



Water Authority - Cayman

"Suppliers of the World's Most Popular Drink"

WATER SERVICE APPLICATION INFORMATION SHEET

Please note that the Water Authority can only accept applications for water service from the registered **property owner(s)** and the registered property owner(s) **must appear in person** when submitting the completed application form or their signatures on the form must be witnessed by a **Justice of the Peace or Notary Public**. Please complete and submit the Customer Service Application Form, along with the associated fees and documents, to the Water Authority Administrative Headquarters at 13G Red Gate Road, George Town, Grand Cayman, or #1 Avistar Building, West End West Road, Cayman Brac

Required Submittals Checklists:

INDIVIDUAL

- ☐ Completed Customer Service Application Form
- ☐ Identification (e.g. passport, driver's licence)
- ☐ Land Registry (less than 6 months old)
- ☐ Power of Attorney (if necessary)
- ☐ New Service Connection fee (includes deposit)
- ☐ Existing Service Transfer fee

STRATA

- ☐ Completed Customer Service Application Form
- ☐ Identification for each account signatory (e.g. passport, driver's licence)
- ☐ Land Registry (less than 6 months old)
- ☐ Resolution
- ☐ List of authorised signatories/strata by-laws
- ☐ Personal Guarantees for each signatory (e.g. strata president)
- ☐ New Service Connection fee (includes deposit)
- ☐ Existing Service Transfer fee

After You Submit Your Application:

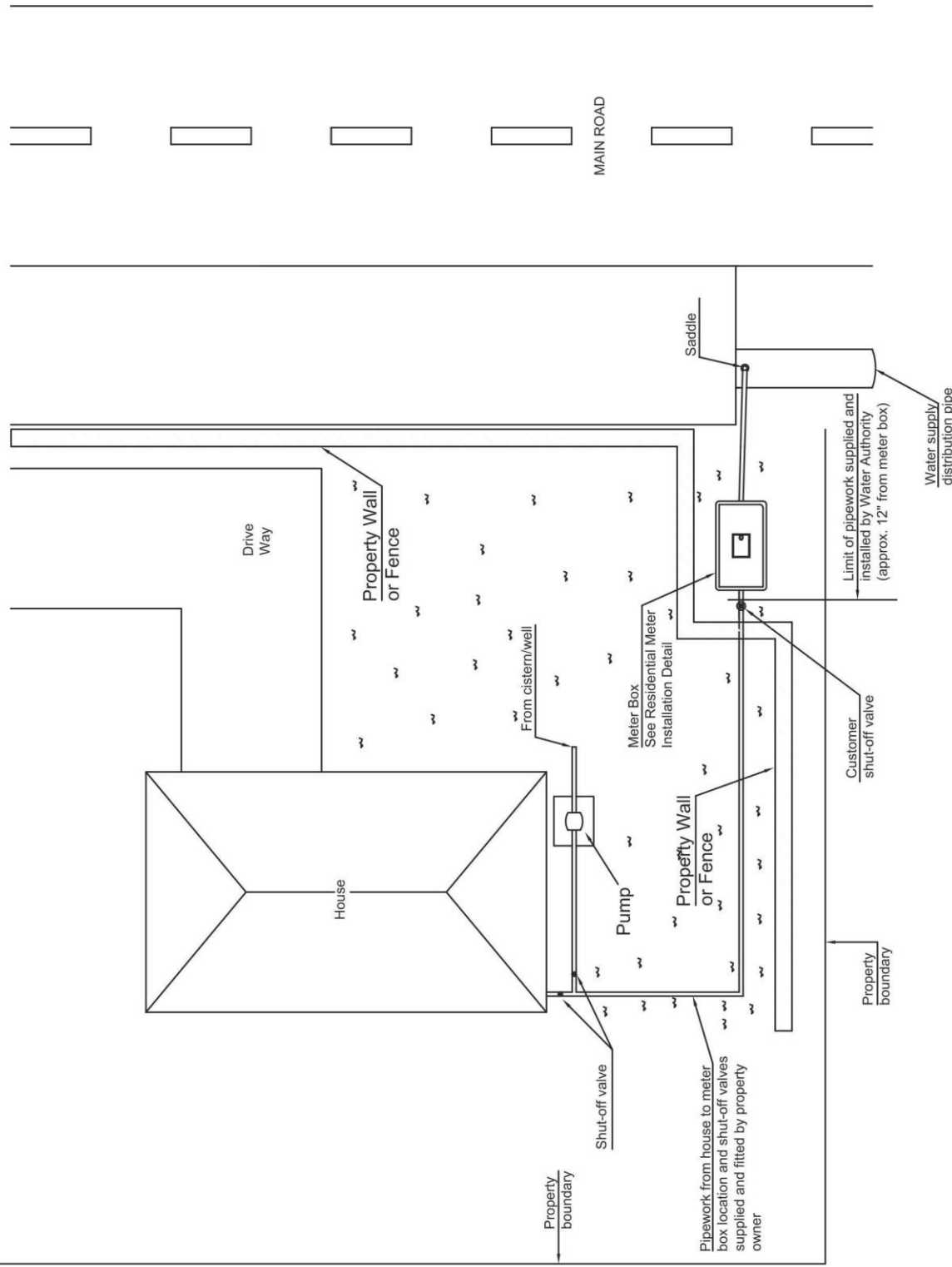
1. A site inspection will be scheduled so that a Quality Assurance Inspector can determine where to place your water meter. The water meter must be situated within the property boundary of the service location and remain unobstructed by walls, fencing, etc. at all times. The Water Authority reserves the right to disconnect water service where direct access to the water meter has been restricted.
2. Once the location of the meter is decided, it is your responsibility to run a pipe to the agreed location.
For an overview of a typical household connection, please see the attached isometric and plan diagrams.
3. After the pipe has been installed to the agreed-upon point, please contact your Customer Service Representative to schedule the installation.
4. Once the water meter is installed, your account will be activated automatically and account billing commenced.

