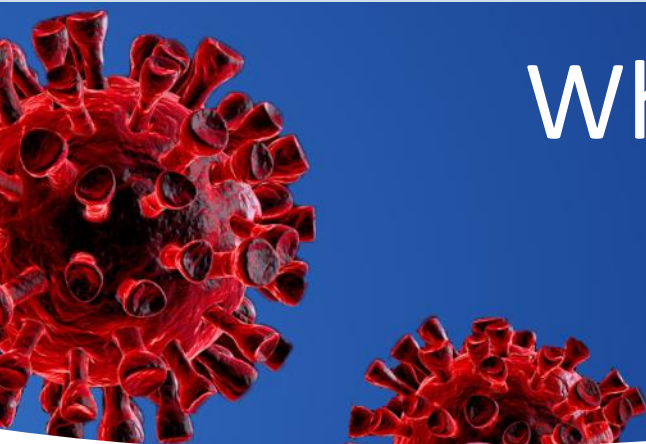




# What’s On Tap?

Volume 13, Issue 2 | May 2020



## We’re social!



Find us, like us, follow us!

## OFFICE CLOSED

The Water Authority’s offices remain closed to protect the health of our customers and employees during the Coronavirus pandemic.



## GO GREEN!

Your bill is now 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

**Emergencies:**  
946-HELP (946-4357)

**E-mail:**  
[info@waterauthority.ky](mailto:info@waterauthority.ky)

**Website:**  
[www.waterauthority.ky](http://www.waterauthority.ky)

**Online Account Access:**  
[online.waterauthority.ky](http://online.waterauthority.ky)

## COVID-19 Need to Know



As our islands continue to “Shelter-In-Place” the Water Authority’s offices remain closed while

we focus on providing essential services. To help keep customers informed on how they can conduct business with the Authority we’ve created a guide that answers many of your frequently asked questions.

### HOW DO I REPORT AN EMERGENCY?

- Customers experiencing an emergency should call the Authority’s emergency helpline 946-HELP (946-4357).

### HOW DO I ORDER TRUCKED WATER?

- Potable trucked water orders in Cayman Brac will be taken Monday– Friday between 8:30 a.m. —2:00 p.m. by calling 948-1403.

### HOW DO I GET MY ACCOUNT BALANCE?

- Email [info@waterauthority.ky](mailto:info@waterauthority.ky) and a Customer Service Representative will be in touch.
- Call 946-HELP (946-4357) and leave a message; a Customer Service

Representative will be in touch.

- Apply for online access if you are the account holder and have account access 24/7. Email [info@waterauthority.ky](mailto:info@waterauthority.ky) to register.
- If you are a tenant, ensure that your landlord adds your name to the account so that you can get access to account information, including account balances. Requests can be made by emailing [info@waterauthority.ky](mailto:info@waterauthority.ky)

### HOW DO I PAY MY BILL?

- Pay online. Visit [www.waterauthority.ky](http://www.waterauthority.ky) and click the “Pay My Bill” button.
- Pay online via your bank.
- Pay via cheque. Use the dropbox at the Authority’s office on Red Gate Rd.
- Pay via cash over the counter at your local bank.

### WILL MY WATER BE SHUT OFF FOR NON PAYMENT?

- No, all disconnections have been suspended until further notice.
- The Authority has waived penalty fees for March & April 2020.

### I LOST MY JOB AND CAN’T AFFORD TO PAY MY BILL. WHAT DO I DO?

- The Authority has developed a

COVID-19 Payment Deferral Policy to help. Request deferred payment assistance by emailing [info@waterauthority.ky](mailto:info@waterauthority.ky).

### CAN I GET ASSISTANCE WITH A CHANGE IN OWNERSHIP OR A CHANGE IN TENANCY?

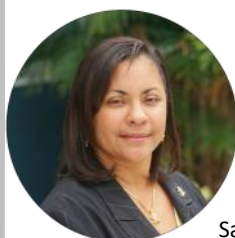
- If you have purchased a new property, email [info@waterauthority.ky](mailto:info@waterauthority.ky) and a Customer Service Representative will guide you through the process.
- If you’ve changed tenancy request an off-reading via [info@waterauthority.ky](mailto:info@waterauthority.ky) and a Customer Service Representative will guide you through the process.

### I EMAILED YOU; WHY HAVEN’T I HEARD BACK?

- Our team is processing a large volume of emails, which has caused a delayed response. Rest assured that the team is working diligently to get back to you as soon as possible. Thank you

### STAY UPDATED!

Visit our website [www.waterauthority.ky](http://www.waterauthority.ky) or social media pages for the latest news and updates from the Authority.



## Director’s Message

2020 has certainly been a challenging year so far. The Coronavirus pandemic has changed life for all of us. Here at the Water Authority, we are doing our part in the fight against the virus.

Safety is our top priority – both the safety of our customers and employees. That is why our offices remain closed. Our essential workers have been diligent in their efforts to ensure the community continues to have access to safe and reliable water and wastewater service. I thank them for their hard work.

The Authority recognizes that the pandemic has caused many interruptions in normal operations, and this has left

customers with many questions on how they can continue to conduct business with the Authority. In this edition of “What’s on Tap?” we’ve answered many of your frequently asked questions; this includes information about the COVID-19 Payment Deferral Policy that was developed to ease the burden on those who may have temporarily lost their income.

Be sure to regularly check our website and social media pages for important updates and messages from the Authority. We urge everyone to do their part to stop the spread of the virus by staying home. Together we can save lives.

— 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

### MAINTAINING BUILDING WATER QUALITY DURING COVID-19 SHELTER-IN-PLACE ORDER

Water use is low in non-residential buildings that have been shut down or are used infrequently during the Shelter-in-Place Order. When there is low or no occupancy, building water quality degradation becomes a silent but serious issue. It is therefore important that the owner, operator or facility manager is aware of these issues and takes some basic measures to ensure that the water supply system and drainage system in the building are maintained while the building is not in use.

- **Water Supply – Flush your entire system periodically to maintain water quality inside the building.** When the building is opened up for normal use, thoroughly flush of the entire building water supply system.
- **Wastewater Systems – Flush all drainage fixtures periodically to avoid sewer gas venting into the building.**

**Please contact the Water Authority if you have any questions or concerns.**

## Water Authority Donates PPE to Healthcare Workers

On 9 April, 2020 Water Authority– Cayman donated 5,000 masks to the Health Service Authority. The donation was announced by the Minister of Health, Hon Dwayne Seymour, during the Government’s daily COVID-19 press briefing.

The Water Authority Board agreed to the donation of the 3-ply masks, via virtual

communication on 8 April, 2020 in an effort to support the island’s frontline healthcare workers.

“The COVID-19 (Coronavirus) crisis has resulted in a shortage of Personal Protection Equipment globally. Our healthcare providers are working hard to keep us all safe, so the Authority wanted

to do our part to help keep them safe,” comments Water Authority Director, Dr Gelia Frederick-van Genderen.



## Fundamental to the Fight

The Coronavirus pandemic is an urgent reminder that access to water and wastewater services is essential to public health.

Frequently washing our hands is a simple, but vital step in stopping the spread of the virus and flattening the curve. Providing you with

clean and safe water is what our essential workers do best.

These workers include members from our laboratory, operations team, wastewater team, customer service team, and Cayman Brac office.

Answering customer queries, repairing leaks, and

conducting daily quality control test are some of the ways our team is working to ensure continuity of service.

Many thanks to the Authority’s essential workers, and all other essential workers, fighting on the frontlines for public health.

