



Water Authority - Cayman

"Suppliers of the World's Most Popular Drink"

What's On Tap?

Volume 12, Issue 1 | February 2019



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!

See the article on the next page for more details!

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

Building a Lasting Legacy

In 2018, the Water Authority celebrated its 35th Anniversary having been founded by the passage of the Water Authority Law in 1983.

The year long celebration was focused on promoting tap water, educating, and engaging its employees.

The Authority created a promotional campaign on tap water highlighting the reliability, purity, and cost effectiveness of tap water. Throughout the year, interactive social media posts were pushed to engage the community.

Internally, an educational "Lunch & Learn" series was curated by all departments to inform all staff on the role each department played in making the Au-

thority a success. The Authority further embraced its corporate social responsibility by relaunching a social committee which spearheaded many initiatives for both internal and external customers.

The Authority saw its 35th Anniversary as a unique opportunity and used the occasion to help the Cayman Islands National Museum ensure the legacy of the Old Courts Building and the early pioneers of the Cayman Islands judiciary lives on by sponsoring the purchase of an animatronic figure of Ms. Annie Huldah Bodden.

Ms. Annie earned many "firsts" over the course of her lifetime. By the time she sat in the Legislative Assembly and approved the passage of the Water Authority

Law in November, 1982, she had already become the first female Chief Government Auditor, the first Caymanian woman to become an attorney, and the first Caymanian woman to earn an OBE.

The celebration culminated with an awards ceremony being held at Pedro St. James Castle on 8th December 2018. During this ceremony, the National Museum was presented with a cheque. Additionally, awards were presented to current and previous Board members Otto Watler, Brainard Watler, and Kearney Gomez for their contributions in the success of the Authority. Long serving staff members were also recognized for their dedication and hard work to the Authority.



Director's Message

On behalf of the Water Authority Board, management

and staff, I would like to thank our valued customers for your continued support, especially during our 35th Anniversary!

During our anniversary, in addition to celebrating many milestones, we celebrated the persons in our community who built the foundation for what is now the supplier of the world's most popular drink.

In support of our history and culture, the Authority chose to continue building upon this foundation and create a lasting legacy. We were happy to be able to support the Cayman Islands National Museum in the purchasing of an animatronic figure of Ms. Annie

Huldah Bodden.

Given the Authority's own history of strong, female leadership and the fact that Ms. Annie was supportive of the Authority's formation, it seems only fitting that her animatronic figure be the focus of the Authority's milestone donation.

As we begin a new year, I would also like to take this opportunity to remind all customers to ensure their account contact information is up to date. Having an updated telephone number or email address on file allows us to contact you should we identify a leak at your property or other special instances.

— 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 situation 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:

Alexander Walton

Engineering Assistant

Amory Smith

Executive Secretary & PA

Graham Ryan

Development Control Technologist

Kristina Powell

Applications & Network Support

Specialist (Designate)

Transfers/Promotions:

Damien DaCosta

GPS Technician

Jephunneh Welcome

GPS Technician

Apply Now for the 2019 Scholarship!

The Authority is now accepting applications for the 2019 Annual Scholarship. requested via email to hr@waterauthority.ky.

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. Hard copy applications are also available from the Authority's offices and may be

PRIORITY SUBJECTS

Priority subject fields include: engineering, accounting, business management, hydrogeology, GIS technology, chemistry, information technology, 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 CI\$30,000 **Annual Scholarship** is 30 April, 2019!

The deadline to apply for the Authority's **Summer Work Experience Programme** is 30 April, 2019. This programme is a great way for young people to gain first hand experience working at the Authority. The summer internship application form may also be found on the Authority's website.



IMPORTANT NOTICE:

Brac Connection Fee Waiver Extended to 31 December, 2019

Please note that the Water Authority Board has agreed to extend the period for the waiver of connection fees for the main and side roads in the area of the ongoing phases of the Cayman Brac Piped Water Expansion Project until 31 December, 2019

Piped water is more convenient and economical than trucked water! So what are you waiting for?

Tap into savings today - connect to piped water!

Your January Bill Explained

All monthly water bills are made up of three components: a meter rental fee, an Energy Adjustment Factor (EAF), 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 increase in your usage.

While your meter rental fee is a fixed monthly charge, the charges associated with the EAF and your usage may vary.

The EAF is calculated based on the electricity cost associated with the production and distribution of the water you use and fluctuates with the price of electricity.

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

Customers may find their January bills to be higher due to increased usage over the holidays as a result of entertaining guests or having children home from school.

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 your December bill, for example, which covers a shorter meter reading period due

to the Christmas and New Year holidays.

Although the Water Authority makes every effort to identify anomalies in your consumption history and double-checks 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.