

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 337th Meeting held on 19 April 2023
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road

Members Present:

Chairman:	Mr D Rankine
Members:	Mr N DaCosta – <i>Virtual</i> Mr G Ebanks Ms A Owens Mr M Scotland Mr W Welcome - <i>Virtual</i> Mr Kenross Conolly Mr Mark C Campbell
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr H B Ebanks Mrs L Ryan

Call to Order

The Chairman welcomed all members and called the meeting to order at 1:37pm after ascertaining that there was a quorum. The Chairman noted apologies for Mr H B Ebanks and Mrs L Ryan. He then proceeded to open the meeting with prayer.

The Chairman welcomed new Board member, Mr Mark C Campbell to the meeting. The Chairman encouraged Mr M C Campbell to participate in open communication and to ask questions so that he becomes familiar with the Board and the Water Authority's operations. The Chairman then invited Mr M C Campbell to introduce himself to Board

members. Mr M C Campbell thanked the Chairman and Board members for the warm welcome. Mr M C Campbell noted that he came to Cayman from Jamaica and has been living here since 1995. He is a pharmacist by profession, a family man, and in his free time he volunteers to support the sport of football. He is currently President of Roma United Sports Club. He enjoys music and being able to give back to society.

The additional new Board member, Mr Kenross Conolly joined the meeting at this point and gave his apologies for being a few minutes late. The Chairman welcomed Mr K Conolly encouraged him to participate in open communication and to ask questions so that he becomes familiar with the Board and the Water Authority's operations. The Chairman then invited Mr K Conolly to introduce himself to Board members. Mr K Conolly thanked the Chairman and Board members for the warm welcome and proceeded to tell members about himself. Mr K Conolly explained that he is originally from East End but moved to West Bay when he got married. He is a land surveyor by profession, previously he worked in Lands & Survey Department but now runs his own private company providing surveying services. He is community minded and does most of his community work in East End. He said that he is looking forward to working with the Board to support the continued success of the Water Authority as it contributes to the development and progress of the Cayman Islands.

The Chairman thanked both new members for their personal introductions and noted he looked forward to their participation and contributions to the Board's work.

Confirmation of Minutes of the 336th Meeting held on 15 March 2023

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 335th Meeting held on 15 March 2023. One amendment was offered. Mr N DaCosta then moved the motion to accept the Minutes as amended, Mr M Scotland seconded the motion and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

None were declared.

Matters Arising from both Minutes (not listed below)

No matters raised.

Matters Arising Director's Updates

a) Cayman Brac Infrastructure Upgrade & Expansion Project - Update.

The Secretary noted that the weekly pipeline progress will be updated at the next Board meeting. She apologised and explained that with the focus on dealing with the Brac water demand issue and the Engineering Manager responsible for the New Works Pipelaying Crew (NWPC) on leave, it was not possible to get the data in time for this meeting.

West End Water Works Pump House

Discussion included in the section below.

West End Water Works RO Plants

The Secretary reported that both RO Plants are operating continuously. The overall water production over 16-18 April 2023 averaged 712 cubic metres per day, which equates to approximately 94% of overall design water production capacity (760 cubic metres per day). In summary, the Secretary further noted that:

- The old RO Plant (Plant #1) produced on average 494 cubic metres per day over the 11-18 April 2023 days (approximately 93% of the plant's design water production capacity).
- Production capacity of Plant #1 can be increased to approximately 102% if the plant can be taken down to chemically clean the membranes, however this requires the storage capacity to be at 65% as the process will take approximately 12 hours.
- The containerised plant (Plant #2) after replacement of high-pressure pump on 14 April 2023, is producing on average 200 cubic metres per day (approximately 87% of the plant's design water production capacity).
- Membrane replacement for Plant #2 is scheduled for the weekend 22 April 2023 and has the potential to increase production to 100% of production capacity.
- Plant #2 is impacted by feed water quality issues, due to the dry season, the feed water has a lot of silt (mud, sand) clogging the pre-filter cartridges more rapidly, and resulting in more changing out of pre-filters.

The Secretary reported that storage in the reservoirs was at 48% (approximately 2 days storage) as of the morning of 19 April 2023.

The Secretary advised that the existing pressure management regime on the distribution system and equipment/instrumentation currently available to control the pump house are under review with the Senior Engineering Manager-Operations and Senior Operator-Distribution onsite on 19 April 2023 to begin this review. Adjustments, if possible, will have the effect of increasing storage.

The Secretary reported that further analysis showed that the average unaccounted-for water (UFW) is approximately 32% of production average over the last 3 months. The actions below are in process to identify potential leaks:

- NWPC to locate and mark all valve positions and clean valve stems to ensure ready for operation.
- A main line valve opening/closing exercise during the night to identify and prioritise areas of interest with respect to potential leaks will be undertaken.
- Methodology developed for intensive pressure testing leak identification programme will be implemented pending results of the overnight opening closing exercise.

The Secretary reported that a more detailed report on this situation will be prepared for the Board for the May 2023 meeting that will expand on information provided

above as well as the various immediate, mid, and long-term actions to mitigate being in this undesirable situation again.

Mr M Scotland noted that he was pleased to see the progress to get the Brac water demand situation back under control. He extended his thanks to the staff involved in addressing the different challenges that affected the situation.

Mr N DaCosta noted that he was also pleased to see the Water Authority's actions to rectify the situation to ensure that Brac trucked water customers can have access to water when they need it. It was unfortunate that this situation arose, and he noted that the crisis may not have been as critical if the Water Authority did not lose 4 days of production from Plant #2 due to relevant staff not taking urgent action to get the plant back into production. He also extended his thanks to staff involved in rectifying the situation.

The Chairman also noted that he was satisfied to see Authority's actions to remedy the availability of trucked water for Brac customers especially as many of those customers do not have another source of water.

The Secretary thanked members and noted that their feedback was much appreciated. She also advised that the doubling of the capacity of Plant #1 as well as the hydrogeological investigations for Cayman Brac and Little Cayman would be undertaken as a matter of urgency.

Brac Bluff Water Works

Members noted the Director's report and asked that the RFP for the hydrogeological investigations be prioritised. The Secretary noted that the Authority would do its best to have this done in 2 months as requested.

- b) **New Red Gate RO Plant - Update.**
The Secretary confirmed that for the well drilling for the feed water abstraction and brine disposal, Ocean Conversion Ltd (OCL) is expected to be carried out by Brewster Drilling.
- c) **New Water Storage Tanks at North Side Water Works - Update.**
No matters raised.
- d) **31 December 2022 Audit of Consolidated, Island & Divisional Statements - Update.**
31 December 2021 Non-Defined Benefits (DB) Employees Post-Retirement Healthcare
No update.

31 December 2022 Audit of Consolidated, Island & Divisional Statements

The Secretary reported that a draft of the 31 December 2022 Financial Statements was presented to members. The Chief Financial Officer confirmed that it was only this morning that KPMG confirmed that the statements were at a point where they

could be presented to the Board, hence why they were not included with the Board packages issued last week.

