

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 340<sup>th</sup> Meeting held on 16 August 2023  
at the Water Authority of the Cayman Islands' Headquarters,  
13G Red Gate Road

**Members Present:**

Chairman:	Mr D Rankine
Members:	Mr G Ebanks Mr N DaCosta - <i>in-person &amp; Virtual</i> Ms A Owens Mrs L Ryan - <i>Phone</i> Mr K Conolly Mr M C Campbell Mrs D Ebanks
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr H B Ebanks Mr M Scotland
Absent:	Mr W Welcome

**Call to Order**

The Chairman welcomed all members and called the meeting to order at 1:36pm after ascertaining that there was a quorum. The Chairman noted apologies for Mr H B Ebanks, Mr M Scotland, and noted Mr W Welcome as absent. He then invited Ms A Owens to open the meeting with prayer.

The Chairman then proceeded to welcome new Board member, Mrs Darlee Ebanks to the meeting. Members present joined in welcoming Mrs D Ebanks. The Chairman encouraged Mrs D Ebanks to participate in open communication and to ask questions so that she becomes familiar with the Board and the Water Authority's operations. The Chairman then invited Mrs D Ebanks to introduce herself to Board members. Mrs D Ebanks thanked

the Chairman and Board members for the warm welcome. Mrs D Ebanks noted that she is an accountant and worked at Trident Trust as a Senior Account Manager for many years. She retired in 2020 and previously served for 10 years as a member of CINICO's Board. Mrs D Ebanks explained that she is quiet and reserved but listens attentively and participates as necessary. In her retirement she has been busy enjoying spending time with her family. She lives with her husband on West Bay Road.

The Chairman thanked Mrs D Ebanks for her personal introductions and that he looked forward to her participation and contributions to the Board's work.

### **Confirmation of Minutes of the 339<sup>th</sup> Meeting held on 28 June 2023**

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 339<sup>th</sup> Meeting held on 28 June 2023. Mr N DaCosta then moved the motion to accept the Minutes, Mr G Ebanks seconded the motion and the motion passed unanimously by members able to vote.

### **Declaration of Conflicts of Interest**

Mr N DaCosta declared a conflict with item (c) under Donation Requests.

### **Matters Arising from the Minutes (not listed below)**

No matters raised.

### **Matters Arising Director's Updates/Department Reports**

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

##### *West End Water Works Pump House*

Board members asked for consideration to be given to accelerating installation of water connections to elderly and vulnerable customers priority applying from the area of Watering Place where the groundwater has been found to be contaminated with faecal coliforms. The name \* [REDACTED] was mentioned as an elderly lady living on \* [REDACTED] who has made an application for service and is one of these households. The Secretary noted that she would enquire with the Customer Service Department.

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

##### *West End Water Works RO Plants*

Members queried when the chemical cleaning of the RO Plant#1 membranes will take place. The Secretary noted that this was further postponed until later in August 2023 as the differential pressure over the membranes remained well within the acceptable range.

##### *Restructuring of Cayman Brac Operations Division*

Members enquired as to the status of the rental of space to move the Brac customer services to. The Secretary explained there was a hold up in finalising the lease with the owner due to there not being a separate water meter for the office unit. The

Authority is working with the property owner for a resolution so that the lease can be signed as soon as possible.

*Brac Bluff Water Works*

No matters raised.

**b) New Red Gate RO Plant - Update.**

No matters raised.

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

The Secretary reported that this project is now operational and will be removed from the agenda. Minor outstanding works will be completed in-house.

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

*31 December 2022 Audit of Consolidated, Island & Divisional Statements*

No matters raised.

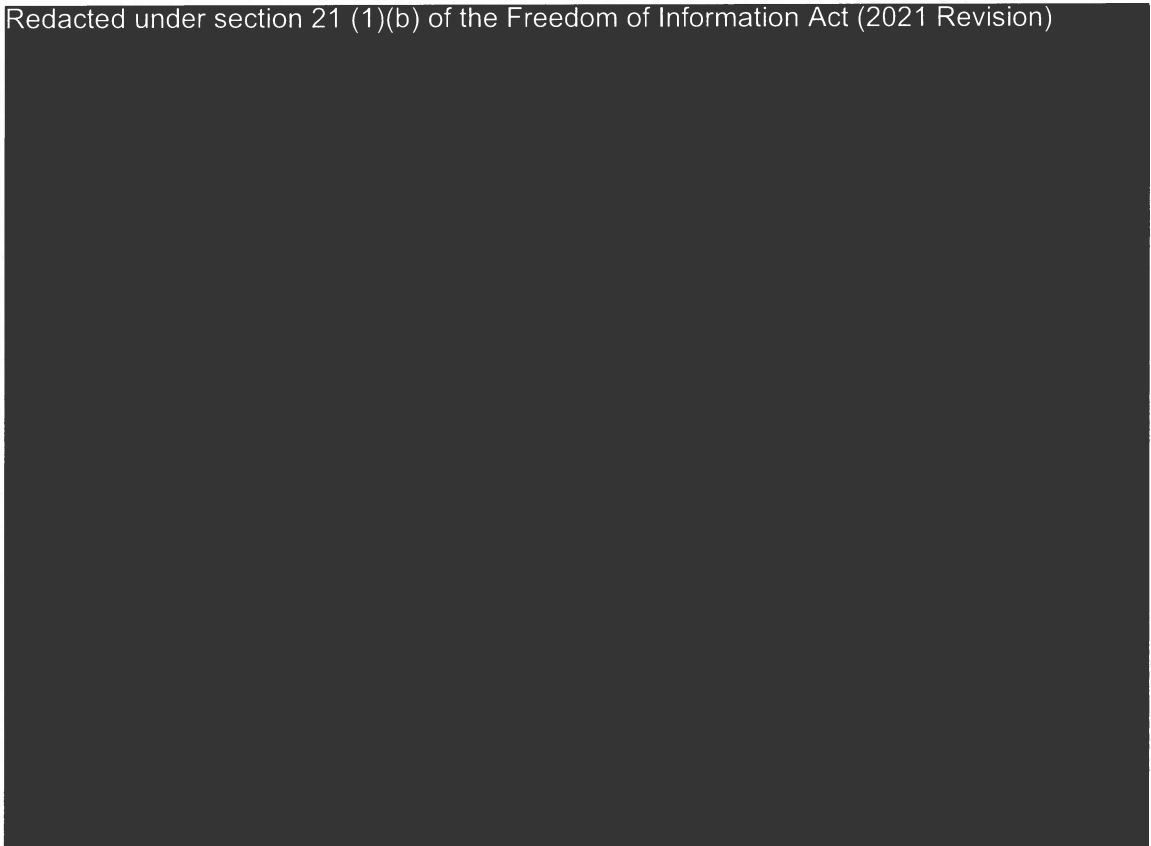
*Annual Report 2022*

No matters raised.

