

## OUR COMMITMENT to you

The Water Authority was established in 1983 as a statutory body responsible for supplying wholesome and affordable drinking water to the people of the Cayman Islands.

The Water 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.

For more information, visit us at  
[www.waterauthority.ky](http://www.waterauthority.ky)

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**Water Authority - Cayman**

*"Suppliers of the World's Most Popular Drink"*

### GRAND CAYMAN

P.O. Box 1104, Grand Cayman, KY1-1102,  
Cayman Islands

Tel: (345) 949-2837 Fax: (345) 949-0094

Email [info@waterauthority.ky](mailto:info@waterauthority.ky)

### CAYMAN BRAC

P.O. Box 240, Cayman Brac, KY2-2002,  
Cayman Islands

Tel: (345) 948-1403 Fax: (345) 948-1404



## HOW TO FILE A COMPLAINT

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by the Authority. The Authority will investigate any/all complaints received.



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Please note, initial customer queries, such as questions regarding your monthly bill or water meter readings, etc. do not necessarily constitute grounds for a formal complaint and may be addressed by e-mailing [info@waterauthority.ky](mailto:info@waterauthority.ky).



## How Your Complaint Will Be Handled

All complaints received by the Authority are acknowledged within the same day of receipt.

The Authority strives to ensure that all complainants receive a written response within 10 working days of the complaint being received. Should it take longer than 10 working days to resolve the complaint, you will be notified by the Authority.

Please note that complaints regarding accounts will only be accepted from customers as the Authority does not divulge any customer information to a third party unless compelled by law.

Actions that may be taken to resolve a complaint include but are not limited to:

- An explanation,
- An apology,
- A change in policy/procedure,
- A refund of charges if service has not been rendered as charged.

## What To Do If You Have A Complaint

### STAGE 1

If you have a complaint about the service or actions of the Authority, you may inform the Authority by telephone, mail, e-mail, or fax. All complaints should be directed to the Customer Service Manager.

Complaints submitted via e-mail should be sent to [complaints@waterauthority.ky](mailto:complaints@waterauthority.ky).

### STAGE 2

If you are not satisfied with the response

received from the Customer Service Manager, you may escalate the complaint to the Director of the Water Authority.

### STAGE 3

If you are not satisfied with the response received from the Director, you may escalate the complaint to the Chairman of the Water Authority Board.

### STAGE 4

If you are not satisfied with the response received by the Water Authority Board, you may escalate the complaint to the Ombudsman.

## Complaints The Authority Cannot Decide

There are certain complaints that the Authority, including the Director, *cannot* deal with. These include:

- Services/businesses not regulated by the Water Authority. These may be activities of the Department of Environment, the Planning Department, or LIS, other Government entities or private companies, etc. These include but are not limited to planning approval, garbage dump, recycling of trash, GIS maintenance of utilities assets, etc.
- Issues between an individual and any third party (i.e. an individual and a water trucker/septage trucker/well driller/plumber) which can be dealt with through the courts. These include questions of law and assessing damages.
- Issues between a tenant and a landlord.

## Disputes The Authority Can Decide

Complaints that the Authority *can* deal with include:

- A customer's right to a payment or credit under the Water Authority Law & Regulations if service not received.
- A customer's right to have a meter tested.
- The terms and conditions applied when granting a payment agreement.
- The conditions and costs set for a developer making connections to water/sewer mains.
- The charges or disconnection costs that must be paid before a customer's supply is reconnected.
- The terms and conditions applied by for connecting a supply to the mains so that a meter can be installed.
- The need for a customer's property to have separate meters.
- A proposal or refusal to adopt sewers or sewage-disposal works, or about the conditions in an adoption agreement.
- A refusal to allow private sewers and drains to be connected to public sewerage systems.
- A requirement to inspect the drain or sewer before allowing a connection to the public sewerage system.
- The cost assessed to connect premises to the public sewerage system.
- The suitability of a sewer to replace an existing private sewerage system which the Authority considers unsuitable or is due to be replaced.

Visit [www.waterauthority.ky](http://www.waterauthority.ky) to learn more.