



What’s On Tap?

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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

PAY ONLINE!

One of the easiest ways to pay your bill is through our online payment system. Visit our website www.waterauthority.ky.



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

We Are Open!

Our offices are open for regular hours, offering full services! You can visit us weekdays between **8:30 a.m. - 5:00 p.m.** To protect the health of our customers and staff, protective bio-shields have been installed, and all employees wear masks. If you plan to visit our offices you must adhere to social distancing, sanitise your hands upon entering the building and wear a mask.

Customers who can conduct business with the Authority remotely are encouraged to continue to do so. These services include contacting the Authority’s Customer Service Team via email at info@waterauthority.ky, calling

during opening hours 94WATER and making a payment online by visiting www.waterauthority.ky or via the bank.

SUPPORTING OUR CUSTOMERS

Customers with an outstanding balance are encouraged to pay their bill. There are several payment methods, these include:

- Online payment via www.waterauthority.ky
- Online payment via your bank
- By cheque via the Water Authority drop box
- By cash at the Water Authority office, the Post Office or over the counter at the bank

The Authority’s Sewerage Charges Discount Policy - COVID-19 Pandemic, for commercial customers has been extended by an additional three (3) months; which now means customers, may apply for a discount on sewage bills for April through September. Customers who want to benefit from this temporary discount must request in writing and provide:

- water consumption records for the entire calendar year 2019 and
- the Cayman Water Company bill for the month under consideration. Requests should be submitted to info@waterauthority.ky.

Customers who are unable to make full payments due to continued financial difficulties are encouraged to contact the Authority’s Customer Service Team to make arrangements for a payment agreement. Customers can contact the Customer Service Team at info@waterauthority.ky or by calling **94WATER (949-2837)**.



Director’s Message

It is a pleasure to welcome our customers back to our offices, as Shelter-in-Place orders have been lifted. While we are back to usual working hours, you will see evidence of the “new normal” - these include protective bio-shields, social distancing, and the requirement of masks.

Supporting our customers through the COVID-19 pandemic has been a priority for us. We understand many customers continue to face financial difficulties. We encourage these customers to contact the Authority’s Customer Service team to arrange for a payment plan.

I’m also pleased to welcome back three of our

scholarship recipients, who are working with the Authority over the summer holidays, gaining important work experience.

I would also like to take a moment to remind our customers that we are still in the midst of a hurricane season. If you have not started your preparations, please start today. This year the prediction is for an above-average season, and we also have the challenge of facing the season during a global pandemic. This means preparation is critical.

— 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 treatment of wastewater and for the protection of the fresh groundwater lenses that exist throughout the Cayman Islands.

KNOWLEDGE ZONE

SAVE WATER THIS SUMMER

When temperatures rise, water usage usually does too.

Here are a few easy ways to conserve water.

1. Make sure your faucets are closed tightly and monitor for leaks. A slow drip can waste 15—20 gallons of water a day!
2. Water plants early in the morning to reduce the amount of water lost to evaporation.
3. Take shorter showers and install water-saving showerheads.
4. Populate your garden with native plants which can survive on just the water nature provides.

Visit

www.waterauthority.ky
for more tips on saving water around your house and garden!

HR Briefs

Welcome:

- **Shantel Ebanks**
Customer Relations Supervisor

No Rate Change

The Water Authority Regulations allow for an annual rate adjustment; however, this year, there will not be an increase in water and sewerage rates.

Under the current rate structure, the fee for the first 12 cubic metres (m³) consumed each month, which is equivalent to approximately 3,200 US gallons, is CI\$4.56 and CI\$5.79 on each m³ thereafter. In Cayman Brac,

residential piped water rate is CI\$6.21 on each m³ and trucked water customer fees are \$7.77 on each m³.

Sewerage rates are based on the assessed Sewerage Fixture Units (SFUs) for the service location in question and are calculated at a constant rate of CI\$1.672. The rate for septage disposal is CI\$17.018 per 1,000 US gallons.

“This has been a very challenging time for our community, and many of our customers are facing financial hardships due to the Coronavirus pandemic,” notes Water Authority Director Dr Gelia Frederick-van Genderen. “Water and wastewater services are vital for public health, and the Authority is pleased to continue to provide these services at an affordable rate.”

Stay Vigilant this Hurricane Season



family hurricane plan and ensure your emergency kit is fully stocked.

As you make the necessary personal preparations, please continue to take action to prevent the spread of COVID-19.

The 2020 Atlantic Hurricane Season forecast predicts an above-average season, which means it is crucial that all residents remain vigilant and prepared for the possibility of a storm; especially as we approach the peak of hurricane season.

This year we also have the challenge of facing a hurricane season during a global pandemic.

If you have not adequately prepared yet, please get started today! Review your

Throughout the hurricane season, the Authority will be sharing survival tips on our social media pages (Facebook, Instagram, Twitter). Preparedness tips, as well as important updates, can also be found on the Authority’s website at www.waterauthority.ky/hurricane-preparedness or at www.caymanprepared.ky.

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

Water Authority Welcomes Scholarship Recipients



Water Authority welcomes three of its current scholarship recipients. Kaled Giron, Lisaida Swaby-Oliva and Alexander Elias are all working with the Authority over the summer, gaining hands-on experience in a professional environment.

Ms Swaby-Oliva is working with the Authority’s Finance Department, while both Mr Giron and Mr Elias are working with the Authority’s Information Systems Department.

Earlier this year the Authority hosted several students from the Cayman Islands Further Education Centre and Light-house School for work experience. These students were Tianna Hurlston (photo on the left), Stefan Bodden, Diondre Wright, Shemar Scott, Savio Castro, Trystan Wilson, and Antwon Watler. The students wrapped up their work experience in early March 2020.

