



What's On Tap?

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Water Authority crews conducting leak detection work in Cayman Brac.

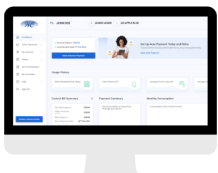
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CONTACT US

General Enquiries:
94WATER (949-2837)

Emergencies:
946-HELP (4357)

E-mail:
info@waterauthority.ky

Website:
www.waterauthority.ky

Online Account Access:
online.waterauthority.ky

Improving Service In Cayman Brac

Water Authority is conducting an extensive leak detection project in Cayman Brac. The project began in late April and will run through late May/early June. This essential leak detection project is a proactive measure from the Authority to identify potential leaks within the distribution network, engage in timely repair work and improve overall service delivery.

Work commenced at Georgiana Drive and will progress towards the Northeast, coming to completion at Watering Place Road. The project will be carried out in sections, focusing on specific roads each week. Customers will be notified of service interruptions in their area a minimum of 24 hours in advance via door notices. Customers will also

receive a door notice upon service restoration. Service interruptions will be scheduled to take place on **weekdays only, from 8:00 A.M. – 12:00 P.M. or 1:00 P.M. – 4:00 P.M.**

Customers are advised to store enough water for personal use during service interruptions and limit the use of water-intensive appliances.

In the event of an unplanned service interruption, customers can visit the Authority's website, www.waterauthority.ky, for outage updates. Customers can also contact the Customer Service Team in Cayman Brac by calling **948-1403** or emailing braccs@waterauthority.ky.

The leak detection work follows extensive efforts to meet water

demand challenges faced in Cayman Brac last year. These efforts resulted in a 70% increase in the Authority's water production capacity, which allowed the Authority to remove the 2,000-gallon restriction on trucked water orders implemented in early 2023. The Honourable Premier made this announcement at the Grand Opening of the Authority's Cayman Brac Customer Service Office in March.

The Authority has also made efforts to accelerate the preliminary hydro-geological investigation for the Bluff Water Works Project. These investigations are the next critical step in determining the design of the abstraction and disposal wells to develop the new reverse osmosis plant at this site.



Director's Message

The Authority has been making significant investments in projects that maintain our current infrastructure and ensure we meet the demands of a growing population. Those efforts are particularly evident with our Cayman Brac operations. This *What's on Tap?* issue outlines details of important leak detection work currently taking place on the sister island that will improve the Authority's overall service delivery.

This issue also focuses on the benefits of drinking tap water instead of drinking from single-use plastic water bottles. It's a timely reminder following the global focus on the negative impact of plastic on our planet during this year's Earth Day commemoration.

The last quarter was one of service for the Authority. As part of the final events of the Authority's 40th Anniversary Celebration, our staff participated in a company-wide volunteer day. From tree planting to clean-ups, it was a fantastic day for the Authority to give back to the community. Additionally, the Authority has donated several water filling stations at public locations, including primary schools, public parks and sporting facilities, making tap water even more accessible to the community.

Looking ahead, it's important to note that hurricane season is on the horizon. Now is the time to prepare. This newsletter has some initial steps you can take to get ready for the season.

— 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

BE PREPARED

The Atlantic Hurricane Season will begin on 1 June. Now is the time to prepare.



Here are actions you can take now to get your family, home and business ready.

- Trim or remove trees and shrubs close to your water pipes and meter box.
- Create an emergency plan and stock up on emergency supplies, including potable and non-potable water.
- Install a shut-off valve after the meter if you do not have one.
- If you have a shut-off valve, test it regularly, and if it is not working correctly, have it repaired or replaced.
- Locate your sewer cleanout lid and clear away vegetation or obstructions.
- Install a sewage backflow prevention device if you do not have one.

HR Briefs

Welcome:

- **D'Yonte Joseph** (former scholarship recipient) Graduate Engineer
- **Darrin Frederick Jr.** Assistant Operator-WW
- **Esther Anderson** Customer Service Representative
- **Arianne Wilson** Accounts Officer
- **Diarra Hoyte** Graduate Engineer
- **Vasco Holloway** Engineer-WP

Appointments:

- **Jason Seymour** Senior Operator-RO Plant
- **Winston Lightbody** Assistant Operator-WS
- **Nickeah Esteban-Chantilope** Customer Service Office Supervisor-CYB

Water Authority Gives Back



For World Water Day (22 March), Water Authority gave back to the community with an afternoon of volunteering. The Authority's offices closed early to allow staff to spend the afternoon participating in various events such as planting trees, cleaning up the roadside

and beach, walking dogs and more!

The "Give Back" day wraps up the Authority's 40th Anniversary charitable events. Community service has been a critical driving force for the Authority's 40th Anniversary celebration. As part of this endeavour, the Authority has donated water bottle refilling stations to all government primary schools. In addition, refilling stations have been donated to the Truman Bodden Sports Complex, Cox Basketball Court, Ed Bush Field, and the Annex Field in Grand Cayman, as well as the West End Park, Spot Bay Park, Watering Place Park, and Cayman Brac Bluff Play Field in Cayman Brac. The Authority has donated reusa-

ble water bottles to all government primary school students. This donation makes tap water accessible to students and residents at these public facilities.

The Authority has also named the Queen Elizabeth II Botanic Park as the recipient of its Legacy Donation as part of its 40th Anniversary celebration. First announced at its Ruby Red Gala in December 2023, the Legacy Donation aims to support a project that future generations can benefit from and enjoy. The donation of \$50,000 will be used to develop the park's Children's Garden. Additionally, the Authority donated three water bottle refilling stations at the Children's Garden.



Ditch Plastic; Drink Tap

Earth Day 2024 put a focus on the negative impacts of plastics with the theme "Planet vs Plastics". With that focus in mind here are some reasons to ditch your single-use plastic water bottle and fill up your reusable water bottle with tap water.

Negatives of Single Use Plastic Water Bottles

- Bottled water companies are not subject to the same rigorous quality control standards as municipal water
- Bottled water companies are NOT required to disclose what is added to the water
- According to a World Health Organization study, microorganisms may grow in higher levels in bottled water

- On average, bottled water companies use 4 billion pounds of plastic to make single-use plastic water bottles each year. It takes 64 million barrels of oil to have enough energy to manufacture those water bottle
- Less than 30% of single-use plastic water bottles are recycled. The rest end up in our landfill or in our oceans and beaches

Benefits of Drinking Tap Water

- Tap water produced by the Water Authority undergoes daily testing to ensure its quality and safety
- Tap water is purified through a desalination process called reverse osmosis. It is one of the most effective filtration systems and removes 99.5% of dissolved salts
- Water produced by the Water Authority exceeds the World Health Organization's guideline for safe drinking water
- Tap water can be enjoyed on-the-go, in a sustainable reusable water bottle that will not end up in the landfill or ocean.

