



WHAT'S ON TAP?



Volume 19, Issue 2, May 2026



OFFICE HOURS:

Cashiers

Monday - Friday
8:30AM to 4:00PM

Customer Service

Monday - Friday
8:30AM to 5:00PM



Sign Up to our Customer Portal!

Make life easier with our Customer Portal today! Enjoy the multiple benefits such as Easy Payments Options, Consumption Monitoring, Request and Track Service Orders, and much more!



CONTACT US

General Enquiries:

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billpay.waterauthority.ky

We're Social



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Preparing Cayman's Future Water Workers

Over four weeks in February and March, the Water Authority–Cayman connected with students across the islands through three major career fairs. The Authority's participation in the career fairs was a great opportunity to showcase the wide range of professions within the water and wastewater industry – from STEM-focused roles such as Engineer and Laboratory Technician to support services such as Customer Service and HR. The Authority participated in events at John Grey High School, Layman E. Scott Sr. High School, and the University College of the Cayman Islands.



Images: 2026 Layman E. Scott Sr. High School Career Fair

"Water professionals are always in demand, so events like these are a great opportunity to reach out to students and get them interested in an industry they may not have considered," explains Water Authority Director, Dr Gelia Frederick van Genderen.



Images: 2026 John Grey High School Career Fair

Staff members from multiple departments engaged with students, explaining their day-to-day responsibilities and offering practical guidance on preparing for the world of work, including key subjects of study and critical skills students can begin to build from now. Their goal was to help young people understand the diversity within the water industry and highlight why it is such an essential service.

Save the Date for our Customer Appreciation Day

Join us as we host a special Customer Appreciation Event on 8 May at the Aston Rutty Civic Centre as part of our Cayman Brac 35th Anniversary Celebrations.



Message from our Director



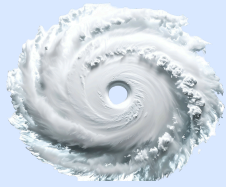
It has been a busy and rewarding season as our team participated in career fairs throughout the islands. The Water Authority is dedicated to developing the future leaders of the water industry, and these events are a wonderful opportunity to capture the attention and spark the interest of young students at the very moment they are taking the first steps toward developing their career paths. You can learn more about our efforts in this issue of "What's on Tap?"

We're also gearing up to commemorate an important milestone – celebrating 35 years of service to the Cayman Brac community. We will be marking this milestone with a series of events throughout the year, starting with a customer appreciation event on 8 May – please mark your calendars, as we would love to have you join us.

Our celebrations will highlight past and future investments in water infrastructure on the Sister Islands, honour our staff, and put a focus on student education.

Finally, a gentle reminder that hurricane season is fast approaching. Now is the ideal time to review your preparedness plans and ensure your household is ready. A critical message we want the entire community to keep in mind is to "Store Before the Storm" – ensure you are stocking up on drinking water well before a storm approaches. Staying proactive helps keep our families and communities safe.

- Dr. Gelia Frederick-van Genderen | Director



Knowledge Zone

Prepare for Hurricane Season

Don't wait for a storm to hit – store before the storm! Be prepared for the hurricane season and stock up on water for both drinking and non-drinking needs.

Store a 3-day supply of water, that's 1 gallon per person per day for drinking needs alone. Be sure to stock extra drinking water for the elderly, pregnant or nursing women and pets, and store water for non-drinking needs.

During a storm, the Water Authority will take action to protect its critical assets, including stored water, pumps, and pipelines.

This means that if a storm is heading to Cayman, the Authority may need to turn off the water supply – which is why it is critical for customers to ensure their household is well prepared in advance of a storm.

HR Briefs

Joiners:

- Ramona Ritch: Human Resources Manager, joined 01-Mar-26
- Danai Pusey: Labourer-NW, joined 02-Mar-26
- Zahbian Ebanks: Labourer-Leak Detection, joined 23-Mar-26
- Romario McLaughlin: Labourer-NW, joined 23-Mar-26
- Jason Scott: Labourer-CYB, joined 23-Mar-26

Anniversaries in Q1 2026:

- 5 Years: Carlos Garcia Mena, Operations-WS
- 5 Years: Matthew Miller, Assistant Operator-WS
- 5 Years: Jeanno McLaughlin, Operations-WWW
- 5 Years: Ricardo Clarke, Operations-B&E
- 15 Years: Nickeah Esteban-Chantilope, Operations-CYB
- 20 Years: Casey Hickman, Assistant Operator-CYB
- 20 Years: George Miller, Customer Service
- 20 Years: Nelson Carrasco, Operations-WS
- 20 Years: Melvin Hodgson, Operations-WS

Quest for Quality: Celebrating Our People, Our Progress, Our Purpose

On 27 March, the Water Authority hosted its Annual Staff Meeting, bringing employees together for a day of reflection, recognition, and team building. This year's theme, "Questing the Quest for Quality: Investing in Our People," highlighted the Authority's ongoing commitment to strengthening its workforce and empowering staff to deliver high-quality service to the Cayman Islands.



Image: 2026 ASM Meeting

A major highlight of the day was the quest-themed group activity, which encouraged collaboration, problem-solving, and a bit of friendly competition. Teams raced against the clock—and each other—to complete a series of challenges. The first group to successfully navigate all clues unlocked the treasure box containing the Annual Staff Meeting Group Activity Champion Trophy, earning well-deserved bragging rights.

The Authority's Director delivered a comprehensive presentation on the organisation's capital development plan, outlining progress on several major infrastructure projects currently underway. This update underscored the Authority's long-term vision and the critical role staff play in achieving it.

The Chief Human Resources Officer also shared exciting news about the Authority's continued investment in its people, announcing the launch of a new staff scholarship programme designed to support professional growth and career advancement.



Image: Chief Human Resources Officer (Designate)

Additionally, guest speaker Ormond Williams, offered thoughtful and inspiring insights into the importance of the work carried out by the Authority's employees. His message reinforced the essential service the Authority provides to the people of the Cayman Islands and the impact each staff member has on the community's well-being.

Water Authority Sponsor Regional & Local Conference

Water Authority-Cayman is proud to be a Diamond Sponsor of the CaribDA 2026 Biennial Conference, a regional water-industry conference which will be held in Grand Cayman from 12 - 14 May.

Additionally, the Authority is proud to return as the Platinum sponsor of the upcoming CUC Women in Energy Conference which will take place on 22 May.



Why Tap Water Is the Better Choice for the Environment

With Earth Day recently celebrated around the world, now is the perfect moment to reflect on the everyday choices that help protect our planet. One of the simplest—and most impactful—is choosing tap water over bottled water. By "taking back the tap," you reduce waste, conserve resources, and support a more sustainable future for the Cayman Islands.

Bottled water carries a significant environmental cost. Only 31% of single use water bottles are recycled. The rest becomes litter, fills landfills, or ends up polluting our oceans.

Tap water is a safe, reliable, and environmentally responsible choice. Choosing tap water reduces plastic waste, lowers energy use, and supports a more sustainable water future for our islands.

Make the Earth-friendly choice. Take back the tap—save energy, reduce waste, and help protect our planet.

