

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 345th Meeting held on 17 January 2024
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road

Members Present:

Chairman:	Mr D Rankine
Members:	Mr H B Ebanks - <i>Virtual</i> Mr N DaCosta - <i>Virtual</i> Mrs L Ryan - <i>Phone</i> Mr M C Campbell - <i>Virtual</i> Mr M Scotland Mr K Conolly
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mrs D Ebanks Mr G Ebanks Mr W Welcome Ms A Owens
Absent:	
Guest:	Ms L Bergman, <i>Chief Financial Officer-WA</i>

Call to Order

The Chairman welcomed all members and exchanged Happy New Year greetings with members. He also welcomed Ms L Bergman, Chief Financial Officer (CFO) at the Water Authority as the first Head of Department to sit in on the Board meetings. The Chairman then called the meeting to order at 1:36pm after ascertaining that there was a quorum. The Chairman noted apologies for Mrs D Ebanks, Mr G Ebanks, Ms A Owens, and Mr W Welcome.

Confirmation of Minutes of the 344th Meeting held on 06 December 2023

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 344th Meeting held on 06 December 2023. Mr M Scotland then moved the motion to accept the Minutes as amended. Mr H B Ebanks seconded the motion and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

None were declared.

Matters Arising from the Minutes (not listed below)**Matters Arising Director's Updates/Department Reports**

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project - Update.**
The Chairman expressed his concern with the lack of productivity of the New Works Pipelaying Crew (NWPC) in Cayman Brac. The Secretary explained that some of the reduced productivity was due to the holiday period when the NWPC was on leave for two weeks, plus there had been some personnel changes within the crew. The crew is now being supervised by a senior and experienced Foreman seconded from the NWPC in Grand Cayman.

Mr N DaCosta queried the location/name of Charlotte's Road as reported in the Director's Report. Based on the Land Information Systems from Lands & Survey, the map shows Charlotte's Road as a road on the Bluff. After ascertaining with the Engineering Services Department, the secretary explained that the road just west of Land's End Road, off Creek Road is actually named Charlotte's Drive but many persons call it Charlotte's Road. This road was meant to connect to Charlotte's Road on the Bluff, but it appears that that plan has changed.

West End Water Works Pump House
No matters raised.

West End Water Works RO Plants
The Secretary reported that work on the expansion of the original Cayman Brac reverse osmosis Plant 1 was targeted to be completed by 19 January 2024. Troubleshooting is expected to take place over the following week or two thereafter.

Brac Bluff Water Works
The Chairman noted that he was concerned regarding the lack of progress on the hydrogeological investigations for the Bluff Water Works project and asked that effort be made to progress this project.

- b) **New Red Gate RO Plant - Update.**
The Chairman enquired about a Board visit to the project The Secretary advised that plans were to do so as soon as the facility is ready for commissioning.

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

31 December 2023 Audit of Island & Divisional Statements

No matters raised.

Notice of Interest Forms

The Chairman requested members who had not yet submitted their form to please do so as soon as possible.

Actuary Reports 2023

No update.

2023 Annual Report

No matters raised.

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

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

f) **Key Performance Indicators (KPIs) - Update.**

The CFO noted that she will continue to work with the related parties to get access to the NEWIBNET portal. The Chairman queried whether the number of customers is the same as the number of connections, the Secretary responded in the affirmative. The Chairman also enquired what is the industry standard for employees per 1000 connections? This information was hopefully available from the NEWIBNET portal and efforts would be made to find out.

g) **Engagement Subcommittee - Update.**

The Chairman of the Engagement Subcommittee (ES) advised members that the first meeting will be held before the next scheduled Board meeting.

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

Department Updates

a) Finance

Fixed Deposit Placements

Mr M Scotland reminded the Secretary that Proven Bank should be on the list of banks for the Water Authority to seek rates from. The Secretary advised that Proven Bank will be included and was mistakeably not named in the Director's Report.

CWUIC - Caribbean Water Utility Insurance Company

No update.

b) Engineering Services

1) *Engineering*

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



2) *New Works Division*

Mr M Scotland queried how the Water Authority planned to reinstate the area of Further Road in North Side that is constructed out of concrete. The Secretary noted that she would discuss with the Engineering team what the plan is regarding the reinstatement.

3) *Water Distribution & Treatment Division*

The Chairman queried whether the problem with the probe at the Poindexter Road/Shamrock Road was also a communication issue. The Secretary advised that she would be able to provide an update at the next meeting.

