

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 348th Meeting held on 17 April 2024
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road

Members Present:

Chairman:	Mr D Rankine
Members:	Mr N DaCosta <i>-in person & virtual</i> Mrs D Ebanks Mr G Ebanks <i>- virtual</i> Ms A Owens Mr M C Campbell Mr K Conolly Mr M Scotland
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr H B Ebanks Mrs L Ryan Mr W Welcome
Absent:	
Guest:	Ms Pat Bell, <i>Chief HR Officer (CHRO)</i>

Call to Order

The Chairman welcomed members as well as Ms Pat Bell, CHRO at the Water Authority as the fourth Head of Department to sit in on the Board meetings. The Chairman then called the meeting to order at 1:09pm after ascertaining that there was a quorum. The Chairman noted apologies for Mr H B Ebanks, Mrs L Ryan, and Mr W Welcome. The Chairman then invited Mr M Scotland to open the meeting with prayer.

Confirmation of Minutes of the 347th Meeting held on 20 March 2024

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 347th Meeting held on 20 March 2024. Mr K Conolly then moved the motion to accept the Minutes. Mr N DaCosta 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)

None.

Matters Arising Director's Updates/Department Reports

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

At the meeting, the Secretary provided members with the updated schedule of milestones for the Cayman Brac pipeline extension as previously requested.

The Chairman queried the status of the removal of the fence that is protruding into the roadway in Plaza Drive. The Secretary reported that the responsible engineer was in communication with the PWD in Cayman Brac. The Chairman and Mr N DaCosta recommended that the Authority contact the Supervisor-Works at PWD in the Brac to keep the pressure on. The Chairman also noted that he would request the Ministry to contact the District Administration Office to help progress action on the removal of the fence. In the meantime, the New Works Pipelaying Crew (NWPC) continues pipeline installation along the main road. As soon as the area of Plaza Drive is ready, the NWPC will return to complete the pipeline installation there.

West End Water Works Pump House

No matters raised.

West End Water Works RO Plants

The Chairman queried the status of the replacement part needed for the containerised plant. The Secretary advised that based on the information she had the part is expected to be on island around the end of April 2024.

Brac Bluff Water Works

The Chairman enquired about the timing to move the containerised plant to Little Cayman. The Secretary advised that the hydrogeological investigation needs to be done before the abstraction and disposal wells can be designed. She also noted that the Deputy Director although off-island on leave was working on the contract documents for this project.

b) New Red Gate RO Plant - Update.

The Chairman queried when the Special Permission to Occupy would change to the Certificate of Occupancy (CO) for the new Red Gate RO Plant. The Secretary

advised that she was not sure but if the situation persisted then the Water Authority would seek to assist OCL in resolving the situation with the Planning Department.

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

31 December 2023 Audit of Island & Divisional Statements

The Secretary reported that the Chief Financial Officer (CFO) had received confirmation the morning of 17 April 2023 that Baker Tilly (BT) would not be able to provide final draft financial statements for the Board's review at this Board meeting. The only item outstanding is BT's independent actuary review of the Pension and Health liabilities. Both the Authority and BT are not expecting any challenges with accepting the information, however, currently BT is still working with their actuaries.

The Secretary reported that the CFO remains optimistic that the 2023 financial statements will be available for Board review and approval mid the week of 22 April 2023, in advance of the 30 April 2024 deadline.

2023 Actuary Reports

Mr M Scotland noted that he appreciated the summarised version of the reports in the Director's Report for this meeting.

2023 Annual Report

The Secretary reported that the initial draft of the 2023 Annual Report was submitted to management and that Department Heads have shared their review comments. However, the final version for Board review has encountered a slight delay due to unforeseen absence within the Corporate Communications Division. The finalised draft is expected to be presented to the Board by 30 April 2024. The CFO extends apologies for this delay.

Non-Revenue Water (NRW) Calculations

The Chairman opened discussion on the report noting that the ILI had not improved over last year's report and had in fact increased. He queried whether the target identified in 2011 by the Board at that time was still relevant and whether it should be reviewed. The Secretary noted that at this time the Authority's management believes that improvements are achievable providing the required data is obtained and that is where there have been setbacks. Specifically, the challenges with the monitoring equipment for the District Metering Areas (DMAs) as well as the delays in implementing Advanced Metering Infrastructure (AMI). Members queried whether the Leak Detection Unit should not be focussed on Grand Cayman instead of starting Cayman Brac. The Secretary advised that the project in Cayman Brac is expected to last about four months and then the focus will be on Grand Cayman. Starting the unit in Cayman Brac allows for the team to gain additional experience with the procedures. Members agreed that it is imperative that the Leak Detection Unit is activated and aggressively acts to identify leaks, and that the DMAs be sorted out. The Secretary advised that the

Engineering Services Department has already been instructed to ensure that the DMA equipment failures are properly investigated and addressed so that useful data is available upon which aggressive investigations for potential leaks can be made.

