

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 346th Meeting held on 21 February 2024
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road

Members Present:

Chairman: Mr D Rankine

Members: Mr N DaCosta - *Virtual*
Mrs D Ebanks
Mr G Ebanks - *Virtual*
Mr H B Ebanks - *Virtual*
Mrs L Ryan - *Phone*
Ms A Owens
Mr W Welcome - *Virtual*
Mr M Scotland
Mr M C Campbell
Mr K Connolly

Secretary: Dr G Frederick-van Genderen

Apologies:

Absent:

Guest: Mrs Joanna Welcome-Martinez, *Customer Service Manager*

Call to Order

The Chairman welcomed members as well as Mrs Joanna Welcome-Martinez, Customer Service Manager (CSM) at the Water Authority as the second Head of Department to sit in on the Board meetings. The Chairman then called the meeting to order at 1:33pm after ascertaining that there was a quorum. The Chairman noted that Mr H B Ebanks, Ms A Owens and Mr W Welcome would join the meeting later in the meeting.

Confirmation of Minutes of the 345th Meeting held on 17 January 2024

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 345th Meeting held on 17 January 2024. Mr M Scotland then moved the motion to accept the Minutes as amended. Mrs Darlee 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 requested that the Secretary follow-up with Engineering Services regarding the reinstatement of the road from Tibbett's Turn to where the last completed section of the water main is.

The Chairman also requested an updated schedule of milestones expected to be reached by the New Works Pipelaying Crew in Cayman Brac.

West End Water Works Pump House

No matters raised.

West End Water Works RO Plants

The Chairman requested that all staff involved with the RO Plant expansion be informed of the Board's thanks for their work on the project.

Brac Bluff Water Works

No matters raised.

Mr H B Ebanks joined the meeting at this point.

b) New Red Gate RO Plant - Update.

No matters raised.

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 Secretary confirmed that all forms had been received.

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 Chairman requested that the target line for the Infrastructure Leakage Index be shown on the relevant KPI graph.

g)

Engagement Subcommittee – Update.

Mr N DaCosta, the Chairman of the Engagement Subcommittee (ES) advised members that the first meeting was held on 06 February 2024 and that it was a fruitful meeting. Mr N DaCosta reported that the ES will meet the first Wednesday of each month. The first focus of the ES is to undertake an engagement survey of all staff to establish a baseline of their feedback on various aspects of the Authority's administration. Survey Monkey will be used to conduct the engagement survey, staff participation will be anonymous, and coordination will be facilitated by the HR Department. Members at the first meeting were asked to submit 5 sample questions for inclusion in the survey, these will be discussed at the March 2024 meeting and a draft survey will be developed accordingly.

Mr N DaCosta explained that the estimated timeline is for roll out of the survey to staff during 2nd Quarter of this year (April-June), analysis and review during 3rd Quarter, plans undertaken to address the areas identified during the 4th Quarter, and resultant implementation and actions announcements to be made in early 2025 possibly at the Annual Staff Meeting. The plan is to carry out surveys each year to track improvements and to refine feedback from employees. Results of the main surveys may result in smaller surveys and focus groups involving additional staff to delve deeper into areas that are identified as requiring attention.

Mr N DaCosta reported that the survey process will aim for 100% employee participation and incentives may be recommended to encourage this. The

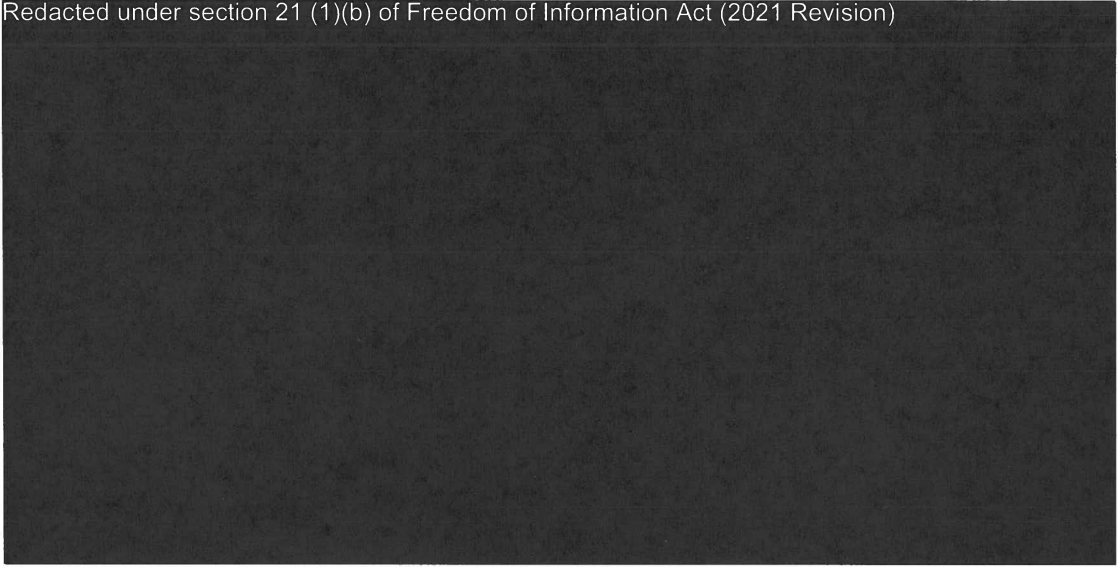
Chairman reminded members that Board member's compensation is limited to 15 meetings per year.