4) *Water Production Division*

No matters raised.

5) *Wastewater Collection & Treatment Division*

No matters raised.

c) Customer Service

Projects

Mr N DaCosta offered his congratulations to the team at Water Authority responsible for the Customer Portal Project and the successful launch of the portal. The Chairman requested that congratulations be conveyed on behalf of the entire Water Authority Board to the team.

Promotions

No matters raised.

Cayman Brac Customer Service Office

The Chairman noted that he had the opportunity to visit the office after it was open to the public and from his observation the amount of space available for customers was not ideal, as it felt a bit small. The Secretary noted that the foot traffic at the office is not extensive, and the design was to allow sufficient office space in the back.

The Secretary advised that the official opening would be arranged to accommodate the Honourable Premier's scheduled sometime in February 2024 when the RO plant expansion was also completed.

d) Human Resources*Recruitment & Staffing*

No matters raised.

Scholarship and Internship Programmes - 2020 Scholarship Recipient -D'Vonte Joseph

No matters raised.

Job Evaluation -Portfolio of Civil Service

No update.

FOI updates

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

e) Information Services*Telephone System Upgrade*

No matters raised.

f) Water Resources & Quality Control*Environmental Impact Assessment - Integrated Solid Waste Management System*

No matters raised.

Environmental Impact Assessment - East West Arterial

No matters raised.

Environmental Impact Assessment - Airport Expansion on Grand Cayman

No matters raised.

Environmental Impact Assessment - K-rock quarry on Grand Cayman

No matters raised.

Fuel Standards Committee

No matters raised.

Laboratory

The Chairman requested that congratulations be conveyed on behalf of the entire Water Authority Board to the Lab team on achieving the continuation of the Lab's A2LA Accreditation.

Agro-Park

No matters raised.

Diesel spill at CUC

No matters raised.

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



g) Director's Office

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

Water Authority's 40th Anniversary in 2023

- *Water Filling Stations for Government Primary Schools*
Mr N DaCosta reported that he understood that the water bottle filling station had been installed for West End Primary. The Chairman promised that he would follow-up with District Administration regarding installation of the units at the other primary schools in Cayman Brac as well as in Grand Cayman. Mr N DaCosta suggested that the official opening of the Customer Service Office in Cayman Brac by the Honourable Premier's coincide with her visiting one of the primary schools and the expanded RO Plant. Members agreed and the Secretary said the Authority would organise the events accordingly.
- *Water Filling Stations for Selected Sports Facilities*
No matters raised.
- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
No matters raised.
- *Posterity/Legacy Donation*
No matters raised.
- *Other Upcoming Activities*
No matters raised.

Current Business**a) Management Accounts November 2023.**

The Secretary reported that the CFO prepared a full set of Management Accounts which is presented to members for the 11-months ending 30 November 2023. The Finance Department is working on the 31 December 2023 statements, with a draft expected to be available to members at the February 2024 Board meeting. Members were advised that the results of the Actuary reports will have a significant impact on the year end Financials, and that those numbers are not expected to be received until the end of the first Quarter of the fiscal year.

Revenue for 2023 is up 3.3% over the same 2022 period with much of the increase attributed to Water Sales. Water Sales Cayman Brac are down slightly, with customers on the distribution system showing no marked difference from 2022.

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

Operating expenses are within expectation, coming in at 3.9% above prior year and 1.2% below budget. As expected, the Water Production contributed the most to the variance, as increased water sales will inevitably increase the cost of water production.

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

Administrative expenses are up 19.7% from 2022 which is within expectation and coming in 9.0% below budget figures. 2023 increase over 2022 is reasonable as the 40th anniversary* and higher telephone and utilities associated with the introduction of the Mitel system were introduced in 2023. While Staff Training and Benefits is 31.0% higher than 2022 this is within expectation and budget as Authority assumed responsibilities for 100% of premiums for all employees effective 01 July 2023, and 12.5% of pension benefits effective 01 November 2023 which is reflected in the budget figures. Management expects the variance between 2023 and 2024 to continue until November 2024 when the newly introduced pension and health benefits have been in place for 12-months, at which time the Authority will be comparing similar costs. Operating and Administrative salaries and wages will continue to be below budget figures as the Authority continues to move forward with hiring for the approved posts.

The Secretary was pleased to report that the Authority's continued performance in 2023 is within budget expectations. Overall, the Authority continues to be in a strong financial position to meet the day-to-day operational expenses as well as fund large capital expenditures.