Members able to vote accepted the Water Authority's Non-Revenue Water Report and requested that all efforts continue to be made towards reducing the ILI based on the on-going strategies outlined in the document.

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

2023/2024 Rate Adjustments

The Secretary advised that the report on the Adjustment of Water Authority Rates for 2024 will be sent to the OAG after the Minutes of the 347th Board meeting on 20 March 2024 is signed off.

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

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

The Secretary advised that as the Audit and annual report wrap up in April 2024 and in May 2024 the CFO will be on vacation for part of the month, the Authority is expecting to be able to add new KPIs in June 2024. The Chairman noted the moving "goal post" and requested a balance be found.

- g) **Engagement Subcommittee - Update.**

Mr N DaCosta noted that for their information, members were provided with the final version of the survey at this Board meeting. He noted that the questions were finalised at the 10 April 2024 meeting of the Water Authority Board - Engagement Subcommittee (WAB-ES). He thanked the CHRO for getting the final amendments done promptly and for the support of her and her HR team. The HR team will also roll out the communication strategy to notify staff and to get supervisors on board to encourage their teams to participate. Mr N DaCosta noted that the next meeting is tentatively scheduled for 05 June 2024 as it is hoped that by that time the survey will be completed and there may be some preliminary results available. Mr N DaCosta further expressed his thanks to the Subcommittee members and he is pleased to see that the survey is on target to be rolled out during the 2nd Quarter of the year as planned.

Department Updates

- a) **Finance**

Fixed Deposit Placements

No matters raised.

b) Engineering Services1) *Engineering*

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2) *New Works Division*

No matters raised.

3) *Water Distribution & Treatment Division*

No matters raised.

4) *Water Production Division*

No matters raised.

5) *Wastewater Collection & Treatment Division*

No matters raised.

c) Customer Service*Projects*

The Chairman requested that the Board see the new bill template before it is finalised.

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Key Statistics from Customer Portal as of 31 March 2024

Members noted the information provided and the Secretary advised that some of the information will eventually transfer to the KPI reporting.

Promotions

Members noted that the Authority is one of the sponsors of the Chamber of Commerce's 2024 Earth Day Clean-Up Event and not the sole sponsor as may have been interpreted in the Director's Report for the 348th Board meeting.

Cayman Brac Customer Service Office

This item is considered closed. Mr N DaCosta noted that he agreed with the Chairman's earlier observations that the amount of space allocated to customers in the front appeared to be rather small.

d) Human Resources*Recruitment & Staffing*

No matters raised.

Using Water Authority Trucks for Group 4 Driver's Licence Test

Members discussed the implications of the response from the Water Authority's Motor Vehicle Insurance providers as outlined in the Director's Report for this 348th Board meeting. The CHRO explained that potential employees who require a Group 4 driver's licence would only be able to use one of the Water Authority's trucks to take the exam for one day with submission of the required information and payment of \$50 in advance. The sole purpose of the cover note would be for the sitting of the exam. The person would need to be already employed by the Water Authority as the Authority's policy only covers Authority employees or persons working for the Authority. Therefore, the Authority would have to officially hire the person before they can be allowed to use one of the trucks to sit the Group 4 driver's licence practical exam. Members noted that this option may be helpful to persons already employed and noted the limitations with regards to new hires for the purpose of driving the Group 4 rated vehicles.

Scholarship and Work Experience/Internship Programmes

No matters raised.

Learning & Development

The Chairman raised the concern of employees working daily, going home to families, and having to do online learning for development or upward mobility and wondered whether alternate arrangements were under consideration or had been explored in the past, e.g. in-person learning at an overseas institution or with UCCI. The CHRO indicated it was not under active consideration but noted current work permit holders had attended training in their homeland within the Caribbean area. It was mentioned that a partnership with UCCI could be explored. The Secretary noted that many years ago the Water Authority attempted to develop a partnership with UCCI without success. The CHRO also added that internal efforts to assist with in person learning was met with limited success.

Job Evaluation -Portfolio of Civil Service

No update.

FOI updates

No matters raised.

