

# COVID-19



## Wastewater Discount Policy

To support the local business community, particularly the hard-hit hospitality industry, the Authority will, upon written request for consideration, discount wastewater bills for *April through September* for its commercial wastewater customers.

### HOW DO I APPLY FOR THE DISCOUNT?

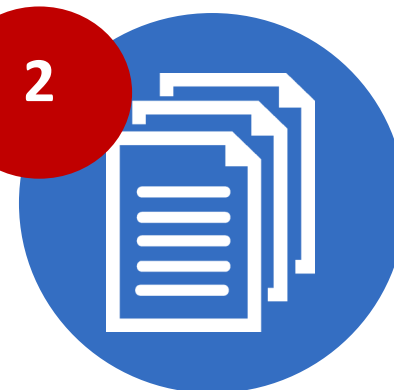
1



#### PROVIDE A COVER LETTER OR EMAIL WITH DETAILS OF YOUR REQUEST

- The request is possible for a maximum of six months (April to September 2020).
- If customers plan to request a discount for all six months, they can submit a cover letter stating their intention to apply and submit all supporting documents at the end of October. Alternatively, customers can make each individual request as the monthly water bill becomes available.

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#### PROVIDE SUPPORTING DOCUMENTS

Please provide:

- Water consumption records for the previous year (Jan 2019 -Dec 2019).
- Cayman Water Company bill for the month or months under consideration.

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#### SUBMIT YOUR APPLICATION

Email your written request and supporting documents to [info@waterauthority.ky](mailto:info@waterauthority.ky).

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#### WAIT FOR FEEDBACK

- Water Authority will confirm receipt of the request within three (3) days.
- Customers will be informed on the decision on any request for discount within ten (10) days.
- If your application is approved, the relevant discount will be applied to the account as a credit.

**Applying for the discount does not waive liability for payment**

### HOW IS THE DISCOUNT CALCULATED?

Charges will be adjusted based on the monthly water usage for each development, compared to the historical (annual average) water consumption, using the following formula

**$SC_{new} = SC_{normal} * (0.25 + 0.75 * [WC_{month}/WC_{average}])$** , where:

- $SC_{normal}$  = normal sewerage charges
- $SC_{new}$  = new sewerage charges
- $WC_{month}$  = current month's water consumption
- $WC_{average}$  = (annual average) monthly water consumption, calculated as the water consumption for the entire year 2019 divided by 12.