Please note that, if a meter connection is existing at the location and reconnection of service is being applied for, a **reconnection fee** will be charged (and deposit, if applicable). If service is being transferred, a **transfer fee** will be charged. No service connection charge is necessary for existing meter connections.

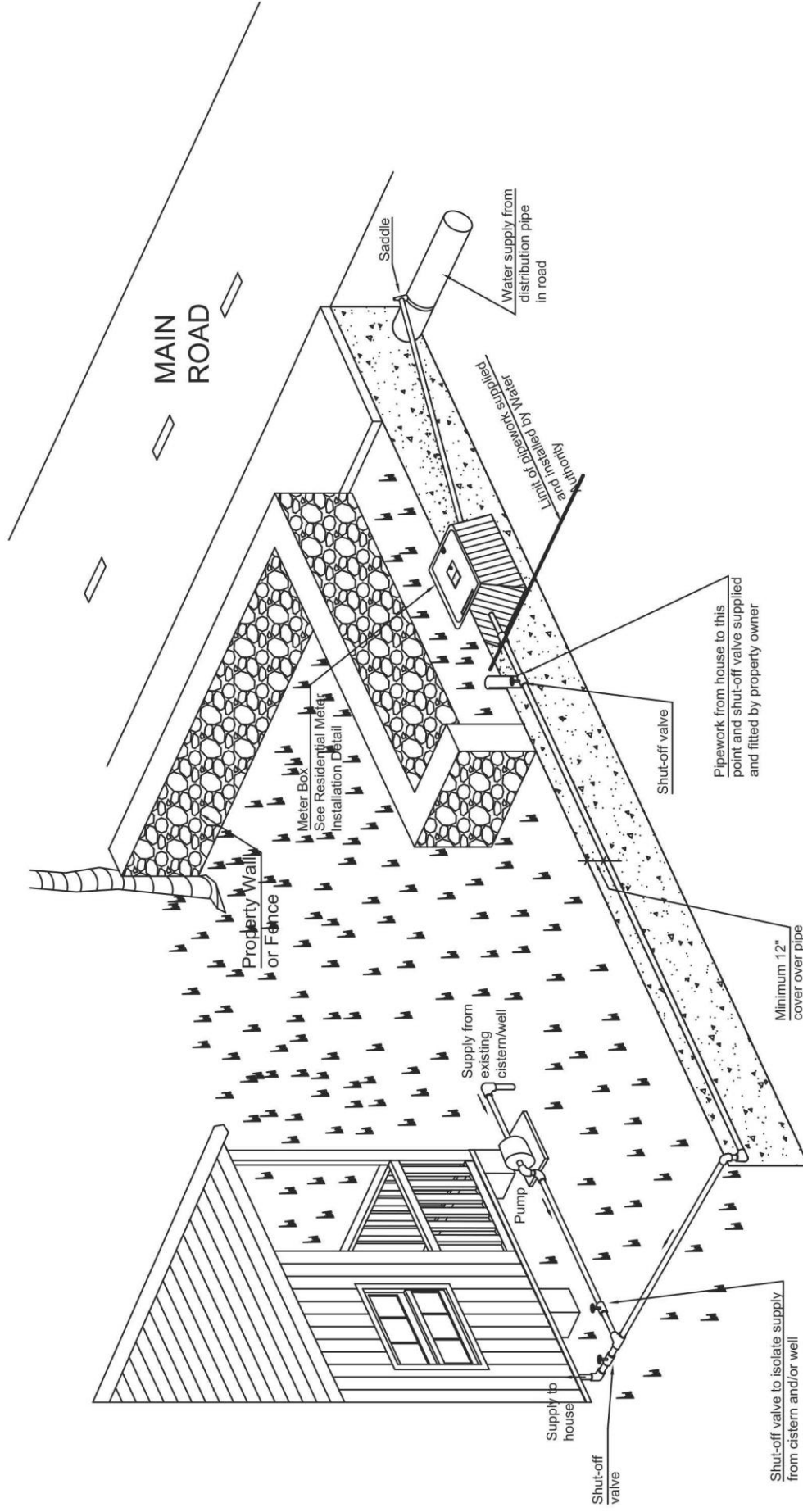
Please note: only **original documents** or **notarized copies** can be accepted with your application. A Customer Service Representative will make photocopies of your documents when you submit your application and return the originals to you if necessary. ***Upon review of the application it may be determined that additional documents are required.***