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

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

The Secretary reported that on 05 October 2023 the Authority received an email from * [REDACTED] requesting that consideration be given to adjusting his mother, * [REDACTED] 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 26 June 2023 for the June 2023 billing cycle and showed a higher-than-normal usage. The reading of 1,221.7 was obtained, which resulted in the consumption of 27.6 cubic metres. A Fail Audit inspection was issued and completed on 28 June 2023 with notes from the Meter Reader stating: "*no movement found on dial*".

The meter reading for the August 2023 billing cycle was taken on 25 August 2023 and recorded higher than normal usage. A reading of 1,574.3 was obtained, which resulted in the consumption of 328.6 cubic metres. A Fail Audit inspection was issued and completed on 29 August 2023 with notes from the Meter Reader stating: "*no movement on meter, reading is correct*". The customer received a bill in the amount of CI\$ 2,222.74 for the period of 28 July 2023 to 29 August 2023 (32 days). The daily average cost for this bill was CI\$69.46. The daily average consumption during this period was 10.27 cubic metres with a total of 328.60 cubic metres.

On 11 September 2023 the customer requested to have an audit done to re-check the reading and check for leaks due to the high-water bill. The Utility Services Auditor visited the property on 12 September 2023 and noted, "*Please note that there was no movements or usages with this meter it was also monitored for a while and still no movements were found meter checked out ok.*" On 26 September 2023 a letter was sent to the customer confirming that there were no movements or leaks detected during the site visit.

On 18 October 2023 the Customer Service Manager (CSM) requested new pictures of the reading on the dial to ensure its accuracy and check to see how many homes were on the property. The Meter Reader visited the property on 19 October 2023, he confirmed the reading as 1,615.01 and noted that he "*went on site and spoke with* [REDACTED] Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

On 19 October 2023 the CSM requested another audit to be done to check the three homes to determine if there was a leak causing the high bill. The Utility Services Auditor visited the property* and noted "*No movements or usage were found and waited for quite some time to see if there was any movements and there was none. Meter checked out ok.*"

The CSM noted that the audit should have been conducted in the presence of Mr * [REDACTED] as the customer is elderly and bedridden and he * [REDACTED] has

authorisation to act on his mother's behalf. The audit was done in the presence of other occupants of the home and left unsigned. It is the Water Authority's policy to have the audit conducted in the presence of the person who requested the audit and subsequently signed by the same person.

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

On 19 October 2023 the customer requested for the meter to be removed and tested. However, on 27 October 2023, the service order was placed on hold until the Utility Services Auditor completed another audit in the presence of *

On 02 November 2023 the Utility Services Auditor again visited the property and noted "After arriving on site with Highmoreland Ebanks we monitored this meter for about Sixteen Minutes and found no movements or usages with this meter. On this site there are no Cisterns or wells only city water is the only source of water here, shortly after there was a new meter installed which I recorded the readings, I explained to these ladies and the power of attorney * that there was a new meter installed and if there was any other queries you can give customer service a call." The Meter Reader replaced the old meter with a new meter. A letter was sent out on 09 November 2023 to confirm the reading as 1,619.2 and that no leaks were detected.

On 16 November 2023 the customer was offered a Special Payment Agreement (SPA) via email, but to date the signed agreement has not been received despite several attempts made by the Customer Relations Supervisor and Customer Service Representatives to contact * on the matter.

On 08 December 2023 a letter indicating the meter test results and a meter testing brochure were sent to the customer and indicated that the meter did not meet the test criteria for all test flow rates: 'the tested meter was inaccurate and ran fast at one or more test flow rates.' The account was adjusted with the difference between the highest of the 'fast' accuracy percentage and 102% and covered for the period in dispute up until the meter was removed for testing. The meter testing fee of \$50.00 was refunded and a discount of 1.43% discount on the August 2023 bill totalling \$31.79 was given. This adjustment was in line with the Board approved Meter Testing Policy.

In summary, no leaks were identified during the several Fail Audit Inspections the subsequent Audits at the property. It is noted that the meter serviced three homes at the property. The meter test results found that the meter was *over registering* at the *intermediate* flow rate. The account was adjusted with the difference (1.43%) between the highest of the "fast" accuracy percentages and 102%, in accordance with the Authority's Meter Testing Policy. The customer has requested the Board to consider and be compassionate to the senior citizens at this property by waiving the entire bill or adjusting to the average amount paid in the past six months. The customer is willing to come to an agreement and willing to pay immediately. The Secretary respectfully sought the Board's decision on the request from the customer. Members discussed the customer's situation and subsequently agreed that the customer should be informed that they reviewed the request and

recommended that the customer be advised to apply for consideration under the Indigent Assistance Fund.

