



What's On Tap?

Volume 8, Issue 3 | August 2015

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Monday to Friday
8:30AM to 4:00PM
- Customer Service**
Monday to Friday
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CONTACT US

General Enquiries:
94WATER (949-2837)

Emergencies:
946-HELP (4357)

E-mail:
info@waterauthority.ky

Website:
www.waterauthority.ky

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Authority Focuses on Brac Customers

The Water Authority continues to focus on improving service to customers in Cayman Brac with the purchase of a new water tanker truck and the installation of approximately 12,500 feet of new pipeline as part of the on-going Cayman Brac Piped Water Expansion Project.

NEW PIPELINES INSTALLED

The most recent phase of the Cayman Brac Piped Water Expansion Project saw water pipelines installed along West End East Road and a number of side-roads between Tibbetts Square and the West End Primary School.

The Authority is waiving connection fees for customers located in the areas where water service is now available who apply for piped water service before 31 December, 2015.



"Now that piped water

is available to an even greater number of residents in Cayman Brac, the Authority is encouraging residents to apply for service as soon as possible to take advantage of the connection fee waiver," Customer Service Manager Joanna Welcome-Martinez said.

Service is now available along portions of West End East Road and the following side-roads: Amberville Lane, Barney's Road, an unnamed road off West End East Road, White Bay Road, Moon Lane, Lily's Lane, Venus Close and Pioneer Lane. Service is expected to be available to residents of Ethel Rose Road, Dream Lane, Savoy Close, and Cemetery Road by the end of August, 2015.

"The next step for residents in these areas is to apply for water service with the Authority," Mrs. Welcome-Martinez said.

The Cayman Brac Piped Water

Expansion project will continue along West End East Road and is expected to reach Faith Hospital by June 2016.

Water service application forms are available online at www.waterauthority.ky or from the Authority's Cayman Brac office at 96 Cross Road, West End.

NEW TANKER TRUCK ARRIVES

In addition to the newly installed pipelines, a new water tanker truck was recently shipped to Cayman Brac. The truck, which has a capacity of 4000 US gallons, will replace an older vehicle in the current fleet of six tankers.

"The Authority expects, however, that residents with access to piped water will connect to the piped water system for a continuous and cheaper supply of water rather than continuing to rely on trucked water deliveries," Mrs. Welcome-Martinez said.

Director's Message

This issue of What's On Tap? welcome 2012/2013 Scholarship Recipient Lydia details the continuing Piped McField back as a full-time employee after her recent graduation.

Brac, the return of Lydia McField (2012/2013 Water Authority Annual Scholarship Recipient) as the Authority's Accounts Officer, and the continued challenges posed by illegal connections.

The on-going expansion of the piped water distribution network in Cayman Brac is an important part of achieving the Authority's mission to ensure that the entire population of the Cayman Islands has access to a pure, wholesome and affordable supply of potable water.

In the background of these successes, however, is the challenge of illegal connections. Not only is it against the law to tamper with a water meter or divert water, but it may also pose a threat to public health and safety. The Authority recognizes that some persons may be struggling to pay their bills but such persons are encouraged to speak with a Customer Service Representative who can work with them to find a solution.

In addition, the Authority is very proud to

— 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

Atlantic Hurricane Season began on 1 June. Here are some tips to help you prepare your home and business for the possibility of a hurricane:

During the Storm

- Use stored water sparingly to prevent shortages in the aftermath of a storm
- Stay alert for sewage backups in the plumbing at the lowest elevations in your home
- Monitor the local radio stations and, if possible, the Authority's website for important updates

Visit us online for more, helpful tips!

HR Briefs

Welcome:

Gegofrey Brown
Cashier (Temporary)

Laurel Hydes
HR Administrative Assistant

Lydia McField
Accounts Officer

Interested in learning more about working for the Water Authority? Visit us online to learn more about our team!



Scholarship Recipient Returns

Lydia McField, recipient of the 2012/2013 Water Authority Scholarship, recently graduated with a Bachelor of Arts in Business Administration Management from the University of Florida. Lydia has since returned to work at the Authority as Accounts Officer.

Having interned with the Authority during her summer vacations while at university, Miss McField said the transition to full-time employee was effortless.

"I got used to everyone else so coming in full-time was really easy because I had already met everyone and got on well with them, and I was introduced to what my everyday roles would have been so it made transitioning easier," Miss McField explained.

In addition to making the transition to full-time employee easier, Miss McField also said that the skills and knowledge she gained as an intern complemented

her studies.

"Coming back here and seeing things that I learned in school and learning different leadership roles, leadership styles, different business aspects [...] It intertwined well," she said.

Miss McField has consistently achieved success over the course of her academic career, first graduating from John Gray High School in 2010 with seven CXC and five GCSE passes before continuing on to complete her Associate of Arts in Business at the University College of the Cayman Islands. Now that she has achieved her Bachelor's Degree, Miss McField has her sights on a Master of Business Administration.

"I've experienced living away so to give back to the community I'm considering just doing my MBA here," she said, explaining that she was particularly looking forward to volunteering with the Cayman



Islands Humane Society and the Cayman Islands Cancer Society.

Miss McField is one of several successful recipients of the Authority's student scholarship to return to work at the Authority. Other scholarship recipients who have since returned to work full-time with the Authority include Wade Mitchell-Evans (2006/2007), Sabrina Douglas (2009/2010) and Jodiann Jackson (2010/2011).

To read more about what the Authority's scholarship recipients or learn more about the Authority's Annual Scholarship should log on to www.waterauthority.ky/community-connect-scholarships.

The True Cost of Illegal Connections

Under the Water Authority Law it is illegal to excessively take water beyond one's reasonable needs, dishonestly divert water or tamper with any of the Authority's meters or pipelines.

Under the Law, only authorised Water Authority employees are permitted to install, remove or work on the Authority's meters or pipelines. In any instance where a meter or pipeline is found to have been tampered with or damaged in any way, or where the padlocks or seals have been removed, the water supply will be immediately discontinued and the

RCIPS contacted.

Any person who has committed a criminal offence in relation to a water meter will be liable to prosecution and on conviction be penalised by fines and/or imprisonment.

Illegal connections are not a victimless crime. Water that is used but not paid for can drive up water costs for customers who have legal connections and are paying their bills.

In addition, illegal connections can pose a significant public health and safety risk due to a lack of backflow prevention. Although the

Authority adds chemicals to the water to guard against the risk of contamination and conducts regular quality control monitoring throughout the distribution system, such a risk is still a concern.

If persons are struggling to pay their water bills, they are encouraged to come speak to a Customer Service Representative who will work with them towards a solution.

If you know of a possible illegal connection or tampered water meter, please contact the Water Authority immediately so that it can address the concern.