

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 349<sup>th</sup> Meeting held on 15 May 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 &amp; virtual</i> Mrs D Ebanks - <i>virtual</i> Mr G Ebanks Mrs L Ryan - <i>phone</i> Mr M C Campbell Mr K Conolly Mr M Scotland
Secretary:	Dr G Frederick-van Genderen
Apologies:	Ms A Owens Mr H B Ebanks Mr W Welcome
Absent:	
Guest:	Mr John Bodden, <i>Chief IS Officer (CISO)</i>

**Tour of New Red Gate RO Plant**

Prior to the start of the meeting members were taken on a tour of the new Red Gate RO Plant and were also able to view the interior of Reservoir #5 that is currently undergoing routine inspection.

**Call to Order**

The Chairman welcomed members as well as Mr John Bodden, CISO at the Water Authority as the fifth Head of Department to sit in on the Board meetings. The Chairman then called the meeting to order at 1:37pm after ascertaining that there was a quorum. The Chairman noted apologies for Ms A Owens, Mr H B Ebanks, and Mr W Welcome. The Chairman then invited Mrs L Ryan to open the meeting with prayer.

#### **Confirmation of Minutes of the 348<sup>th</sup> Meeting held on 17 April 2024**

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 348<sup>th</sup> Meeting held on 17 May 2024. Mr N DaCosta then moved the motion to accept the Minutes. Mr M C Campbell 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.**

The Secretary sought the Chairman's assistance in speeding up the cutting back of the trees along Plaza Drive since the fence had been removed. Later in the meeting, Mr N DaCosta advised that he had been informed by the Public Works Department (PWD) in Cayman Brac that the trees had already been trimmed back as requested. The Secretary noted that she would advise the Engineer in charge of the New Works Pipelaying Crew (NWPC) that the roadway in Plaza Drive was now ready for the Water Authority to continue and complete the pipelaying

*West End Water Works Pump House*

No matters raised.

*West End Water Works RO Plants*

No matters raised.

*Brac Bluff Water Works*

No matters raised.

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

No matters raised.

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

*31 December 2023 Audit of Consolidated, Island & Divisional Statements*

No matters raised.

*2023 Actuary Reports*

No matters raised.

*2023 Annual Report*

The Secretary reported that the report had been reviewed by the Office of the Auditor General (OAG) and auditors Baker Tilly (BT). The final version is now before the Board. The Secretary respectfully sought the Board's approval of the document. The Chairman requested that the first sentence of his message be removed as it was not a complete sentence, as pointed out by Mr N DaCosta. The Secretary confirmed that this would be done. She also noted that some additional, minor information regarding staff activities would be added, none of which were material changes. Members noted and the motion to accept and approve the report, noting the minor changes, was moved by Mr M C Campbell, seconded by Mr M Scotland and passed unanimously by all members able to vote.

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)



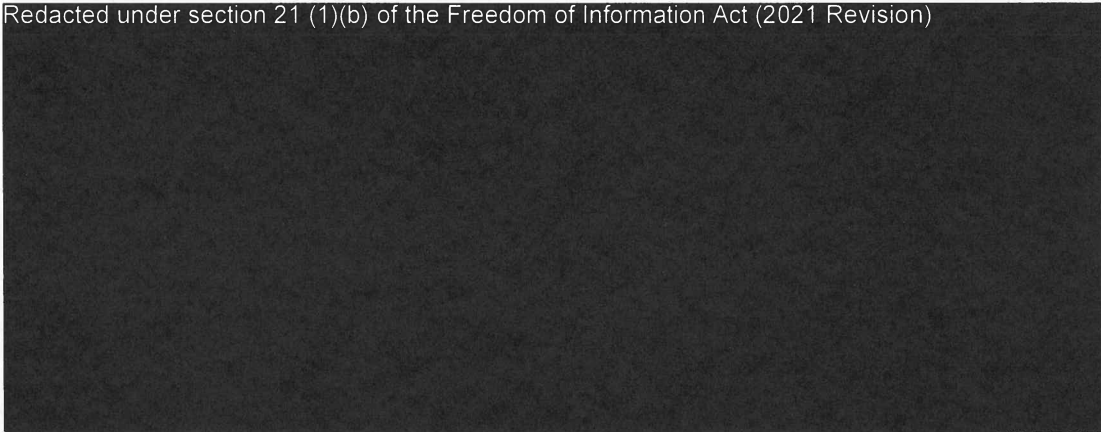
Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