COMPANY/ORGANISATION

- ☐ Completed Customer Service Application Form
- ☐ Identification for each account signatory
(e.g. passport, driver's licence)
- ☐ Land Registry (less than 6 months old)
- ☐ Certificate of Incorporation and/or Certificate of Good Standing
- ☐ Power of Attorney; and/or Corporate Resolution
- ☐ Personal Guarantees for each signatory
- ☐ New Service Connection fee (includes deposit)
- Existing Service Transfer fee
- ☐ Register of Directors and Officers



Water Authority - Cayman
Typical Residential Connection To Main Water Supply
Plan View



Water Authority - Cayman
Typical Residential Connection To Main Water Supply
Isometric View

CUSTOMER SERVICE APPLICATION FORM

Account No.

Applicants(s) Information *(All persons listed as owners of the proposed service location must complete and sign this form.)*

Surname/Company Name(s) First Name(s) Middle Initial(s)

Applicant(s)'s Employer/Occupation

Applicant(s)'s Nationality

Physical Address (House No. & Street Name)

Apartment/Suite

Block & Parcel No.

Home Telephone No.

Work Telephone No.

Mobile No.

E-mail

Please select the service for which you are applying:

☐ Piped Water

☐ Trucked Water (Cayman Brac)

☐ Sewerage (West Bay Beach Sewerage System)

Mailing Address

P.O.Box/Street Address

District/City/State

Country/Zip Code

Location of Service *(If different from physical address.)*

Physical Address (House No. & Street Name)

Apartment/Suite

Block & Parcel No.

Choose a billing option:

☐ Postal Delivery

☐ E-Billing *(You must be registered for the Customer Portal to receive this service; see below.)*

Customer Portal Access Terms of Agreement:

To access the Customer Portal, which includes e-billing services and customer email notifications, please read and complete the following Terms of Agreement, as well as complete the Customer Portal Application Form. Upon registering for the Portal users should review the Customer Portal's Terms of Service and the Authority's Privacy Policy.

I, _____ (the Applicant(s)), the undersigned, hereby release, indemnify and hold Water Authority—Cayman harmless from and against and all claims, losses, cost and liabilities arising in any way from the execution of the above instructions. I understand that any false information provided in relation to this form may result in the immediate termination the services.

Applicant(s)'s Signature

Date

PLEASE CONTINUE FORM ON NEXT PAGE

Duplicate Billing

Name

P.O.Box/Street Address

District/City/State

Country/Zip Code

Please read and complete the following Service Terms of Agreement:

Between the Water Authority - Cayman (the Authority) and _____
_____ (the Applicant(s)).

1. The Applicant(s) shall ensure that all bills rendered are paid in full on or before the 21st day following the date on which the bill is issued. The Authority will add a late payment charge equal to 1.5 percent of the outstanding account balance to any account which is not paid on or before the 21st day following the date on which the bill is issued.
2. Payment of all deposits, connection fees, meter rental charges, sewerage charges, water usage charges and septage disposal charges are the exclusive responsibility of the Applicant.
3. Non-payment of any account on demand will result in the service being disconnected and only reconnected upon settlement of the outstanding account, all incidental charges incurred in relation to the outstanding account (including legal charges), payment of an additional deposit and an additional re/connection fee.
4. All customers shall pay a minimum monthly charge in order to maintain an active account and a continuity of supply. This charge is subject to change by regulation made by the Government.
5. The Applicant(s) hereby authorises the Authority to activate this service upon installation.
6. The Applicant(s) hereby authorises the Authority to disconnect other accounts which are held in the name of the undersigned, should the account become delinquent and payments become outstanding, thereunder.
7. All customers shall ensure that the Authority has unobstructed access to their water meter at all times. The Authority reserves the right to disconnect any account where access to the water meter has been restricted.
8. The Authority reserves the right to disconnect any account which in their opinion should be disconnected and further, to take an action against the applicant should there be any breach of this Agreement.
9. For Water Service Applicants, the Applicant(s) is/are solely responsible for all works done downstream of the outlet side of the water meter, and from the point of the male adapter is solely responsible for any water lost through failure and/or damage of those works, regardless of whether the failure and/or damage was the fault of the Applicant or a third party.

I, _____ (the Applicant(s)), state that I have read and accept the terms attached to this Application, and understand the terms on which these services will be provided by the Authority. I also verify that the information provided in relation to this Application Form is true to the best of my knowledge and belief. I understand that any false information provided in relation to this Application Form may result in the immediate termination of the services.

Signature(s)

Date