The Secretary is pleased to provide a final draft of the 31 December 2022 financial statements for the Board's review and approval. These statements are still subject to final internal review both at the OAG and KPMG, however at this point there are no significant changes expected. Members were respectfully asked to approve the financial statements provided there are no material changes to the document and to authorise the Chairman, the Secretary in her role as Director and the CFO to sign the financial statements on the Water Authority's behalf. Members agreed and the motion to approve the draft 31 December 2022 Financial Statements and authorise the Chairman, Director, and Chief Financial Officer to sign the related documents providing there are no material changes was moved by Mr M Scotland, seconded by Mr G Ebanks. The motion passed unanimously by all members able to vote.

Annual Report 2022
No matters raised.

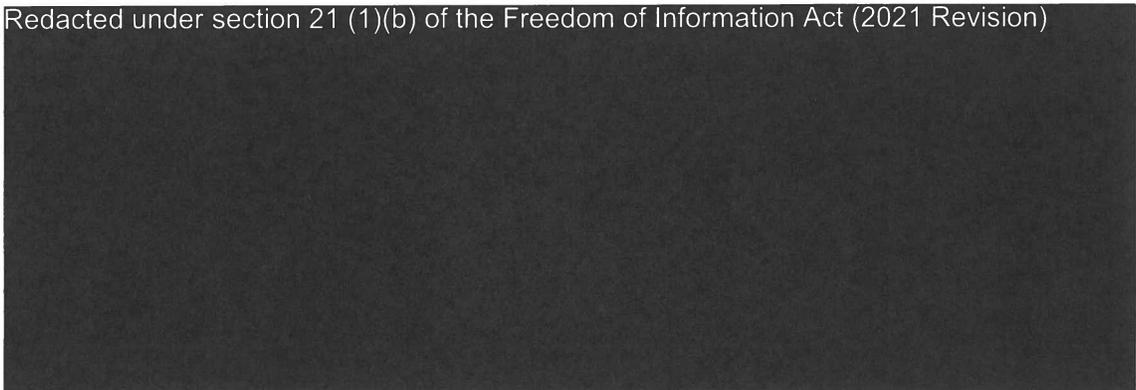
Post-retirement Health Benefits
No matters raised.

Actuary Reports - Post-retirement Health and Pension Benefits
The Secretary apologised for the very large Board package for the April 2023 which was due to the inclusion of the four actuarial reports prepared for the 2022 audit meeting as well as two previous Board Minutes as supporting documentation. The Secretary summarised the options and members discussed the proposal. Subsequently, the motion to approve the CINICO Post-Retirement Health Benefit Liability provision as per the relevant PSPB Actuarial Report be booked for Non-Defined Benefit Pension Holders for the 31 December 2022 Audited Financial Statements was moved by Mr G Ebanks, seconded by Mr M Scotland, and passed unanimously by all members able to vote.

Caribbean Water & Wastewater Association (CWWA).
No matters raised.

e)

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

- f) **Water Authority Board Member Stipend - Update.**
No matters raised. The Chairman noted that this matter can be removed from the agenda.
- g) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
- h) **Key Performance Indicators (KPIs) - Update.**
The Secretary noted that additional indicators will be added in the coming meetings.
- i) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
Mr M Scotland confirmed that the process to put the easement in place is underway.
- j) **Trenching Request for District Administration Main Office in Cayman Brac - Update.**
No matters raised. The Secretary noted that this matter can be removed from the agenda.
- k) **Request for Appointment of Deputy Chairperson & Recommendation Regarding Board Composition - Update.**
No matters raised. The Chairman noted that this matter can be removed from the agenda.
- l) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
- m) **Director's Performance Appraisal Form - Update.**
The Secretary advised that as she has been dealing with the Brac situation she has not had the opportunity to make the revisions and provide feedback.
- n) **Engagement Subcommittee - Update.**
Mr N DaCosta advised members that the draft Terms of Reference was done apart from one small section.
- o) **Board Self-Assessment Document - Update.**

The Chairman reminded members to complete the assessment. Mr G Ebanks offered to place the survey in surveymonkey which would allow for anonymous submissions and easier analyses of the responses. Members agreed that this was a good idea. Mr G Ebanks said he would send the draft to the Chairman and Secretary to review. The Chairman requested that members complete the survey by the end of April 2023.

Department Updates

a) **Finance**

CWUIC – Caribbean Water Utility Insurance Company

No update.

b) **Engineering Services**

1) *Engineering*

No matters raised.

North Side Water Works Chemical Storage

No update.

Business Cases – Projects

No matters raised.

Valve Exercise Programme.

No update.

2) *New Works Division*

Members queried the size of the connection between the water main in North Sound Road and the Airport Connector Road (ACR). The Secretary explained that the Water Authority will have to make the main connection to the ACR through Sparky Road due to the approximately 6-ft deep concrete barrier CUC has placed in the road thus prohibiting the Water Authority to install a pipeline across this road at a reasonable depth.

3) *Water Distribution & Treatment Division*

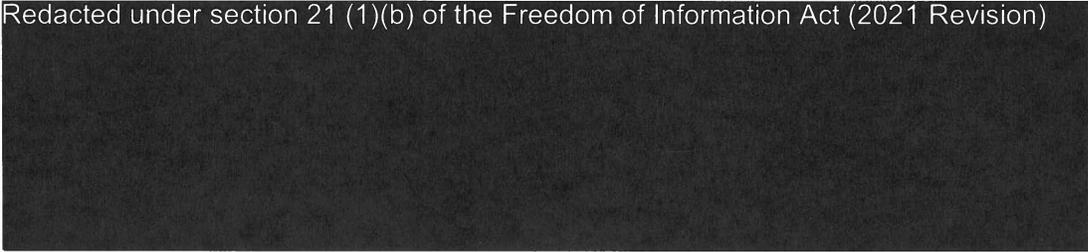
Members queried the rate per gallon/cubic metre and volume of water consumed during the opening of the interconnection pipeline valve with Cayman Water during the sustained period of daily demand, on the western side of the Island. The Secretary noted that she did not have that information in hand but would have it for the next Board meeting.

4) *Water Production Division*

No matters raised.

5) *Wastewater Collection & Treatment Division*

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



c) Customer Service

Customer Portal

No matters raised.

Promotions

No matters raised.

d) Human Resources

Recruitment & Staffing

No matters raised.

Scholarship and Internship Programmes

No matters raised.

COVID-19

No matters raised.

Job Evaluation –Portfolio of Civil Service.

No matters raised.

FOI updates

No matters raised. The Secretary reported that the Water Authority had received an FOI request in relation to the water supply situation in Cayman Brac.

e) Information Services

Telephone System Upgrade

No matters raised.