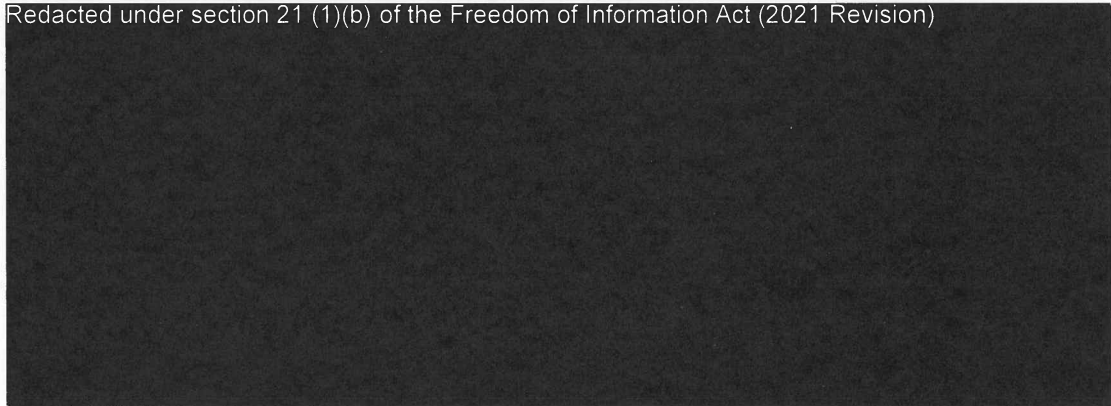
**f) Key Performance Indicators (KPIs) - Update.**

The Chairman thanked the Secretary for the additional KPIs and noted that he looked forward to the additional KPIs being added in the June 2024 report.

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



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



Mr N DaCosta left the meeting at this point and indicated that he would re-join the meeting virtually shortly thereafter.

**Department Updates**

**a) Finance**

*Fixed Deposit Placements*

No matters raised.

**b) Engineering Services**

1) *Engineering*

*Business Cases - Projects*

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

- 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*

Mr N DaCosta re-joined the meeting virtually at this point.

*Customer Portal:* The Chairman queried the length of time that it takes to print the bills, that is, approximately 2.5 days. The Secretary advised that the Customer Service and the Information Systems Departments continue to have communication with the vendor working to address this issue. The goal of Customer Service Department was to reduce this process to 1 day.

*Key Statistics from Customer Portal as of 30 April 2024*

No matters raised.

*Promotions*

No matters raised.

**d) Human Resources**

*Recruitment & Staffing*

No matters raised.

*Scholarship and Work Experience/Internship Programmes*

No matters raised.

*Chamber's VoTech Stars Programme*

The Chairman asked that the Board's congratulations be conveyed to the employees and suggested that they be rewarded. He also queried where the photo billboards would be placed and suggested communities where recipients are from to assist with role modelling and incentivising others. The Secretary noted and advised that the employees would receive a congratulatory letter and the reward recognitions.

*Performance Appraisals*

No matters raised.

*HR Management System*

No matters raised.

*Job Evaluation – Portfolio of Civil Service*

No update.

*FOI updates*

No matters raised.

**e) Information Services***Cogsdale and Great Plains upgrades*

No matters raised.

**f) Water Resources & Quality Control**

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

*Geology Lecture*

No matters raised.

**g) Director's Office***Review of proposed Water Sector Regulation (Licences and Fees) Regulations, 2022*

No matters raised.

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

- *Water Filling Stations for Government Primary Schools*

No matters raised.

- *Water Filling Stations for Selected Sports Facilities*

The Secretary reported that the Assistant Director of Sports – Facilities had advised the Water Authority that all 9 units are secured until procurement for installation is complete. He confirmed that they are trying to get them installed before the end of the month of May 2024. The Secretary asked the Chairman if he could communicate with the Department of Sports to encourage them to have the units installed as soon as possible. It would be

also helpful to have some positive public relations communications when the first units are installed. The Chairman said he would do his best to assist.

- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*  
The Secretary reported that the 5 units for the Brac sports complex and the 3 parks, were still at the Port as of yesterday. The Operations Manager-CYB met with the Facilities Manager for District Administration Office (DAO) earlier this week to determine what the situation is. Previously, the Authority had been advised in March 2024 that the units had been received by the District Administration Office's Facilities Manager. The Secretary reported that earlier today 15 May 2024, the matter had been resolved and the units had been secured by the Facilities Manager for the DAO.
- *Posterity/Legacy Donation*  
The Secretary reported that the Botanic Park advised that they will have their 3 units installed in the next 2 weeks by a contractor who was funded by another donor.
- *Community Give Back Day*  
No matters raised.
- *Other Upcoming Activities*  
No matters raised.

### Current Business

a) **Management Accounts March 2024.**

The Secretary is pleased to present a full set of financial statements for the 3-months ending 31 March 2024.

The Secretary reported that sales for the first quarter of 2024 are strong, up 5.5% from prior year. Operating expenses are flat with a decrease of 0.1%. Other income is up from 2023 with the increase solely attributed to the interest income. Management expects that administrative expenses will be higher than prior year, given the changes adopted in mid and late 2023 for Pension and Health benefits. It is important to note that the budget figures for administrative expenses is 6.5% lower than actual.

The year 2024 is off to a good start, showing a 14.3% increase in Profit for the year. The Secretary reports that the Finance Department will put in estimates for the 2024 health and pension into the financial records, these will be reflected in the April 2024 statements.

The Secretary is pleased to report that the Authority's continued performance in 2024 is within budget expectations. In summary, 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)

[REDACTED]  
The Secretary reported that on 01 April 2024 the Authority received a letter from [REDACTED] dated 25 March 2024 requesting that their water bill be refunded due to excess billing because of a leak in February 2024. 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 February 2024. The initial meter reading for the February 2024 billing cycle was taken and recorded higher than normal usage. A reading of 1,152.4 was obtained, which resulted in the consumption of 36.7 cubic metres. A Fail Audit inspection was issued and completed on 19 February 2024 with notes from the Meter Reader stating: "READING IS CORRECT NO MOVEMENT DETECTED".

On 29 February 2024, a bill was issued to the customer in the amount of \$273.14 for the period of 18 January 2024 to 19 February 2024 (32 days). The daily average cost for this bill was \$8.54. The daily average consumption during this period was 1.28 cubic metres with a total of 40.9 cubic metres.

On 08 March 2024 a report was received by the Superintendent-Water Supply from the customer advising of a possible leak. The customer was advised that a site visit would be conducted to assess the leak. Upon arrival at the location, the ball valve was observed in the off position which suggests that the customer had turned off the water to minimise water loss. A reading of 1,177.7 cubic metres was recorded after the leak was reported.

The Emergency Call Out report noted that the leak was located between Water Authority's check valve and the male adaptor which is considered to be on the customer's side provided no work has been carried out by the Water Authority at the location in the previous 6 months. Upon arrival at the location, the ball valve was observed in the off position which suggests that the customer had turned off the water to minimise water loss. A reading of 1,177.7 cubic metres was recorded after the leak was reported. Since it was determined at the site visit that the leak was due to a broken male adaptor, the customer was advised that they should not attempt to repair the leak, as the repair would be completed by the Authority. The required repairs were completed with notes from the Superintendent - Water Supply stating "We located this reported leak and found the ball valve closed. We opened it and the water squirted from the male adaptor into the check valve. We made up new fittings and had the check valve changed, put the water back on and all was well again." It was further confirmed that no works were carried at the property out within the last 6 months by the Water Authority.



In summary, in February 2024, a higher-than-normal reading triggered a Fail Audit Inspection, and no leaks were identified during the inspection. An Emergency Call Out was received from the customer on 08 March 2024 regarding a possible leak. The repair was completed the same day. The leak was due to a break at the point of the male adaptor, which is considered to be on the customer's side. The repair/replacement of the male adaptor connected to the Water Authority check valve is the responsibility of the Authority, however, the responsibility of the Authority ends just before the male adaptor unless the Authority has carried out work at the location within the last 6 months. It was confirmed that no works had been carried out by Water Authority at the location within the past 6 months.