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

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

The Secretary reported that on 04 December 2023 the Authority received an email from the customer's property manager, [REDACTED] requesting that the customer's water bill be adjusted as they do not accept that the high-water bill is the responsibility of the property owner. 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 16 November 2023 for the November 2023 billing cycle and showed a higher-than-normal usage. A reading of 1,096.70 was obtained, which resulted in the consumption of 357.70 cubic metres. A Fail Audit inspection was issued and completed on 17 November 2023 with notes from the Meter Reader stating: *"Very slow movement on the dial. Possible leak on the customer side. Valve left on."* The customer was informed via email on 17 November 2023 of a possible leak. On 18 November 2023 the customer responded that the house had been checked but they were unable to find any leaks in the house. He also noted that there appeared to be a leak at the water mains and valve (meaning the meter box). A water leak service order was issued and on 20 November 2023 a Meter Reader checked the meter and noted *"Adapter before check valve was leaking, i replaced the adapter and the leak is restored now."* The Metering Supervisor also noted, *"WAC did not do any work in the last 6 months."*

On 22 November 2023 the customer's property manager sent an email with his concerns. He advised that he had checked the property, and nothing was amiss with the property since [REDACTED] ownership. He noted that he had inspected the meter and found it submerged in water. On 17 November 2023, he said that he turned off everything in the house, turned off the water meter and noted the reading was '0110123'. He reported that he then waited an hour to ensure that the meter dial did not keep turning, and arrangements were made for a plumber to do repairs on 23 November 2023. He said that when he was advised of Water Authority's remediation works, he returned to the property to ensure the problem was resolved, and it appeared to be. He observed that the water was turned back on, and the new reading was '0110363' as at 11:30am on 22 November 2023. He expressed his concern about the difference in readings as the water would not have been utilised by the unoccupied household in his opinion.

The Customer Service Manager requested for the meter reading to be double checked to determine if there was still a leak. The Metering Supervisor confirmed *"No movement on the dial. Video attached."* On 27 November 2023 a letter was sent to the customer advising that the meter reading of 1,103.1 done on 20 November 2023 was correct. The customer was advised that a leak had been identified downstream

of the meter, which the customer would be responsible for, and repairs for the leak at the meter box had been carried out by Water Authority staff to limit water loss.

A second letter was sent to the customer advising that no leaks were detected during the site visit on 22 November 2023, and the meter reading obtained was 1,103.6. On 29 November 2023 the Customer Relations Supervisor advised the property manager via email that the matter had been reviewed and advised that Authority would be responsible for approximately \$12.00 for the period of 17-22 November 2023. The actual calculations for the refund amounted to \$14.39 for the period.

