



What's On Tap?

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We're social!



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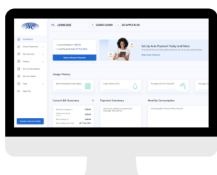
OFFICE HOURS

• Cashiers

Monday to Friday
8:30AM to 4:00PM

• Customer Service

Monday to Friday
8:30AM to 5:00PM



SIGN UP FOR THE CUSTOMER PORTAL

View and pay your bill, review
your usage history, make
service requests and so much
more!

CONTACT US

General Enquiries:

94WATER (949-2837)

Emergencies:

946-HELP (4357)

E-mail:

info@waterauthority.ky

Website:

www.waterauthority.ky

Online Account Access:

billpay.waterauthority.ky

Smart Ways to Conserve Water This Summer

Summer is here—and while it brings sunshine and fun, it also means our water usage tends to spike. Whether you're filling up a pool, watering the lawn, or just taking extra showers, those gallons can add up quickly. But the good news? With just a few simple changes, you and your family can save water, lower your bill, and do your part for the environment.

TRACK YOUR WATER USAGE LIKE A PRO

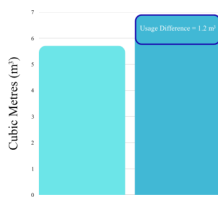
Think of your water meter as your home's water tracker. Getting into the habit of checking it can help you stay on top of your consumption—and spot leaks early.

Here's how:

- Carefully remove your meter box cover.
- Write down the numbers on the meter (the black and white numbers represent full cubic meters).
- Check again the next day at the same time.
- Subtract the first number from the second to find out how much water you've used.

(Example: If

Day 1 reads 5.71 and Day 2 reads 6.91, you used 1.2 cubic meters during that time.)



QUICK WATER-SAVING HABITS FOR THE WHOLE FAMILY

Small changes = big savings. Share these simple water-wise habits with your household:

- Double-check faucets are fully turned off—just one dripping tap can waste up to 4 gallons a day.
- Install water-saving showerheads and aim for shorter showers.
- Turn off the tap while brushing your teeth.
- Only flush when necessary—each flush can use 1-2 gallons, or between 3 to 5 gallons for older toilets.
- Don't overfill the pool—it's fun, not a fountain.
- Water plants early in the morning before the sun steals it away.
- Choose native plants for your garden. They're tough, beautiful, and need little to no extra watering once they're established.

Being mindful of your water usage doesn't mean giving up summer fun—it just means enjoying it smarter. By making water conservation a part of your summer routine, you'll help your wallet and the planet.

THANK YOU!



Thank you too all our customers who took the time to complete our customer satisfaction survey!

We're currently reviewing all the responses and will be using your input to identify ways we can improve and enhance your experience with us.

Your voice truly matters, and we're grateful for your feedback!



Director's Message

Summer is in full swing, and things are buzzing here at the Water Authority! One of the highlights of the season is welcoming a new group of bright, enthusiastic students through our Summer Internship Programme. This hands-on experience not only allows them to gain meaningfully work experience, but also gives them a front-row seat to the wide range of career opportunities in the water and wastewater industry.

With the rising temperatures, it's also the perfect time to think about water conservation. In this edition of *What's on Tap?*, we're sharing easy, practical tips to

help you and your family reduce water usage and stay efficient during the hotter months.

Lastly, a friendly reminder as we approach the peak of Hurricane Season—now is the time to make sure you're prepared. While we've had a calm start to the season, we know how quickly things can change. If you haven't begun your preparations yet, don't wait any longer.

Stay prepared, stay cool, and stay water-wise!

— 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

PAYMENT OPTIONS

The Water Authority offers our customers a variety of methods to make a payment to meet a variety of needs and preferences.

ONLINE: Pay online by visiting www.watauthority.ky and clicking "Pay My Bill" on the home page, or through our Customer Portal.

IN PERSON: Visit our offices
Grand Cayman, 13G Red Gate Road
Cayman Brac, #1 Avistar Building, West End West Road

DROP BOX: Pay by cheque and drop in the drop box at the Grand Cayman Office, 13G Red Gate Road

BANK: Pay in person at your local bank or via online banking. Please allow 3 business days for processing.

POST: Pay at your local Post Office. Please allow 3 business days for processing.

MAIL: Water Authority-Cayman, P.O. Box 1104, Grand Cayman, KY1-1102

Water Authority Welcomes Summer Interns

This summer, twenty-seven bright and motivated students have joined the Water Authority's team as part of its dynamic Summer Internship Programme. Designed to provide meaningful, hands-on experience, the programme gives students a unique opportunity to explore careers in the water and wastewater sector while gaining valuable insight into a professional work environment.

From Engineering to IT, Finance

to Water Quality Control, interns are embedded in departments across the Authority, contributing to real projects and learning directly from industry professionals. It's not just about shadowing—it's about doing, growing, and discovering their passion.

Interested in joining next summer? The Authority's Work Experience Programme is open to students eager to make a splash in their future careers. To learn

more about the programme visit the Authority's website www.watauthority.ky.

Applications open at the beginning of each year and applications are due 30 April each year.



HR Briefs

Welcome:

- **Eugene Myles**
Assistant Operator-CYB
- **Michael Barnes**
Assistant Operator-WS
- **Alexander Ebanks-Reve**
Assistant Operator-WW
- **Windell Scott Jr.**
Fleet Supervisor

Appointments/Promotions:

- **Carlos Garcia Mena**
Appointed to Operator-Water T&D
- **Neil McDonald**
Appointed to Operator-CYB

Milestone Anniversaries

- **Janice Dixon** (Cashier)
25 Years
- **Trecia Hew** (Finance Manager)
25 Years
- **Neil McDonald** (Operator-CYB)
20 Years
- **Betty Ann Hurlston-Parkinson** (Messenger)
20 Years
- **Al Frederick** (Assistant Quality Assurance Inspector)
20 Years
- **Gail Rankin-Lindo** (Receptionist)
20 Years



Store Water Before The Storm



At the Water Authority, preparedness is not just a priority, it's a year-round commitment. But as we enter the height of the season, it's important for all of us, to take proactive steps in safeguarding our homes, families, and communities.

Don't wait for a storm to arrive before you stock up on water. Instead, you should **store before** the storm. Ensure you stock up on water for both drinking and non-drinking purposes. You should aim to have at least a 3-day supply for every person in your household; that's one gallon per person, per day. Stock extra water for the elderly, pregnant and nursing women, and pets.

This is especially important as it may be necessary for the Authority to interrupt the water supply if a storm is heading to Cayman. The Authority would take this action to protect our critical assets, including stored water, pumps, and pipelines.

The effects of a storm can last long after it passes, and having a plan in place helps minimise stress, confusion, and risk during a potentially chaotic time. Past storms have taught us that even a tropical storm or lower-category hurricane can significantly impact our daily lives.

Let's work together to stay safe and resilient this hurricane season.