*Aetna / CINICO Comparison*

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) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
- g) **Key Performance Indicators (KPIs) - Update.**  
No matters raised.
- h) **Property Adjacent to Lower Valley Reservoir Site - Update.**  
No matters raised.
- i) **Engagement Subcommittee - Update.**  
Board member, Mr N DaCosta reported that the Terms of Reference had been drafted and circulated to the Board members on the committee.
- j) **Board Self-Assessment Document - Update.**  
The Chairman led discussion on the results of the Board self-assessment. He noted that he had identified, using the criteria of where three or more members responded to the questions with 'neutral' or 'disagreed', six questions which members may wish to examine further. These questions were Q3, Q5, Q6, Q9, Q11, and Q17. He suggested that at each of the coming Board meetings, members select a few of the questions with the aim of discussing how to improve the scores.
- The Chairman thanked members for their feedback and requested that the Secretary send the Board Self-Assessment package to Mrs D Ebanks. He also thanked Mr G Ebanks for setting up the questionnaire and the analyses he had carried out.
- Mr G Ebanks and Mr M C Campbell confirmed that they had attended the Governance training facilitated by the Deputy Governor's Office and had found it interesting. They promised to email their certificates to the Secretary for the Board records.
- k) **Request from Department of Sports for Support to Provide Water Bottle Filling Units for Government Sports Facilities - Update.**  
Members had no objections to the Water Authority providing the 9 units requested by the Department of Sports at the estimated cost of CI\$26,013 plus delivery in recognition of the Water Authority's 40<sup>th</sup> Anniversary.

Members discussed further and subsequently approved that as part of the Water Authority's 40<sup>th</sup> Anniversary recognition that the Water Authority also provide 5 water bottle filling units in Cayman Brac as follows:

1. Watering Place Community Park - 1 unrefrigerated and tamper proof unit
2. West End Park - 1 unrefrigerated and tamper proof unit
3. Spott Bay Park - 1 unrefrigerated and tamper proof unit
4. Sports Complex - 2 refrigerated units

**l) East End Affordable Land Lot Pilot Programme - Piped Water - Update.**

No matters raised.

**m) New Cayman Brac High School Piped Water - Update.**

No update.

**Department Updates**

**a) Finance**

*CWUIC - Caribbean Water Utility Insurance Company*

No update.

**b) Engineering Services**

Mr N DaCosta left the meeting at this point to attend to another commitment however returned to the meeting using the virtual platform.

**1) Engineering**

No matters raised.

*North Side Water Works Chemical Storage*

No update.

*Business Cases - Projects*

The Secretary advised that the Senior Engineering Manager was available to make a presentation on AMI as previously promised. The Chairman and members welcomed the Deputy Director, Tom van Zanten and Senior Engineering Manager Mr Martin Kelly to the meeting. The Secretary noted that members had requested the presentation to familiarise members with AMI and how it will be useful for the Water Authority.

The Senior Engineering Manager explained that Advanced Metering Infrastructure (AMI) refers to an integrated system of smart meters, communication networks, data management systems and related technologies that enable two-way communication between utility companies and their customers' meters. AMI goes beyond traditional meter reading methods by

providing near-real-time data on water consumption, allowing for more accurate billing, more efficient utility management and enhanced customer engagement.

He noted that overall, AMI will help the Authority to modernise management of the distribution network by leveraging technology to provide more accurate data, improve operational efficiency, reduce costs, reduce non-revenue water, enhance customer experience, and contribute to sustainable water resource management.

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

In summary, the following were noted as expected beneficial outcomes from the adoption of the AMI technology by the Water Authority: improved meter reading accuracy, improved efficiency leading to operational cost savings, real-time data access, customer empowerment, faster outage detection and response, leak detection, and NRW management. Members asked various questions about the technology and its application. The Senior Engineering Manager and the Deputy Director answered members queries and then left the meeting. Members noted they were pleased to see movement on this project.

*Valve Exercise Programme*

No update.

2) *New Works Division*

No matters raised.

3) *Water Distribution & Treatment Division*

No matters raised.

4) *Water Production Division*

o *Extension of Operating Contract North Sound RO Plant*

The Secretary advised members that this extension would allow the operation and maintenance of the North Sound RO Plant for an additional period of 29 months, i.e., until 01 July 2026. This date coincides with the end of Term of the current Operating Agreement for the North Side RO Plant.

5) *Wastewater Collection & Treatment Division*

No matters raised.

c) **Customer Service**

*Customer Portal*

No matters raised.

*Promotions*

No matters raised.

**d) Human Resources**

*Recruitment & Staffing*

No matters raised.

*Scholarship and Internship Programmes*

The Chairman noted that the Water Authority should consider offering scholarships to students entering Years 12-13 to do their A-levels so that the Water Authority develops a relationship with them. This may encourage more Caymanians to apply for the Water Authority scholarship for their tertiary education.

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

*Job Evaluation –Portfolio of Civil Service.*

No update.

*FOI updates*

No update.

Ms A Owens left the meeting at this point to attend to another commitment.

**e) Information Services**

*Telephone System Upgrade*

No matters raised.

*Exchange Server Upgrade*

No matters raised.

*GP/Cogsdale Upgrades*

No matters raised.

**f) Water Resources & Quality Control**

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

*Randyke Gardens – onsite wastewater treatment plants not being maintained.*

Members noted the Water Authority's plan to relocate the water meters to above ground on a specially built meter walls at each block of apartments at the Water Authority's cost.