HR Management System

The CHRO provided a general update on the HR department's plans to implement a Human Resources Management System, namely VISTA. She noted that VISTA was procured by Central Government and as part of that procurement SAGCs are able to access under the same procurement umbrella for a defined period of time. She noted that the HR team has had extensive discussions with the Portfolio of the Civil Service (POCS) as well as CIMA and that as the software is HR focussed it is more intuitive to utilise than the HR module that is part of the Great Plains Dynamic Accounting software used by the Authority's Finance department.

Mr N DaCosta left the meeting at this point indicating that he would rejoin shortly virtually.

Ms A Owens recommended that the CHRO communicate again with POCS as the issue CIG has encountered is that VISTA is not integrating with CIG's accounting software, and this is causing some problems. Getting reports with financial data out of VISTA must be resolved before adoption of the new software. The CHRO noted that she will discuss with the Authority's CFO as well as with other users and place the queries with the VISTA software representative that she has been dealing with.

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

Mr N DaCosta rejoined the meeting virtually at this point.

e) Information Services

Cogsdale and Great Plains upgrades

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.

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.

- *Community Give Back Day*
No matters raised.
- *Other Upcoming Activities*
No matters raised.

Current Business

a) Management Accounts February 2024.

The Secretary reports that the Finance Department's concentration has been on the 2023 audit and hence a complete set of management accounts are not yet available for February 2024. The CFO has provided the Statement of Comprehensive income for the first 2-months of 2024. This information is in draft form as the Finance Department continues to support the 31 December 2023 audit.

As the report shows, sales are strong, showing an increase of 6.2% over that of the first two months of 2023. Operating expenses are up slightly by 1.6% and other income is up by 43%, the increase solely attributed to the interest income. Administrative expenses are also up from prior year, which is within expectation as the Pension and Health benefits introduced in mid/late 2023 were not effective in early 2023. Administrative expenses are 4.4% lower than Budgeted.

The year 2024 is off to a positive start, showing a 10% increase in Profit for the year. Members are cautioned that these statements are still in draft form and the numbers are subject to change.

Any Other Business

a) Board Self-assessment.

The Chairman noted that it was time to carry out the annual Board Self-assessment survey for 2023. He requested that the Secretary coordinate with Mr G Ebanks, the circulation of the survey to all Board members with the deadline to complete being the end of April 2024.

b) Performance Appraisals.

The Secretary advised that this process was ongoing for Water Authority staff.

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

1. Kulcha K-Man.
2. West End Primary School PTA - Yr 6 Class Trip to Panama.
3. Special Olympics Cayman Islands - Bocce Tournament.
4. Ministry of PAHITD - Survey Incentives.
5. Mustang Track Club - Baytaf Track and Field Championship.

6. John Gray High School PTA - Family Fun Day.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 2:51pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

Water Authority of the Cayman Islands

348th Meeting to be held at 1:30pm on Wednesday, 17 April 2024

Director’s Updates/Report

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**
- The New Works Pipelaying Crew (NWPC) installed approximately 165.6 metres (540 ft) of 80mm (3”) and approximately 292.6 metres (960 ft) of 100mm (4”) pipe in March 2024.
 - The weekly progress report for March 2024 is as follows:
 - Week 10 (starting 04 March): Installed 61 metres (200ft) of 80mm pipeline along Mary Eli Road. Pipeline laying in Mary Eli Road is 100% complete however the pipeline still needs to be pressure tested, disinfected, and flushed before it can be commissioned. Installed 103.6 metres (340ft) of 80mm pipeline along Poppy Lane. Pipeline laying in Poppy Lane is 100% complete however the pipeline still needs to be pressure tested, disinfected, and flushed before it can be commissioned. Note, NWPC attended the Cayman Brac Customer Office official opening on 08 March 2024.
 - Week 11 (starting 11 March): Trencher was down for repair for 2 days. Installed 85.3 metres (280ft) of 200mm pipeline along Creek Road. Commenced work on Phase 4-4, i.e., Lands End Road to Ann Tatum Road. Installed 2 customer water connections. Repaired 32mm PE leak at Stake Bay Road.
 - Week 12 (starting 18 March): Installed 128 metres (420ft) of 200mm pipeline along Creek Road. Installed 1 customer connection and repaired a road crossing. Note, the NWPC attended CPR/AED training on 20 March 2024.
 - Week 13 (starting 25 March): Installed 79.3 metres (260ft) of 200mm pipeline along Creek Road. Cleaned roads and transported dry excavated material to Bluff for sieving. Work on Plaza Drive will resume when the fence is removed, the property owner has agreed to move the fence with assistance from PWD. Note, 29 March 2024 was Good Friday holiday.
 - The Water Authority is in discussions with PWD in Cayman Brac regarding the outstanding reinstatements.

