



What's On Tap?

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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



GO GREEN!

Your bill is now available electronically. Reduce your impact on the environment by paying your bill online. Visit our website or call us to sign up for e-billing today!

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

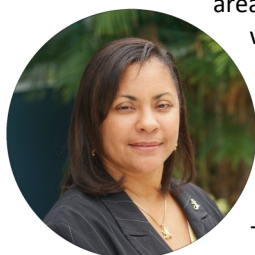
The Easiest Way to Pay Your Bill

Here at Water Authority Cayman we understand that our customers lead busy lives. That's why we've made sure to find ways to make it easy for you to conduct business with us.

One of the easiest ways to pay your bill is with our online payment system. To use the service you simply have to visit our website www.waterauthority.ky.

Once you've arrived on our home page, you can access the online payment by clicking the "Pay My Bill" button, located at the top of the screen, right next to the search bar.

You can also access the online payments service as you visit other areas of our website, thanks to



Director's Message

The Water Authority website is a wonderful tool that helps our customers connect with us instantly. Our "Pay My Bill" feature provides our customers with a convenient and secure way to keep their account up to date. I encourage all our customers to explore the site and take advantage of the many tools available online.

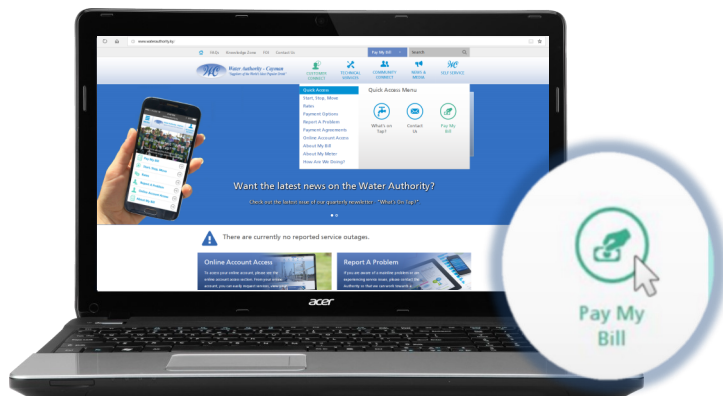
Our customers are our priority but the Authority is also committed to our local community and environment. The Authority was once again proud to be a sponsor of the Chamber's annual Island Wide Earth Day Clean Up. This is an opportunity to give back to the community that the Authority staff look forward to each year and we were happy to join the hundreds of volunteers who signed up to participate in the 2019 event.

the "Quick Access" feature. Simply hover over one of the sections in the top bar and a drop menu will appear giving you the option to pay online. You can also click on the "Self Service" section on the top bar to access the online payment system.

You do not need to register for an account to use the online

payment system. All that you need to provide is the service address, your account number and a valid debit or credit card.

Customers are also welcomed to visit our office between 8:30 a.m.—4:00 p.m. or use our dropbox for cheque payments during or after business hours.



This issue also gives you a glimpse into the key focus of the 2019 World Water Day, "Leaving no one Behind", and the work the Authority does to ensure the entire community has access to clean, safe and potable water.

We at the Authority are setting our sights on the upcoming hurricane season, which starts the 1st of June. I encourage everyone to start your preparations early and to follow the Authority on social media for important preparedness tips and public service announcements.

— 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

HURRICANE PREPAREDNESS

The Atlantic Hurricane Season begins on 1 June.

Before a storm occurs be sure to turn off the customer shutoff valve to minimize the chances of property damage or an unexpectedly high water bill. If your meter does not have a shutoff valve on the customer side, please contact the Authority to learn more about installing one.

Visit
www.waterauthority.ky
for more hurricane preparedness tips!

HR Briefs

Welcome:

- **Edlyn Ruiz-** Corporate Communications Officer
- **Sabrina Walton-** Customer Service Representative
- **Scott Towler-** Senior Engineering Manager
- **Chynna Retumban-** Laboratory Technician II

Promotions/Staff Movements:

- **Brian Martinez—** Appointed to Supervisor Water Treatment & Distribution
- **Jermeil Hydes-** Promoted to Quality Assurance Inspector

Earth Day Clean Up 2019

As an annual sponsor of the Chamber of Commerce's island-wide Earth Day Clean Up, Water Authority staff joined in once again to do their part to keep the Cayman Islands' natural environment healthy and pristine.

This year the team again decided to give its attention to the Eastern side of

the island, cleaning up in and around the beach off Spotter Way.

A team of 20 staff members, as well as family members and pets arrived in East End bright and early to start the cleanup process, removing close to 50 bags of garbage from the coastline.

"It's been great to be part of this," comments Edlyn Ruiz, a member of the Authority's Social Committee.

"Conservation and caring for the environment has always been important to the Authority, so it is nice to be an active part of that mission," she adds.



World Water Day: Water for All

Celebrated annually on 22 March, this year's World Water Day theme was "Leaving no one Behind".

Welcome Home!

Kristina Powell & Chynna Retumban

Both young women are Water Authority scholarship recipients and have joined the Authority full time in 2019.

We are so proud of their accomplishments and happy to have them on our team.



In 2010 the United Nations recognised access to safe and clean drinking water as a human right, but more than two billion people worldwide are still living without. Here in Cayman, the Authority's objective and mission is to ensure that we have clean, safe, potable water accessible to all of our population.

Currently the Authority supplies water to approximately 18,500 customers. To ensure we continue to meet the needs of our customers requires considerable investment in our water supply infrastructure. "We have about 480 km of pipeline, and we have a storage capacity of about almost 63,000 m³, four pumping stations, and

our production capacity is about 23,000 m³ per day," says Dr. Gelia Frederick-van Genderen, Director of the Authority. The Authority is also planning for the future demand for clean, safe water.

The Water Authority produces its fresh water by abstracting sea water from the ground, in a process called reverse osmosis, and practicing good environmental stewardship is a key priority for the Authority.

Our accredited laboratory runs a plethora of tests to ensure our tap water continues to meet the standards for safe drinking water, set by the World Health Organization.