The Secretary noted that a NOV (Notice of Violation) was issued in January 2023 and the response from the Strata has been slow and that it may be necessary to refer the matter to the Director of Public Prosecutions for the continue violation of the Water Authority Act. Members noted that at some point the Government may have to assist the Strata again.

*Environmental Impact Assessment – Integrated Solid Waste Management System.*  
No matters raised.

*Environmental Impact Assessment – East West Arterial.*  
No matters raised.

*Revision of the National Energy Policy*  
No matters raised.

*Geology Education Week 09-16 October 2023*  
No matters raised.

**g) Director's Office**

*Review of proposed Water Sector Regulation (Licences and Fees) Regulations, 2022*  
No update.

*Water Authority's 40<sup>th</sup> Anniversary in 2023*

The Secretary apologised that the Geology of Cayman book had not yet been provided to Members. She will work with her secretary to ensure that they are ordered.

- *Water Filling Stations for Government Primary Schools*  
No matters raised.

- *Water Filling Stations for Selected Sports Facilities*  
Discussed under Matters Arising in these Minutes.

- *Posterity/Legacy Donation*  
No matters raised.

- *Cayman Brac High School Laboratory Donation*  
No matters raised.

- *Customer Appreciation Day – Cayman Brac*  
The Secretary sought confirmation from members regarding who will be coming to the Brac for the Lab Donation and Customer Appreciation Day.



The Chairman, Mr N DaCosta, Mrs Darlee Ebanks, and Mr G Ebanks confirmed that they will travel to the Brac for the events on 08 September. Members requested to return on the 6:20pm flight to Grand Cayman. The Secretary advised that her secretary would make the flight arrangements and be in contact with members in the coming weeks with the details.

- *Other Upcoming Activities*  
No matters raised.
- *Gala*  
No matters raised.

### Current Business

#### a) **Management Accounts June 2023.**

The Secretary reported that a full set of Management Accounts is presented to members for the 6-months ending 30 June 2023. The Management Accounts present the budget figures for comparison purposes, further analysis will be included at the September 2023 Board meeting.

Revenue for 2023 is up 12.5% over the same 2022 period with most of the increase attributed to Water Sales. Water Sales in Cayman Brac are also up with customers on the distribution system increasing and the trucked water sales down slightly (1.1%) from 2022.

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

Operating expenses are within expectation, the majority of the 7.1% increase attributed to the increase in Water Production associated with the higher sales, offset by a decrease in supplies over 2022. In early 2022 there was significant road reinstatement associated with Palm Dale [REDACTED] and High Rock Road that increased the supplies expense.

Other income has increased by 61.39%, the majority of which is attributable to the increased Fixed Deposit rates. Rates were at a low in 2022 (some as low as 0.15%) but the Authority has recently renewed deposits with rates as high as 4.87%. Interest income will continue to fluctuate based on interest rates received by the Treasury Department.

Administrative expenses are up 19.9% from 2022 which is within expectation with funding of the 40<sup>th</sup> anniversary projects and higher telephone and utilities associated with the introduction of the Mitel system in 2023. The Authority expects to see an increase in Health Insurance expense under Benefits and Passages in the coming months, to reflect the change in premium costs to the Authority.

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) Request for Bill adjustment re Customer Account** [REDACTED]

The Secretary reported that on 14 June 2023 the Authority received an email from [REDACTED] requesting that consideration be given to adjusting his 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 the customer's meter was read on 18 January 2023 for the January 2023 billing cycle and showed a higher-than-normal usage. The reading of 782.90 was obtained, which resulted in the consumption of 227.0 cubic metres.

A Fail Audit inspection was issued and completed on 20 January 2023 with notes from the Meter Reader stating: *"There is no movement on the dial. The reading is correct"*.

The 31 January 2023 bill issued to the customer was in the amount of \$1,746.90 for the period of 13 December 2022 to 20 January 2023 (38 days). On 07 February 2023 the customer requested an Audit be carried out. The Utility Services Auditor visited the property and his report stated: *"After checking this customer sprinkler system and other places where were prone (sp) for leaks and there was no movements found with his meter and any other places either he stated that he would wait and see what his next bill would be like and go from there."*

On 10 February 2023 the customer requested that the meter be tested and was provided with information regarding the testing process, including the adjustment process. Once the meter testing form was signed acknowledging these steps, the meter was removed and sent off on 24 February 2023 for testing.

The results of the meter test were provided in a letter to the customer dated 21 March 2023 and indicated that the meter was *"inaccurate and slow at one of the test flow rates and inaccurate and fast at one or all of the other test flow rates"*.

As per the Water Authority's meter testing policy, the customer was refunded \$50.00 for the meter testing fee and a 0.43% (\$7.51) discount on the February 2023 bill. On 05 May 2023 the customer sent an email to the Utility Billing Supervisor expressing his dissatisfaction with the response relating to the credit issued to him. The Utility Billing Supervisor explained the calculations to him, but he was still dissatisfied with the explanation. The matter was then escalated to the Customer Service Manager to provide a response upon her return to office.

On 10 May 2023 the Customer Service Manager affirmed the meter testing results and how the adjustment was in line with the Board approved Meter Testing Policy; attention was also drawn to the fact that the Customer had agreed to the process on the meter testing form which included the calculation. On 15 May 2023, the

customer expressed his dissatisfaction with the Authority's response, and asked if there was a formal complaint process.

On 30 May 2023 the Customer Service Manager addressed the points raised by the customer and provided confirmation that there was a complaints process, and that this matter could be escalated to the Board. On 14 June the customer confirmed his request for the matter to go to the Water Authority Board.

In summary, no leaks were identified during the Fail Audit Inspection on 19 January 2023 or the subsequent Audit. The meter test results found that the meter was *over registering* at the minimum flow rate and *under registering* at the maximum flow rate. The account was adjusted with the difference between the highest of the "fast" accuracy percentages and 102%, (which was 0.43%) in accordance with the Board approved Meter Testing Policy.