West End Water Works Pump House

- January-March 2024 Cayman Brac Water sales compared to same period in 2023:
 - Total water sales up approximately 3.0%
 - Pipeline sales up 6.6%
 - Trucked water sales down 3.4%

West End Water Works RO Plants

- In March 2024 the overall water production in Cayman Brac averaged 797 cubic metres per day, which equates to or approximately 75% of the overall design water production capacity at West End Water Works (after the RO Plant expansion).

- In March 2024 the expanded RO plant (Plant #1) was operational for 27 days and when operational produced on average 915 cubic metres per day (approximately 86% of the plant’s design water production capacity).
- The containerised plant (Plant #2) is currently out of service due to a failed manufactured 316 SS fitting. As reported previously, the replacement fitting will not be available until late April 2024.

Brac Bluff Water Works

No further update.

b) New Red Gate RO Plant – Update.

- As reported previously, the Certificate of Occupancy (CO) has not yet been issued due to an issue with a cable rating: OCL maintains that the cable is compliant under the NEC 2020 code however BCU are only referring to the NEC 2014 code that does not reference that particular type of cable.
- OCL has obtained Special Permission to Occupy (SPO) to enable them to carry out the performance test. The performance test was successfully completed on 22 March 2024. The RO plant has been producing water intermittently over the last week; a total of 12,983 cubic meters was produced up to 31 March 2024. However, as the SPO only allows for the plant to be operated when an electrician is in attendance, water can only be produced during normal working hours.
- Until the CO is issued and the new Red Gate RO plant can only produce water continuously, the Water Authority will not accept any water from the new Red Gate RO Plant. As the product water does not meet the specified bacterial quality, most likely due to the product water delivery pipework which will need to be disinfected, there is a risk that the water quality will be compromised with intermittent operation of the RO plant and hence why the Authority will not accept the water produced.
- The emergency generator is now expected to be on site in late May 2024. It is expected to be operational by mid-June 2024.
- A Board tour will be organised when the plant is fully operational, hopefully for the May meeting.

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

31 December 2023 Audit of Consolidated, Islands & Divisional Statements

The Chief Financial Officer (CFO) advises that the audit work is primarily complete. The only issue outstanding as this time is Baker Tilly’s (BT) actuary review on the pension and health reports. The entire file is expected to be passed to the Office of the Auditor General (OAG) for their review on 15 April 2024. At this time the CFO expected that solid drafts will be available for Board review and approval at the 17 April 2024, with the caveat that there are no material changes.

2023 Actuary Reports

The Secretary is pleased to report that all three Health Actuary reports were received 13 March 2024, and the Pension Actuary Report received on 03 April 2024. Copies have been provided to members.

Water Authority has drafted the adjusting entries to be put through the accounting records and Baker Tilly (BT) has engaged their own actuary to review the information. At this point all of BT’s questions have been answered by PSPB, Mercer, and Water Authority. There may be additional questions that come up as the review continues, but for now the Authority is just waiting on confirmation. Below is a short synopsis of each report:

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2023 Annual Report

The 2023 Annual Report is in its final management review, delayed slightly by unexpected circumstances. The information collated in the report is being verified by management and the overall presentation updated to reflect the 40th anniversary celebrations.

Non-Revenue Water (NRW) Calculations

The Secretary reports that the Deputy Director prepared a report on NRW calculations for January-December 2023 that has been provided to members. The report notes that the Board set an Infrastructure Leakage Index (ILI) benchmark of 3.0 at the 213th Board Meeting on 16 March 2011. However, the calculation for 2023 shows an ILI of 5.06, exceeding the ceiling by 2.06. In response, the Authority plans to maintain current policies while adopting a more aggressive and focused approach to reduce non-revenue water.

The Water Authority recognises that appropriate technical actions must be taken to control the real (leakage) losses. Near the end of 2023 the Authority was able to employ additional engineering resources which will assist in addressing this issue.

During the 2024 fiscal year the Water Authority will continue its attempts to identify additional, and suitably skilled, resources to reduce the NRW. Some of the (continuing) activities and policies are:

- A total of four (4) bulk (electromagnetic) meters have been installed at strategic places within the water distribution system. These have created four (4) distinct District Meter Areas (DMAs), where the net inflow can be compared against water sales in each area and thus potential problem areas can be more easily identified:
 - One bulk meter has been installed at the Frank Sound/Seaview Road intersection)
 - Two bulk meters have been installed at Poindexter Road (one near the Prospect Primary School Roundabout, and another one at the intersection with Shamrock Road.
 - One bulk meter has been installed in Lower Valley, just east of the Shamrock Road/Agricola Drive intersection.