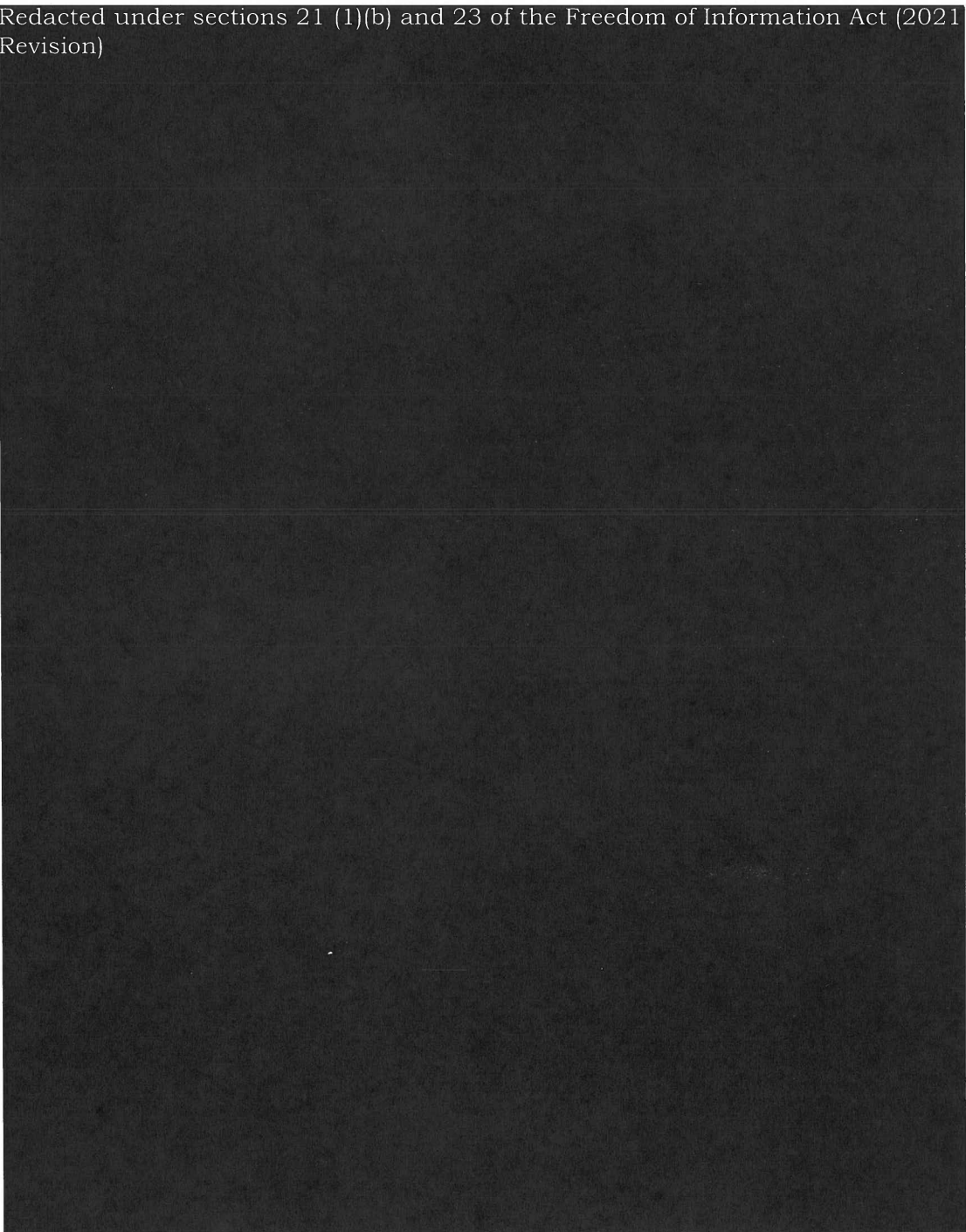
On 11 December 2023, after the PVC male adapter was repaired and the house remained unoccupied, the initial meter reading for the December 2023 billing cycle was taken and recorded higher than normal usage. A reading of 1,255.80 was obtained, which resulted in the consumption of 152.20 cubic metres. A Fail Audit inspection was issued and completed on 12 December 2023 with notes from the Meter Reader stating: *"No movement found on meter dial at the time of visit."*

On 19 December 2023 the customer paid the full amount of \$2,472.25 for November 2023 bill. In summary, a faulty male adapter was repaired by the Water Authority team. The customer has requested the Board to consider adjusting his November 2023 bill to their normal/average consumption.

While the Authority empathised with the customer and acknowledges that there was a leak, the customer was reminded that all consumption and plumbing downstream of the meter is the responsibility of the customer. Review of the account revealed that the Authority was at fault for leaving the meter valve on during the period of 17-22 November 2023 as it is Water Authority's policy to turn off the water when there is movement identified on the meter dial that is indicative of a leak. This was not done. Additionally, there is a policy regarding responsibility of leaks which indicates that Water Authority should not take responsibility for a leak immediately downstream of the meter installation (i.e., in Water Authority-installed pipework immediately downstream of the check valve), if Water Authority staff had installed the pipework for some time prior to the leak occurring (i.e. more than 3 months), and there is no recent work undertaken by Water Authority. This pipework refers to the PVC male adapter and pipework immediately downstream of the water meter which is installed by Water Authority staff as part of the connection to the customer's pipework. No work had been undertaken by the Authority at that location in the past 12 months. The remainder of the November 2023 bill remains as valid and payable. The Secretary respectfully sought the Board's decision on the request from the customer. Members discussed the customer's situation and subsequently agreed that the customer should be advised that they reviewed the request and after careful consideration decided to discount or credit the November 2023 bill by 50% in consideration that there were several anomalies in the application of the Authority's procedures during this incident and that this discount is not precedent setting. Members noted that the

Authority's policy with regards to the leakage at the PVC male adapter was applied correctly. Members sympathised with the customer's unfortunate leak event and noted that the customer should be reminded that all plumbing downstream of the meter is the responsibility of the customer. As such, the Authority encourages all customers to regularly check the reading on the meter, monitor their water usage, and address any leaks found as soon as possible.