The customer has requested for the Board to review the current Meter Testing Policy as he feels that not only should a customer be told upfront in dollars and cents what the adjusted amount will be, but also, he is not satisfied with the adjusted amount. The Secretary respectfully sought the Board's decision on the request from the customer. Members carefully considered the customer's request as well as the information provided,

After reviewing the request, members 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 customer's meter was tested as they requested, and the Water Authority's Meter Testing Policy was applied correctly. In accordance with the Board approved Meter Testing Policy, the customer was reimbursed for the cost of testing and the bill was discounted by 0.43%, i.e., the percentage by which the meter tested outside the acceptable range for the high flow. Members also noted that the current Meter Testing Policy, approved by the Water Authority Board, is reasonable and no changes to the policy was necessary. Members further noted that the customer was informed of the Water Authority's Meter Testing Policy prior to the meter being tested.

c) **Request for Extension of Water Mains to Service Customer Account** \*

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

The Secretary reported that on 31 July 2023 the Water Authority received a letter from \* requesting that the Water Authority Board's assistance to install a pipeline and service connection to her property. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account and the communication from the Water Authority's Engineering Manager was undertaken. On 07 June 2023 the Water Authority received an application for water service at the customer's property. On 24 July 2023 the Quality Assurance Inspector identified that the customer's access to the property is by way of side road which is approximately 175-ft which is more than

the current policy of 100-ft at no cost. As per Water Authority policy, the customer would need to pay \$5,625.00 (75-ft x \$ 75.00 per foot).

By way of background, the customer's original installation was located on the adjoining block and parcel; this service was removed on 12 November 2015 as per the Board policy that all services disconnected for 1 year or more are removed. The non-profit organisation, Acts of Random Kindness (ARK), has stepped in to assist this customer and has paid off the outstanding debt. Home renovations are also underway by ARK for which piped water is being requested.

The customer has requested the Board to consider her position and waive the fees to extend the pipeline as she is elderly, cannot afford to pay the fees, and needs to have access to clean potable water. The Secretary respectfully sought the Board's decision on the request from the customer. Members discussed and agreed that the customer should be advised that they reviewed the request and approved for the Water Authority to extend the water mains into the side road to the customer's property which is approximately 175-ft. The Water Authority policy for pipeline extensions in private roads allows for the extension of 100-ft at no cost to the customer and in application of the policy, the remaining 75-ft would be the responsibility of the customer.

Members considered that the customer is elderly, has no independent means with which to pay, and recently had a long outstanding bill paid off by the charitable agency that is also fixing her home to make it more habitable. With these considerations and without setting a precedent, members approved for the Water Authority to extend the additional water mains 75-ft in addition to the allowance (100-ft) of the Water Authority's policy for installation of water mains in private roads.

d) **Request for Extension of Water Mains** [REDACTED]  
to [REDACTED]

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

The Secretary reported that on 07 August 2023 the Water Authority received a letter from [REDACTED] requesting that the Water Authority waive the cost to extend the water mains 260-ft into the private Right of Way (RoW) off Mastic Road to his property [REDACTED]. A copy of the correspondence and related documentation was provided to members.

The Water Authority's policy allows for 100-ft to be done at no cost with the property owner paying the additional cost to extend the water mains. The customer may also choose to carry out the work using the Water Authority's guidelines and under supervision of the Water Authority.

To provide service to property [REDACTED] over the private RoW, the property owner would be responsible for the cost of installing 160-ft pipeline of 3-in diameter at \$80 per foot, that is, \$12,800. There are two neighbouring properties which if those property owners made applications for service, the Water Authority's policy would

allow for 300-ft of pipeline to be installed at no cost to the property owners. The Secretary respectfully sought the Board's decision on the request from the property owner of [REDACTED]. Members carefully reviewed the request from the customer.

Members agreed that the property owner of [REDACTED] should be advised that they reviewed the request and did not approve for the Water Authority to extend the water mains into the private right of way to the customer's property. The Water Authority policy for pipeline extensions in private roads allows for the extension of 100-ft at no cost to the customer. Members noted that there are two neighbouring properties and if those property owners made applications for service, the Water Authority's policy would allow for 300-ft of pipeline to be installed at no cost to the property owners. Members requested that the Water Authority communicate back to the owner of property [REDACTED] and recommend that he encourage the property owners of the two neighbouring properties to submit their applications for service.

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

### Any Other Business

a) **Director's Leave.**

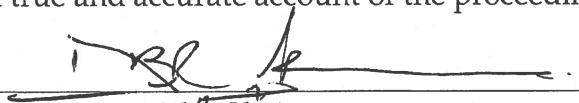
The Secretary respectfully sought approval for 5 days in lieu she worked during leave. Members had no object to the Secretary's request.


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

- a) CI Netball Association - Tournament in Antigua.
- b) CI National Squash Association - XXVIII Senior Caribbean Squash Championships Cayman 2023.
- c) The Lions Club of Grand Cayman - PACCE.
- d) Health Service Authority (HSA) - Gift Certificates for Special Staff Programme.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 5:11pm.

This is a true and accurate account of the proceedings.

  
 \_\_\_\_\_  
 The Chairman

  
 \_\_\_\_\_  
 The Secretary

## Water Authority of the Cayman Islands

340<sup>th</sup> Meeting to be held at 1:30pm on Wednesday, 16 August 2023

### Director’s Updates/Report

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**
- On 11 July 2023 the New Works Pipelaying Crew (NWPC) commenced pipeline installation along Watering Place Road. By 08 August 2023, they had installed approximately 240metres (800 feet) of 200mm (8-inch) pipe, or up to Dilbert Avenue. The crew experienced significant delays as both NWPC backhoes were inoperable due to a fuel emission sensor issue, which required software purchase and the subsequent update of the on-board computer in Grand Cayman.
  - Pressure tests on the pipelines in Seaward Drive and Sanford Drive were completed and both pipelines were flushed and commissioned by 24 July 2023.
  - The NWPC also assisted the Cayman Brac Operations staff with the installation of a trench for a 63mm PE pipeline to a proposed wall manifold accommodating 9 water meters and topped up trenches on previously completed side roads in anticipation of Public Works Department (PWD) carrying out the final road reinstatement in these roads.
  - The weekly progress report for June-July 2023 are as follows:
    - Week 25 (starting 19 June): No pipe installed (fill, test, disinfect lines)
    - Week 26 (starting 26 June): No pipe installed (fill, test, disinfect lines. Cast valve box covers)
    - Week 27 (starting 03 July): No pipe installed (fill, test, disinfect lines). Replaced wash-out. Carried out road reinstatement
    - Week 28 (starting 10 July): 30 m pipe installed (Watering Place Road)
    - Week 29 (starting 17 July): 45 m pipe installed (Watering Place Road)
    - Week 30 (starting 24 July): 40 m pipe installed (Watering Place Road)

#### *West End Water Works Pump House*

- January-July 2023 Cayman Brac Water sales compared to same period in 2022:
  - Total water sales up approximately 8.9%
  - Pipeline sales up 13.7%
  - Trucked water sales up 0.9%
- The wiring for the VFD’s and transducer was completed on 28 July 2023, except for the actual connection to the pumps. It is anticipated that one Variable Frequency Drive (VFD) will be commissioned and in service by 11 August 2023.
- On 02 August 2023, a pipeline leak was found on Lily’s Lane and subsequently repaired. It appears that this single leak may have been responsible for approximately 25-30% of the total amount of water unaccounted for water on the Cayman Brac water distribution system.