In early December 2022, four new DMA metering units replaced outdated ones, resolving previous cellular communication issues. However, technical problems now lead to inaccurate and inconsistent data collection between the probe and data logger. High temperature and humidity seem to affect the printed circuit board (PCB), similar to issues in Grand Bahama. Probes will need recalibration every 12-18 months, prompting a review of procedures for consistent data collection.

- Once the mentioned technical issues are resolved, more bulk (electromagnetic) meters will be added to the water distribution system to create additional distinct zones and improve problem area identification.
 - The first additional bulk meter will be placed on North Side Road (at the Old Robin Road intersection in Old Man Bay) to separately assess the North Side/Rum Point area from the East End/Frank Sound area.
 - Additionally, another data logger will be installed at the Red Bay Booster Pump Station.

With these additions, the total number of DMAs on the Grand Cayman Water Distribution system will be six.

- The implementation of Advanced Metering Infrastructure (AMI) will greatly enhance the effectiveness of District Meter Areas (DMAs). With AMI, water meters are read every 10-15 minutes automatically, eliminating data latency. This enables direct comparison between net inflow and water sales in each area for the exact same period.
- A dedicated leak detection team will be formed to systematically inspect the entire water distribution system for leaks. This collaborative effort involves various departments (Engineering Services, Operations-Water Supply, Customer Service). Effective management of this process requires someone with practical experience and strong organisational skills. Pipeline testing equipment has been acquired and installed on a truck, with the testing procedure prepared. The leak testing procedure will be initially trialled in Cayman Brac in April 2024 due to its smaller and less complex water distribution system. Implementation in the Grand Cayman Water Distribution System is anticipated to begin in the third quarter of 2024.
- In 2020, a set of Leak Noise Correlators was acquired for active leak detection once a leak's general location is known. These correlators are not meant for permanent installations. Additionally, four trunk main sensors were purchased for continuous monitoring of the Shamrock Road main pipeline (between Ocean Club and Spotts

Newlands Road) to identify leaks. There have been persisting issues with the related HWM loggers and the Authority is in the process of coordinating with the vendor for resolutions.

- The meter replacement program removes water meters with accumulated registered consumption of 1,800 cubic meters, eliminating worn and inaccurate under-registering meters from the distribution system.
- Per the approved Physical Service Removal Policy from the 236th Water Authority Board Meeting on 20 March 2013, any inactive service for over a year will be removed from the water supply network. Operations will uninstall the service from the property and cap the service line outside the property boundary. This policy implementation has uncovered several illegal service connections in recent years. While unauthorised consumption isn't considered excessive, this helps further reduce NRW and the ILL.

Members are respectfully requested to accept the report so that it can be provided to the auditors.

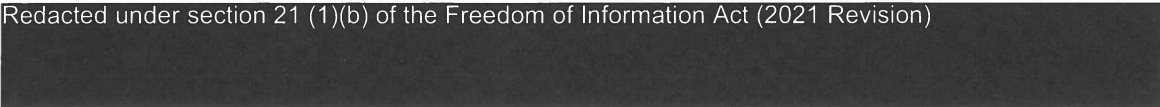
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e)

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

The CFO has been in communication with the World Bank Group and has gained access to the KPI site. The Key Performance Indicators and Management Practises is divided into three sections:

1. Utility Characteristics – basis information and water and wastewater profile.
2. Performance Data – Many similarities to what the Authority currently tracks, however the Authority does not monitor the population and what percentage of the population has access to “city water” and collection services. The Authority has also not officially tracked the number of female employees, nor the number of Sewerage Blockages for example.
3. Management Practices – an area that the Authority does not currently include in KPI’s but may track informally, such as customer complaints, job offer acceptance rates etc. One area that the Authority does not formally track is response to climate change.

CFO utilised the Authority’s existing KPI’s to complete much of the requested IBNET information and is working with other HoD’s for additional information. The Secretary reports that the CFO is currently updating the KPI source data document to include additional relevant information so that it is readily available. There are some KPI’s that may not show any significant variance in the Cayman Islands, for example, what percentage of customers have access to water 24 hours a day and what percentage of customers are metered, however it will be interesting to see this information for other countries.

The Secretary further reports that additional KPI’s will be reported in Q2 of 2024 based on the outcome of this exercise depending on the relevancy to the Authority. Due to demands of the on-going 2023 audit, the CFO did not have opportunity to add new KPIs.

Regarding IBNET, the CFO reports that the audit has dominated the Finance department’s time, however acknowledged that participation in the KPI benchmarking survey is a priority and will ensure the Authority’s participation in April 2024.

g) Engagement Subcommittee – Update.

