

NOTICE TO TRUCKED WATER CUSTOMERS

- Trucked water is delivered on a “first come, first served” basis.
- A voice recording request is not a confirmed order. A Customer Service Representative must verify any request for it to become a valid order. Voice recordings should include the customer’s name, account number, physical location, and the amount of water needed.
- Late requests (requests received after 4PM on a business day) may result in water being delivered on the next business day, or, in the event of a large number of trucked water orders, on the business day thereafter.
- Any requests received prior to 5PM on a Friday and which are not delivered that day may be delivered on Saturday morning, or, in the event of a large number of trucked water orders, on the first business day in the following week.
- Customers may request emergency deliveries (requests requiring immediate/urgent delivery or delivery required outside of normal office hours) for an additional surcharge of \$25 per delivery.

While the Authority will make every effort to ensure that water delivery takes place on the same day requested, customers are urged to monitor the level of their water storage and place orders in advance.



Water Authority - Cayman