During the Meter Reader's Fail Audit Inspection, no movement was observed on the meter therefore it is very unlikely the male adaptor was leaking at that time. Between the period of 19 February 2024 and when a leak was reported by the customer on 08 March 2024, based on meter readings for both days (1,156.6 and 1,177.7, respectively) and, the volume of water used was 21.1 cubic metres for the 18 days (1.17 cubic meters per day average). There are no errors in the calculation of the bill in question, and as such, the bill is payable. However, the customer has requested for the Board to review the matter and issue a refund on the excess billing caused by the water leak.

While the Authority empathises with the customer, 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 and monitor their water usage. The meter is the instrument used by the Authority to measure all quantities of water purchased by the customer unless the meter is found to be over-registering. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the circumstances of this customer and the current policy being applied by the Water Authority with regards to the male adaptor where the Water Authority does not take responsibility after the male adaptor has been installed for 6 months and/or the Water Authority has not carried out any work on the meter box or in its vicinity in the last 6 months. Mr M Scotland noted that in his opinion the Water Authority should look better at defining the demarcation between where the Water Authority's responsibility ends and that of the customer begins. The Secretary advised that there will always have to be a point where the Water Authority's responsibility ends, and the customer's responsibility begins. The Authority's collective experience and practice has identified that point as the male adaptor as it is at this point that the customer makes their connection. This piece of equipment, if undisturbed is expected to last for a long time. The Chairman requested that the policy be reviewed, revised and brought back to the Board for their review. In the meantime, members agreed to temporarily suspend the current policy until the revised policy is reviewed by the Board.

Regarding this customer's situation, members decided that the customer's usage should be averaged based on the previous normal 6 months daily average, applied for the period 19 February 2024-08 March 2024, and that amount be discounted on the customer's bill. Members noted that this decision is not precedent setting however they are requiring that the Water Authority's Management review the current policy that is applied regarding failure of male adapters after 6 months of the Authority doing any work at a location. A recommendation is requested on how to reduce the *perception of liability* to the Water Authority when there is failure of the male adapter. Members are seeking to understand if there is a better way to delineate where the Water Authority's responsibility ends and that of the customer begins.

### **Any Other Business**

#### **a) OAG Performance Audit on Governance in SAGCs.**

The Chairman reported that the OAG recently carried out a Performance Audit on Governance in Statutory Authorities & Government Companies. Members were provided with a copy of the survey and the supporting documents provided to the OAG under the Chairman's guidance and approval.

#### **b) HE The Governor Visit to Water Authority Facilities.**

The Secretary reported that the Governor's Office requested a tour of the Water Authority's facilities. This has been scheduled for 10 June 2024 and will cover the Red Gate site as well as the Wastewater Treatment Works. The visit was coordinated with the Governor's Office with introduction by the Chief Officer (Acting) for the Ministry of District Administration & Lands (DAL). The Chairman enquired whether the Honourable Premier was aware of the visit, the Secretary advised that she was unsure however the Ministry was copied on all the communication with the Governor's Office.

#### **c) Director's Leave.**

The Secretary advised that she planned to be off island on leave during the period evening of 21 June through 22 July 2024 returning to the office on 24 July 2024. She noted that she will have her laptop and should be able to communicate for most of the time she is away and when necessary, work remotely. The Deputy Director will be on island during her physical absence. Members had no objection to the Secretary's leave.

#### **d) Customer Issue.**

Mr M Scotland requested the Chairman's permission to raise an issue that had been brought to his attention by a customer, [REDACTED]. He noted that she had expressed her dissatisfaction with the way the Water Authority is handling her complaint. The Chairman suggested that it would best if she put her concerns to the Board in writing. The Secretary noted that she was aware of a complaint by the customer but was not up to date on where the matter had reached with Customer Service. She agreed that it would be best for the customer to write a letter to the Board so her complaint can be addressed as she wished.