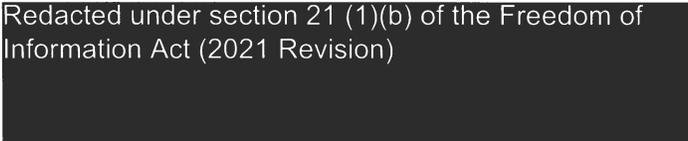
Building Access Control

No matters raised.

GP/Cogsdale Upgrades

No matters raised.

f) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



Environmental Impact Assessment – East West Arterial

No matters raised.

Randyke Gardens – onsite wastewater treatment plants not being maintained.

No matters raised.

Environmental Impact Assessment – Integrated Solid Waste Management System.

No matters raised.

g) Director's Office

Review of proposed Water Sector Regulation (Licences and Fees) Regulations, 2022

No matters raised.

Water Authority's 40th Anniversary in 2023

No matters raised.

- *Water Filling Stations for Government Primary Schools*
No matters raised.
- *Posterity/Legacy Donation*
No matters raised.
- *Cayman Brac High School Laboratory Donation*
No matters raised.
- *Launch of Virtual Tours of the WWTP and RO Plant*
No matters raised.
- *Children's Art Competition*
The Secretary reported that the competition was not released on 13 April 2023 as originally planned but will be done during the week of 17 April 2023.
- *Customer Appreciation Day – Grand Cayman*
The Secretary reported that Customer Appreciation has been postponed to 31 May 2023 due to other pressing matters.
- *Updating of Artwork in main office Lobby in Grand Cayman*
No matters raised.
- *Launch of the Book Geology of the Cayman Islands written by Dr Brian Jones*
No matters raised.
- *Other Upcoming Activities*
No matters raised.
- *Gala*
No matters raised.

- *Calendar of Events*
No matters raised.

Current Business

a) **Management Accounts February 2023.**

The Secretary reported that the first draft of the February 2023 management accounts had been prepared and presented to members. The financial presentation is very draft as the Finance Department has been focused on the audit and Entire Public Sector (EPS) deadlines.

*Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

The Secretary noted that Water sales for 2023 are up by 11.2% over February 2022 with the operating expenses also showing a significant increase of 14.5%. Overall, the net position is up 11.0% in February 2023 to* [REDACTED] members are cautioned that this figure is preliminary currently and subject to change.

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

In summary, the Authority remains a robust and financially independent organisation with a strong operating income and cash reserves for essential capital and maintenance projects.

b) **2023 Rate Adjustments.**

The Secretary advised that the water rate adjustment mechanism provided for in the Water Authority Regulations (2022 Revision) has a review date of 15 May of each year as part of a general consultation. This Automatic Annual Rate Adjustment mechanism is based on inflation indices, the CICPI and USPPPI.

The Secretary reported that the Authority utilised the mechanism with regards to the 2023 rate adjustment and had calculated that in accordance with the Water Authority Regulations (2022 Revision), the Water Authority is entitled to increase its base prices (i.e., sewerage charges, septage charges and water charges including statutory fee) by 12.56% compared to the base prices, as specified in regulation 45, 46 and 49. A copy of the report, Adjustment of Water Authority Rates, was prepared for and provided to the Board. This document details the calculations.

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



c) Request for Bill adjustment re Customer Account *

*Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)

The Secretary reported that on 24 February 2023 the Authority received a letter from * requesting that consideration be given to adjusting their water bill. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken, and the Authority's findings are that on 18 August 2021, Cat 1 Hurricane Grace passed 20 miles southwest of Grand Cayman. The initial reading was taken on 15 September 2021 which resulted in the customer being billed the amount of \$2,298.26 for the period of 22 August 2021 to 30 September 2021 (39 days). The total consumption during this period 335.5 cubic metres.

A Fail Audit inspection was issued on 30 September 2021 and completed on 04 October 2021 at which time the Meter Reader noted: "No movement. No leaks found". The reading remained the same as it was on 15 September 2021 and a bill of \$2,298.26 was issued.

On 18 October 2021 the customer requested a Special Payment Agreement (SPA) due to the high bill received with the monthly amount of \$91.60 for 24 months agreed. It was acknowledged that the high bill was due to a leak likely caused by pipes being uprooted during the impact of Hurricane Grace's passing close to Grand Cayman.

On 11 July 2022 the customer defaulted on the SPA, and the meter was disconnected.

In summary, the exact date in August 2021 that the leak occurred is not known, but the customer stated that many crops and fruit trees were blown down, and it was determined that the pipes were broken due to the passing of Hurricane Grace. The customer's neighbour discovered the leak at the vacant property and replaced the broken pipe.

The Secretary noted that there was no error on the part of the Authority, therefore the bill is payable unless the Board is minded to allow a discount. The customer was and should be reminded that all consumption and plumbing downstream of the meter is the responsibility of the customer. The customer established an SPA for 24 months to settle the account balance but defaulted on the agreement, which subsequently resulted in the account being disconnected. The Secretary respectfully sought the Board's decision on the request from the customer. During discussion, members had a few questions which the Customer Relations Supervisor was requested to come to the Board meeting to assist with answering.

Subsequently, members able to vote agreed that the customer should be advised that they reviewed the request and decided not to discount or credit the bill as the Authority's records show that the bill is valid and payable. The Water Authority should offer the customer another SPA and remind them that penalties can be waived if payments are made on time for 3 consecutive months and the customer keeps up with the payment plan as per the SPA. Members also noted that as this customer has other water accounts, the Water Authority should remind the customer of the Terms and Conditions of the service agreement signed by the customer. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility.

d) **Request for Bill adjustment re Customer Account** *

The Secretary reported that on 09 March 2023 the Authority received a letter from * requesting that consideration be given to adjusting their water bill. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken, and the Authority's findings are that on 17 January 2023, the initial meter reading for the January 2023 billing cycle recorded higher than normal usage, that is, 250.2 cubic metres.

*Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)

The Fail Audit inspection was issued on 20 January 2023 and completed on 22 January 2023 with notes from the Meter Reader stating: "Meter has movement. [REDACTED] was notified in person of movement on meter and a video was sent to George Miller confirming movement on meter".

On 23 January 2023 the customer called the Water Emergency Line at 12:22pm (public holiday), which would have been outside of the Authority's normal working hours. The responding Foreman reported that the leak was on the customer's side. When the Authority's valve was closed, the leak stopped immediately. When both the Authority's valve and the customer's shut off valve were opened, the meter went 'crazy', indicating that the meter dial was moving very fast. The movements on the meter dial confirmed that the issue was on the customer's side.

On 24 January 2023 the Utility Services Auditor received a call from the customer and met (in his personal capacity, not representing the Water Authority) the customer's plumber onsite to check for leaks. The water flooding the meter box was pumped out and he confirmed via email that the meter dial had no movement, and no leak was found on the Authority's side either.

The Metering Supervisor had the meter rechecked, and a new reading showed additional consumption of 105.8 cubic metres. The customer received a bill in the amount of \$2,394.59 for usage of 356.0 cubic metres for the period of 09 December 2022 to 24 January 2023 (46 days).

