

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

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Water Authority - Cayman

"Suppliers of the World's Most Popular Drink"

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CUSTOMER CONFIDENTIALITY

Water Authority - Cayman believes that only you should be able to access your account information. The Authority takes the confidentiality of your account information very seriously.



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Q: IS THIS A NEW POLICY?

A: No, this is not a new policy. However, the Authority is now strictly enforcing the customer confidentiality policy across all its departments.

What Does The Policy Mean For Me?

If you have questions about a customer account, please see a Customer Service Representative. The Cashiers will not be able to assist you.



The Water Authority believes only you should be able to access your customer information. That is why it **can only give information about customer accounts to the account holder or persons the account holder has authorised to access their information.**

If you are not the account holder and the account holder has not authorised you to access his/her account information, no Water Authority employee can disclose information about that account to you.

The Water Authority will continue to accept payment on an account from persons who are not the account holder or authorised signatory. However, Authority employees will not be able to give such persons any information about the account including outstanding balances on the account, etc.

Cashiers cannot answer questions about customer accounts – this includes questions about outstanding balances or bill amounts. **If you need account information, you must speak with a Customer Service Representative.**

The customer confidentiality policy is necessary to protect your personal information and the Authority thanks its valued customers in advance for your kind cooperation with this policy.

What Do I Need To Pay My Bill?

To prevent any inconvenience, if you are not an account holder or authorised signatory, you are encouraged to either:

- **Bring a copy of the bill you are seeking to pay with you,**

OR

- **Know the account number and amount you wish to pay.**

If you are an account holder or authorised signatory, you can access information about your account provided you are able to supply the Authority with a valid identification document.

Customers who have tenants are encouraged to add those persons as authorised signatories and/or register them to receive bill copies to avoid any future inconvenience. The necessary forms to do so are available online at the Authority's website at www.waterauthority.ky.

For more information about the customer confidentiality policy, please visit the Authority's website, or the Authority's Administrative Headquarters and speak with a Customer Service Representative.