

# What's On Tap?

Volume 15, Issue 1 | February 2022

(l-r) former scholarship recipients Kaled Giron and Lisaída Swaby-Oliva, current scholarship recipient D'Vonte Joseph, former scholarship recipients Kristina Hydes and Chryna Retumban.

## 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](mailto:info@waterauthority.ky)

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

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

## Apply Now for the 2022 Scholarship!

The Authority is now accepting applications for the 2022 Annual Scholarship.

Clean water is essential for environmental and human health, economic growth, and social development. The Water Authority-Cayman, is committed to investing in the future to ensure our water and wastewater operations can keep up with the rapid pace of development; and we are looking for the next generation of water professionals to help us do just that.

The Authority offers paid summer internships and a C\$35,000 Annual Scholarship to

obtain an undergraduate academic or technical/vocational degree or diploma in a field of study relevant to the Authority's 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](http://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 **Saturday 30 April 2022!** For inquiries about the scholarship email [hr@waterauthority.ky](mailto:hr@waterauthority.ky)



## Director's Message

On behalf of the Water Authority Board, Management and Staff, I would like to wish you and your family a healthy and prosperous New Year and thank our customers for their continued support.

This new year, we continue our efforts to live with COVID. An important part of that is taking necessary precautions to protect public health. With this and the recent rise in cases of Omicron, the Water Authority is encouraging customers to take advantage of our e-services as a means of conducting business with us. You can learn more

about the services available in this edition of our newsletter.

The Authority is now accepting applications for our 2022 Annual Scholarship. The water industry is critical to society, and we need young professional with various skills to provide this essential service. So, whether you see yourself in a lab coat or a hard hat, working in the field or at a desk, the Authority has a career path for you! You can read the above story to learn about the requirements and how you can apply.

— 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](http://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](mailto:info@waterauthority.ky).

## HR Briefs

### Welcome:

- **Perry Smith Jr.**  
*Onsite Wastewater Inspector*
- **Tyrese Reynolds**  
*Meter Reader*

### Appointments:

- **Jovan Whittaker**  
*Foreman-WS*
- **Kristina Hydes**  
*Applications Support Manager (Designate)*

## COVID Safety: Utilizing Online Services

Due to the high number of COVID cases in the community, Water Authority-Cayman is encouraging customers to conduct as much business as possible online or over the phone and avoid coming into the office.

### Pay Your Bill Online

Need to pay a bill? You can do it online. Just visit our website [www.waterauthority.ky](http://www.waterauthority.ky) and click on the "Pay My Bill" button.

You can also make a payment via online banking or at the Post Office.

### Getting Support for Service Issues

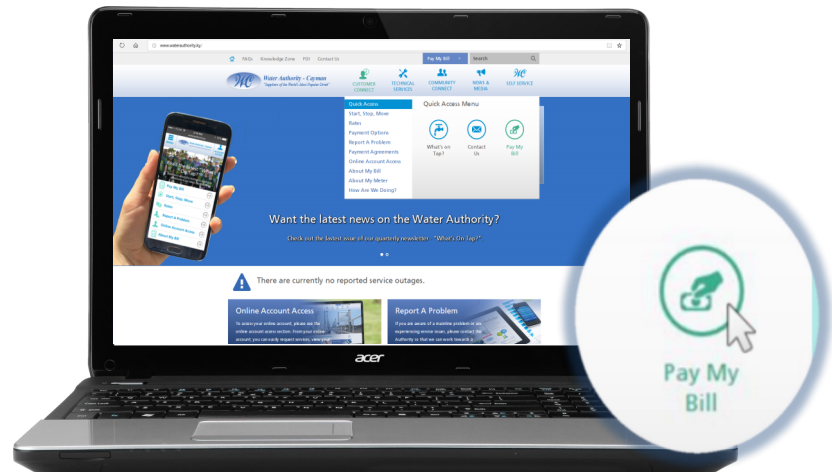
Are you experiencing service issues? Contact our Customer Service team via the phone on 949-2837 or email [info@waterauthority.ky](mailto:info@waterauthority.ky).

### Apply for Online Access

Property Owners are eligible to register for an online account with the Water Authority. Having an online account means you can easily view your bill and make emergency service requests from the safety of your home. Email our Customer Service team at [info@waterauthority.ky](mailto:info@waterauthority.ky) today to register for your online account.

Don't forget to practice good hygiene by washing your hands frequently with soap and water.

For updates from the Water Authority visit our website [www.waterauthority.ky](http://www.waterauthority.ky) and our social media pages. Let's all continue to do our part to keep our community safe and healthy.



## Understanding Your January Bill

All monthly water bills are made up of four components: a meter rental fee, an Energy Adjustment Factor (EAF), a statutory fee and your usage. If an increase is noticed in your January bill, it will most likely be due to a combination of the length of the meter reading period and an increase in your usage.

The main component of your monthly bill is your usage, which varies according to how much water was metered at your service

location. Entertaining guests and/or having children home from school can mean increased usage over the Christmas holidays, that is then reflected in your January bill.

However, even if your daily usage did not increase significantly over the holiday period, your January bill will normally be higher because it covers a longer meter reading period than the December bill. Due to the holidays, the meter reading period is shorter in December.

Although the Water Authority makes every effort to identify anomalies in your consumption history and double-check all bills flagged for review by our billing system, we also encourage you to monitor your own usage and be aware of changes in your daily life that could impact how much water your household uses.

For more information on rates or how to read your meter, please log on to [www.waterauthority.ky](http://www.waterauthority.ky).