A Meter Change Notice letter was issued and delivered to the customer on 07 March 2023. It advised of the company's policy to change out the standard 3/4-inch water meter once it had registered a consumption of 1,800 cubic meters, which the meter had already done.

After the customer's submission on 09 March 2023, the Utility Billing Supervisor voided and created new bills for January and February 2023 due to a data entry error. This error caused the incorrect number of days for January 2023 to be shown on the bill, but it did not affect the dollar amount as the calculation is based on the usage, not the number of days.

The customer received an adjusted bill for February 2023 in the amount of \$258.38 for usage of 39.4 cubic metres for the period of 24 January 2023 to 13 February 2023 (20 days).

On 30 March 2023 a leak was found on the Water Authority's side at this account location and repaired with the Water Authority supply lines having to be rerouted due to the original water supply lines being under a concrete pad for the customer's garbage containment structure. This leak had no impact on the customer's water usage which is measured through the meter.

In summary, in January 2023, a higher-than-normal reading triggered a Fail Audit Inspection that revealed a leak on the customer's side, which she acknowledged. Hydes Plumbing visited the property for two days, and installed new pipes all around the home, which suggests that repairs were also made.

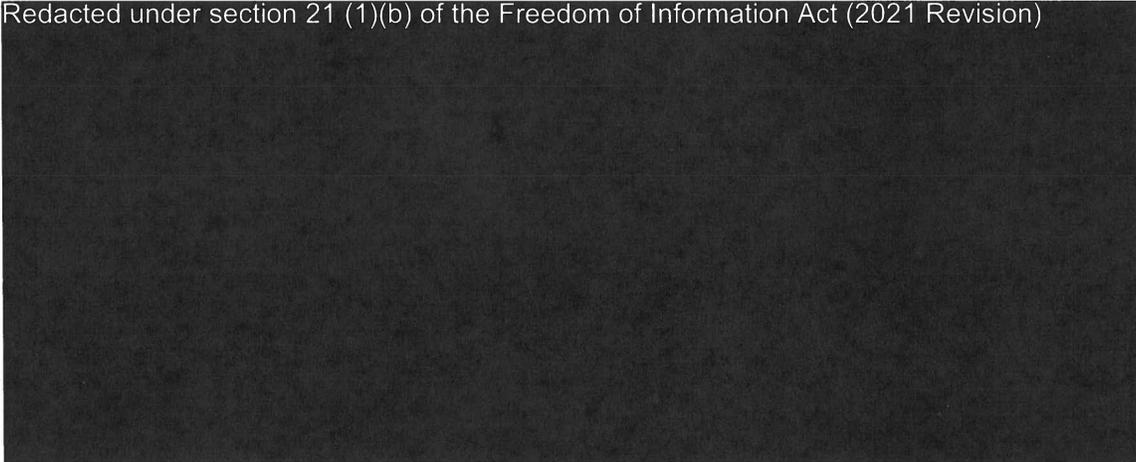
In her email letter, the customer stated that a Water Authority employee visited her property on the second day with a bulldozer and trucks. The Water Authority's records show that there was no official visit by the Water Authority on that day. The visit by the Utility Services Auditor was in his personal capacity as an acquaintance of the customer.

A leak on the Water Authority's side was identified and repaired on 30 March 2023 after the letter was received (07 March 2023), requesting the Board's consideration.

The customer was and should be reminded that all consumption and plumbing downstream of the meter is the responsibility of the customer. While a review of the account revealed that there was an error in the February 2023 bill and which was confusing to the customer, that was since corrected. The Secretary noted that the balance on the account is valid, and it is recommended that the customer be offered a payment agreement to spread the payments, unless the Board is minded to allow a discount. The Secretary respectfully sought the Board's decision on the request from the customer. During discussion, members had a few questions which the Customer Relations Supervisor was requested to come to the Board meeting to assist with answering.

Subsequently, members able to vote agreed that the customer should be advised that they reviewed the request and decided not to discount or credit the bill as the Authority's records show that the bill is valid and payable. It was very clear that the customer had a leak based on information provided by the customer and the Water Authority. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility.

e) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

Any Other Business

a) **Request from Department of Sports for Support to Provide Water Bottle Filling Units for Government Sports Facilities.**

Members discussed and requested that the Secretary contact the Department of Sports and ask for the number and location of facilities that they are interested in placing the units. The request for information should be prefaced with the note that the Water Authority's request for this information is not a commitment to provide water bottle filling stations.

b) **Board Sensitisation Training.**

The Chairman noted that the training took place on 30 March 2023 and consisted of a review of the Public Authority Act. The Secretary advised that she circulate the handout to all members. She also reminded members who attended the training to please complete the survey sent out by the Office of the Deputy Governor.

Donation Requests (to be dealt with by Sponsorship Assessment Sub-committee after Board Meeting

- a) *Ratify* - Cayman Connection - Making Waves.
- b) *Ratify* - Ministry of Youth, Sports, Culture & Heritage - Youth Empowerment Symposium (YES).
- c) *Ratify* - National Trust CI - Heritage Talk Sponsorship Deck.
- d) *Ratify* - Crisis Centre Cayman Islands - 20th Anniversary Gala.
- e) Academy Sports Club - Portuguese Premier League Team.

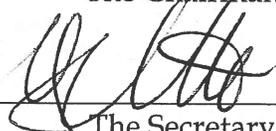
Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 5:01pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

Water Authority of the Cayman Islands

337th Meeting to be held at 1:30pm on Wednesday, 19 April 2023

Director's Updates/Report

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project - Update.**
- In March 2023, the New Works Pipelaying Crew (NWPC) repaired 3 pipeline leaks (all PE service lines).
 - The NWPC completed the commissioning of the pipeline along Legend Drive, comprising approximately 340 metres (1,120 feet) of 80mm (3-inch) pipe.
 - The NWPC completed the commissioning of the pipeline along Blazer Drive comprising approximately 128 metres (420 feet) of 80mm (3-inch) pipe.
 - The NWPC installed 80mm (3-inch) pipe pipeline along the following roads:
 - Eric Connor Drive, comprising approximately 110 metres (360 feet) total pipe length.
 - Brown Road, approximately 105 metres (350 feet) total pipe length.
 - Leroy Tibbetts Drive, approximately 185 metres (600 feet) total pipe length.These side roads have now been completed except for pressure testing, disinfection, and flushing.
 - The weekly progress report for March 2023 will be provided at the meeting on 19 April 2023.
 - The NWPC will now move on to the last two side roads in Phase 4-2 (Seaward Drive and Sanford Drive) before moving on to the next Phase (4-3 from Blazer Drive to Lands End Road).
 - Five water meters were installed in the reporting period.