The Water Authority Board - Engagement Subcommittee (WAB-ES) met on 10 April 2024. The WAB-ES discussed and finalised questions to be used on the engagement survey. The CHRO will set up the questions in SurveyMonkey and prepare the strategy to rollout the survey to staff along a staff communications plan. The next meeting is tentatively scheduled for 05 June 2024 by which time it is hoped that the survey will be completed and there may be some preliminary results available. Board member and Chairman of the WAB-ES, Mr N DaCosta will provide additional update.

Department Updates

a) Finance

Fixed Deposit Placements

The next fixed deposit that will mature with the Treasury department is on 26 April 2024 and will be redeemed in anticipation of the payment to OCL for the Red Gate RO plant (\$8.0 million).

b) Engineering Services

- o *Engineering*
No update.

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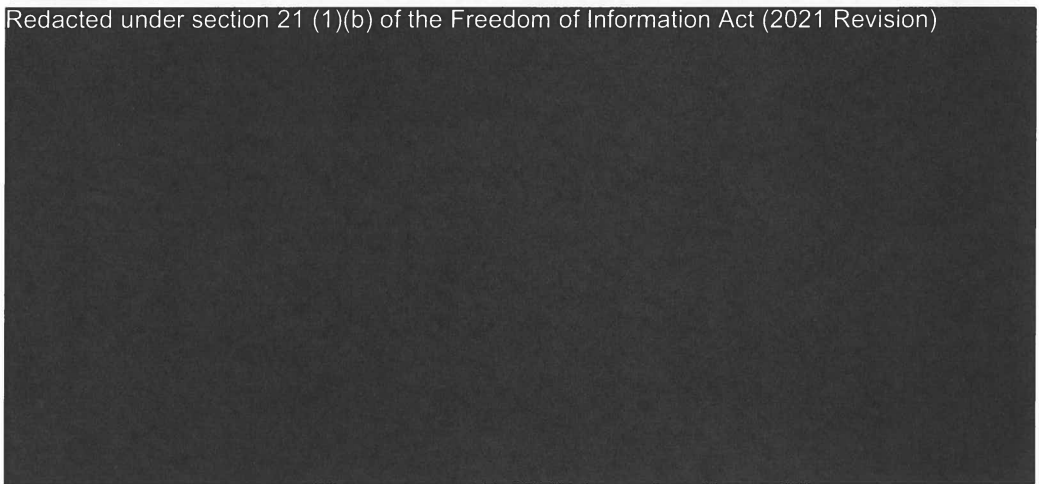
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- *New Works Division*
 - The NWPC installed approximately 225 metres (740 ft) of 300mm (12-inch) pipe between the new Bobby Thompson Roundabout and Outpost Street.
 - The New Works Pipelaying Crew also excavated a trench at the Red Gate Water Works for a communication cable between the new Red Gate RO Plant and the water storage tanks.

- 3) *Water Distribution & Treatment Division*
 - During the first three months (January-March) of 2024 the total water sales on Grand Cayman were approximately 5.8% more than in the same period last year.
 - The relaying of approximately 600 metres (2,000 ft) of 150mm (6-inch) pipeline along Patrick's Avenue from Poindexter Road to Amity Street commenced on 11 March 2024. The section of line from the intersection of Patrick's Avenue and

Amity Street to Bamboo Street has been completed (pressured tested, disinfected and flushed). This new section of pipeline is expected to be returned to full service during the week of 08 April 2024. The remaining section from Amity Street to Poindexter Road is expected to be completed by 26 April 2024.

- In March 2024 Operations-Water Supply commissioned (disinfected, flushed and connected) the following developments:
 - Copper Ridge sub-division off Arlington Drive, Frank Sound (on 13 March 2024).
 - Yarl Towers Limited, off Linford Pierson Highway (on 28 March 2024).
- The DMA at the Frank Sound Junction remains in normal operation.
- Agricola and Poindexter DMA’s - probes have been removed and packaged for shipping to the manufacturer for further evaluation.

4) *Water Production Division*

- In March 2024, the Lower Valley RO Plant produced on average 2,024 cubic metres per day, or nearly 67% of the plant’s design water production capacity.
- In March 2024 there were two planned and one unplanned shutdown/s of the plant. The planned shutdowns of the plant were on 20 March to check O-rings on several membrane vessels, and on 24 March to accommodate the replacement of 35 membranes on 5 vessels. The unplanned shutdown was on 23 March due to CUC power issues.

