

CONFIDENTIAL



Water Authority of the Cayman Islands

**Minutes of 350th Meeting held on 19 June 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>virtual</i> Mr G Ebanks Mr H B Ebanks - <i>virtual</i> Mr W Welcome - <i>virtual</i> Mrs L Ryan - <i>phone</i> Ms A Owens Mr M Scotland - <i>in person & virtual</i> Mr M C Campbell - <i>virtual</i>
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mrs D Ebanks Mr K Conolly
Absent:	
Guest:	Mr Hendrik van Genderen, <i>Water Resources Engineer</i>

Call to Order

As the Chairman was running late, he requested that Mr M Scotland act as Chair until his arrival. Mr Scotland called the meeting to order at 1:45pm after ascertaining there was a quorum. The Chairman arrived in the moments thereafter and continued the meeting by welcoming members as well as Mr Hendrik van Genderen as the sixth Water Authority Head of Department to sit in on the Board meetings. The Chairman noted apologies for Mrs D Ebanks and Mr K Conolly. The Chairman then invited Mr G Ebanks to open the meeting with prayer.

Confirmation of Minutes of the 349th Meeting held on 15 May 2024

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 349th Meeting held on 15 May 2024. There being no amendments, Mr M Scotland then moved the motion to accept the Minutes. Mr G Ebanks seconded the motion and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

Ms A Owens noted that she is a family member of the customer making a request to the Board under Current Business, Item (b) of this meeting's Agenda.

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 Chairman enquired when the suspect pipeline sections identified during the formal leak testing project in Cayman Brac will be addressed. The Secretary noted that there would be further investigations to narrow down the location of leaks on the sections after the project is completed.


West End Water Works Pump House

No matters raised.

West End Water Works RO Plants

No matters raised.

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

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

The Chairman queried whether the CO had been issued for the New Red Gate RO Plant. The Secretary advised that it not yet been issued.

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

31 December 2023 Audit of Consolidated, Island & Divisional Statements

No matters raised.

2023 Annual Report


No matters raised.

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)



e)

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



f) **Meter Box Equipment & Leakage Responsibility Policy - Update.**

The Chairman opened discussion on the revised Proposed Meter Box Equipment & Leakage Responsibility Policy provided by the Authority's management as requested at the May 2024 Board meeting. Mr H B Ebanks noted that he had received recent queries regarding the reason why meters are not situated above the ground. The Secretary explained that for single residential connections, the Water Authority does not have a suitable above ground box available. The previous one used by the Authority is no longer purchased as it deteriorates very quickly in the strong sunlight. The Secretary noted that the Authority is working on a prototype replacement above ground meter box that is based on ideas put forward by an employee in Operations-Water Supply.

The Chairman noted that members had not actually seen the original policy. The Secretary apologised and read the policy out for members. Members further discussed the policy and the revisions which included additional clarifications regarding the timeline. Mr M Scotland noted that he would like the policy reviewed again in the future with consideration that the Authority's responsibility stops at the check valve. After further discussion, members unanimously accepted the Proposed Meter Box Equipment & Leakage Responsibility Policy effective today 19 June 2024. However, members asked that in due course that the Authority's management consider reviewing the policy of providing the male adapter to making the customer responsible for providing their own male adapter which the customer's plumber would then be responsible to install and make the connection to the Water Authority's check valve. The Secretary noted that the Terms and Conditions of the Customer Agreement will be amended to clearly state the timeline and delineation of responsibility so that it is clear to the customer.

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

The Chairman thanked the Secretary for the additional KPIs and requested that the appreciation be extended to the Chief Financial Officer for collating the data and KPI presentation.

h)


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)



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



Department Updates

a) Finance

Fixed Deposit Placements
No matters raised.

b) Engineering Services

1) *Engineering*

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



2) *New Works Division*

Members queried the location of Main Street noted in the Director's Updates as well as the reference to work undertaken by the New Works Crew in Edward Street between Shedden Road and Dr Roy's Drive. It was confirmed that Main Street is the road between Edward Street and Shedden Road (in front of the Thompson Building and FCIB)

3) *Water Distribution & Treatment Division*

No matters raised.