West End Water Works Pump House

- January-March 2023 Cayman Brac Water sales compared to same period in 2022:
 - Total water sales up approximately 17.1%
 - Pipeline sales up 26.2%
 - Trucked water sales up 3.7%

West End Water Works RO Plants

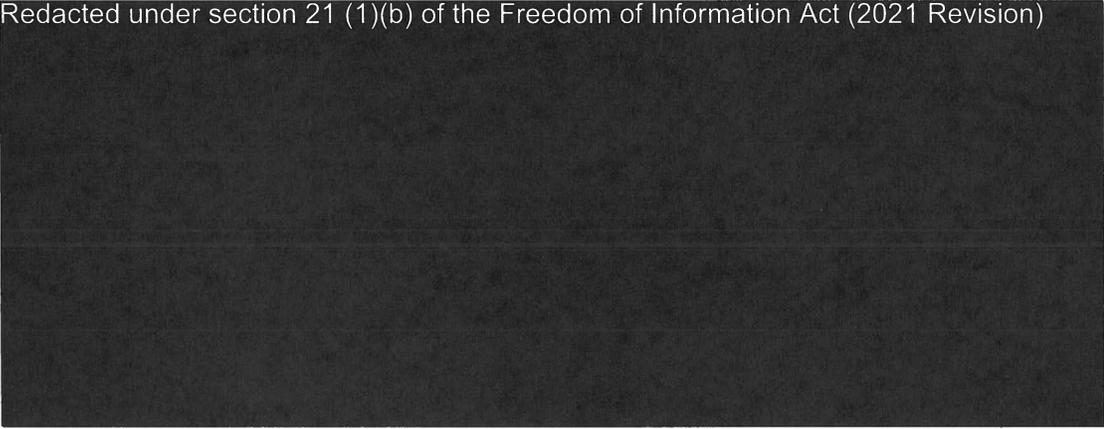
- In March 2023 both RO Plants were operational continuously. The overall water production averaged 664 cubic metres per day, which equates to approximately 87% of overall design water production capacity (760 cubic metres per day).
 - The old RO Plant (Plant #1) produced on average 507 cubic metres per day (approximately 96% of the plant's design water production capacity).

- The containerised plant (Plant #2) produced on average 157 cubic metres per day (approximately 68% of the plant's design water production capacity).
- Issues (abstraction well, downtime required for maintenance etc.) with the containerised plant resulting in production capacity being below design capacity were reported at the March 2023 Board meeting.
- As reported at the March 2023 meeting, a change in trucked water deliveries was necessary to ensure that the operation could build back sufficient storage. Customers were notified that deliveries would be limited to 2,000 gallons per delivery.
- Notices were prepared and issued on 22 March 2022 on social media and provided with each truck delivery to customers.
- The change in trucked water delivery was implemented on 31 March 2023. This allowed for around 175 cubic metres (40,000-45,000 gallons) overall per day to be delivered, and any orders for trucked water not delivered one day, to be delivered the following business day (delivering them in the order they are received).
- This change was to ensure that all residents would have access to a fair amount of potable water and would allow the Water Authority to build up water storage in order:
 - to be ready for the anticipated higher demand around Easter;
 - to have adequate water storage in the event of a mechanical issue with the RO plants, and
 - to have adequate water storage to allow work on the containerised plant in April (which is expected to increase the overall water production capacity by 40-50 cubic metres per day and will alleviate the current situation).
 - Just before Easter the water storage had increased to around 60% of full capacity (at one point it had been as low as 17% in the month of March).
- The Brac Administrative staff were required to inform customers when they called of the reason for the limitation on deliveries.
- The 2 locations with the highest trucked water deliveries were contacted directly by CYB - Operations Manager.
- The Scott Quarry was advised that we needed to shut off service to ensure pipeline and trucked customers were provided with water. Service to that location has been temporarily locked off.
- With more than 215 cubic metres of water being trucked daily, and as the water being pumped into the water distribution system averaged around 480 cubic metres per day since 01 January 2023, and with the reduced capacity of the containerised plant, by mid-March the amount of water going out began to exceed the amount of water being produced and could not be sustained.
- As noted above, with both plants working at design capacity, production is ideally at 760 cubic metres per day.
- The containerised plant was taken offline briefly in January 2023 to install a new section of high-pressure stainless-steel pipework.

- On 08 April 2023 some of the welds on this new section of high-pressure stainless-steel pipework in the containerised RO plant failed. Consequently, the containerised plant had to be taken offline which exacerbated the Authority's ability to build back water inventory over the weekend.
- The welding repair of the pipework was completed on the afternoon of 12 April 2023 some 4 days after the event and the plant put back online. The only person apparently who does this work, does so on his own time after hours as he works full time with a government entity on the Brac. The delay in raising the urgent need for action has been addressed by the Director with the relevant staff.
- The morning of 13 April 2023, the Director was informed that another weld on the same high-pressure stainless-steel pipework failed, and the plant has been taken offline and the welder has been given the assembly to weld again. The containerised RO Plant was brought back online 2:50pm on 13 April 2023.
- Because of the earlier issues, replacement pipework was purchased from the same supplier (Consolidated Water) and will be taken by the Water Production Engineer on 14 April 2023 when he goes to Cayman Brac.
- The initial public communication from 22 March 2023 did not include the reasons why the Water Authority was having to make this temporary change in trucked water deliveries. Sharing this information may have assisted some customers in managing their water usage earlier on and possibly would have reduced the angst of customers.
- Two apartment complexes (18 and 10 units) each with a one cistern serving for all their apartments were impacted and adjustments were to be made to ensure a reasonable volume of water was available.
- Farmers dependent on trucked water delivery were severely impacted during the driest time of the year. The Water Authority is awaiting a list of farmers from the Chief Officer (Acting) from Ministry of District Administration & Lands (DAL) to work out a way to make more water available to assist.
- On 14 April 2023, the Water Production Engineer will travel to the Brac and work with the CYB staff to carry out intense maintenance required on pumps and membranes which is expected to increase water production capacity. Barring unforeseen circumstances, the crew is working to have the plant back online by Saturday evening.
- When sufficient storage capacity is achieved and maintained, arrangements will be made to address the abstraction well which has become less productive due to increased sediment.
- As mentioned at the March 2023 meeting, the Authority will commence actions to double the capacity of the main RO plant at the site.
- Next week the Authority will also undertake intensive leak detection exercises as some of the pipeline volume is due to uncounted for water. Visible leaks are being addressed as they are found but with the porous nature of the geology, not all leaks will surface.
- A more detailed report on this situation will be prepared for the Board for the May 2023 meeting that will expand on information provided above as well as

the various immediate, mid and long-term actions to mitigate being in this undesirable situation again.

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



b) New Red Gate RO Plant – Update.

- Progress on construction of the Red Gate RO plant building:
 - Masonry wall construction have been completed and have been nearly completely rendered.
 - The construction of the membrane hall roof slab has been nearly completed.
 - Drainage well drilling is due to commence later this month of April 2023.
- The civil works portion of the RO Plant Building is anticipated to be completed in May 2023.
- Well drilling (for feed water abstraction and brine disposal) is expected to commence in mid-May 2023.
- The situation reported previously regarding significant supply chain issues has not changed and it is unlikely that the new RO plant will be operational before the end of this year.

c) New Water Storage Tanks at North Side Water Works – Update.