- h) Grant of Concession to Cayman Water Company Limited - Update.**
No matters raised.

Department Updates

a) Finance

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



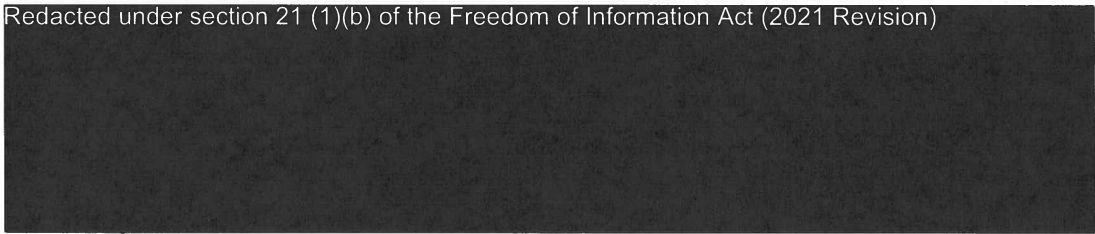
CWUIC - Caribbean Water Utility Insurance Company

Members agreed for this item to be taken off the agenda unless there are further developments on this matter.

b) Engineering Services

1) Engineering

Redacted under section 21 (1)(b) of the 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 and report back at the March 2024 Board meeting.

3) Water Distribution & Treatment Division

No matters raised.

4) *Water Production Division*

The Secretary confirmed that the RO Plant referred to in the Director's Report is the Lower Valley RO Plant as that is the only plant directly operated by the Authority in Grand Cayman.

5) *Wastewater Collection & Treatment Division*

No matters raised.

c) **Customer Service**

Projects

As requested, the CSM confirmed that the upgrade to the Water Authority's website will include a mobile app, online application process as well as an AI Help Chat online.

Key Statistics from Customer Portal as of 31 January 2024

The CSM provided an update on the Customer Portal providing a synopsis of the performance statistics.

Promotions

No matters raised.

Cayman Brac Customer Service Office

The Secretary advised that the official opening was being arranged for 08 March 2024 to accommodate the Honourable Premier's schedule and that her secretary would reach out to members to make flight arrangements for those able to attend. As previously agreed, the itinerary for the day will include a visit to the West End Water Works for the Honourable Premier to see the newly expanded RO Plant and a visit to Creek Primary School where the Water Authority donated a water bottle filling unit as part of its giving back to the community during the 40th Anniversary celebration year 2023.

Mr W Welcome joined the meeting at this point.

d) **Human Resources**

Recruitment & Staffing

No matters raised.

Scholarship Programme

The Secretary asked for confirmation on the Board's representative on the scholarship interview panel. Mr N DaCosta volunteered to serve on the panel.

Job Evaluation –Portfolio of Civil Service

No matters raised.

Internal Audit Service (IAS) Report on Senior Level Appointments, Public Authorities Act

No matters raised.

FOI updates

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

Ms A Owens joined the meeting at this point.

e) Information Services

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.

Diesel spill at CUC (at rental generators)

No matters raised.

g) Director's Office

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

No matters raised.

Water Authority's 40th Anniversary in 2023

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

The Secretary reported that the Men's Day event is scheduled for 1pm-4pm on 23 February 2023 at the Wharf Restaurant. This event was initially set to take place in November 2023 to coincide with International Men's Day, however the date had to be moved due to the Employee Appreciation Day. The gentlemen will be treated to lunch and there will be a special presentation by counsellor Mr Hylton Grace. The afternoon will end with

the gentlemen playing dominoes, lawn games, and socialising together. The Secretary noted that male Board members were welcome to attend.

The Secretary reported that the Committee is also in the early planning stages for the Give Back Day. The tentative date is 22 March 2024. Staff members will spend the afternoon volunteering with various charities. The Committee has identified charities and is coordinating with those charities to ensure they can work with the Authority on this event. Other logistics being worked on are transportation and lunch for staff.

Current Business

a) **Management Accounts December 2023.**

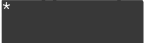
The Secretary reports that the CFO prepared a full set of Management Accounts which is presented to members for the 12-months ending 31 December 2023. The Secretary noted that the preparation of the 31 December 2023 accounts is still ongoing, however the information provided to members is the best information available at this time. Members were reminded that until the 2023 actuary reports are received, and the information put into the Authority's financial statements these numbers are still very draft.