5) *Wastewater Collection & Treatment Division*

- In March 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 March 2024 was 1.70 mgd (or 68% of the design treatment capacity). This is approximately 19% less than the average influent measurement during the same month in the previous year (2.09 mgd).
- In March 2024 work was completed on the refurbishment of a main line manhole immediately south of the Ritz-Carlton.
- A Ritz-Carlton manhole which had deteriorated over time (portions of the concrete walls of that private manhole had already fallen into the manhole channel, and some of this debris may have already been transported into the downstream pipeline, posing a significant risk of sewer blockage) was also refurbished using the Authority’s contractor Sanpik Contracting Cayman Ltd due to the urgency of this repair. Additionally, the pipeline between that private manhole and the manhole on the public sewerage system was leaking. The Ritz-Carlton agreed to reimburse the Water Authority the cost of that work.
- In late March 2024 work was started on a main line manhole in front of the Ritz-Carlton, which had deteriorated and is in danger of collapse, and thus posing a significant risk of causing blockages in the downstream sewer pipeline.
- The manhole rehabilitation project has been successful, as the groundwater infiltration has been reduced by about 50% (based on the volume of wastewater inflow at the wastewater treatment plant).

c) **Customer Service**

Projects

- *New Bill Template:* the Information Systems Department initiated the setup of the template in the Cogsdale test system; however, they ran into several issues regarding software needs and complexities of identifying the various fields required. These issues will be passed onto Cogsdale for a resolution.
- *Website:* the Corporate Communications Team has held meetings with HoDs and managers to discuss the revamped website. Additionally, the team has met with NetClues to discuss the Authority’s key needs/deliverables for an updated website. Key needs include:
 - AI chat box, improved search functionality, integration with Cogsdale so that customers can apply for new service directly through the website, fillable forms, interactive maps (service locations, outages, etc.) and improved backend functionality.
 - NetClues has provided a proposal which is being reviewed. Additionally, the Corporate Communications Team is working on a document outlining the new information flow and layout for the website based on the meetings with the various HoDs and managers.
- *Customer Survey:* proposal document has been on hold due to other projects; however, this will be the focus after the Upgrade Testing is completed in the next two weeks.
- *Geology Week Videos:* the Corporate Communications team is working with WR&QC to coordinate a public lecture in Little Cayman and the filming of an educational tour in Cayman Brac. The team is also working with the production company to get an edited draft of the videos that were filmed during Geology Education Week in October 2023.

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

Key Statistics from Customer Portal as of 31 March 2024

Statistic	Number/Value
Number of online user profiles	20,061
Number of ebill customers	17,498
Sessions for month of March 2024	
○ Web	6208
○ Mobile	3326
Number of payments received through portal for March 2024	5354
Dollar value of payments received via portal March 2024	\$806,747.85

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.
- Summer Interns: promotion continues until the 30 April 2024.
- Meter Education: as part of its Customer Engagement efforts, the Corporate Communications Team will focus on meter education for Q2. The team will meet with the Metering Supervisor to determine the most important messages and build a campaign plan and content based on those key messages.
- Take Back The Tap: the Corporate Communications Team is developing its Q2 Take Back the Tap Campaign, focusing on the key message of “drink tap water”.
- Earth Day: the Authority sponsors the Chamber 2024 Earth Day Clean-Up Event and will participate in the clean-up efforts. The Corporate Communications Team is assisting HR with the promotion and notification for the clean-up.
- Hurricane Season: the Corporate Communication Team is working on revamping the 2024 Hurricane Preparedness Education Campaign. The team reviews past messages and content to revise the look and feel of the messages and reassess if new messages are needed. The team is also reviewing its portion of the WAC Hurricane Plan to ensure all PR-related items are updated and ready for the start of the season. Additionally, the team will assist the HR Team with their annual staff Hurricane Prep Lunch and Learn.
- CYB Leak Detection Work: WA’s Engineering Team will undergo a 6–8-week leak detection project in Cayman Brac starting on 22 April 2024. The Corporate Communications team is preparing promotional materials to inform and update customers on the work and its progress. Components of the promotion plan include PSA, Radio Ads, Social Media Updates, Customers Letters, and Door Notices.
- CUC’s Women in Energy Conference: to be held on 10 May 2024; this is a great partnership opportunity for WA to continue support of STEM and women within the community with corporate sponsorship of \$3000.