\*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* - Office of the Deputy Governor - DG's 5K Challenge.
2. Cayman Islands Cancer Society - CIBC Caribbean Walk for the Cure.
3. Department of Children & Family Services - KCCC and Tibbetts Annex Caregiver Awards.
4. Girl Power Ltd - Envirowalk.
5. CI Monetary Authority - CIMA 5K Walk Run.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 3:18pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

## Water Authority of the Cayman Islands

349<sup>th</sup> Meeting to be held at 1:30pm on Wednesday, 15 May 2024

### Director's Updates/Report

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project - Update.**
- The New Works Pipelaying Crew (NWPC) installed approximately 262.1 metres (860 ft) of 200mm (8 in) in April 2024.
  - The weekly progress report for April 2024 is as follows:
    - Week 14 (starting 01 April): Entire crew on Easter vacation.
    - Week 15 (starting 08 April): Installed one customer meter. Reinstated excavation at Dennis Foster Road. Transported excavated material from Creek Road to Bluff Compound. Commenced chlorine dosing of Dilbert Avenue. Capped test/injection saddles at Erbin Lane. Transported excavated material from Creek Road to Bluff and sieved material. Completed chlorination of Dilbert Avenue. Assisted mechanic in the repair of EZ Screen 1000XL. Transported excavated material from Creek Road to Bluff and sieved material. Reinstated trench along Watering Place and Creek Road. Installed valve box covers at Dilbert and Erbin's Lanes. Commenced Mary Eli Road pressure test. Transported excavated material from Creek Road to Bluff and sieved. Mary Eli Road's pressure test failed. Investigated, repaired leak, repeated pressure test. Temporary usage of land requested and obtained from a resident for storage (minimise travel) - land cleared. Topped-off and compacted trench at Poppy Lane. Excavated material was transported and sieved at Bluff.
    - Week 16 (starting 15 April): Creek Road - Installed 128.0 metres (420ft) of 200mm PVC pipeline. Located and repaired the leak at Moon Lane. The leak was repaired, and the road crossing was reinstated with cold mix. EZ Screen moved from Bluff to allow for screening of material closer to the site.
    - Week 17 (starting 22 April): Installed 134.1 metres (440ft) of 200mm pipeline along Creek Road. Located/repaired a significant leak at the 150mm pipeline by the intersection of West End Cross Rd and Gerrard Smith Avenue. Issue identified - an end cap by a tee and valve that was not glued. When the valve was opened, the cap came off. Thrust block installed.
  - The private fence which protruded into the narrow Plaza Drive has now been moved. However, there is still a tree which encroaches onto the public road, and which impedes the trencher's safe access to pass. Hopefully, the tree will have been removed by the end of May 2024 so that the pipelaying along Plaza Drive and, therefore, Phase 4-3 can be completed.
  - As of 03 May 2024, pipelaying for Phase 4-4, Lands End Road to Ann Tatum Road (along Creek Rd), is approximately 70% complete. The mainline for Phase 4-4 is expected to be commissioned/completed by the end of May 2024 as scheduled.
  - The Water Authority has an understanding (agreed in early 2016) that PWD would come behind the NWPC and carry out the reinstatement of roads affected by the trenching works. Unfortunately, this has not happened for quite some time, and it is causing complaints. PWD has been contacted several times in the past requesting a

timeline for road reinstatement in Cayman Brac. In late March 2024 the Operations Manager-CYB reached out to Justin Bodden at PWD to agree on a time to discuss the road reinstatement in CYB. There has not been any further development. The Operations Manager-CYB has been requested to contact PWD again.

- The formal leak testing project started in Cayman Brac on 22 April 2024. Under this project the entire Cayman Brac water distribution system will be methodically inspected. The testing procedure has been designed to identify suspect pipeline sections, then locate the actual leak/s within those pipeline sections, and then repair them. The project in Cayman Brac is expected to take approximately 4 months to complete.

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

- January-April 2024 Cayman Brac Water sales compared to same period in 2023:
  - Total water sales up approximately 9.1%
  - Pipeline sales up 7.5%
  - Trucked water sales up 11.8%

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

- In April 2024 the overall water production in Cayman Brac averaged 862 cubic metres per day, which equates to or approximately 67% of the overall design water production capacity at West End Water Works (after the RO Plant expansion).
  - In April 2024 the expanded RO plant (Plant #1) was operational for 28 days and when operational produced on average 924 cubic metres per day (approximately 87% of the plant’s design water production capacity).
  - The containerised plant (Plant #2) remains out of service due to a failed manufactured 316 SS fitting. The replacement fitting has arrived and will be installed later this month.