Revenue for 2023 is up 7.8% over 2022 period with most of the increase attributed to Water Sales. Water Sales Cayman Brac are down slightly, with customers on the distribution system showing a slight uptake from 2022 which is offset by the decreasing trucked water sales from 2022 (decrease of 2.6%).

Other income increased by 67.1%, 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 renewed deposits in 2023 with rates as high as 5.45%. Interest income will continue to fluctuate based on interest rates received as indications by the Treasury Department is that interest rates are expected to decrease in the next 9-12 months.

Operating expenses are within expectation, coming in at 8.1% above prior year and 0.2% above budget. As expected, 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 21.0% from 2022 which is within expectation and still below budget by 3.9%. 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 30.0% 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.

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 Waiver of Requirement for Property Ownership re Customer

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

The Secretary reported that on 11 January 2024 the Authority received a letter from * requesting that consideration be given to allowing him to open a water account with the requirement to be listed as the property owner waived due to his extreme circumstances. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken, and the Authority's findings are that on 08 August 2017, water service to this property was removed as per the Water Authority's policy of service removal after one year of no interrupted service. On 12 January 2024 an application dated 11 January 2024 for water service was received from *

For background, the property seems to be inherited (based on the Succession Act) * however the property is still registered in the names of * his deceased maternal grandmother and grand uncle. Due to * difficult living conditions, which include having to collect water * to provide for his family's water needs, permission is being sought from the Board to allow an account to be opened in his name. This would require the Board to waive the requirement for the account holder to be the registered property owner with Lands & Survey. Letters of support for this request were provided by the following persons:

* In a letter dated 11 January 2024, * confirmed that he is the son of the late * and his family has no interest in this property which has his father, * listed as an owner. * states that the property in question was to go to * sister, *

* had two children, * and they had decided amongst themselves that the property would go to * was not able to take out Letters of Administration before her death, so based on succession, the property would go to her children.

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

In a letter dated 11 January 2024, * confirmed that the property used to be his grandmother’s residence and as a son of the late * he supports the request of his brother *

* In a letter dated 11 January 2024, * confirmed that he is a son of the late * and supports the request of his brother *

* In an email dated 8 January 2024 * also gave consent for the water service to be connected in the name of *

In summary, the property for which water service is being sought, block and parcel * is currently registered in the names of * both are deceased and were siblings. According to a letter from * son, * the property was to go to * the sister of his father. * had two children, * who are also now both deceased; the children of * seem to be inheritors of the property in question.

* (the account applicant), the grandson of * and a son of * has resided at this property for over 11 years. Being one of four children of * has provided letters from his other three siblings which state their support for the water service request.

* living situation has become more difficult as he must collect water in *. He has also indicated that his family is currently financially unable to seek Letters of Administration to have the property registration adjusted.

While the Authority’s account opening policy indicates all accounts are required to be opened in the name of the registered property owner, given * unique situation, if Board is so minded, an exception to this policy may be granted and approval for a water service account in his name be allowed. The Secretary respectfully sought the Board’s decision on the request from the customer. After discussion, Board members agreed that the customer should be advised that they reviewed the request and approved the waiver of the requirement for property ownership for the customer pending additional letters of support from the remaining family members with potential interest in the property.

c)

Request for *

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

The Secretary reported that on 04 January 2024 the Authority received an email from * requesting that her water bill be reduced as she does not accept the adjustment that was done based on the Water Authority’s Meter

Testing Policy. 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 10 August 2023 for the August 2023 billing cycle and showed a higher-than-normal usage. A reading of 1,974.50 was obtained, which resulted in the consumption of 85.20 cubic metres. A Fail Audit inspection was issued and completed on 11 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 \$575.20 for the period of 12 July 2023 to 11 August 2023 (30 days). The daily average cost for this bill was \$19.17. The daily average consumption during this period was 2.87 cubic metres with a total of 86.10 cubic metres.

On 27 September 2023 the customer requested an audit be carried out; The Utility Services Auditor visited the property on 05 October 2023 and stated, "*Please note that this meter has no movements or usages and was monitored with the customer they have also would like to request to have their meter change and tested.*"

On 10 October 2023 a letter was sent to the customer which indicated that there were no movements or leaks detected during the audit visit. On 23 October 2023 the customer requested for the meter to be tested, and a Special Payment Agreement (SPA) was set up. To date, two of six SPA instalments have been paid, and the next one will be due on 26 February 2024. On 31 October 2023 the meter was removed and sent off for testing. On 20 November 2023 a letter was sent to the customer to confirm that the old meter had been removed and replaced with a new one.

