

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 2020 through March 2021* for its commercial wastewater customers.

HOW DO I APPLY FOR THE DISCOUNT?

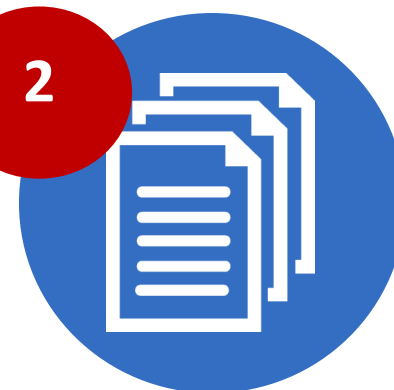
1



PROVIDE A COVER LETTER OR EMAIL WITH DETAILS OF YOUR REQUEST

- The request is possible for a maximum of twelve months (April 2020 to March 2021).
- 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.

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

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