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

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

- The issue with the cable rating has been resolved. However, the Certificate of Occupancy (CO) has not yet been issued as the emergency generator has not yet been installed, it is expected to arrive on island later this month and be operational by early June 2024. The previously obtained Special Permission to Occupy (SPO) allows them to fully operate the plant. Once the emergency generator has been installed, OCL will apply for the full CO.
- The new RO plant had been producing water more or less continuously since 25 April 2024, averaging 10,070 cubic metres per day between 25 April 2024 and 30 April 2024, and meeting the specified quality criteria. It was agreed between OCL and the Authority that 01 May 2024 is considered the First Delivery Date for the new Red Gate RO Plant.

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

*31 December 2023 Audit of Consolidated, Islands & Divisional Statements*

The Secretary reports that the 2023 audit was signed off on the 30 April 2024. The audit work itself was completed long in advance of the deadline however there was some additional work done around the Pension and Health data to satisfy Baker Tilly’s (BT) audit team. The Finance Department will be available to BT for any closing items and will shift the focus to the 2024 Divisional and Island statements.

*2023 Actuary Reports*

The Secretary reports that the Authority received the final actuary reports for 2023 and incorporated this information into the Financial Statements. This matter is now considered closed.

*2023 Annual Report*

The Secretary confirms that this document is under review by both the Office of the Auditor General (OAG) and BT as part of year-end sign offs. The final approved report is expected to be available early next week.

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



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



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

The Chairman thanked the Secretary for the additional KPIs and noted that he looked forward to the additional KPIs being added in the June 2024 report.

**g)**

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**h)**

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Mr N DaCosta left the meeting at this point and indicated that he would re-join the meeting virtually shortly thereafter.

**Department Updates**

**a) Finance**

*Fixed Deposit Placements*

No matters raised.

**b) Engineering Services**

1) *Engineering*

*Business Cases - Projects*

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

- 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*

Mr N DaCosta re-joined the meeting virtually at this point.

*Customer Portal:* The Chairman queried the length of time that it takes to print the bills, that is, approximately 2.5 days. The Secretary advised that the Customer Service and the Information Systems Departments continue to have communication with the vendor working to address this issue. The goal of Customer Service Department was to reduce this process to 1 day.

*Key Statistics from Customer Portal as of 30 April 2024*

No matters raised.

*Promotions*

No matters raised.

**d) Human Resources**

*Recruitment & Staffing*

No matters raised.

*Scholarship and Work Experience/Internship Programmes*

No matters raised.

*Chamber's VoTech Stars Programme*

The Chairman asked that the Board's congratulations be conveyed to the employees and suggested that they be rewarded. He also queried where the photo billboards would be placed and suggested communities where recipients are from to assist with role modelling and incentivising others. The Secretary noted and advised that the employees would receive a congratulatory letter and the reward recognitions.



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- *New Works Division*
  - The NWPC provided temporary trench reinstatement (tar spray and chip) to the first approximately 110 metres (360 feet) of trench along Further Road (from North Side Road) in response to a complaint about dust.
  - The NWPC completed the installation of the last approximately 55 metres (180 feet) of 300mm (12-inch) pipe between the new Bobby Thompson Roundabout and Outpost Street. This pipeline has now been commissioned (pressured tested, disinfected and flushed).
  - The NWPC also installed approximately 75 metres (240 feet) of 200mm (8-inch) pipe along Further Road.
  
