanks	Cee Bee Holdings (Apt 1)
E. K. Martin	Mexi Ann Grant
Larry Foster	Proprietors Of Strata Plan H11
Peter Bradshaw	Tracy A Hunter
Brac Caribbean	Michael Novielo
Robert Hesselbach	Conrad R. Martin
Mariam Elie Bodden	Dervyn Scott
Victor Capocelli	Brac Snack Shack
Crossroad United Baptist Church	Cynthia Montefusco
Baptist Mission Home	Sue Ellen Smartt
Tibbetts Square	B & S Motor Ventures
Brac Reef Beach Resort	Odetta Dixon
Alva Bodden	Roger Scott
Scott Development Co.	H. Souther Star Apt. # 5 Scott

30 Year Customers on Grand Cayman

Manager Vampt Motors	Atlantic Supply
D R Perry	Montpelier Properties
Jean Giglioli	A. L. Thompson
Sunset House	Erroll Maragh
Richard Tressider	Richard Jones
James & Shirley Merren	Pansy Thompson
Rupert McCoy	Horace Duquesnay
Hubert Bodden	Iris Jane Ebanks
J Wilson	Darlene A. Wright
Maureen & Maxine Bodden	Gailya Hall
Mrs. G Hurst	Truth For Youth School# 3
Maisie Ebanks	Church of God Universal
Island Taste	Eugene K. Thompson
Cayman Economy Cars	Thomas P. Adam
Frank Roulstone III	Joyce Ebanks

Message from the Director



In this final newsletter of 2013, we are proud to celebrate and recognize our long-standing customers and the staff that work hard every day to deliver excellent service.

During this milestone year, the Water Authority celebrates thirty years of delivering water and sewer services to residents and businesses of the Cayman Islands.

If you or someone you know does not currently have piped water to your home or business, please

contact us to get connected to our tap water supply. On page two of this newsletter you will get to know a little bit about the people that help with new service connections and that work hard to ensure you are happy with your choice.

I am also very pleased to note that we have sent equipment to Cayman Brac and are ready to begin works there.

On behalf of the Board, Management and Staff, I wish you and yours a Merry Christmas and a healthy, prosperous New Year.

- Dr. Gelia Frederick-van Genderen

Knowledge Zone

Benefits of Tap Water

The theme of the anniversary celebration is "Keeping Cayman on Tap" and focuses on the benefits of tap water that are sometimes overlooked.

There are so many significant benefits of drinking tap water: the SAVINGS because tap water costs less than bottled water; the ENVIRONMENTAL benefit because there is less plastic bottle waste in the landfill; and the HEALTH benefits of drinking adequate amounts of readily-available tap water each day.

The Water Authority operates a world-class laboratory where water that is produced is tested regularly. Year after year, the Authority's tap water quality exceeds international standards for drinking water quality.

Members of the public that want to learn more about the tap water produced by the Water Authority are invited to visit the Frequently Asked Questions section of Authority's website where they will find answers to questions such as "Is the water safe to drink?" and "How is drinking water treated?" The "Water History" link also has some useful information on the reverse osmosis process used to produce drinking water.

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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.

Connect and Celebrate with Us. Our Team is Working for You.

Tap water produced by the Water Authority exceeds the World Health Organization's guidelines for drinking water quality. Drinking from the tap is healthy, reduces plastic waste in the landfill, and is much less costly than bottled water.

The Water Authority is proud to celebrate thirty years of service in the Cayman Islands this year and welcomes property owners who currently do not have access to tap water to sign up now. During our year-long celebration, we hope you will learn more about what we do at the Water Authority and about the people that serve you.



Celebrating
Draughts person

Damien
DaCosta

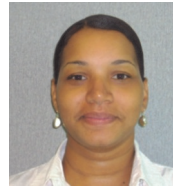
Damien DaCosta joined the Water Authority in August 2006 as Draughts-person. Damien spends a lot of time on the road with the Trimble GPS equipment, either recording newly installed infrastructure such as pipes, meter boxes etc.; marking the Authority's existing infrastructure for other utilities to avoid accidental damage or identifying property boundaries to avoid new works from encroaching on properties. Damien then transfers all collected data on the Authority's as-built record drawings. Damien often starts his work early in the morning to avoid interference with traffic. Damien completed the "ArcGIS Desktop II: Tools and Functionality" training course (by ESRI) on 26 August 2008.



Celebrating
Cashier

Janice Dixon

Janice joined Water Authority in July 2000 as Administrative Assistant-HR then transferred to the post of Cashier in July 2002. She was recognized and received the 10 Years of Service Award in December 2010. Janice always greets customers with a smile and knows many of the customers by name.



Celebrating
Customer
Service Rep

Latanya
Stephenson

Latanya joined the Authority in 2000 as a receptionist. She quickly transitioned to the role of Customer Service Agent in February 2002 where her inviting smile and warm personality has kept her in high demand. Latanya has completed certifications for CPR & First Aid Training and Customer Service at Its Best Part II. Latanya is a flexible employee who is always willing to go above and beyond to ensure that all customer queries are resolved in a timely and professional manner.



Celebrating
Billing
Supervisor

Anita LaPierre

Anita joined the Water Authority in January 2010. She is a hard working and reliable staff member in the Customer Service Department. She supervises the Billing section and ensures that bills are created, printed, and delivered to customers in a timely fashion. Anita is a great attitude and is always willing to assist customers with any billing queries.



Celebrating
Operations
Foreman

Thomas
Boddan

Thomas joined the Water Authority in September 1998 as Water Supply Gang Leader. He was appointed to the post of Water Supply-Connections Foreman on 18 May 2000. Thomas is a conscientious and hard-working employee, who is always prepared to go the extra mile to get the job done right, no matter what time of day (or night). He never fails to respond to emergency calls in a timely manner.



Celebrating
Quality
Assurance
Inspector

Elvet Conolly

Elvet joined the Water Authority in February 2006 as Quality Assurance Inspector (he was previously employed with the Authority as Superintendent Operations from 1988 until 1996). Elvet meets with customers on site to agree on the meter box locations. Elvet's strength is his positive attitude, thorough knowledge of plumbing practices, and his willingness to change his normally busy schedule whenever possible to accommodate customers.



Celebrating
Meter Reader

George Powell

George joined the Authority in April 2006. "Georgie" as he is known around the Authority has been an outstanding employee during his 7 1/2 years. George has gained a vast amount of experience and understands how important his job is to the Authority and its customers. He is always willing to go the extra to make sure his duties are completed accurately and on time. George is very helpful to his co-workers, which is extremely important when you work on a team with strict deadlines to meet. To meet those deadlines the meter readers have to brave the elements (hot sun, rain, flooded area, etc.) to provide a quality service to our customers.

HR Briefs

Welcome to our Team!

Sabrina Douglas

- Water Resources Technician

Anita Parsons

- Senior Customer Service Rep.

Robert Arch

- General Services Manager-CYB

Congratulations!

Mark McField

- Promoted to Meter Reader

Answer: You're a real drip.