Any Other Business

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

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

1. *Ratify* - CIG Cabinet Office - Christmas Dinner.
2. *Ratify* - District Commissioner's Office - Christmas Luncheon.
3. Cayman Motoring Federation.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 3:32pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

Water Authority of the Cayman Islands

345th Meeting to be held at 1:30pm on Wednesday, 17 January 2024

Director’s Updates/Report

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**
- The New Works Pipelaying Crew (NWPC) completed the pressure test and disinfection of the pipeline section along Watering Place Road, between Blazer Drive and Lands End Road, as well as the pipeline in Charlotte’s Road. Both pipelines will be commissioned after they have been flushed, during the week of 08 January 2024.
 - The NWPC also installed 250 metres (820 feet) of 80mm (3-inch) pipe along Lands End Road. This pipeline will be pressure tested the week of 08 January 2024
 - The weekly progress report for December 2023 are as follows:
 - Week 48 (starting 27 November): Installed 176 metres of 80mm pipeline along Lands End Road.
 - Week 49 (starting 04 December): Installed 49 metres of 80mm pipeline along Lands End Road. Assisted with installation of New RO Train.
 - Week 50 (starting 11 December): Installed 25 metres of 80mm pipeline along Lands End Road. Assisted with installation of New RO Train.
 - Week 51 (starting 18 December): Crew on Christmas Break.
 - Week 52 (starting 25 December): Crew on Christmas Break.

West End Water Works Pump House

- 2023 Cayman Brac Water sales compared to 2022:
 - Total water sales up approximately 4.4%
 - Pipeline sales up 8.3%
 - Trucked water sales down 2.7%

West End Water Works RO Plants

- In December 2023 both the old RO plant (Plant #1) and the containerised plant were operational almost continuously. The overall water production in Cayman Brac averaged 615 cubic metres per day, which equates to approximately 81% of the overall design water production capacity at West End Water Works.
 - The old RO Plant (Plant #1) was operational for 29 days and when operational produced on average 464 cubic metres per day (approximately 88% of the plant’s design water production capacity).
 - The containerised plant (Plant #2) was operational for 27 days and when operational produced on average 207 cubic metres per day (approximately 90% of the plant’s design water production capacity).
- Actual work on the expansion of the original CYB reverse osmosis plant (doubling its water production capacity) started on 04 December 2023. Significant progress was made with the installation of the equipment in the period 04-15 December 2023. Work will resume on 08 January 2024. It is anticipated that, barring

unforeseen circumstances, the expansion of the original CYB reverse osmosis plant will be completed by 19 January 2024.

Brac Bluff Water Works

No further update.

b) New Red Gate RO Plant – Update.

- Well drilling for the abstraction and disposal wells has been completed and the wells have been fully developed. The permanent buried pipework installation is underway.
- The main RO process plant installation is underway and the second set of racks for the membranes have been installed. Installation of the pre-filters and associated pipework is nearing completion and the internal pipework installation in the membrane hall is underway along with cable tray and cable installation.
- The emergency generator is expected to arrive on island by the end of April 2024.
- It is estimated that the new RO plant will be operational around the end of April 2024.

c) 31 December 2023 Audit of Consolidated, Island & Divisional Statements – Update.

31 December 2023 Audit of Consolidated, Islands & Divisional Statements

Representatives from Baker Tilly (BT)T attended the inventory count on 17 December 2023, feedback received is that they were pleasantly surprised on how organised the inventory was and how clean the count was. As of 05 January 2024, there has been no communication from BT in regard to the 31 December 2023 audit. The Finance Department is working diligently to complete 31 December 2023 audit working papers and expect to be well prepared for the audit and does not foresee any challenges with meeting the 28 February 2024 deadline to report.

Notice of Interest Forms

Members are reminded to submit their electronic Notice of Interests to the Executive Secretary.

2023 Actuary Reports

No update.

2023 Annual Report

The 2023 Annual Report draft is expected to be ready for Board review at the February/March 2024 meeting.

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

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

f) Key Performance Indicators (KPIs) – Update.