*West End Water Works RO Plants*

- In June 2023 both the old RO plant (Plant #1) and the containerised plant were operational almost continuously. The overall water production in Cayman Brac averaged 633 cubic metres per day, which equates to approximately 83% of the overall design water production capacity at West End Water Works.
  - The old RO Plant (Plant #1) produced on average 457 cubic metres per day (approximately 86% of the plant’s design water production capacity).
  - The containerised plant (Plant #2) produced on average 169 cubic metres per day (approximately 73% of the plant’s design water production capacity).
- In July 2023 both the old RO plant (Plant #1) and the containerised plant were operational almost continuously. The overall water production in Cayman Brac averaged 638 cubic metres per day, which equates to approximately 84% of the overall design water production capacity at West End Water Works.
  - The old RO Plant (Plant #1) produced on average 424 cubic metres per day (approximately 80% of the plant’s design water production capacity).
  - The containerised plant (Plant #2) produced on average 219 cubic metres per day (approximately 95% of the plant’s design water production capacity).
- As previously reported, a business case for the expansion of the original CYB reverse osmosis plant (doubling its water production capacity) was prepared.
- All individual (procurement and design) contracts for this project will be less than CI\$100k and will be direct award contracts. Under the Procurement Act, a contract may be awarded directly to a single supplier without using a competitive process provided specific circumstances are met and the process is approved by the Director for contracts less than \$100k. This report was submitted to the Water Authority Procurement Committee (WAPC) for their review, and to the Director for approval.
- The contract for the design, installation and commissioning of the plant was awarded to H2Oracle Ltd on 30 June 2023. The contract amount is CI\$75,000, excluding cost for travel and accommodation which will be reimbursed at cost.
- All equipment for the proposed works will be procured directly by the Water Authority. The designer has already prepared a partial bill of materials and specification for each item required. The Water Authority will obtain competitive prices from an already approved list of vendors (most of the additional equipment will be identical to the equipment in the old RO Plant), and has already requested/received quotations for some equipment and orders have already been placed for the following equipment:
  - High pressure feed pumps and ancillary equipment has been ordered. (estimated delivery to freight forwarded in FL: 15 September 2023)
  - Membrane vessels have been ordered (estimated delivery to freight forwarder in FL: 06 October 2023)
  - Energy recovery vessels and high-pressure boost pump have been ordered (estimated delivery to freight forwarder in FL: 22 September 2023)

- Pre-filters have been ordered (estimated delivery to freight forwarder in FL: 25 August 2023)
- LG Nano SWRO Membranes have been ordered (estimated delivery to freight forwarder in FL: 25 August 2023)

#### *Restructuring of Cayman Brac Operations Division*

- As previously reported, the current office facility is no longer adequate and requires complete renovation. This coupled with the unsafe parking for customers means that an alternative location for the administrative office is needed. A place has been identified and the Authority is working with the owner to ensure the services such as data are available. Information Systems (IS) Department carried their site visit and has confirmed that the areas available will be able to accommodate the Water Authority’s IT and security requirements. The layout design is in process with Facilities Management team and relevant Departments.
- Interviews for the Operations Manager-CYB is expected to commence in the next 2 weeks.

#### *Brac Bluff Water Works*

No update.

#### **b) New Red Gate RO Plant – Update.**

- Progress on construction of the Red Gate RO plant building:
  - Ocean Conversion Cayman Limited (OCL)’s building contractor, Phoenix Construction, has made significant progress and Building Works are nearing completion.
  - Roof insulation, fascia board, guttering and down pipes have been installed. External painting is nearly complete, just final touch-ups to apply when equipment installation has been completed.
  - Air-conditioning equipment installation is nearing completion.
  - Safety glass has been installed between control side and membrane hall.
  - The suspended ceiling is being installed in the control room and the doors are in the process of being fitted.
- The civil works elements are expected to be completed in within the next few weeks, so Phoenix Construction is expected to demobilise before the end of August 2023.
- OCL’s pipe welding equipment has arrived on site in preparation for pipework installation.
- Well drilling (for feed water abstraction and brine disposal) has commenced, and this work is expected to be completed by early October 2023.
- Unfortunately, significant supply chain issues continue to affect the project (most notably the Motor Control Centres) and it is now estimated that the new RO plant will be operational around end February 2023.

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



- As previously reported, the contract for the supply and erection of two bolted steel tanks for water storage at the North Side Water Works, has been completed, except for the undertaking by the contractor to complete any outstanding works or remedy any defects within the next 12 months. Both water storage tanks have been in service since mid-May 2023.
- The remainder of the balancing pipework and recirculation pipework is still to be installed. Electrical cabling for level sensor and lightning protection (i.e., ground rods) are to be installed, most of this work will be installed by Water Authority staff. The installation of ground rods will be contracted out.

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

*31 December 2022 Audit of Consolidated, Islands & Divisional Statements*

The 31 December 2022 Islands and Divisional Statements are with KPMG. The Chief Financial Officer will continue to follow up for an update.

