

What's On Tap?

Volume 17, Issue 1 | February 2024



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OFFICE HOURS

- **Cashiers**
Monday to Friday
8:30AM to 4:00PM
- **Customer Service**
Monday to Friday
8:30AM to 5:00PM



IS YOUR ACCOUNT INFORMATION CORRECT?

If your contact information, postal address or service address has changed recently, it is important to update your account!

CONTACT US

General Enquiries:
94WATER (949-2837)

Emergencies:
946-HELP (4357)

E-mail:
info@waterauthority.ky

Website:
www.waterauthority.ky

Online Account Access:
online.waterauthority.ky

Our New Customer Portal is Live!

Water Authority – Cayman is pleased to announce the launch of its brand-new Customer Portal.

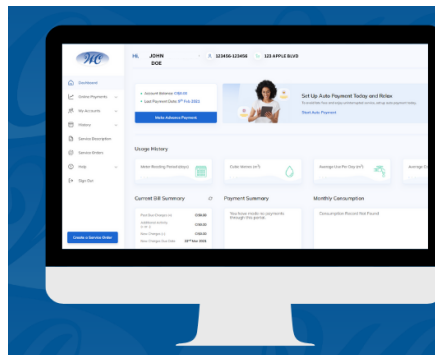
The new portal provides customers with a tool to manage their Water Authority accounts easily and more independently from an aesthetically pleasing and easy-to-use interface.

"We are so pleased to be able to offer this new and improved service to our customers," said Water Authority Customer Service Manager Joanna Welcome-Martinez.

"This new portal has been in the works for some time, and our team and developers have put a lot of effort into creating a platform that provides great value and benefits to

our customers," she adds. Customers can utilize several benefits from the platform, including viewing and paying their bills, scheduling bill payments, paying for multiple accounts at once, managing tenant accounts, tenant self-registration, requesting and tracking service orders, and reviewing consumption history.

Customers with existing online access will receive an email with instructions for accessing the new portal. Customers who do not have an online account with the Authority, including tenants, are encouraged to sign up now. Registration is quick and easy. Visit www.waterauthority.ky to learn more.



FEATURES INCLUDE:

- View and Pay your Bill
- Set up Auto Pay and make combined payments
- Set-up E-billing
- Manage Multiple Accounts
- Review Consumption History
- Tenant Self Registration
- Request and Track Service Orders
- SO MUCH MORE!



Director's Message

On behalf of the Water Authority Board, Management and Staff, I would like to wish you and your family a very Happy, Healthy and Prosperous New Year!

The last year was an eventful one for the Water Authority as we celebrated our 40th Anniversary with a wide array of festivities and celebrations. While we were able to reflect on our four decades of service to the Cayman Islands, in 2024 we are looking to the future and improving our how we serve our customers.

We hit the ground running with the launch of our new and improved Customer Portal. This new platform gives customers more independence in how they manage their accounts from an easy-to-use interface. You can learn more about the benefits of the new portal in this issue of "What's on Tap".

We also recently opened a new Customer Service Office in Cayman Brac providing a more customer friendly environment for customers to conduct business with the Authority. We are looking forward to providing even more improved services to our customers in the coming year.

Every year the Authority offers a scholarship of up to C\$40,000 to a suitably qualified Caymanian to obtain an undergraduate academic or technical/vocational degree or diploma in a field of study relevant to our work. Please be reminded that the deadline for applications is 29 February 2024.

— Dr. Frederick-van Genderen

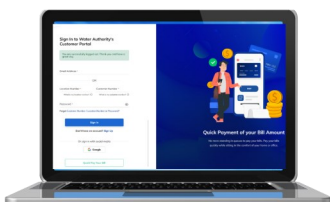
OUR COMMITMENT to you...

The Water Authority was established in 1983 as a statutory body responsible for supplying pure, wholesome and affordable drinking water to the people of the Cayman Islands. The Authority is also responsible for the proper treatment of wastewater and for the protection of the fresh groundwater lenses that exist throughout the Cayman Islands.

KNOWLEDGE ZONE

PAY YOUR BILL WITH OUR QUICK PAY PLATFORM

Along with our new and improved Customer Portal, the Water Authority has updated its online payment platform. Customers can access our Quick Pay page from the new Customer Portal or via our website www.wateauthority.ky to make a payment. All you need is your account number and the card you will be making a payment on.



HR Briefs

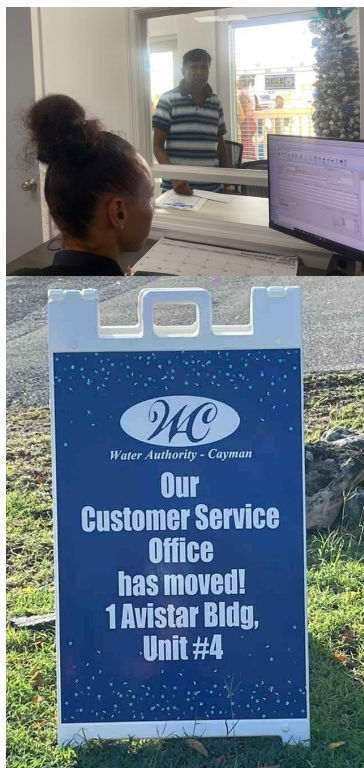
Welcome:

- **Kenneth Hydes**
Operations Manager-
CYB
- **Erika Shim**
Laboratory Technician I
- **Bernard Maloney**
Engineer
- **Colin Barnaby**
Engineering Manager
- **Zion Coe**
Junior Corporate
Communications Officer
- **Shaddai Burton**
Accounts Clerk

Appointments:

- **Shamar Gooden**
Laboratory Technician II
- **Emily Ross**
Laboratory Technician II
- **Edlyn Ruiz Stoll**
Corporate
Communications
Supervisor

New Customer Service Office in Cayman Brac



Customers in Cayman Brac can now conduct business with the Water Authority from our new Customer Service Office!

The new office, located at the Avistar Building on West End West Road opened for business on 15 December 2023. A soft opening took place on that day where customers enjoyed refreshments throughout the day. A formal grand opening will take place later this year.

Customers can conduct all customer service-related matters at the new location, including opening accounts, placing water orders, and making payments. The Authority's water production and trucking services continue to operate from the West End Water Works location.

CONNECT TO PIPED WATER AND TAP INTO SAVINGS!

Attention Cayman Brac Customers: It's time to connect to piped water and tap into savings! Save money with a lower rate than trucked water. Take advantage of the waived connection fee until **31 December 2024**. Contact the Water Authority today to access a reliable source of pure, wholesome and affordable drinking water from the tap.

WAC Employee Participate in COP28

Water Authority's Laboratory Technologist Rickeem Lashley joined six of his peers in representing the Cayman Islands as a Youth Delegate at the United Nation's annual climate change conference COP28 in Dubai in December 2023.

In his role as a Youth Delegate he participated in talks and workshops hearing directly from policymakers, and major change-makers in the climate change/sustainability and resiliency arena.

In reflecting on his experience, Mr Lashley noted two things that stood out the most to him—the concept of

Youth Capacity Building and climate resiliency status of British Overseas Territories (BOT).

"It's become a positive thing to have youth representation in these fields and a lot of focus on what can be done to include and train the youth in roles related to climate change. Regarding climate change resiliency, Cayman is behind other overseas territories, but we have a roadmap and can share and learn more from other overseas territories. So I found that hopeful," explains Mr Lashley.

Water Authority sponsored his participation at the conference.

