Water Authority - Cayman
"Suppliers of the World's Most Popular Drink"

WHAT'S ON TAP?

Volume 19, Issue 4, November 2026

OFFICE HOURS:

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

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



Give the Gift of Water

Water Authority gift certificates make a unique, practical gift and are available in denominations of CI $10, CI $25, CI $50 and CI $100!

CONTACT US

General Enquiries:
94WATER (949-2837)

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billpay.waterauthority.ky

Investing in Cayman's Future

Water Authority–Cayman is proud to announce its 2026 Scholarship recipients, Jaheem Hayles and Lincoln Rankin, who are both pursuing engineering degrees at universities in the United Kingdom.

Mr Hayles, recipient of the Authority's Annual Scholarship, will study Civil Engineering at the University of Birmingham. A graduate of Layman E. Scott Sr High School and UCCI, he previously completed a summer internship with the Authority's Water Resources & Quality Control laboratory, gaining valuable experience and demonstrating a strong interest in the Authority's work.

Mr Rankin, recipient of a Supplemented Bonded Scholarship, will study Mechanical Engineering at Swansea University. A graduate of John Gray High School and UCCI, he also completed an apprenticeship as a Network Engineer Technician with Flow. He plans to return to the Authority and contribute to the design, calculation and maintenance of pumping systems, pipe networks and mechanical equipment.

Both awardees share an interest in engineering and its role in developing sustainable, reliable infrastructure for Cayman.

Each year, we offer scholarships of up to CI$40,000 to support Caymanians pursuing relevant academic or technical qualifications. Applications for the 2027 Scholarships and Grants open in November 2026. Visit www.waterauthority.ky/scholarships-how-to-apply for more information.



Image: Water Authority-Cayman Deputy Director, Tom van Zanten with Jaheem Hyles (right) and Lincoln Rankin (left)

Message from our Director



As we look back on the past few months, I am encouraged by the progress we continue to make in serving our customers, strengthening our operations and investing in the future of the Cayman Islands.

The positive results of our recent **Customer Survey** are particularly meaningful. Your feedback helps us understand what we are doing well and where we can improve. Thank you to everyone who took the time to share their experiences with us. We remain committed to listening, learning and delivering the reliable service you deserve.

Education and community engagement have also been important initiatives. **Geology Education Week 2026** brought students, teachers and professionals together across Grand Cayman and Cayman Brac to explore the geological foundations of our islands and their connection to our water resources. These opportunities help inspire future generations and deepen understanding of the work we do.

We also reached an important milestone with the completion of our **Advanced Metering Infrastructure Pilot Project**. The insights gained from the pilot will play a critical role in shaping our next steps and ensuring that any future deployment delivers meaningful benefits to our customers and operations.

Finally, congratulations to our 2026 Scholarship recipients, Jaheem Hayles and Lincoln Rankin, as they pursue engineering degrees. Supporting Caymanian talent is an investment in the future of our industry and our islands.

Dr. Gelia Frederick-van Genderen | Director

Knowledge Zone

Be mindful of holiday water consumption



The holiday season is just around the corner! With festive activities, guests visiting and children home from school, household water use can increase during the holidays. Extra cooking, cleaning, laundry, showers and other activities can all contribute to higher consumption.

It's also important to remember that December has a shorter meter reading period due to the holidays. As a result, water used over Christmas and New Year will be reflected in your January bill, which may be higher due to both increased holiday usage and the longer billing period.

You can keep track of your consumption using our helpful daily water usage chart, which can be found www.waterauthority.ky.

HR Briefs

Joiners:

Shawn Hamilton: Onsite Wastewater Inspector, joined 03-Aug-26
Quindon Patico: Meter Reader, joined 01-Sep-26
Adam Rankin: Meter Reader, joined 01-Sep-26
Atikell Smith: Assistant Operator, Wastewater, joined 01-Oct-26
Paul Jacas: Assistant Operator, Wastewater joined 01-Oct-26

Staff Appointments/ Movements:

Amadeo Duran: internal transfer, appointed to Meter Reader
Kaled Giron: internal promotion to Applications Support Manager

Anniversaries (Q3 2026):

5 Years:

- Derrol Bodden, Operations, Building & Equipment
- Monique Duarte, Human Resources & Administration
- Eric Jackson, Operations, Water Supply
- Kaled Giron, Information Systems

10 Years:

- Leanna Jackson, Operations Cayman Brac
- Dione Scotland Rivero, Water Resources and Quality Control
- Kodie Scott, Water Resources and Quality Control

15 Years:

- Krista Powell, Water Resources & Quality Control

20 Years:

- Damien DaCosta, Engineering Services
- George Forrester, Engineering Services
- Jason Seymour, Engineering Services

35 Years

- Anthony Archibold, Engineering Services

Customer Survey Delivers Strong Results

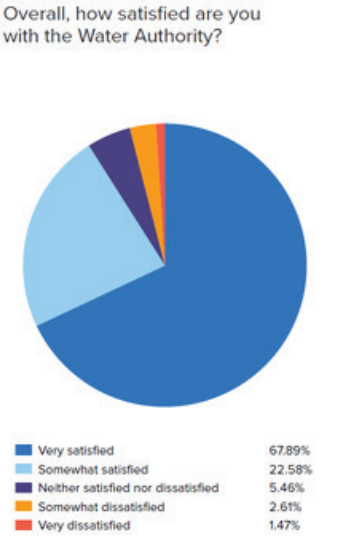
Thank you to the 1,238 customers who took the time to participate in our first annual Customer Satisfaction Survey and shared their experiences on our services.

The results show a very high level of satisfaction, with 90.5% of respondents satisfied with WAC overall, while 96.9% described their water supply as reliable. Customers also gave strong feedback on our Customer Portal, with 88.6% of users satisfied and 93.2% saying it completely or mostly meets their needs.

"We are very encouraged by the overall results and grateful to everyone who took the time to participate," said Chief Business Relations Officer Joanna Welcome-Martinez. "This feedback gives us valuable insight into what matters most to our customers and where we can continue to improve. We will use these findings to enhance out services going forward."

The feedback also highlighted opportunities to improve billing confidence, water pressure in specific areas, more direct communication options about planned works and further digital enhancements.

Several of these concerns already align with work underway or planned. The survey provides an important baseline against which we can measure progress annually and ensure our improvements translate into an even better customer experience.



Source: Water Authority-Cayman Customer Satisfaction Survey 2026

Planning Ahead: Managing Access to Your Water Authority Account



Water Authority-Cayman takes confidentiality very seriously. Are you too busy or unable to efficiently manage your account? A third party, including your spouse, child, family member or tenant, does not automatically have authorisation to access or manage your account. Consider adding an Authorised User/ Tenant, or Power of Attorney to your account. Submit your request along with a valid ID displaying the new user's signature (i.e. passport, driver's license or voter's ID) to the general mailbox at info@waterauthority.ky, or visit our office to speak with a Customer Service Representative.

Advanced Metering Infrastructure Project Concludes

Water Authority–Cayman has completed its Advanced Metering Infrastructure (AMI) Pilot Project, launched in February 2026 to evaluate smart metering systems and communications technologies under local conditions.

The pilot explored technologies with the potential to improve operational efficiency, enhance leak detection and provide customers with more timely water usage information. Findings will inform the Authority's next steps towards modernising its piped water distribution network.

Smart meters installed during the pilot will remain in place but will be read manually for billing, as communication features are now inactive. Over the coming months, the Authority will analyse the results to guide decisions on potential future deployment and customer benefits.