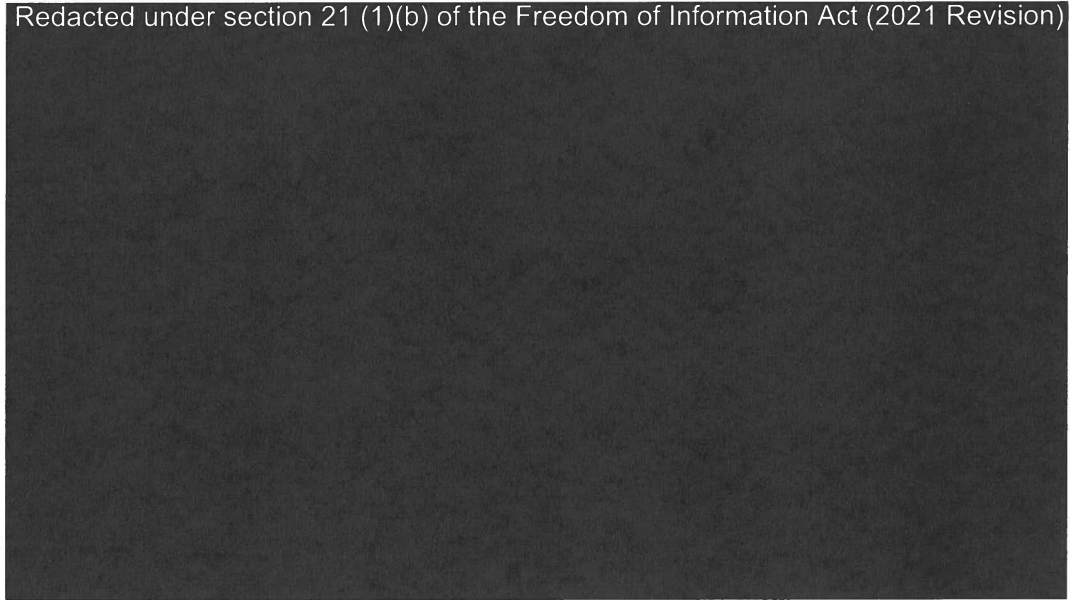
*Annual Report 2022*

The Annual Report is still with the OAG and KPMG for their approval. It will then 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. The CFO will continue to follow up.

*Aetna / CINICO Comparison*

At the 339<sup>th</sup> Board meeting held on 28 June 2023; the Board approved the modification of the existing health care benefits available to Water Authority employees. Effective 01 August 2023 the Board approved modifications were implemented by the Water Authority. The Secretary conveys employees' sincere appreciation for these increased benefits.

**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)

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

- g) **Key Performance Indicators (KPIs) - Update.**  
Provided in Board package. The Authority is working on the KPI's, as reported previously, Management anticipates that Phase II reporting will be available for September's meeting.

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

- i) **Board Self-Assessment Document - Update.**  
The Chairman has requested to dedicate approximately 15 mins to review the results at the 16 August 2023 meeting.

- j) Engagement Subcommittee - Update.**  
Board member, Mr N DaCosta is in the process of completing the Terms of Reference document.
- k) Request from Department of Sports for Support to Provide Water Bottle Filling Units for Government Sports Facilities - Update.**  
During the week of 20 June 2023, the Water Authority's Senior Engineering Manager met at the various locations with Department of Sports (DoS) representative. The DoS wishes to replace existing water fountains that have or are reaching end of life. This means that the location for the new units is already pre-determined because power supply, water supply and drainage are in place already. Due to the way the plumbing is set up, the new units will have a fountain in addition to the water bottle filling station and it is preferable to the DoS that they are refrigerated (non-refrigerated is approximately \$330 less per unit). The cost for the 9 units is estimated at CI\$26,013 plus delivery. If members have no objections to the cost, the Authority will proceed with ordering the refrigerated units.
- l) East End Affordable Land Lot Pilot Programme - Piped Water - Update.**
- The design for the water infrastructure layout has been completed by the Authority's Engineering Services Department.
  - During the Water Authority's Engineering team's 21 June 2023 meeting with the Ministry's Project Manager (from PWD) for this project, it was agreed that PWD would inform the Water Authority as soon as the sub-base of the subdivision roads has been completed so the Water Authority can schedule the work.
  - PWD indicated that they would forward the Planning-stamped Approved drawing for the proposed sub-division (Water Authority typically requires a Planning-stamped Approved drawing for any sub-division to put the water infrastructure layout on and include the Water Authority's stamp and notes. That drawing will then be used by our Quality assurance Inspector during the site visit). This has not yet been received, but as the Water Authority's NWPC will install the pipeline for this subdivision that is not critical.
  - The Water Authority is not aware of the progress to have the Crown land roads gazetted as Public Roads.
- m) New Cayman Brac High School Piped Water - Update.**  
No new developments.

#### Department Updates

- a) **Finance**  
*CWUIC - Caribbean Water Utility Insurance Company*  
No update.
- b) **Engineering Services**  
1) *Engineering*

Nothing new to report on the West Bay Sewerage System Inspection and Rehabilitation 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*

- On 16 June 2023 the New Works Pipelaying Crew (NWPC) mobilised at Whittaker’s Way (North Side). On 28 June 2023 the approximately 150 metres (500 feet) long 100mm (4-inch) diameter pipe was commissioned (tested, disinfected, and flushed).
- The NWPC completed the installation of approximately 120 metres (400 feet) of 80mm (3-inch) pipeline along a private road adjacent to Caymanian Village (off North Sound Road). This pipeline was successfully tested on 31 July 2023. It is anticipated that this pipeline will be connected to the 300mm (12-inch) water main along North Sound Road on 13 August 2023.
- The NWPC also installed approximately 60 metres (200 feet) of 300mm (12-inch) pipe at the Lower Valley Water Works. This pipeline will be connected to the water main in Shamrock Road in the next few weeks. Due to the heavy traffic, work in Shamrock Road can only be carried out on a Sunday. This new pipeline is required so the Lower Valley Water Distribution Pump Station can be operated as a re-pumping facility, allowing water to be pumped from the east (there is some spare

water production capacity at the North Side Water Works) to the west (more than 60% of the total water demand occurs in the area west of the Lower Valley Water Works). The ability to pump more water from the North Side Water Works to the western portion of the Grand Cayman Water Distribution system is crucial to ensure the reliability and availability of potable water supplies for the Authority’s Grand Cayman customers, until the new Red Gate RO Plant is operational, around the end of February 2024.