- Progress on construction of the Storage Tanks at North Side Water Works:
 - Construction of the first tank is now nearly complete. The aluminium dome installation has been completed.
 - Later this week the last two side panels will be installed, and an elastomeric joint sealant will be applied to the construction joints in the concrete base.
 - The shell course installation for the second tank has been completed and the aluminium dome installation is progressing very well.
 - The second tank is expected to be completed within the next two weeks.
 - Windy conditions caused some delays with the installation of the triangular aluminium roof panels.
 - Hydrostatic testing and disinfection of the first tank is expected to commence in the week of 17 April 2023.
- In view of the progress to date, this contract is expected to be completed by late April/early May 2023.

d) 31 December 2022 Audit of Consolidated, Island & Divisional Statements – Update.

31 December 2021 Non-Defined Benefits (DB) Employees Post-Retirement Healthcare
No update.

31 December 2022 Audit of Consolidated, Island & Divisional Statements

The Secretary is optimistic that the final draft of the 31 December 2022 financial statements will be before the Board for review and approval. Should the draft financial statements be available, members will be asked to approve the financial statements provided there are no material changes to the document and to authorise the Chairman, the Secretary in her role as Director and the CFO to sign the financial statements on the Water Authority’s behalf.

Annual Report 2022

The final copy of the 2022 Annual Report will be sent to the OAG and KPMG for their review and approval, after which it will go before the Board for their final approval prior to being sent to the Ministry for the report to be tabled prior to being made a public document.

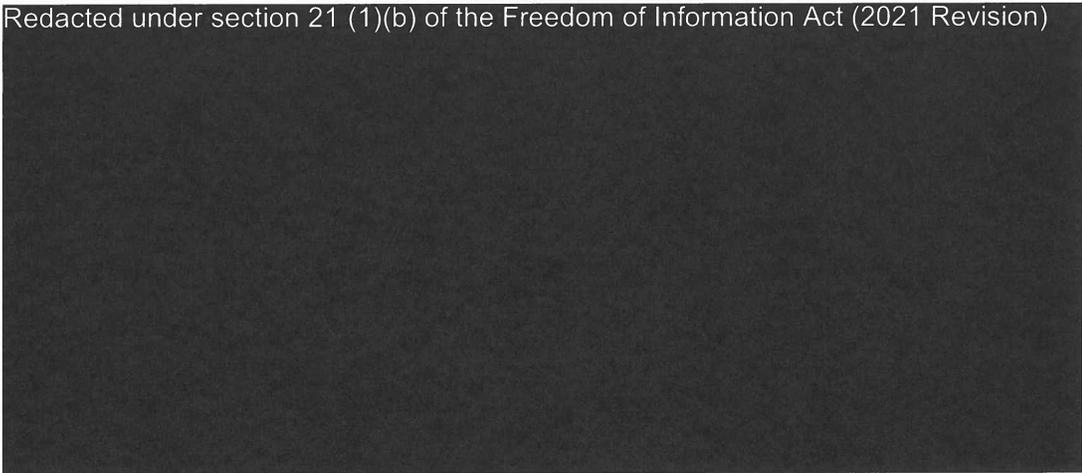
Post-retirement Health Benefits

Revision of addendum to contracts finalised, is expected to be rolled out to staff through the HR Department in the next few weeks.

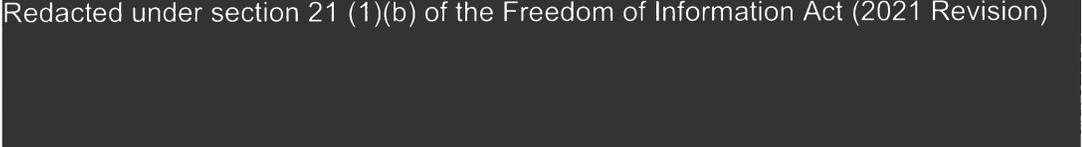
Actuary Reports - Post-retirement Health and Pension Benefits

The 2022 Actuary Health Insurance Reports were received by the WA on 21 March 2023 with the Pension Report following on 05 April 2023. Copies of the draft reports are available for member’s review.

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

Caribbean Water & Wastewater Association (CWWA).

Based on the Memorandum of Understanding between CWWA and the Water Authority for the CWWA 2021 Conference, the Authority received the first payment from CWWA in early March 2023 with the second payment expected in April 2023.

e) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

f) Water Authority Board Member Stipend - Update.

The arrangements for payment of Board members as approved are now in place. This agenda item will be removed for the next meeting WAB meeting.

g) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

h) Key Performance Indicators (KPIs) - Update.

Provided in Board package. Regarding the SPAs, the value of all the SPAs held by the Authority is as shown at the end of each month. This figure is not cumulative.

i) **Request from [redacted] re Water Authority Connection on [redacted]**

[redacted] - Update. *Redacted under sections 21 (1)(b) and 23 of *
of Information Act (2021 Revision)

- The NRA communicated with the Water Authority regarding the design and the Water Authority understands that work continues to facilitate the arrangements as per the Water Authority Board's directive.
- j) Trenching Request for District Administration Main Office in Cayman Brac - Update.**
- At the District Administration Building, nearly 250 metres (800 feet) long trench for telecom ducts was excavated during the week of 13 March 2023 by NWPC crews.
 - On 13 March 2023 the NWPC installed a tee/valve and crossed Stake Bay Front Road into this property (District Administration Building) and installed a 2-inch water meter. This work was urgently required as HE the Governor opened the new buildings at the site on 17 March 2023.
 - This work is now complete, and this agenda item will be removed for the next WAB meeting.
- k) Request for Appointment of Deputy Chairperson & Recommendation Regarding Board Composition - Update.**
- On 05 April 2023, the Cabinet appointment of two new Water Authority Board members (Mr Kenross Conolly and Mr Mark Campbell) as well as the removal of Mr Dwight Ebanks were gazetted.
 - Based on verbal communication with the Chief Officer (Acting) from Ministry of DAL, the Water Authority Board's request for the appointment of a Deputy Chairperson was not included as based on advice from Legal, that action will require a change to the Water Authority Act.
- l) Property Adjacent to Lower Valley Reservoir Site - Update.**
- On 03 April 2023, the Water Authority through the Chief Officer (Acting) from the Ministry of DAL, sought the assistance of the Lands & Survey (L&S) Department to carry out the valuation of the properties. Due to L&S Department's workload, it is likely to be after mid-May 2023 before the valuation can be completed.
- m) Director's Performance Appraisal Form - Update.**
- The new format was sent to all WAB members on 14 March 2023. The Director has commenced but has not completed feedback to members on the document. This will be completed as soon as possible.
- n) Engagement Subcommittee - Update.**
- Board member, Mr N DaCosta is working to complete the Terms of Reference document.
- o) Board Self-Assessment Document - Update.**

On 14 March 2023, the Board Self-Assessment Form was circulated to all WAB members with a requested deadline for submission of end of March 2023.