On 08 December 2023 a letter indicating the meter test results and a meter testing brochure were sent to the customer. The results showed 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% ($102.84\% - 102\% = 0.84\%$) and covered 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 0.84% discount on the August 2023 bill totalling \$4.83 was applied. This adjustment was in line with the Water Authority's Meter Testing Policy.

In summary, no leaks were identified during the Fail Audit Inspection on 10 August 2023 or the subsequent Audit 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 (0.84%) between the highest of the "fast" accuracy percentages and 102%, in accordance with the Authority's Meter Testing Policy. The Authority's Meter Testing adjustment policy was explained to the customer

before and after the meter testing, and the customer agreed to this policy prior to the meter being tested. However, she is disputing the adjusted amount, and Water Authority staff can only adjust according to Authority's Meter Testing Policy. The customer has requested the Board to consider adjusting her bill down by 84% as she believes that adjustment would be in line with her monthly usage. The Secretary respectfully sought the Board's decision on the request from the customer.

After discussion, Board members agreed that the customer should be advised that they had 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 approved Meter Testing Policy, the customer was reimbursed for the cost of meter testing and the bill was discounted by 0.84%, i.e., the percentage by which the meter tested outside the acceptable range for the intermediate flow. Members further noted that the customer was informed of the Water Authority's Meter Testing Policy prior to the meter being tested.

Any Other Business

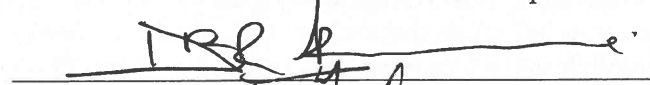
None.

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


1. *Ratify* - Cayman Islands Agricultural Society - 55th Agricultural Show.
2. Department of Counselling Services - Honouring Women's Month 2024.
3. New Self-Help Foundation - Annual Programme Talent Exposition of the Arts.
4. United Church in Jamaica and the Cayman Islands - Webster Memorial United Church 170th Anniversary Celebration.
5. University College of the Cayman Islands - UCCI Dance Company Sponsorship.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 3:06pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

Water Authority of the Cayman Islands

346th Meeting to be held at 1:30pm on Wednesday, 21 February 2024

Director’s Updates/Report

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

- The New Works Pipelaying Crew (NWPC) assisted with the installation/commissioning of the Cayman Brac RO Expansion including the installation of the new feedwater well pump and associated pipework. The expanded plant was running intermittently from around 20 January 2024.
- The NWPC also installed approximately 36 metres (120 feet) of 80mm (3”) pipe in Bussy’s Road and approximately 189 metres (620 feet) of 100mm (4”) pipe in Erbin’s Lane (both side roads of Watering Place Road).
- The weekly progress report for January 2024 is as follows:
 - Week 01 (starting 02 January): Assisted with daily operations, as Foreman was still on leave.
 - Week 02 (starting 08 January): Assisted with installation/commissioning of the New RO Train. Completed pressure test of Lands End Road.
 - Week 03 (starting 15 January): Assisted with the installation/commissioning of the New RO Train. Repaired trench along Watering Place Road.
 - Week 04 (starting 22 January): Assisted with the installation/commissioning of the New RO Train. Installed 36.6 metres of 80mm pipeline along Bussy’s Rd, pipeline laying is 100% complete. Installed 54.9 metres of 100mm pipeline along Erbin’s Lane.
 - Week 05 (starting 29 January): Assisted with the installation/commissioning of the New RO Train. Installed 134.1 metres of 100mm pipeline along Erbin’s Lane, pipeline laying 75% complete.

West End Water Works Pump House

- January 2024 Cayman Brac Water sales compared to same period in 2023:
 - Total water sales up approximately 7.14%
 - Pipeline sales up 13.45%
 - Trucked water sales down 7.86%

West End Water Works RO Plants

- In January 2024 both the old RO plant (Plant #1) and the containerised plant were operational almost continuously. The overall water production in Cayman Brac averaged 647 cubic metres per day, which equates to approximately 85% of the overall design water production capacity at West End Water Works (before the RO Plant expansion) or approximately 50% of the overall design water production capacity at West End Water Works (after the RO Plant expansion).
 - 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 original design water production capacity). The old RO plant (Plant #1A) ran mostly at night up to around 20 January 2024 (as the second train, Plant #1B, was

being installed during the daylight hours). The expanded plant (Plant #1A and 1B combined) have run intermittently from 20 January 2024 onwards.

- Installation of the new RO train (Plant #1B) was completed on 01 February 2024, and both trains (Plant #1A and Plant #1B) are now fully operational. Plant#1 can now produce more than 1,060 cubic metres per day.
- The containerised plant (Plant #2) produced water for 31 days, and when operational produced on average 212 cubic metres per day (approximately 92% of the plant’s design water production capacity).

Brac Bluff Water Works

No further update.

b) New Red Gate RO Plant – Update.