4) *Water Production Division*

No matters raised.

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



c) Customer Service

Projects

No matters raised.

Customer Portal

No matters raised.

Key Statistics from Customer Portal as of 31 May 2024

No matters raised.

Promotions

No matters raised.

d) Human Resources

Mr M Scotland noted that he had to leave the meeting but rejoined shortly online.

Recruitment & Staffing

No matters raised.

Launch of Recruitment Online Applications

No matters raised.

Scholarship and Work Experience/Internship Programmes

No matters raised.

Chamber's VoTech Stars Programme

No matters raised.

Performance Appraisals

No matters raised.

HR Management System

No matters raised.

Hurricane Preparedness Lunch & Learn

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.

Vista Software

No matters raised.

f) Water Resources & Quality Control

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

Cleaning of East End (EE) Reservoir

The Chairman asked what caused the issue at the truckers point. The Water Resources Engineer responded that he got a call from the Engineering Technician-Water Resources who is responsible for the day-to-day operations of the EE Reservoir that Flowers Trucking was not able to get water from the reservoir. During the initial inspection the specific cause could not be determined, and it was decided to check the pipes and associated fittings between the reservoir and the connections for trucked water. This inspection involved entry into the reservoir, which would compromise water quality. The reservoir is cleaned at intervals of approximately 5 years. Although not scheduled, it was decided that it would be best to combine the inspection and repairs with the cleaning of the reservoir. The cleaning was contracted to Cayman General Contractors and Cistern Cleaning and repairs were carried out with in-house resources. The cause of the blockage was the check valve at the outlet of the reservoir that did not open properly. The check valve has been replaced.

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 Selected Sports Facilities*
No matters raised.
- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
No matters raised.
- *Posterity/Legacy Donation*
No matters raised.
- *Other Upcoming Activities*
No matters raised.
- *Hurricane Preparedness*
No matters raised.

Current Business

a) Management Accounts March 2024.

The Secretary presented a full set of financial statements for the 4-months ending 30 April 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 reported 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 reported 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 sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)

The Secretary reported that on 06 June 2024 the Authority received a letter from [REDACTED] dated 06 June 2024 requesting that consideration be given to reducing their water bill as they are pensioners on a limited income. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken, and the Authority's findings are that the customer's meter was read on 18 April 2024 for the April 2024 billing cycle. A reading of 1,356.4 was obtained, which resulted in the consumption of 71.9 cubic meters. On 19 April 2024 a Fail Audit inspection was issued and completed on 23 April 2024 with notes from the Meter Reader stating: "*NO MOVEMENT FOUND ON THE METER DIAL AT THE TIME OF VISIT*". The reading was recorded as 1,379.3.

The April 2024 bill generated for the period of 21 March 2024 to 23 April 2024 (33 days) was in the amount of \$626.03. The daily average cost for this bill was \$18.97. The daily average consumption during this period was 2.88 cubic meters with a total of 94.8 cubic meters.

On 07 May 2024 a complaint for a high-water bill was received from the customer. A service order was issued and completed on 07 May 2024 with notes from the Meter Reader stating: "*NO MOVEMENT FOUND ON THE METER DIAL AT THE TIME OF VISIT*." A letter dated 13 May 2024 was sent to the customer which confirmed that there were no movements or leaks detected during the site visit.

On 08 May 2024 the customer requested an Audit be carried out, The Utility Services Auditor visited the property and stated, "*Please note that there was no movements or usages with this meter also the customer was on site to verify these findings and they would like to have their meter changed and tested. They stated that they would be contacting customer service soon as possible.*" A letter dated 21 May 2024 was sent to

the customer which indicated that there were no movements or leaks detected during the audit visit.