- 3) *Water Distribution & Treatment Division*
  - During the first four months (January-April) of 2024 the total water sales on Grand Cayman were approximately 4.4% more than in the same period last year.
  - The relaying of approximately 600 metres (2,000 feet) of 150mm (6-inch) pipeline along Patrick's Avenue from Bamboo Street to Poindexter Road was completed on 26 April 2024. The pipeline has been completed (pressured tested, disinfected and flushed). This new section of pipeline is expected to be returned to full service (with all service lines reconnected) during the week of 06 May 2024. The relaying of approximately 200 metres (700 feet) of 150mm (6-inch) pipeline along Poindexter Road from Amity Street to Patricks Avenue is expected to commence during the week of 13 May 2024 and is expected to be completed by the end of May 2024.
  - In April 2024 Operations-Water Supply commissioned (disinfected, flushed and connected) the following developments:
    - Sub-division off Sea View Road, East End (Block 68A Parcel 2); installation of service lines is ongoing.

- Lookout Gardens (Phase 3), on Block 43A Parcels 409REM2, and 52, and on Block 37A Parcel 15); installation of service lines is ongoing.
- The DMA at the Frank Sound Junction remains in normal operation.
- Agricola and Poindexter DMA’s - probes have been sent to the manufacturer for further evaluation. A report is expected during the week of 13 May 2024.

#### 4) *Water Production Division*

- In April 2024, the Lower Valley RO Plant produced on average 2,169 cubic metres per day, or nearly 72% of the plant’s design water production capacity.
- In April 2024 there were two planned shutdowns of the plant. The planned shutdowns of the plant were on 15 April 2024 to accommodate a high pH clean of the membranes on Train 1, and on 23 April 2024 to replace pre-filters.

#### 5) *Wastewater Collection & Treatment Division*

- In April 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 April 2024 was 1.68 mgd (or 67% of the design treatment capacity). This is approximately 24% less than the average influent measurement during the same month in the previous year (2.22 mgd).
- In April 2024 a main line manhole in front of the Ritz-Carlton was replaced in its entirety (approximate depth 18 feet). The existing manhole had deteriorated significantly and was in danger of collapse, thus posing a significant risk of causing blockages in the downstream sewer pipeline.
- Two deteriorated sewer manholes in front of the West Shore Centre, which had significant groundwater infiltration, were replaced.
- On 07 May 2024 preliminary work started in anticipation of the replacement of a main line manhole just north of the West Bay Road overpass, in front of Burger King. This manhole has deteriorated significantly and has several large leaks. This work is expected to be completed by 24 May 2024.
- The manhole rehabilitation project continues to show success, as the groundwater infiltration reduced by about 50% (based on the volume of wastewater inflow at the wastewater treatment plant).

#### c) **Customer Service**

##### *Projects*

- *New Bill Template:* communication is ongoing with Cogsdale for a resolution regarding software needs and complexities of identifying the various fields required.
- *Website:* NetClues has provided a proposal which was shared with IT so that a decision on the way forward can be made. Netclues provided a review of the updated powerpanel for the website on 07 May 2024.
- *Customer Survey:* proposal document has been on hold due to other projects; however, this will be the focus after the Upgrade Testing is completed.
- *Customer Portal:* all appeared to have gone well with the e-bill notifications, however the e-bill notification process still took approximately 2.5 days to complete. The speed is being reviewed with Netclues.

*Key Statistics from Customer Portal as of 30 April 2024*

Statistic	Number/Value
Number of online user profiles	20388*
Number of ebill customers	17682
Sessions for month of April 2024	
o Web	7233
o Mobile	3597
Number of payments received through portal for March 2024	5790
Dollar value of payments received via portal March 2024	\$842,877.23

*\*Note the difference between users and accounts; this number is correct as there is a large number of users due to shared account access (up to 5 people can have online access to an account).*

#### *Promotions*

- Meter Education: as part of Customer Engagement efforts, the key messages have been determined with focus on ensuring that access to the meter is not restricted; messaging will start 20 May 2024 (albeit a holiday).
- Take Back The Tap: Drinking Water Week is 06-10 May 2024; the theme is ‘Reverse Osmosis process’ and social media messaging is ongoing this week.
- Take Back the Tap Campaign, focusing on the key message of “drink tap water” starts 13 May 2024.
- Hurricane Season: the Corporate Communication Team is working on revamping the 2024 Hurricane Preparedness Education Campaign. Messaging to start on 01 June 2024. Event by HR for staff annual Hurricane Prep Lunch and Learn is scheduled for the second week in June 2024.
- CYB Leak Detection Work: the Corporate Communications team running information campaign to inform and update customers on the work and its progress via PSA, Radio Ads, Social Media Updates, Customers Letters, and Door Notices.