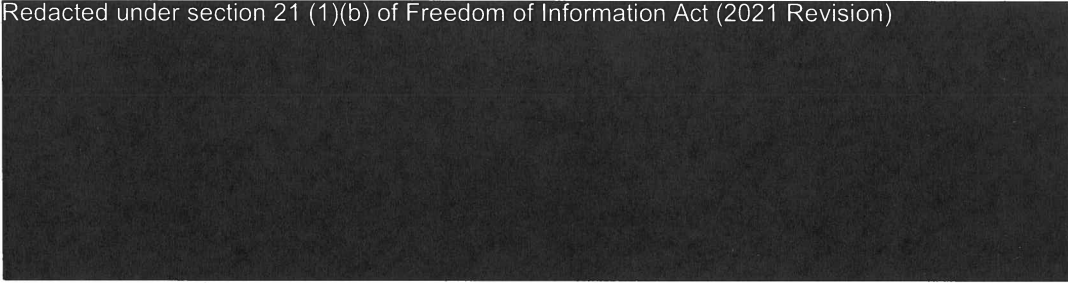
The CFO reports that access to the NEWIBNET portal has not yet been resolved due to the December 2023 holidays.

- g) **Engagement Subcommittee – Update.**
Next week, the Chairman of the Engagement Subcommittee (ES) is scheduled to meet with the Secretary to discuss about the staffing composition of the subcommittee.
- h) **Property Adjacent to Lower Valley Reservoir Site - Update.**
No update.

Department Updates

a) **Finance**

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



CWUIC – Caribbean Water Utility Insurance Company

No update.

b) **Engineering Services**

1) *Engineering*

No update.

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



2) *New Works Division*

- The NWPC re-laid approximately 115 metres (380 feet) of 80mm (3-inch) pipe along Paddington Lane (the existing pipeline encroached on private property and affected the construction of new underground fuel storage tanks for a new gas station). This pipeline was commissioned (tested, disinfected, and flushed) and customers were connected to the new pipeline.
- On 17 November 2023 the NWPC commenced the installation of an 200mm (8-inch) diameter pipeline along Further Road (North Side). To date approximately 128 metres (420 feet) have been installed (or approximately 10% of the total length of 1220 metres (4,000 feet).

- On 18 December 2023 the temporary road surface (cold mix) in the crossing opposite the Lower Valley Water Works and across Shamrock Road was replaced with Hot Mix Asphalt (HMA) by Island Paving.
- On 10 December 2023 the NWPC connected the 80mm (3-inch) pipeline along a private road adjacent to Caymanian Village to the water main in North Sound Road. This pipeline was installed in late July 2023, but due to other priorities this connection could not be made earlier.

3) *Water Distribution & Treatment Division*

- The relaying of approximately 365 metres (1,200 feet) of 150mm (6-inch mains) along Bamboo Street from Marina Drive to Patrick’s Avenue is expected to be completed by 12 January 2024.
- The DMA at the Frank Sound Junction is now in normal operation.
- The replacement probe at the Agricola DMA was installed, however the communication issue between the logger and sensor continues and the Authority remains in contact with Trimble, the manufacturer to rectify the problem. The old probe has been shipped back for repairs.
- The probe at the DMA at the Poindexter Road/Shamrock Road has failed, probe has been removed for troubleshooting.

4) *Water Production Division*

- In December 2023, this RO Plant produced on average 2,058 cubic metres per day, or nearly 69% of the plant’s design water production capacity.
- There was one planned shut-down of the plant on 27 November 2023 to accommodate a pre-filter change-out.

5) *Wastewater Collection & Treatment Division*

- In December 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 the month of December 2023 was 1.76 mgd (or 70% of the design treatment capacity). This is approximately 16% less than the average influent measurement during the same month in the previous year (2.09 mgd).
- Replacement of the two deteriorated manholes near the intersection of West Bay Road with Canal Point Drive was completed on 06 December 2023.

c) **Customer Service**

Projects

- *New Bill Template:* work on this project will resume in preparation for the Cogsdale upgrade project which is planned to start soon.
- *Website:* information being collated regarding the necessary/preferred updates needed - ongoing. This will follow the customer portal.
- *Customer Survey:* work will resume on this project now that the Customer Portal has been launched.

Promotions

- Redacted under section 21 (1)(b) of Freedom of Information Act (2021 Revision)
- Water Authority Xmas Card was distributed on 07 December 2023.
- Customer Portal – successfully launched on 08 January 2024 and so far, no major issues. The post-launch campaign includes continued social media posts highlighting all the various aspects of the site to encourage and promote customer signup. A customer guide and video are available in the help section of the portal.
- Update your information - campaign to encourage customers to provide updated customer contact information will be launched 29 January 2024. Radio, social media and website will be used to publish campaign.

