



What's On Tap?

Volume 14, Issue 1 | February 2021

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



IS YOUR ACCOUNT INFORMATION CORRECT?

If your contact information, mailing 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

Apply Now for the 2021 Scholarship!

The Authority is now accepting applications for the 2021 Annual Scholarship.

Every year the Authority offers a scholarship of up to CI\$30,000 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.

WHO CAN APPLY

If you are Caymanian, 18 years of age or older, and accepted to an accredited and competitive

educational institution, you may apply for this opportunity!

HOW TO APPLY

The full application package can be downloaded from the Authority's website at www.waterauthority.ky

PRIORITY SUBJECTS

Priority subject fields include engineering, accounting, business management, hydrogeology, GIS technology, chemistry, etc.



The full listing of the Authority's priority fields is available on our website!

IMPORTANT DATES

The deadline to apply for the Authority's **Annual Scholarship** is **Friday 30 April 2021!** For inquiries about the scholarship email hr@waterauthority.ky



Director's Message

On behalf of the Water Authority Board, management and staff, I would like to wish our valued customers and their families a healthy and prosperous New Year and thank our customers for their continued support.

The new year brings with it the arrival of the COVID vaccine. While this presents us with a "light at the end of the tunnel" as it relates to the pandemic, it is still necessary to take precautions to protect public health. That is why the Authority has implemented a 'no contact' policy with our field staff. You can learn more about this policy in this edition of our newsletter.

The Authority is now accepting applications for our 2021 Annual Scholarship. You can read above to learn about the requirements and how you can apply. We look forward to receiving the applications and supporting our future water professionals.

I am proud to share that our staff raised CI\$3,882 for the Cayman Food Bank, during our annual holiday fundraiser 'Project Angel Tree'. The food bank has been a critical resource for many in our community that continue to feel the pandemic's economic impacts. We are pleased to support their continued efforts.

— 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

IS YOUR ACCOUNT INFORMATION UP TO DATE?

It is important to ensure the contact information, mailing address and service address associated with your account are accurate.

If the Authority's system flags your property as having higher-than-normal water consumption that may indicate a leak, the Authority will attempt to contact you.

Without valid contact and address information, the Authority cannot contact you should such an emergency arise.

If your contact information, service or mailing address has changed recently, please visit www.waterauthority.ky and download the Customer Information Update Request Form from the homepage.

Please email completed forms to the Authority at info@waterauthority.ky.

HR Briefs

Welcome:

- **LaTishia Smith**
Senior Operator-
WWTP
- **Matthew Miller**
Assistant Operator-WS
- **Carlos Garcia Mena**
Assistant Operator-WS

COVID Safety: No Contact with Field Workers

As residents self-isolate at home upon returning to the Cayman Islands, the Authority has taken measures to ensure there is no contact between customers and the Authority's field workers to protect public health.

In Grand Cayman, instead of a door hanger being left on the front door of a residence from a meter visit, notices are now left in the meter box, which is typically located at

the property's front. Every effort will be made to contact customers via the telephone to communicate any issues identified.

All customers are therefore urged to ensure their contact details are current. Visit our website www.waterauthority.ky and download the Customer Information Update Request Form from the homepage, and submit

the completed form to info@waterauthority.ky.

In Cayman Brac, Water Authority staff will maintain social distance when making trucked water deliveries. Customers are also asked to social distance from Water Authority staff to safeguard public health.

Let's all continue to do our part to keep our community safe and healthy.



Project Angel Tree Supports Cayman Food Bank

Every year during the holiday season, the Water Authority's employees join together to raise money for a local non-profit through an initiative called "Project Angel Tree". The Authority's 2020 Project Angel Tree initiative raised CI\$3,882 to support the Cayman Food Bank.

The Cayman Food Bank works to help feed the most vulnerable populations in our community—children, families and seniors. The Cayman Food Bank, along with other local charities, have worked hard to keep up with the unprecedented demand due to

the COVID pandemic.

"Many in our community continue to deal with the economic challenges of the pandemic and the work of the Cayman Food Bank is critical to supporting those in need. The Authority staff and Board were

pleased to be able to support the organisation's efforts to feed our community's most vulnerable," explains Water Authority Director Dr Gelia Frederick-van.

The Authority's employees joined together to raise CI\$1,941, which was then generously matched by the Water Authority Board.

The proceeds from the Project Angel Tree initiative benefit a different local non-profit organisation every year!



PROJECT ANGEL TREE