Department Updates

a) **Finance**

CWUIC - Caribbean Water Utility Insurance Company

No update.

b) **Engineering Services**

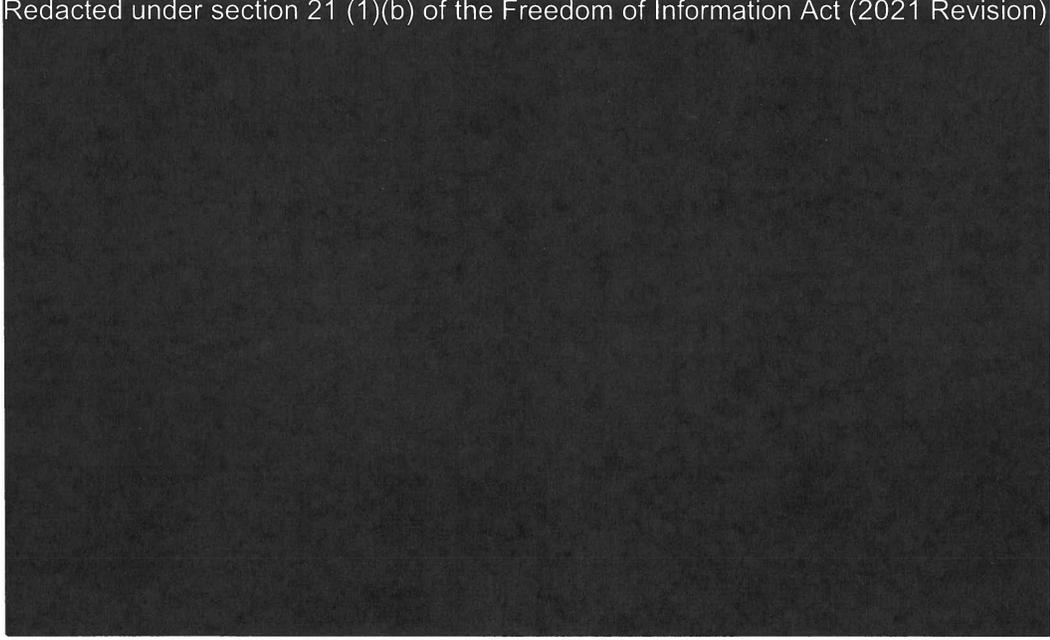
1) *Engineering*

CUES promised to send the required information on 31 March 2023, but it was not provided. It is now expected by the end of this week (14 April 2023). The Authority has requested that the training session be set up during the week of 24 April 2023. Once this training session is complete, that will close out CUES involvement in the project.

North Side Water Works Chemical Storage

No update.

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



Valve Exercise Programme.

No update.

2) *New Works Division*

- Following the repair of six leaks (reported at the March 2023 meeting) along the easternmost 365 metres (1,200 feet) long section of 300mm (12-inch) pipe, along Linford Pierson Highway, (on the Agnes Way roundabout side), and the

installation of the remaining 100 metres (320 feet) of 300mm (12-inch) pipe, this last section of pipeline was satisfactorily pressure tested on 17 March 2023, disinfected, flushed and tied in at the Agnes Way end on 22 March 2023. This also included the installation of fittings to accommodate a future pipeline across the Linford Pierson Highway to Crusader Way as well as the connection of the new Buttonwood development.

- The approximately 330 metres (1,000 feet) long section of 300mm (12-inch) pipeline along Bobby Thompson Way was disinfected 21 March 2023, but will not be flushed until this pipeline is tied-in to the existing 300mm (12-inch) water main, just south of the intersection with John Greer Boulevard.
- On Sunday 02 April 2023 the NWPC connected the recently installed 215 metres (700 feet) of 300mm (12-inch) pipeline along the Airport Connector Road (near The Barcadere, off North Sound Road) to the existing 300mm (12-inch) water main along North Sound Road using a 63mm (2-inch) PE pipe. This was the only way to connect this pipeline (which provides piped water to the new *Redacted under section 23 of the Freedom of Information Act (2021 Revision) Development) as CUC has underground high voltage electricity conduits as well as cooling water pipelines in the North Sound extending from about 0.4 metres (just over one foot) to more than 1.8 metres (6 feet) below road level, thus prohibiting the Water Authority to install a pipeline across this road at a reasonable depth. The 300mm (12-inch) pipeline along the Airport Connector Road has been pressure tested but has not yet been commissioned as it still needs to be disinfected and flushed.
- The NWPC also spent time excavating to locate/mark existing underground infrastructure (e.g., water main, electricity, telecommunications) at the Lower Valley Water Works in preparation for the installation of a 300mm (12-inch) pipeline which is required to modify the existing Lower Valley Pump Station into a re-pumping facility. Upon completion, this will allow more water to be pumped from the North Side Water Works (where we have surplus water production capacity) to the western portions of the Grand Cayman Water Distribution System (where more water is required), without negatively affecting water pressure to the customers in the Lower Valley/Savannah/North Newlands and Prospect areas.

3) *Water Distribution & Treatment Division*

- Further to the report at the March 2023 meeting regarding the sustained increase in the daily demand (dry season demand, growth), primarily concentrated in the western portion of the water distribution system, and the associated challenges:
 - The demand reduction strategies allowed Ocean Conversion Ltd (OCL) to take the RO plants temporarily offline to clean their RO membranes and thereafter increase water production.
 - The water distribution system returned to normal operation on 21 March 2023 as the interconnection with the Cayman Water pipeline is no longer necessary.

- The leak repair works at Water Cay Road were completed on 17 March 2023. The Operations Manager met onsite with NRA and Island Paving to discuss reinstatement.
- The previously scheduled work along Marina Drive, comprising relaying of approximately 1,200 metres (4,000 feet) of 150mm (6-inch) pipe, is expected to recommence on 17 April 2023. This work is expected to be completed by late June/early July 2023.
- The water storage tank Red Gate #5 has been removed from service and is being prepared for inspection and the installation of new anodes. Water storage tank North Side #2 is expected to be taken out of service and prepared for preventative maintenance works during the week of 17 April 2023. The tank maintenance works scheduled for both water storage tanks are expected to commence by 01 May 2023.
- During the first three months (January-March) of 2023 the total water sales on Grand Cayman were approximately 8.1% more than in the same period last year.

4) *Water Production Division*

Re LVRO Plant, weekly TSS tests are now being carried out using the available 1.5µm membrane filters. The Lab is currently sourcing new 5µm filters to conduct testing to evaluate the performance of the Pre-Filters which is compatible with the drying oven.

