



# WHAT'S ON TAP?

Volume 19, Issue 1, February 2026



## OFFICE HOURS:

### Cashiers

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

### Customer Service

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



## Is Your Account Information Correct

If your contact information, postal address or service address has changed recently, contact our customer team to update you information today!



## 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:

[billpay.waterauthority.ky](http://billpay.waterauthority.ky)

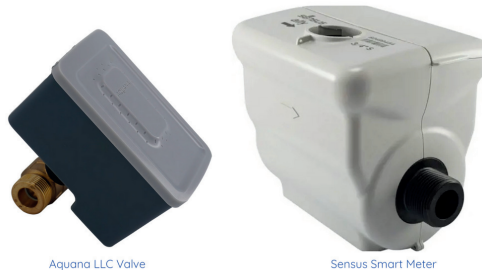
We're Social



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## Water Authority Launches AMI Project

The Water Authority – Cayman is set to begin the new year with the launch of an Advanced Metering Infrastructure (AMI) Pilot Project, marking an important step toward modernising its water management systems and enhancing customer service.



Aquana LLC Valve

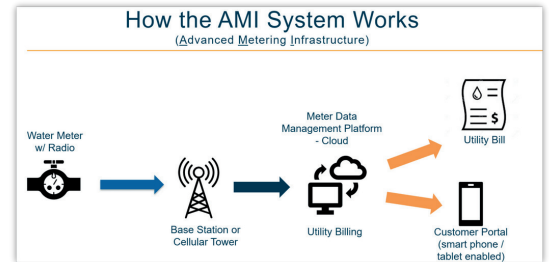
Sensus Smart Meter

*Image of water metering devices*

The pilot will test two smart metering technologies and assess the feasibility of remote meter reading under local conditions.

The result will guide future decisions on future island-wide rollout.

In the future, AMI technology is expected to offer benefits such as faster leak detection and on demand water usage information for customers.



Project logistics, including technical setup and installation planning, are currently being finalised, with more details to be shared in the coming weeks. Customers selected to participate will be contacted directly.

"This pilot represents a significant step forward in how we serve our customers," said Dr. Gelia Frederick van-Genderen, Director of the Water Authority. "By adopting advanced metering technology, we aim to improve efficiency, strengthen system reliability, and deliver greater value to the community."

Further information about the project will be shared on our website [www.waterauthority.ky](http://www.waterauthority.ky)

## Message from our Director



As we step into the new year, the Water Authority is pleased to share updates that reflect both progress and purpose.

This issue of our newsletter highlights initiatives that support how we serve our customers today, while also looking ahead to the future of water management in the Cayman Islands.

One key feature is the launch of our Advanced Metering Infrastructure (AMI) Pilot Project.

This initiative marks an important step toward modernising our systems and improving customer service. We are also proud to begin sharing plans to celebrate 35 years

of continuous service to the Cayman Brac community in 2026. A year-long series of activities will recognise our dedicated employees, engage customers, and inspire young people to consider careers in the water industry.

Additionally, in this issue of "What's on Tap?" we share some of the reasons you should ditch the plastic and start drinking tap water in the new year.

- Dr. Gelia Frederick-van Genderen | Director



## Knowledge Zone

### Understanding Your Bill

Your monthly water bill is made up of four parts: a meter rental fee, an Energy Adjustment Factor (EAF), a statutory fee, and your water usage- the largest and most variable portion.

If you notice an increase in your January bill, it is usually due to a combination of higher water use over the Christmas holidays and a longer meter reading period. Hosting guests or having children home from school often leads to increased water consumption, which is then reflected in January's bill. Even if daily usage did not change significantly, January bills are typically higher because they cover more days than December bills, which are shortened due to the holidays.

While the Water Authority closely monitors consumption patterns and reviews any billing anomalies, customers are encouraged to keep an eye on their own water use and consider lifestyle changes that may affect consumption.

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

## HR Briefs

### Joiners:

- Andre Mena-Hebbert: Junior Corporate Communications Officer, joined 11-Nov-25
- Gillian Hernandez: Laboratory Technician I, joined 01-Jan-26
- Jayden Downey: Laboratory Technician I, joined 21-Jan-26

### Staff Appointments/Movements:

- Carlos Vargas, appointed to Chief Operations Engineer and Head of Department for Operations GCM & CYB on 01-Nov-2025

### 2025 Chairman's Award Recipient:

- Kaled Giron, Applications & Network Support Specialist

### Milestone Anniversaries in January 2026:

- 5 Years: Carlos Garcia Mena, Operator-Water Treatment & Distribution
- 5 Years: Matthew Miller, Assistant Operator-WS
- 15 Years: Niccah Esteban-Chantilope, Customer Service Office Supervisor-CYB
- 20 Years: Casey Hickman, Assistant Operator-CYB

## Celebrating 35 Years of Service to Cayman Brac

In 2026, the Water Authority will mark a major milestone—35 years of continuous service to the Cayman Brac community. To celebrate more than three decades of dedication, the Authority has planned a year-long series of activities rooted in its core values of community service, employee recognition, and student education.

The anniversary celebrations will include customer and employee appreciation events, a family fun day, and a student education day, offering opportunities for the entire community to participate.

"We are very excited to reach this milestone and to celebrate it with our staff and customers," said Water Authority Director

Dr. Gelia Frederick-van Genderen. "Our hope is that these activities will deepen public understanding of the essential services we provide and highlight the commitment of our staff".

She added that the celebrations are also designed to inspire the next generation. "We want young people across the Cayman Islands, and in particular in Cayman Brac, to see the water industry as a meaningful and rewarding career path."

Members of the public are encouraged to follow the Water Authority throughout the year by visiting [www.waterauthority.ky](http://www.waterauthority.ky) and its social media platforms for updates and details on upcoming events.



Image: Reservoirs in Cayman Brac at the West End Water Works.

## Drink More Tap in 2026

It's a new year, make the resolution to drink more tap! The Water Authority produces tap water through reverse osmosis – one of the most effective filtration systems. Plus our accredited lab conducts daily tests to ensure our water is safe to drink straight from the tap. By drinking tap water, you can say goodbye to single-use bottles, ultimately saving your money and protecting the environment.

Is drinking plain water too boring? Stick to your resolution to drink more tap by spicing it up with different fruits and herbs – making it look and taste better and providing even more health benefits.



## SOCI Corporate Partner

Water Authority - Cayman is proud to announce that we are now a corporate partner of Special Olympics Cayman Islands (SOCI). We look forward to providing our support to the SOCI and their athletes.



## National Heroes Day

The Water Authority is deeply honoured to have been selected for recognition in the category of "Builders of Cayman" at the 2026 National Heroes Day. Our Director and Deputy Director were also recognised as "Infrastructure Innovators".

This moment belongs to every Water Authority employee—past and present—whose dedication over more than 40 years continues to build and sustain the Cayman Islands. We are also very grateful to our board members and Government Ministers who have given their strategic guidance through the years.