- Installation of the buried feed water and brine pipework has been completed. Concrete pads for the feed water well pumps have been constructed, the well pumps have been installed and pipework connections have been made.
- The main RO process plant installation is nearing completion, including the installation of the pre-filters and associated pipework, the internal pipework installation in the membrane and cable tray and cable installation. Ocean Conversion was on track to start testing and commissioning in mid-February 2024 however, several key pipework fittings for the brine line have gone missing and it may take some time to source replacement fittings; this may delay testing and commissioning if a work-around cannot be developed.
- The emergency generator is expected to arrive on island by the end of April 2024.
- The wastewater pumping station has been connected to the Water Authority’s Administration/Operations Building’s ATU, so the RO building should be ready for BCU inspection. The application for CUC connection has been submitted. The water connection application is in the process of submission.
- Unless the shipment of the missing fittings for the brine line is significantly delayed, the new RO plant should 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

Work on the 2023 audit working papers is almost complete from the Authority’s perspective, Baker Tilly (BT) is starting to request audit information and coming into the office to review working papers and processes.

The Chief Financial Officer (CFO) expects that the audit will swing into full gear within the next couple of weeks and she is confident that the Authority is prepared and is ready to work with BT for its completion.

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 March 2024 meeting.

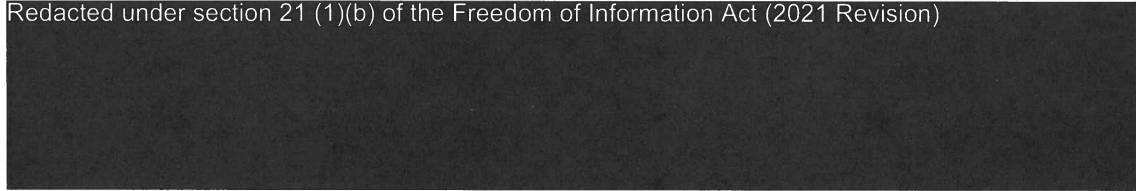
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f) **Key Performance Indicators (KPIs) - Update.**

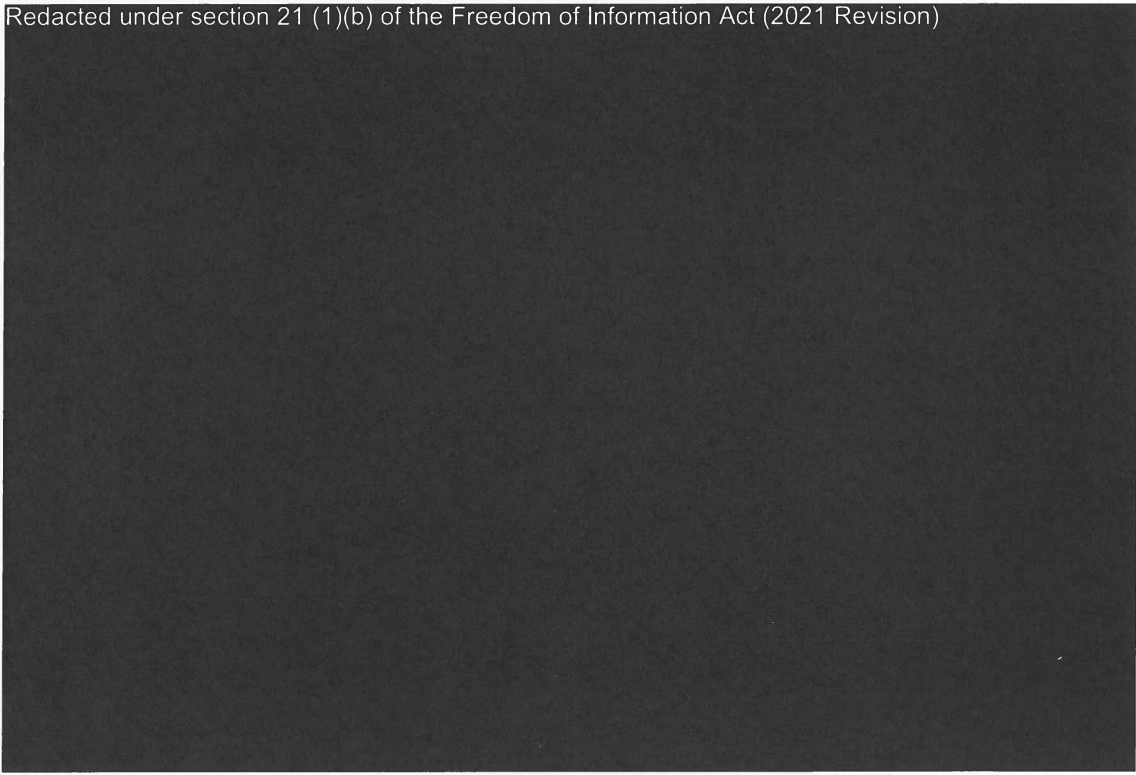
The CFO reports that she has reached out to the site administrators and will hopefully be able to access the site by the end of February 2024.