5) *Wastewater Collection & Treatment Division*

- In March 2023 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was not exceeded on any day. The average daily wastewater inflow from West Bay Road during March 2023 was 2.09 mgd (or 84% of the design treatment capacity). This is approximately 20.2% less than the average influent measurement during the same month in the previous year (2.62 mgd).
- Diffuser rack maintenance (comprising removing the diffuser racks from the SBR basin and replacing the diffusers) commenced on 21 February 2023. By 06 April 2023 all five diffuser racks for SBR #1 had been completed. Two diffuser racks each in SBR #2 and SBR #3 have also been completed.
- As reported at the March 2023 meeting, preliminary work commenced during the week of 13 March 2023 to replace/re-construct two deteriorated manholes (in West Bay Road Burger King (BK) entrance driveway and in West Bay Road) on the wastewater collection system.
- These two deteriorated manholes on West Bay Road have now been successfully re-constructed. The summary timeline is as follows:
 - Planning of works including property owner/BK Operations Manager liaison - December 2022/January 2022.
 - Legal notification of commencement of works as per section 7 Water Authority Act (2022 Revision) - 06 March 2023.
 - Commencement of enabling works (deep wells) adjacent to the BK site - 06 March 2023.

- Manhole re-construction commenced – 13 March 2023
- Manhole re-construction completed – 25 March 2023.
- Permanent reinstatement – 27-31 March 2023.
- Redacted under sections 21 (1) (b) and 23 of the Freedom of Information Act (2021 Revision)

c) **Customer Service**

Customer Portal

Small issues have arisen that require minor fixes from Cogsdale, and testing has brought up some more additional features that Netclues has been requested to include.

Promotions

CYB updated trucked water: With the revised definition of 'emergency delivery' and the 2000 gallon order limit there has been much more involvement than normal with the Cayman Brac staff to manage the demand. A PSA was issued on 12 April 2023 as well as social media presence to explain to customers why it was necessary to take this step.

d) **Human Resources**

Recruitment & Staffing

- Assistant Operator-WW – successful candidates (2) commenced working on 13 March 2023 and 27 March 2023.
- Assistant Operator-WS – positions were re-advertised.
- Graduate Engineer – Caymanian applicant accepted another job, recruitment ongoing.
- Civil Engineer/Engineer – both successful candidates accepted the job offers; start dates are pending work permit approvals.

Scholarship and Internship Programmes

- Scholarship interviews scheduled for 14 April 2023 with 3 candidates intending to study engineering.
- Applications being accepted for Summer Internship Programme until 30 April 2023 deadline.
- The Authority was represented at the Chamber of Commerce's Careers Expo on 17 March 2023.
- Redacted under sections 21 (1) (b) and 23 of the Freedom of Information Act (2021 Revision)

COVID-19

As of 04 April 2023, 0% of employees were COVID-19 positive.

Job Evaluation –Portfolio of Civil Service.
No update.

FOI updates

No new FOI question received since the FOI Report provided to the Board at 15 March 2023 Board meeting.

e) **Information Services**

Telephone System Upgrade

- Call recording has been implemented on CS Reps phones.
- Softphones installed for staff requiring same.

Building Access Control

Island Electronic Ltd commenced installation and everything is progressing according to schedule thus far.

GP/Cogsdale Upgrades

No update.

f) **Water Resources & Quality Control**

Redacted under section 21 (1) (b) of the Freedom of Information Act (2021 Revision)

Environmental Impact Assessment – East West Arterial

- The Terms of Reference for the Environmental Impact Assessment for the East West Arterial have now been finalized and are available on the NRA website.

Randyke Gardens – onsite wastewater treatment plants not being maintained.

- The Water Resources and Quality Control Department completed the report on Randyke Gardens as requested by the Ministry. The report has been provided to the Board. The report provides the history and background of the two previous events when the onsite wastewater treatment systems failed.
- In the Water Authority's opinion and based on the historical failures of the wastewater treatment systems in 2006-2008 and 2011-2012 these three root causes identified in the report are the reason that the Strata is challenged to deal with the failure of the wastewater treatment systems.
- The Strata has ordered and paid for the pumps and control panels to deal with the immediate issue of the current overflows at buildings 5 and 7, however it is doubtful whether the Strata is able to address overall rehabilitation of the systems as required by the Water Authority.

Environmental Impact Assessment – Integrated Solid Waste Management System.

- The consultant submitted the draft chapter Proposed Project and Overview. The Environmental Assessment Board’s (EAB) comments on this chapter, which included specific comments from the Water Authority, have been submitted to the consultant.
- The EAB received the next two draft chapters Marine Ecology and Terrestrial Ecology. Comments are due by 18 April 2023.

g) Director’s Office

Review of proposed Water Sector Regulation (Licences and Fees) Regulations, 2022
Nothing to report.

Water Authority’s 40th Anniversary in 2023

The Secretary advises of the following updates regarding activities and events surrounding the Water Authority’s 40th Anniversary in 2023:

- *Water Filling Stations for Government Primary Schools*
To decide on siting location, the Facility Managers for each of the schools is to meet with the Water Authority team dealing with this project during the course of next week.
- *Posterity/Legacy Donation*
Discussions about the design of an education pavilion in a section of the Children’s Garden of the QEII Botanic Park have resumed this month.
- *Cayman Brac High School Laboratory Donation*
The Authority, based on Board guidance has tentatively scheduled the formal handover for 08 September 2023 and on the same day the plan is to host the Brac Customer Appreciation event.
- *Launch of Virtual Tours of the WWTP and RO Plant*
The virtual tour was launched 24 March 2023 and is available on the website. The delay from World Water Day on 22 March 2023 was due to the editing required to be completed before the launch.
- *Children’s Art Competition*
The Children’s Art Competition was launched 13 April 2023 and the deadline for submission of entries is 12 May 2023.
- *Customer Appreciation Day – Grand Cayman*
Rescheduled to 25 April 2023, will be held at the main office in Grand Cayman.
- *Updating of Artwork in main office Lobby in Grand Cayman*
Scheduled to be done on 17 April 2023.
- *Launch of the Book Geology of the Cayman Islands written by Dr Brian Jones*

Dr Jones will visit the Cayman Islands for personal reasons from 16 April – 05 May 2023. While he is here there is an opportunity to launch the book *Geology of the Cayman Islands* that he wrote.

- A reception to launch the book is planned for 03 May 2023 at the George Town Yacht Club. Dignitaries, Water Authority Board, Water Authority staff members, schools, universities, various Government departments, and various persons who Dr Jones has worked with in the Cayman Islands are being invited.
- An appearance on the Business Buzz at Radio Cayman is also being worked on. As Dr Jones has limited mobility the launch is limited to these two events. Later on, during the year when Dr Jones returns for Geology Education Week additional activities such as public lectures and a book signing will be organised.

- *Other Upcoming Activities*

Work is on the way to facilitate and organise the following: Staff Appreciation Event, and Community-Give-Back Day.

- *Gala*

The Committee planning for the Gala at the Kimpton Seafire is ongoing.

- *Calendar of Events*

The calendar of events was provided in the WAB package. There may be adjustment of dates and activities throughout the year.