Cayman Brac Customer Service Office

- Office was opened on 15 December 2023; all customers who attended were very impressed and appreciative that there is a new, better environment in which they can conduct business. Light refreshments provided on the day of the opening were also appreciated. The official opening will depend on the Honourable Premier’s schedule.
- Two cabinets and the wall panels for the back office are still outstanding; delivery is expected around mid-January 2024. Once these are in place, the official opening will be planned depending on the Honourable Premier’s schedule.

d) **Human Resources**

Recruitment & Staffing

- Accounts Clerk - selected candidate to start 15 January 2024.
- Assistant Operator-WW - recruitment process ongoing.
- Assistant Operator-WS – to be filled by a lateral transfer from Cayman Brac beginning February 2024.
- Junior Corporate Communications Officer – selected candidate to started 02 January 2024.
- Hydrogeologist – poor response to previous ads; will re-advertise in February 2024.
- Engineer-Water Production - recruitment process ongoing.
- Engineer-Wastewater - recruitment process ongoing.
- Accounts Officer -recruitment process ongoing.

Redacted under section 23 of 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.


e) **Information Services**

- Cogsdale and Great Plains upgrades are the next major projects for the IS Department.

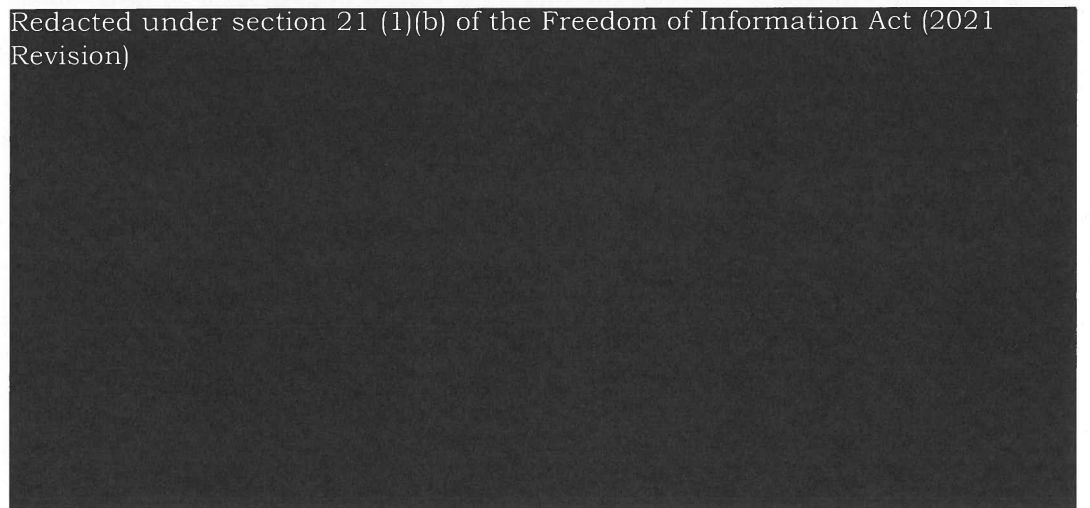
- Mitel Software Assurance - In continued communication with Flow to install the required software that will enable Customer Service to get customised reports from the system.

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)



Laboratory

- On 29 December 2023 the Laboratory Manager received confirmation from the A2LA (the American Association for Laboratory Accreditation) that the Laboratory’s accreditation has been renewed for 2 years through 30 November 2025.

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

Diesel spill at CUC (at rental generators)

- In December 2023 CUC excavated the hot spot in the area (at CUC’s North Sound site) that had been impacted by the diesel spill that occurred on 28 October 2023. The excavated soil has been moved to a dedicated treatment unit.

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

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*
No update on installations at the other primary schools.
- *Water Filling Stations for Selected Sports Facilities*
Order placed during week of 27 November 2023 with delivery expected early to mid-February 2024.
- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
Order placed during week of 27 November 2023 with delivery expected early to mid-February 2024.
- *Posterity/Legacy Donation*

Order placed during week of 27 November 2023 with delivery expected early to mid-February 2024.

- *Other Upcoming Activities*
Work will resume this month to facilitate and organise the following: creating educational resources for primary school students, Community-Give-Back Day, and Honouring Men's Day.