g) **Engagement Subcommittee - Update.**

The Water Authority Board - Engagement Subcommittee (WAB-ES) met on 07 February 2024. The Chairman gave an overview of the purpose and the Terms of Reference as well as the ground rules, communication, and reporting procedures. The Water Authority staff membership is Administrative Assistant-CYB, Metering Supervisor, Chief HR Officer, and the Director. Members agreed that the first course of action will be a staff engagement survey. Members present at the meeting were asked to submit 6 sample questions by 16 February 2024 that will be compiled and discussed at the new meeting (scheduled for 06

March 2024). Board member and Chairman of the WAB-ES, Mr N DaCosta will provide additional update.

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



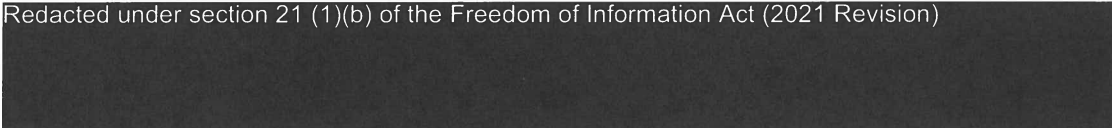
Department Updates

a) Finance

Fixed Deposit Placements

The Authority’s next Fixed Deposit matures on 24 February 2024, after which the CFO will provide an update on the outcome of the renewal process. The Secretary will discuss the proposed plan of action with the Chairman prior to any final decisions being made.

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CWUIC – Caribbean Water Utility Insurance Company

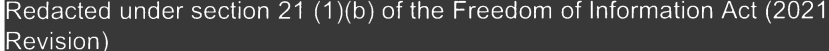
No update.

b) Engineering Services

1. Engineering

No update.

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



2. *New Works Division*

- At the Red Gate Water Works:
 - Installation of approximately 100 metres (330 feet) of 63mm PE pipe to connect the wastewater from the new Red Gate RO Plant to the wastewater treatment plant of the Water Authority's Administration/Operations Building.
 - Installation of approximately 18 metres (60 feet) underground electrical conduits for the Fibre (Flow) Connection to the new Red Gate RO Plant.
- At the North Side Water Works:
 - Installation of approximately 25 metres of 200mm (8-inch) nominal diameter balance/equalising pipelines and fittings to Reservoir #3 and #4.
 - Installation of approximately 18 metres (60 feet) of 80mm (3-inch) nominal diameter ductile iron pipes and fittings for recirculation/chemical injection at Reservoir #3 and #4.
 - Installation of approximately 18 metres (60 feet) of 150mm (6-inch) pressure relief pipeline and fittings to Reservoir #3.
- At the East-West Arterial Road (near Chime Street):
 - NWPC carried out preparatory work required for work at the NRA's culvert crossings: the NRA will install smaller diameter culverts at two locations and

remove one culvert altogether, which will allow the Water Authority to lower its 300mm (12-inch) water main in these areas. The water main was installed 14 years ago in the then road verge, over, relatively shallow, 3-foot diameter culverts. The road verge will become an additional lane.

- This work ensures that the NRA will not have to raise the road when they widen the road to accommodate two lanes each way. This work will be carried out in early February 2024.
- During the week of 05 February 2024, the Authority lowered its 300mm (12-inch) water main at the two locations where the NRA has now installed the smaller diameter culverts.
- On 16 February 2024 the Water Authority will lower its 300mm (12-inch) water main at the location where the culvert will be removed altogether.
- Central Business District Enhancement (CBDE) Project - Phase 2:
 - NWPC carried out preparatory work in Edward Street (Downtown George Town), related to the CBDE Project. This work was not planned for as initially the Water Authority had been informed that the CUC underground works would be installed on the southbound lane of Edward Street and as the Water Authority’s main is located on the opposite side of the proposed works, Water Authority did not foresee any conflicts.
 - Unfortunately, CUC’s contractor had to be stopped as the CUC underground infrastructure was being installed on the west side of Edward Street, i.e., on the same side of the road as the Water Authority’s main and getting very close to this main.
 - As Water Authority will have to move portions of its underground infrastructure to accommodate CUC, the Authority will take this opportunity to upgrade its underground infrastructure in Edward Street between Shedden Road and Fort Street (increasing the pipe size from 100mm (4-inch) to 150mm (6-inch)).
 - On 11 February 2024 a tee was installed at the intersection of Edward Street with Dr Roy’s Drive, and the pipeline section in Edward Street just north of the intersection with Shedden Road was isolated.
 - On 12 February 2024 a tee was installed at the intersection of Edward Street with Cardinall Avenue. This will allow CUC to continue the installation of their conduit work along Edward Street, between Cardinall Avenue and Shedden Road, without having to worry about the presence of a “live” Water Authority water main, and without having the completely block traffic from Shedden Road.
 - Upon completion of the CUC work, the Water Authority will install a 150mm (6-inch) pipeline along Edward Street, in sections, between the intersection with Shedden Road and the intersection with Fort Street.
 - Unfortunately, pipelaying progress will be negatively affected by the presence of several other utilities (telecom and Government Computer Services) which have been installed directly over (not just crossing) the water main.