- On the East-West Arterial, between Poindexter Road and Hirst Road, the National Roads Authority (NRA) is widening the road to accommodate two lanes each way. On the westbound lanes, this affects the 300mm (12-inch) water main, which was installed in the road verge and at several locations over, relatively shallow, 3-foot diameter culverts. As the minimum cover could not be achieved, concrete slabs were installed over the shallow portions to protect against the (occasional) vehicle veering off the road. The new road will be extended over the pipe and the concrete slabs will be replaced by traffic-rated concrete slabs. The Water Authority will lower the water main at one location (NRA will remove the culvert) and the NRA will raise the road at three other locations, to accommodate the thicker traffic-rated concrete slabs. Last week some preliminary work was carried out (comprising the installation of two valves) in anticipation of this work and which will ensure that the disruption to the Water Authority customers will be minimal during the work. A major part of the work will be the replacement of the existing (now 14-year-old) metal restraining couplings in the vicinity of the culverts.
- The NWPC are currently working along Fern Circle to install an approximately 100 metres (330 feet) long section of 200mm (8-inch) pipe between the new Linford Pierson/Bobby Thompson roundabout and Fairbanks Road. Upon completion of this work, the 300mm (12-inch) water main in Linford Pierson Highway (between the old roundabout at Bobby Thompson Way and Agnes Way) can be abandoned.

### 3) *Water Distribution & Treatment Division*

- Operations-Water Supply commissioned (disinfected, flushed and connected) the Belle Gardens Phase 4 (adjacent to Belford Estates Bodden Town) and the Oasis Development (off Sea View Road, Frank Sound).
- The previously scheduled work along Marina Drive, comprising relaying of approximately 1,200 metres (4,000 feet) of 150mm (6-inch) pipe, commenced on 04 July 2023. The pipeline section between Rosemary Street and Bamboo Street is expected to be pressure tested and disinfected by 11 August 2023. This work is now expected to be completed by late October 2023.
- All DMAs are now fully operational.
- During the first seven months (January-July) of 2023 the total water sales on Grand Cayman were approximately 9.9% more than in the same period last year.

### 4) *Water Production Division*

- The LVRO plant was shut down three times in June 2023 to facilitate pre-filter change out (frequency of pre-filter change-outs typically increase during the rainy season). During this month the RO plant produced on average 2,340 cubic metres per day, or approximately 78% of the plant’s design water production capacity.

- The LVRO plant was shut down five times in July 2023 to accommodate pre-filter change out, membrane cleaning for Trains #1 and #2. During this month the RO plant produced on average 2,138 cubic metres per day, or approximately 71% of the plant’s design water production capacity.

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

5) *Wastewater Collection & Treatment Division*

- In June 2023 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on one day. The average daily wastewater inflow from West Bay Road during June 2023 was 1.95 mgd (or 78% of the design treatment capacity). This is approximately 21.7% less than the average influent measurement during the same month in the previous year (2.49 mgd).
- In July 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 July 2023 was 2.00 mgd (or 80% of the design treatment

capacity). This is approximately 19.7% less than the average influent measurement during the same month in the previous year (2.49 mgd).

- During the week of 24 July 2023 all three Sequencing Batch Reactor (SBR) mixers were removed from the SBR basins for service and inspection.
- Repair work is underway at Pumping Station 4 to address significant leaks. This work will likely take 2-3 weeks to complete.
- 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) Customer Service

##### *Customer Portal*

- After yet another round of testing during the week of 24 July 2023, it was identified that previously delivered e-billing notifications had stopped working; this is currently being worked on along with the display of the bill summary. It is anticipated that Cogsdale will update the data of the test system on 14 August 2023 so that Customer Service are able to complete the final testing.
- IT is liaising with Cogsdale for CSM upgrade which must include auto reconnection feature, and archiving (as there is approximately 12 years of data in CSM); there might be consideration to do this before the upgrade; work continues on the new bill template with consideration for a greener option of paper bills as part of upgrade.

##### *Promotions*

- Promotions are ongoing for Hurricane Awareness.
- Interns will be highlighted on social media through the month of August.
- Social media promotions are scheduled for World Water Week 20-24 August.
- Promotion of Customer Appreciation Day – Cayman Brac will commence in the next few weeks.

#### d) Human Resources

##### *Recruitment & Staffing*

- Assistant Operator-WS (x2) – 2 successful candidates commenced work on 04 July 2023.

- Assistant Operator-WW – successful candidate commenced work on 17 July 2023.
- Assistant Operator-WW – position vacancy due to resignation; job advertised; recruitment ongoing.
- Customer Service Representative – successful candidate commenced work on 07 August 2023.
- Operations Manager-WW – work permit approved (application submitted early April 2023, approved 04 August 2023); selected candidate to start 30 August 2023.
- Engineering Manager – applications with hiring manager for interview shortlist.
- Operations Manager-CYB – applications with hiring manager for interview shortlist.
- Civil Engineer/Engineer – both successful candidates expected to start work pending work permit approvals.
- Accounts Clerk – position advertised, applications with hiring manager for interview shortlist.
- Development Control Technologist – position vacancy due to resignation; interviews held 02 August 2023; selection process ongoing.

#### *Scholarship and Internship Programmes*

- Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
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- 17 students will have participated in this year's summer internship programme by the end of August.
- An information session/lunch social was held for interns, their supervisors, and managers on 28 July 2023. This year's programme included a presentation by SteppingStones Recruitment on job/interview readiness tips, which was well received by the interns.

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



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

*Job Evaluation –Portfolio of Civil Service.*  
No update.

*FOI updates*  
No new FOI requests since the 17 May 2023 Board meeting.

**COVID-19**  
Over the past few weeks there was a slight increase in positive cases (2% on 01 August 2023), and as of 09 August 2023, 2% of employees were COVID-19 positive.

e) **Information Services**

*Telephone System Upgrade*

- IS to review and discuss of options of IVR set up when Customer Service is ready.
- IS will coordinate with C&W/Flow to provide training to Customer Service for running of call stat reports. This was delayed for various reasons, some now due to Flow’s employees’ summer leave.

*Exchange Server Upgrade*

The upgrade of the local mail system to Exchange 2019 has been completed and the old Exchange Server has been shut down.

