

What's On Tap?

Volume 16, Issue 3 | August 2023

Official opening of the Red Gate Water Works in 1990.

We're social!



Find us, like us, follow us!

OFFICE HOURS

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

SAVE WATER THIS SUMMER



When the temperature rises, water usage usually does too. Visit our website for tips on saving water around your home and garden.

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

40th Anniversary Celebrations Continue



The Authority's celebrations continue as 2023 marks 40 years of supplying the world's most popular drink to the people of the Cayman Islands.

On 31st May, the Authority hosted its Customer Appreciation Day event where more than 300 customers enjoyed local food and drinks, live steel pan music, giveaways, and an entry in the

raffle for a chance to win some amazing prizes. The prizes ranged from KYD\$1,000 WAC gift certificates, to the newest Samsung and Apple smartphones, and other various water-related products. The raffles winners were Enola Anike, Ella Archbold, Cecilia Cummings, Paulette Johnson, Juliet Rankine, Dexter Beckford, Jamion Bodden, Angella Brown, Dorene Smith, Catherine O'Neil, Wayne Gilbert, Kingsley Facey, Debra Welcome, and Ann Marie Wilson.

Customer Service Representatives were also on hand to assist customers with account and online billing setup, update customer information, and promote the Authority's most

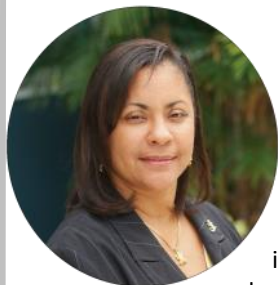
recent self-help feature of "Call for your balance!"

Despite the rainy conditions that day, customers who attended expressed their enjoyment and appreciation as our branded giveaways included an umbrella to keep customers dry from the rain.

The next two planned events will take place in Cayman Brac on 8th September. These are the Laboratory upgrade of the Layman E High School and the Customer Appreciation event.

Other planned events include a staff appreciation event/annual staff meeting on 3rd November at the Marriott, and a Christmas Gala on 2nd December at the Kimpton Seafire Resort and Spa.

Director's Message



I am pleased to welcome the latest group of interns to the Authority's 2023 Summer Internship Programme. The Authority's summer internship is a great way for students to learn more about the career

opportunities available in the water and wastewater industry and more specifically, careers paths available at the Authority. Three of those interns, Alexander Elias, Levi Superville, and D'Vonte Joseph, are current scholarship recipients and are putting their ongoing studies into practice.

We are still in the midst of the hurricane season and will soon be approaching the peak of the season.

The Authority would like to urge its customers and the general public to remain vigilant and maintain an emergency preparedness kit. I encourage you to follow us on our social media platforms to get the latest news and stay up-to-date with important preparedness information.

As our 40th Anniversary celebrations continue, special mention is made of our recent Grand Cayman Customer Appreciation event held at the Authority's Headquarters to celebrate our customers. We are grateful for the patronage of all our customers over the past 40 years and were especially delighted that despite the inclement weather more than 300 were able to join us at this event.

— 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

Monitoring Water Usage

At Home this Summer

With kids at home for summer break, many households use more water. Here are some tips to control your family's usage.

Make a habit to monitor the usage on your water meter. To do so, carefully remove your meter box cover, record the reading (black/white numbers represent full cubic metres). Repeat on a regular basis to track usage. To calculate usage, subtract the first reading from the second reading. E.g. Day 1 is 5.71 and Day 2 is 6.91, the usage in that period was 1.2 cubic metres.

Teach your family water-saving tips to avoid unnecessary high bills.:

- Ensure faucets are closed off tightly.
- Turn off water while brushing your teeth.
- Wash hands quickly.
- No unnecessary toilet flushing.

During the summertime, temperatures also means faster water evaporation so:

- Avoid overfilling your pool.
- Water your lawn before 10am.

Water Authority Welcomes Summer Interns



Seventeen students are interning with the Authority over this summer.

The Authority's Summer Internship Programme enables students to gain hands-on experience working in a professional environment while introducing them to various careers in the water and wastewater industry.

The interns work across the various departments including

Finance, Customer Service, Water Resources & Quality Control, IT, Operations, and Engineering.

Three of the interns, Alexander Elias,

Levi Superville, and D'Vonte Josephs are the current recipients of the Authority's annual scholarship.

Other interns who are participating in the 2023 programme are Daniella Johnson, Dylan Bergman, D'Nique Solomon, Damanie Allen, Emma Collins, Lismely Lopez-Rivera, Kyan Dilbert, Renell Parchment, Terrisha Walker, Marcus Brown, Jamar McCoy, Erika Shim, Gianna

Rankin, and Dinara Perera.

To learn more about the requirements for the Authority's work experience programme and to download an application for the 2024 summer internship, please visit www.waterauthority.ky. The deadline to apply for the programme is **30 April** each year.

HR Briefs

Welcome:

- **Donett Chung**
Learning & Development Coordinator
- **Ian Bennett Gomez**
Assistant Operator-WS
- **Deshane Vousden**
Assistant Operator-WS

Stay Vigilant this Hurricane Season

All residents should remain vigilant and prepare for the possibility of a storm, especially as we approach the peak of the hurricane season. Now is a good time to review your family's hurricane plan and ensure your emergency kit is fully stocked. If you've not yet made the necessary preparations, please get started today!

Throughout the 2023 Hurricane Season, the

Authority will post important hurricane preparedness tips on our Facebook, Instagram and Twitter pages. You can also visit our website

www.waterauthority.ky for more resources. Don't forget to tune in to Radio Cayman for more preparedness tips. In addition to the Authority's hurricane tips, there are several resources available to help you get ready for a storm:

- **Hazard Management Cayman Islands**
www.caymanprepared.gov.ky
- **National Oceanic and Atmospheric Administration**
www.nhc.noaa.gov

Remember, being prepared is the key to staying safe in the event of a hurricane.

