

# 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 December* 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 nine months (April to December 2020).
- Customers should submit a cover letter indicating which months they plan to apply for and submit all supporting documents.

2



#### PROVIDE SUPPORTING DOCUMENTS

Please provide:

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

3



#### SUBMIT YOUR APPLICATION

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

4



#### 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

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

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