Cayman Brac Customer Service Office

Nothing new to report.

d) Human Resources*Recruitment & Staffing*

- Accounts Officer - selected candidate commenced work 08 April 2024
- Graduate Engineer – commenced work 08 April 2024
- Assistant Operator-CYB – recruitment process ongoing
- Assistant Operator-WS – recruitment process ongoing
- Assistant Operator-WW – recruitment process ongoing
- Engineer/Civil Engineer - vacancy due to resignation of Civil Engineer effective June 2024; recruitment process ongoing
- Engineer-Water Production - immigration approval pending for selected candidate
- HR Administrator – interviews held 15 March 2024; pending job offer acceptance of selected candidate

- Hydrogeologist – recruitment process ongoing.
- Engineer-Wastewater - recruitment process ongoing

Using Water Authority Trucks for Group 4 Driver’s Licence Test

At the 347th Board Meeting, it was suggested that the Authority assist employees who can drive Group 4 vehicles but are not able to secure a vehicle in which to take the exam. The CFO reached out to the Authority’s Motor Vehicle Insurance providers and was advised as follows:

- The insurance coverage is based on the driver's appropriate licence to operate the vehicle. If the driver is involved in an accident during the driving exam (or in general), the claim would be denied as the driver at the time of the loss does not have the correct license (per the law) to operate the vehicle.
- When the Authority wants to cover a driver to sit a driving exam for one (1) day to obtain another group license, the Authority will need to provide the following:
 1. An email request to add “the full name of the driver” to “vehicle reg#” effective “Date.”
 2. Then, in the same email, include the driver’s current licence (front & back) with the receipt confirming the date of the driving exam.
- The insurance company will then issue a cover note for one (1) day with the driver listed as a named driver for CI\$50.00. This will allow the driver to operate the vehicle for the day of their test only.

Scholarship and Work Experience/Internship Programmes

- Interviews for the 2024 Scholarship will be held on 19 April 2024 for 4 of the 8 persons who submitted applications.
- The Summer Internship application process is ongoing. The application deadline is 30 April 2024. To date, 42 applications have been submitted.

Learning & Development

- First Aid/CPR/AED training – 9 Cayman Brac employees completed the training conducted by the Red Cross in Cayman Brac on 20 March 2024.
- Operator Certification Exams – 3 persons sat the web-based exams held on 27 March 2024 in the Training Room. One person passed the Water Distribution Level 1 exam.
- The Authority is participating in the Layman E Scott Senior High School careers fair in Cayman Brac on 12 April 2024. The Learning & Development Coordinator, HR Manager and Junior Corporate Communications Officer is representing the Authority.

Job Evaluation –Portfolio of Civil Service.

No update.

FOI updates

One new FOI requests was received since the 20 March 2024 Board meeting as outlined in the FOI Report provided to members.

e) **Information Services**

Cogsdale and Great Plains upgrades - Testing has been completed by the Customer Service Representatives, including Cayman Brac. There are several test setup issues outstanding with Cogsdale for Billing and Collections to work properly. The IS Department is continuing to work with Cogsdale on these and once resolved, testing will be completed. Finance has completed their review of the GP module and await the go-ahead from Customer Service Department to test Cogsdale.

f) **Water Resources & Quality Control**

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

As reported under item d) 2023/2024 Rate Adjustments/Meeting, on 25 March 2024, the Water Authority met with OfReg and continued discussion on OfReg’s proposed Water Sector Regulation (Licences and Fees) Regulations, 2024 (“Regulations”).

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:

- *Water Filling Stations for Government Primary Schools*

All water bottle filling stations for government primary schools have been installed. Approximately, 1,500 reusable bottles have been delivered to the schools, with the Eastern districts, excluding East End still left to be delivered.

- *Water Filling Stations for Selected Sports Facilities*
No update on whether the units have been installed.
- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
No update on whether the units have been installed.
- *Posterity/Legacy Donation*
No update on whether the units have been installed.
- *Community Give Back Day*
Community Give Back Day was great success with many staff commenting that they enjoyed the opportunity to give back to the community. Over 100 employees participated on the day. The office closed early, and the day began with a lunch for all staff. Staff were then transported to a variety of volunteer activities, including volunteering with Humane Society and Meals on Wheels, Beach Clean Ups, Roadside Clean Up in Cayman Brac, and Tree Planting at the North Side Water Works.
- *Other Upcoming Activities*
Work is ongoing to facilitate and organise the following:
 - Children's Activity Booklet - There has been progress in the design of the children’s activity booklet. The artist the Authority commissioned has provided initial page drafts. The planning team is reviewing the design and providing feedback for updates and additional pages. Once a final draft is prepared, it will be submitted for printing.
 - Commemorative Booklet - The design of the 40th Anniversary Commemorative Booklet is underway. This booklet will be an overview of all the events of that were part of the celebrations.