



What's On Tap?

Volume 13, Issue 1 | February 2020



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!

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

Dispose of Waste Oil/Fuel the Proper Way



A meter box contaminated with waste oil.

Over the last several months, the Water Authority has seen an increase of fuel and waste oil being improperly disposed of, in and around the water meter boxes. This poses a risk to the public water supply system.

Hydrocarbons such as gasoline, diesel, motor oil and kerosene are all considered hazardous materials and should never be disposed directly in or on the ground, in storm drains, waterways and Water Authority meter boxes. When hazardous

materials are not appropriately stored or disposed, there is the risk it can contaminate the public water supply and/or groundwater.

If a meter box is exposed to these contaminants, the Authority will clean it up to protect the water supply system. It takes substantial resources to clean up hydrocarbons from contaminated sites, including testing samples, and replacing equipment such as service lines. All this comes at a high cost, which will be passed on to the customer.

To avoid this, the Authority strongly urges its customers to do their part to protect the environment by following guidelines laid out by the Department of Environmental Health to store and dispose of hydrocarbons properly. All hydrocarbons should be stored in containers specially designed for this purpose; do not use empty

water bottles, plastic containers or containers that are left open. Hazardous waste must be separated from regular household garbage and dropped off at the landfill in the designated storage area for all hazardous materials so that it can be processed for proper disposal overseas.

If you suspect your water supply may be contaminated with hydrocarbons, please contact the Water Authority immediately.



Don't store your waste oil or clean car parts this way



Director's Message

On behalf of the Water Authority Board, management and staff, I would like to wish our valued customers and their families a happy, healthy and prosperous New Year, and thank our customers for their continued support.

This issue of "What's on Tap" outlines how the improper disposal or storage of oil or fuel can negatively impact the public water supply, groundwater resource and our health. I hope that after reading the story above, you are encouraged to do your part in safeguarding the environment.

On a more pleasant note, I am proud to share that our staff raised CI\$1,504 for the Special Needs Foundation,

during our annual holiday fundraiser "Project Angel Tree." We hope that this contribution will enable the Foundation to continue with their important work in the community. You can read more about Project Angel Tree on the following page.

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

YOUR JANUARY BILL EXPLAINED

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

January bills may 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, 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.

HR Briefs

Welcome:

- **Caleb Bennett**
Customer Service Representative

Staff Appointments:

- **Jefferson Laureano**
Appointed Assistant Operator-NW (CYB)
- **Kristina Powell (former scholarship recipient)**
Appointed to Applications & Network Support Specialist

Apply Now for the 2020 Scholarship!

The Authority is now accepting applications for the 2020 Annual Scholarship.

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 available at the Authority's offices.

PRIORITY SUBJECTS

Priority subject fields include: engineering, accounting, business management, hydrogeology, GIS technology, chemistry, 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 **Annual Scholarship** is **30 April, 2020!**

The deadline to apply for the Authority's **Summer Internship Programme** is **30 April, 2020**. This programme is an excellent 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.

For inquiries about the scholarship and internship email hr@waterauthority.ky.



IMPORTANT NOTICE:

Brac Connection Fee Waiver

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, 2020.

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

Tap into savings today - connect to piped water!

Project Angel Tree Supports Special Needs Foundation



Special Needs Foundation Cayman
together with our community



Every year during the holiday season, the Water Authority's employees join together to raise money for a local non-profit through an initiative called "Project Angel Tree".

The Authority's 2019 Project Angel Tree initiative raised CI\$1,508 for the Special Needs Foundation. The Special Needs Foundation advocates for individuals and families with special needs, as well as provide ongoing education to the public about the importance of inclusion for persons with special needs.

The Authority also supported the Special Needs Foundation through two staff dress down days in March 2019.

Dr. Gelia Frederick-van Genderen explained that supporting local non-profit organisations is dear to the hearts of the Authority's employees. "Community is very important to the Authority's employees and our continued support of organisations like the Special Needs Foundation over the years reflects our values as an organisation," she explained.

The Authority's employees joined together to raise CI\$754, which was then generously matched by the Water Authority Board.

The proceeds from the Project Angel Tree initiative benefit a different local non-profit organisation every year!