#### **d) Human Resources**

##### *Recruitment & Staffing*

- Engineer-Water Production – commenced work on 22 April 2024
- Assistant Operator-CYB – recruitment process ongoing
- Assistant Operator-WS – recruitment process ongoing
- Assistant Operator-WW – recruitment process ongoing
- Engineer/Civil Engineer - recruitment process ongoing
- Engineer-Wastewater - recruitment process ongoing
- HR Administrator – selected candidate declined job offer; recruitment process ongoing
- Hydrogeologist – recruitment process ongoing

##### *Scholarship and Work Experience/Internship Programmes*

- Interviews for the 2024 Scholarship were held on 19 April 2024. Interview report to follow.
- The Summer Internship application deadline was 30 April 2024. Eighty-seven applications have been submitted to date. The process of assigning internship placements throughout the organisation are underway.

##### *Chamber’s VoTech Stars Programmes*

- VoTech Stars is an educational initiative promoted by the Chamber of Commerce to celebrate Caymanians who are employed in vocational and technical careers. Six stars are selected to promote their industry sectors and to encourage others to pursue these careers. Two Water Authority employees were nominated and ultimately selected as VoTech Stars. The Water Authority will sponsor the erection of the billboards to highlight their achievement.

#### *HR Management System*

- A business case was submitted on 30 April 2024 to the Director for the implementation of a new human resources management system (HRMS), namely the PDS Vista HCM, which is the same system used by central government (CIG).
- Concerns about the possibility of issues regarding accounts/financial reports and payroll integration were raised with the company representative, however, she reported that PDS implementation team (working with CIG) is not aware of such issues. She will be in on island next week and during planned meetings this potential issue will be discussed further with her.
- The CHRO has a follow-up meeting planned with CIMA for an update on their implementation process to date. Contact with CIG regarding the problems they are experiencing is being pursued.
- The Water Authority’s CFO will be advised of the feedback received.

#### *Job Evaluation –Portfolio of Civil Service.*

No update.

#### *FOI updates*


No new FOI requests was received since the 15 April 2024 Board meeting as outlined in the FOI Report provided to members.

#### e) **Information Services**

*Cogsdale and Great Plains upgrades* - There are several test setup issues still 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. On 07 May 2024, conference call with Cogsdale took place regarding the bill template. The upgrades will be scheduled when the outstanding issues have been resolved.

#### 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)



*Geology Lecture*

- As reported at the last Board meeting Dr Brian Jones is visiting the Cayman Islands from 05 -12 May 2024. He presented a lecture on the geology of the Cayman Islands in Little Cayman on 08 May 2024. This presentation is organised in partnership with the National Trust. The same presentation was held in Grand Cayman and Cayman Brac in October 2023, but due to logistics it did not take place in Little Cayman.
- Also as reported at the last Board meeting, Dr Jones will visit Cayman Brac to prepare a video of sites of geological interest in Cayman Brac. A similar video was prepared for Grand Cayman in October 2023. The purpose of both videos is to prepare a record of the geology of the Cayman Islands that can be used for educational purposes.

**g) Director's Office**

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

Reported under item d)2023/2024 Rate Adjustments/Meeting, on 29 April 2024, OfReg will share the revised Water Sector Regulation (Licences and Fees) Regulations, 2024 ("Regulations") when it has been prepared by the Legal Draftsman.

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

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

- *Water Filling Stations for Government Primary Schools*  
This project has been completed.
- *Water Filling Stations for Selected Sports Facilities*  
No update on whether the units have been installed but the Chairman was advised on 24 April 2024 by Ministry of Sports that they would be within a few weeks.
- *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.
- *Other Upcoming Activities*  
Work is ongoing to facilitate and organise the following:
  - Children's Activity Booklet - The review of the design and feedback continues for updates and additional pages. Once a final draft is prepared, it will be submitted for printing.
  - Commemorative Booklet - The design of the 40<sup>th</sup> Anniversary Commemorative Booklet is underway. This booklet will be an overview of all the events of that were part of the celebrations.