- Work in Further Road (North Side) has put on hold so the NWPC can deal with the other NRA priorities (e.g., installation of a 300mm (12-inch) water main in the new road between the new Bobby Thompson Roundabout and Outpost Street).

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 was completed on 19 January 2024.
- Preparations for the extension of the 80mm (3-inch) pipeline along Amity Street to Patrick's Avenue (total length approximately 180 metres (600 feet)) commenced on 07 February 2024. Work is expected to be completed by 01 March 2024.
- On 16 January 2024 Operations-Water Supply commissioned (disinfected, flushed and connected) the new subdivision for Wendel Development in East End.
- The replacement probe at the Agricola DMA was installed, however the communication issue between the logger and sensor continues. During recent communication with Trimble, the Water Authority was advised that a component of the sensor has been bought by Badger Meters and they are waiting on advice from the new management.
- The probe at the DMA at the Poindexter Road/Shamrock Road failed and was removed for troubleshooting. Test results were sent to equipment provider and the Authority are awaits advice from Trimble, the manufacturer.
- The recurring failures of the probes is suspected to be due to humidity. The loggers seem to work fine as there is a humidity sensor in the logger that monitors and flags any humidity issues. As long as the moisture absorber packets are replaced frequently the loggers will work fine. There is no humidity sensor in the probe, thus it is impossible to monitor the humidity in the probe.
- The possibility of having the sensor probes fitted with humidity sensors or some guidance of when the moisture absorber packets should be replaced was raised with the tech support. Their response is that they would have to discuss the issue with the sensor probe manufacturers. The Authority will continue to push for a resolution as soon as possible.
- In January 2024 the total water sales on Grand Cayman were approximately 1.37% more than in the previous year.

4) *Water Production Division*

- In January 2024, this RO Plant produced on average 1,916 cubic metres per day, or nearly 64% of the plant's design water production capacity.
- In January 2024 there was one unplanned shut-down (due to a broken Victaulic coupling. There were three planned shutdowns of the plant, on 08 January 2024 (membrane cleaning of Train #1), on 13 January 2024 (membrane cleaning of Train #2), and on 19 January 2024 to accommodate a pre-filter change-out.

5) *Wastewater Collection & Treatment Division*

- In January 2024 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 January 2024 was 1.61 mgd (or 64% of the design treatment capacity). This is approximately 21% less than the average influent measurement during the same month in the previous year (2.04 mgd).

- So far in 2024 one severely deteriorated manhole has been replaced (opposite The Coralstone Club, Water’s Edge). Work will soon be started on four deteriorated manholes in the vicinity of Ritz-Carlton Resort Grand Cayman.
- The manhole rehabilitation project has thus far reduced groundwater infiltration by about 50% based on the volume of wastewater inflow at the wastewater treatment plant. This will be an ongoing project as all manholes continue to deteriorate due to the harsh environment. Most of the manholes have now been in use for 35 years.
- On 26 January 2024 the connection of the Indigo Hotel to the public sewerage system was completed.

c) Customer Service

Projects

- *New Bill Template:* Finance and IS are next in line for review of the template. This new bill template will form part of the Cogsdale upgrade project.
- *Website:* work has started on the new and upgraded website; the Corporate Communications supervisor has been meeting with HODs and key staff to collect input.
- *Customer Survey:* proposal document being worked on.

Key Statistics from Customer Portal as of 31 January 2024

Statistic	Number/Value
Number of online user profiles	18716
Number of ebill customers	16882
Sessions for month of January (since 08 Jan launch to 31 Jan)	
o Web	7745
o Mobile	4520
Number of payments received through portal (since 08 Jan launch to 31 Jan)	4067
Dollar value of payments received via portal (since 08 Jan launch to 31 Jan)	\$510,701.11

Promotions

- Customer Portal – the customer portal promotion continues with notices in Grand Cayman (GCM) and Cayman Brac (CYB) lobbies, radio, website, and social media messaging.
- Update your information - campaign to encourage customers to provide updated customer contact information ongoing until 29 February 2024.
- Special Promotional Event – Agricultural Show - the Authority will have a booth at the upcoming show on 14 February 2024; the focus of this event is to promote tap water and the new customer portal. Staff volunteers will assist with the handing out of flyers and serving of infused water, while Customer Service Representatives will be working to sign up customers to the new customer portal.

