



What's On Tap?

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Laboratory staff at work in the late 1980s.

We're social!



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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



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Your bill is available electronically. Reduce your impact on the environment by paying your bill online. Visit our website or call us to sign up for e-billing today!

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

Working to meet the water demand in Cayman Brac



The Water Authority continues to focus on improving water production capacity in order to meet the high demand for water in Cayman Brac.

Preliminary analysis indicates that this exceptionally high demand for water is due to a combination of increased demand by both piped water and trucked water customers due to the dry season

and an increase in unaccounted for water on the distribution system.

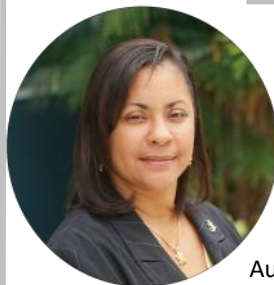
The Authority has implemented on a multi-prong approach to address the situation with actions such as increasing production capacity, increasing storage of water levels in the reservoirs, locating and repairing water loss on the distribution system, managing trucked deliveries, encouraging conservation, and reducing overall usage.

Initial works on both the containerised reverse osmosis plant and the main plant have been carried out over the past two weeks and have resulted in production capacity being increased. This improved

performance is now allowing the Authority to increase its reservoir storage levels and once met, ordering for trucked water will return to normal.

All customers are urged to continue to conserve where possible. This can be achieved by using only what water is needed, and constant surveilling of one's plumbing and storage tanks to urgently identify and repair any leaks. Trucked water customers are reminded to plan and call ahead in advance for deliveries.

The Water Authority thanks the Cayman Brac customers for their patience and understanding during this challenging time. Everyone can be assured that all the necessary resources have been redirected to resolve this situation.



Director's Message

On behalf of the Water Authority Board, management and staff, I would like to thank our valued customers for your continued support of the Authority!

Special mention must also be made of our Cayman Brac trucked water customers who have shown immense patience and support during this challenging period in which the Authority has had difficulty in meeting their needs. Words cannot suffice our appreciation. All customers in the Brac can be reassured that all the necessary resources have been redirected to resolve this situation and it is hoped that we will soon be able to announce the return of normal trucked water service.

I am pleased to be able to give you an update on our 40th Anniversary Celebrations. Events to date have included our special church service, women in S.T.E.M. brunch, the launch of the Children's Art Competition, the recognition of the Authority's enactment day on social media, and our facilities video tour. Many more planned activities are also coming up such as a book launch reception, Customer Appreciation Day in both Grand Cayman and Cayman Brac and recognition of long-serving employees.

Lastly, 1st June, marks the start of Hurricane Season. I encourage everyone to start your preparations early and to follow the Authority on social media for important preparedness tips and public service announcements.

— 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

HURRICANE PREPAREDNESS

The Atlantic Hurricane Season begins on 1 June.

Here are some tips to help you prepare your home and business for hurricane season:

Before the Storm

- Trim or remove trees and shrubs close to your water pipes and meter box .
- Install a shut-off valve after the meter if currently do not have one; if you have one, test it regularly, and if it is not working properly have it repaired or replaced.
- Locate your sewer cleanout lid and clear away any vegetation or obstructions; install a sewage backflow prevention device if you do not have one.

Visit us online for more, helpful tips!

HR Briefs

Welcome:

- **Emily Ross**
Laboratory Technician I
- **Amina Khan**
Operator-WWTP
- **Christopher Brooks**
Operator-WWTP
- **Wayne Bodden Jr**
Assistant Operator-WW

Celebrating our 40th Anniversary

Water Authority—Cayman continues to celebrate its 40th anniversary of service in supplying the world's most popular drink to the Cayman Islands!

To commence the anniversary, the Authority hosted a special church service that took place on 15 January at the Red Bay Church of God (Holiness).

In February, the Authority celebrated long-serving employee, Mr. Clydeton "Claude" Morgan, who also celebrated 40 years of service with the Water Authority. It additionally hosted a Women in Science brunch at the Kimpton Seafire which coincided with the International Day of Women and Girls in Science. This event brought women working together in the Science, Technology, Engineering, and Math (S.T.E.M.) industry, and young girls interested in pursuing a career in S.T.E.M. to

share their experiences and ideas for improving opportunities for the future.

In March, the Authority celebrated another long-serving employee, Director, Dr. Gelia Frederick-van Genderen who celebrated 35 years at the Authority. The production and release of a virtual tour featuring a behind-the-scenes look at the work the Water Authority and what it does every day to provide the essential services of supplying the Cayman Islands with potable water and safely managed wastewater also took place. This video is expected to provide a unique educational opportunity for students, teachers, and other professionals to obtain an understanding of the day-to-day knowledge of the Water Authority.

A Children's Art Competition was launched in April with the art

submission deadline of 12 May 2023. Artwork must reflect an aspect of the theme "Water is Everything" and is open to students ages 4 to 11 years who attend a public or private primary school in the Cayman Islands. There are great prizes to be won and all winning artwork will be featured in a commemorative 2023 booklet that will be produced at the end of the year, reflecting all of the various 40th Anniversary events.

Other activities planned for the year include customer appreciation events in both Grand Cayman and Cayman Brac, a book launch reception, recognition of other long-serving employees, and a gala.

The public can visit the Authority's website www.waterauthority.ky and social media pages throughout the year to learn more about planned activities.

Facilities Tour Video



Water Authority—Cayman has created and released a virtual tour where students, teachers, and other professionals are able to get a first-hand look at what goes on "behind



the scenes" at the Water Authority. Unsure of where the Authority's water comes from? Is tap water safe to drink? What happens when the

water goes down the drain?

This virtual tour explains what the Authority does on a daily basis to provide the essential services of supplying the Cayman Islands with potable water and safely managed wastewater.

To learn more about the Authority's operations, visit

the Authority's YouTube page www.youtube.com/@waterauthority-cayman2692