*GP/Cogsdale Upgrades*

No update.

f) **Water Resources & Quality Control**

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)

*Randyke Gardens – onsite wastewater treatment plants not being maintained.*

- The control panels for 2 of the 8 treatment systems and pumps for 2 of the lift stations were installed on 30 June 2023. There remains a problem with one of the other lift stations, which also needs new pumps, and the Strata is working on a temporary solution.
- In terms of addressing the overall requirements of the Notice of Violation (NOV), issued in January 2023, the Strata’s response has been slow, and the Authority anticipates that the Strata will not be in a position to address all issues of the NOV. It may therefore be necessary to refer this matter to Director of Public Prosecutions a violation of the Water Authority Act.
- In July 2023 a leak on the Water Authority’s side of the water supply system was found at building 7. The Authority repaired the leak. The meter boxes at Randyke Gardens were installed over 30 years ago and are mounted on the side of each buildings (10 meter boxes per building).
- When repairs are needed, it is very hard for the Authority’s staff to access the pipes and fittings on the Water Authority’s side of the meter, as the service lines on the customer side are in the way of the Water Authority’s pipes. In the Water Authority’s view, it would be best to relocate the meters at Randyke Gardens for each apartment block on a meter wall located between the building and the road per standard design of the Authority, i.e., further away from the sewage lift stations and therefore less likely to be affected by any sewage spills.
- This arrangement is now required for new installations where 5 or more meters are installed for one property. The advantage is that the meters will be higher of the ground, so that if there are sewage issues, meter readers will have access.
- Also, the issues with the Authority’s access to its service lines will improve as the pipes on the customer side and the Authority’s side will be properly separated. Per Authority’s policy the developer is responsible for installing the meter bank and pipelines on the customer side, but with the current situation at Randyke Gardens, it is in the best interest of the Authority that the Authority pays all associated cost to relocate the meters. This is the Authority’s management’s proposal.

*Environmental Impact Assessment – Integrated Solid Waste Management System.*

- Since the June 2023 report to the Board, all other draft chapters for the Environmental Impact Assessment (EIA) for the Integrated Solid Waste Management System (ISWMS) have been submitted to the Environmental Assessment Board (EAB). Currently EAB members are conducting reviews of all chapters and the EAB will provide feedback to Dart and the consultant by 11 August 2023 so that the draft Environmental Statement will be ready for publication on 18 August 2023.

- The Water Authority focusses on the chapter that reviews hydrology and hydrogeology. This includes the specific studies and reports for the geothermal groundwater cooling system for the Energy Recovery Facility. Per Water Authority Act the abstraction and disposal of the cooling water requires a groundwater abstraction licence and discharge permit.
- The EIA is conducted under the provisions of the National Conservation Act. This requires that the draft Environmental Statement is available for review by the public for a period of 21 days and the public can submit comments to the EAB.
- Following the public consultation, the EAB will review the comments and the Environmental Statement will be completed by the consultant. On 04 August 2023 the Notice announcing the review period and the public meetings was released to the media. On 18 August 2023 the draft EIA will be published on the DOE and project ReGen website. Public meetings are scheduled for 28, 29 and 30 August 2023.

#### *Environmental Impact Assessment – East West Arterial*

- The Environmental Impact Assessment for the East West Arterial has commenced. The Authority has provided Whitman, Requardt and Associates, LLP (WRA), the consultant for the EIA, with technical information relating to groundwater resources. During the week of 24 July 2023, the consultants were in Grand Cayman to gather specific data. They also had a meeting with various Government officials, including staff from the Authority, to review growth scenarios for population, development, and tourism. These scenarios will be used for the development of the road.
- At the initial stage of the EIA 5 alternatives for the road corridor are under consideration. The consultant has submitted a draft matrix of critical success factors and constraints that will be used to review these alternatives. On 08 August 2023 the EAB commented on the proposed matrix.

#### *Revision of the National Energy Policy*

- The Water Authority, as one of the stakeholders, received communication from the Ministry of Sustainability & Climate Resiliency about the review of the National Energy Policy. The original policy was developed in 2011-2012 and is reviewed and updated in a 5-year cycle. The Authority will conduct a review of the proposed changes and provide feedback where necessary. The consultation period is 24 July – 31 August 2023.

#### *Geology Education Week 09-16 October 2023*

- The Authority and Dr. Brian Jones, professor emeritus of geology at the University of Alberta, Canada will organise Geology Education Week 2023 from 09 October 2023 through 19 October 2023. Historically the event was held for one week, but the additional time will provide more flexibility and time to create further awareness about the book *Geology of the Cayman Islands* published last November 2022. Planning for the week is at its early stages, it is anticipated that the following activities will take place:
  - Professional development courses for teachers and other professionals – 1 day in Grand Cayman and 1 day in Cayman Brac

- o Geology lessons for High school students
- o Further promotion of the book: public lectures and book signing

**g) Director’s Office**

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

Nothing to report.

*Water Authority’s 40<sup>th</sup> Anniversary in 2023*

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

- *Water Filling Stations for Government Primary Schools*  
The units are expected to be on island as of 10 August 2023. Upon arrival they will be released to the Department of Education for installation. The water bottles for the primary school children have been ordered as well. A photo op will be done of both donations.
- *Water Filling Stations for Selected Sports Facilities*  
Update has been provided earlier in this document.
- *Posterity/Legacy Donation*  
In communication with John Doak regarding the concept design for unveiling at the Christmas Gala.
- *Cayman Brac High School Laboratory Donation*  
The official handover is tentatively scheduled for Friday 08 September 2023.
- *Customer Appreciation Day – Cayman Brac*  
Customer Appreciation Day (CAD) in Cayman Brac is tentatively scheduled for 08 September 2023. For members who wish to attend the CAD as well as the Lab equipment donation to the High School, Water Authority will seek to make flight arrangements to leave early the morning of 08 September and return to Grand Cayman the following morning (Saturday, 09 September 2023). At the 16 August 2023 Board meeting, members will be asked to indicate whether they will attend so that flights and hotel bookings can be made.
- *Other Upcoming Activities*  
Work is on the way to facilitate and organise the following: Staff Appreciation Event, Community-Give-Back Day, and Honouring Men’s Day.
- *Gala*  
The Committee planning for the Gala at the Kimpton Seafire is ongoing.