- Scholarship: the Authority’s scholarship programme and the 2024 scholarship is currently being promoted via GCM and CYB lobbies, radio, website, and social media messaging. Promotion continues until the 29 February 2024.
- Campaigns currently being worked on are World Water Day which is 22 March 2024 and Easter (CYB trucked water).

Cayman Brac Customer Service Office

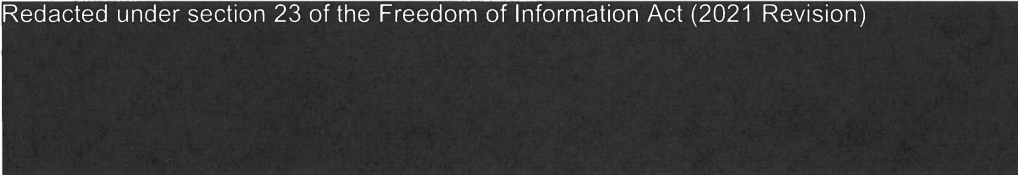
- The official opening will coincide with the formal recognition of the doubling of the capacity of the main Brac RO Plant as well as the recognition of the donation of water bottle filling stations to the Brac Primary Schools as they have now all been installed. This will depend on the Honourable Premier’s schedule and is likely to be during mid-March 2024.
- Two cabinets and the wall panels for the back office arrived in Cayman Brac and were installed but there are some small items missing/outstanding, e.g., the ends of the door, base board at the bottom, etc. This is being addressed with the supplier.

d) Human Resources

Recruitment & Staffing

- Accounts Clerk - selected candidate started 15 January 2024.
- Assistant Operator-WS – filled by a lateral transfer from Cayman Brac on 01 February 2024.
- Assistant Operator-WW - selection process ongoing for 2 candidates.
- Assistant Operator-CYB – position advertised, interview shortlist pending.
- Graduate Engineer –2020 Scholarship Recipient started 05 February 2024.
- Engineer-Water Production - interviews held late January 2024, selection process ongoing.
- Accounts Officer – interviews held late January 2024, selection process ongoing.
- Hydrogeologist – recruitment process ongoing.
- Engineer-Wastewater - recruitment process ongoing.
- HR Administrator – vacancy due to resignation effective 16 February 2024, recruitment process ongoing

Scholarship Programmes

- Redacted under section 23 of the Freedom of Information Act (2021 Revision)

- The 2024 scholarship application process is ongoing. Thus far 18 applications are “in progress” on the online application portal, however, only one completed application had been received to date. The deadline for applications is 29 February 2024.

Job Evaluation –Portfolio of Civil Service.

No update.

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)

FOI updates

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


e) **Information Services**

- Cogsdale and Great Plains upgrades - new test system being setup in the Cloud, and initial testing should begin shortly.
- Mitel Software Assurance - Mitel Information has been updated by C&W, the local Mitel Rep. A new Account Manager has been assigned to Water Authority and he is expected to meet with the IS team shortly.


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)



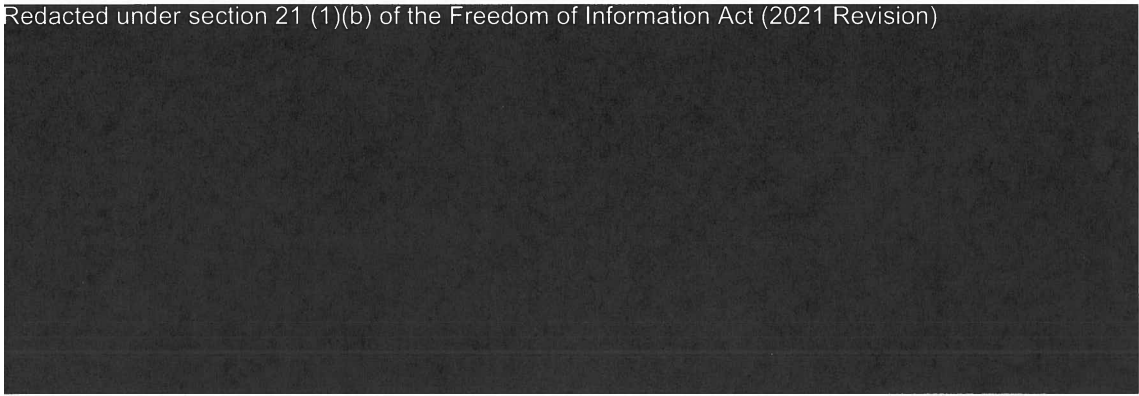
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Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



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*
Installation is ongoing at primary schools in Grand Cayman.
- *Water Filling Stations for Selected Sports Facilities*
The units are expected to be on island this week.
- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
The units are expected to be on island this week.
- *Posterity/Legacy Donation*
The units are expected to be on island this week.
- *Other Upcoming Activities*
Work is ongoing to facilitate and organise the following: creating educational resources for primary school students, commemorative booklet, Community-Give-Back Day, and Honouring Men's Day.