



WHAT'S ON TAP?



Volume 19, Issue 3, August 2026



OFFICE HOURS:

Cashiers

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

Customer Service

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



Store Before The Storm

We are approaching the peak of the season. Don't wait for a storm to be forecasted before stocking water. Remember: "Store Before the Storm".

CONTACT US

General Enquiries:

94WATER (949-2837)

Emergencies:

946-HELP (4357)

E-Mail:

info@waterauthority.ky

Website:

www.waterauthority.ky

Online Account Access:

billpay.waterauthority.ky



Investing in Young Talent: Summer 2026

This summer, Water Authority-Cayman welcomed 18 young people onto its teams as part of its annual summer internship programme. Interns joined departments across the full breadth of the Authority's operations, including engineering, operations, finance, customer services, and water quality control. For many, it was their first professional experience within a regulated utility environment - and an introduction to the diverse career pathways that the water industry offers



Image: Marco Lopez Francis, 2026 intern and scholarship recipient



Image: Tarek Wright, Operations-Water Supply, summer intern

The programme is a cornerstone of our commitment to developing the next generation of Caymanian talent. By offering structured placements that combine hands-on experience with exposure to real operational challenges, we aim to give young people the skills, confidence, and context to consider careers in the sector. We congratulate all interns on their participation and thank them for their dedication, with special recognition to Marco Lopez Francis (Water Resources & Quality Control, Lab) who is also a recipient of a Water Authority-Cayman scholarship.

Your Voice Shapes Our Services

Thank you to all residents and businesses across Grand Cayman and Cayman Brac for sharing your views and experiences of our water and wastewater services in the annual customer satisfaction survey. Your feedback helps us understand what is working well and where we can improve - and directly shapes the future of our services.

Message from our Director



It has been another busy and exciting quarter for the Water Authority-Cayman team, and I am delighted to share some of the highlights with you in this edition. In May, Grand Cayman had the privilege of hosting the CaribDA 2026 Biennial Conference - a milestone event that brought together water industry professionals from across the Caribbean and beyond. As Platinum Sponsors and co-hosts, we were proud to welcome delegates to our island and to play a leading role in shaping the conversation about the future of water and desalination in our region. We were also honoured to be one of the Platinum Sponsors of the CUC's 5th Annual Women in Energy Conference to champion leadership, inclusion, innovation and collective impact in the energy industry.

May also brought a very special Customer Appreciation event to Cayman Brac, as we marked 35 years of Water Authority operations on the island. Joined by the Honourable Minister Nickolas DaCosta, JP and members of the Brac community, it was a deeply meaningful occasion to celebrate the journey, our dedicated staff, and the customers we have served for three and a half decades.

In July we launched our annual customer satisfaction survey - a big thank you to everyone who took the time to share your views with us and shape the future of our services.

This summer eighteen young people also joined us as interns - bringing fresh energy and interest to our work - a reminder of why investing in the next generation matters.

Dr. Gelia Frederick-van Genderen | Director



Knowledge Zone



Smart Water Use This Summer

Summer in the Cayman Islands means longer days, school summer holidays, higher temperatures and increased demand for water. A few simple habits can make a meaningful difference in your water usage during the summer months.

At home:

- Run dishwashers and washing machines with full loads only
- Fix dripping taps and leaking toilets promptly - a slow drip can waste thousands of gallons a year

Outside:

- Water gardens in the early morning or evening to reduce evaporation
- Consider drought-tolerant plants for landscaping - they thrive in our climate and need far less water

Every drop counts. For more conservation tips, visit waterauthority.ky/conservation

HR Briefs

Joiners:

Alexander Elias, IT Help Desk Technician, joined 08-May-26

Staff Appointments:

Kristina Hydes, promoted to Chief Information Officer (Designate), effective 01-Jul-26

Anniversaries in Q2 2026:

5 Years:

- Richard Clarke-Ramirez, Water Resources & Quality Control
- Tyrese Reynolds, Customer Service
- Josh McLaughlin, Operations-Water Supply
- Barrington Morrison, Operations-Water Supply

10 Years:

- Jephunneh Welcome, Engineering Services
- James Dixon Jr., Engineering Services

20 Years:

- George A. Powell, Customer Service

25 Years:

- Nelson Carrasco, Operations-Water Supply

30 Years:

- Bertalina Pombrol-Zayas, Financial Administration

Cayman Hosts CaribDA's 2026 Regional Conference



From 12 to 14 May 2026, Grand Cayman took centre stage as the host of the CaribDA 2026 Biennial Conference and Exhibition – an important gathering in the Caribbean water industry.

Water Authority–Cayman and Consolidated Water Co. Ltd served as co-hosts, with the Authority proudly participating as Platinum Sponsor. The three-day event, held at the Grand Cayman Marriott Resort, brought together over 100 water and wastewater professionals from across the Caribbean, the United States, and beyond - including utility leaders, researchers, engineers, and major industry suppliers.

The conference theme - The Nexus of Water, Energy & Environment: Optimising Desalination and Reuse for Regional Resilience - set the stage for substantive discussions about the future of the sector in the Caribbean.

Proceedings included technical paper presentations, panel discussions, a pre-conference workshop on pre-treatment strategies and membrane maintenance, and a trade exhibition.

The Honourable Nickolas DaCosta, JP, Minister with responsibility for the Water Authority, delivered the Opening Ceremony keynote address. Delegates also enjoyed a cultural evening at the Cayman Turtle Centre and tours of local water production facilities. During the conference the Authority's Chief Operations Engineer Carlos Vargas was also elected to the CaribDA Board - a recognition of the Authority's leadership and standing within the region.



Image: Utility Panel Discussion with Carlos Vargas, Water Authority-Cayman's Chief Operations Engineer

35 Years Strong: Celebrating Cayman Brac

On 8 May 2026 Water Authority–Cayman celebrated 35 years of service to Cayman Brac with a Customer Appreciation Event at the Aston Rutty Civic Centre, joined by Minister Nickolas DaCosta. Thank you, Cayman Brac, for your continued trust and partnership - we look forward to the next chapter together!



Image: Ms Shirley Connor wins a prize at the event

Well Drilling Pilot on the Sister Islands

Water Authority–Cayman has completed a key step in its infrastructure plans for the Sister Islands, drilling pilot wells at proposed sites on the Cayman Brac and Little Cayman.

Core samples are now undergoing lab analysis to assess the rock's permeability and porosity - critical to designing wells for the future Bluff Water Works production plant.

Building on 35 years of service in Cayman Brac, this new facility addresses growing demand. For Little Cayman, currently without Water Authority infrastructure, it marks the first concrete step toward a permanent, reliable water supply. Results are expected later this year.



Image: The pilot well drilling took place at the future site of the Bluff Water Works in Cayman Brac