On 09 May 2024 a Special Payment Agreement (SPA) was setup for \$69.56 per month for the period of nine months; and the customer requested for the meter to be tested. The meter was removed and sent off for testing. On 03 June 2024 a letter indicating the meter test results and a meter testing brochure were sent to the customer, which indicated that the meter met the test criteria for all test flow rates.

In summary, in April 2024, a higher-than-normal reading triggered a Fail Audit Inspection. No leaks were identified during the inspection on 23 April 2024; and the meter test results found that the meter was properly functioning and met the test criteria at all test flow rates. As such, the Authority must rely on the readings obtained from the meter as the meter is the instrument utilised by the Authority to ascertain the volume of water sold to the customer. The bill is therefore deemed payable.

There are no errors in the calculation of the bill in question as the readings were accurate, and as such, the bill is payable. The customer has been offered and accepted a 9-month payment agreement to settle the account balance. However, the customer has requested for the Board to consider discounting the bill as they are retired civil servants living off their pensions and unable to afford the bill.

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 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 requested, and the meter was found to be working correctly. The customer was offered and accepted a Special Payment Agreement to assist the customer. Members further noted that the customer was informed of the Water Authority's Meter Testing Policy prior to the meter being tested. Members noted that as the account holders are pensioners, they should be advised that they may wish to apply for the Indigent Assistance Fund.

c) **Request for Bill adjustment re Customer Account** *

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

* The Secretary reported that on 15 May 2024 the Authority received a letter from * dated 01 May 2024 requesting that her water bill be reconsidered as she does not believe that she had a leak. A copy of the

correspondence and the report from Customer Service has been provided to members.

A review of the account was undertaken, and the Authority's findings are that the customer's meter was read on 17 January 2024 for the January 2024 billing cycle and higher than normal usage was recorded. A reading of 2,604.5 was obtained, which resulted in the consumption of 105.0 cubic meters. A Fail Audit Inspection was issued on 23 January 2024 and completed on 25 January 2024 with notes from the Meter Reader stating: "NO MOVEMENT FOUND ON THE METER DIAL AT THE TIME OF VISIT." The reading was recorded as 2,633.4.

The January 2024 bill was issued electronically as the customer has online portal access and was sent the bill via e-billing in the amount of \$930.55 for the period of 15 December 2023 to 25 January 2024 (41 days). The daily average cost for this bill was \$22.70. The daily average consumption during this period was 3.27 cubic meters with a total of 133.9 cubic meters.

On 27 March 2024 the customer requested that an Audit be carried out. The Utility Services Auditor visited the property and stated, "After arriving on site I was met by one [REDACTED] and her plumber after that I explained that there was no movements or usages with her meter." On 05 April 2024 a letter was sent to the customer which advised that there were no movements or leaks detected during the site visit. On 12 April 2024 the customer met with a Customer Service Representative (CSR) and expressed that she should not have to pay the bill but requested for a Special Payment Agreement (SPA) to be setup. The customer declined the offer to get the meter tested and mentioned that she would speak with the Chairman of the Water Authority Board and the Honourable Premier regarding the matter. A Special Payment Agreement (SPA) was setup for \$111.76 per month for the period of twelve months.

In summary, during the January 2024 bill process, a higher-than-normal reading triggered a Fail Audit Inspection. No movement was observed on the meter dial during the inspection on 25 January 2024. The customer indicated that the audit was done on 12 April 2024; however, the Authority's records show that the audit was conducted on 27 March 2024 by the Utility Services Auditor in the presence of the customer and her plumber. The results of the audit indicated that no movement was observed on the meter dial during the visit, and she was advised of the option to have the meter tested. The customer declined the option of having the meter tested and alternately requested for a SPA to be setup on her account for twelve months.

The customer stated in her letter date 01 May 2024 that she disagreed with the Authority's letter dated 05 April 2024 because she "...do not have a water leak...." The Water Authority's 05 April 2024 letter to the customer clearly states that "No movements or leaks were detected during the site visit." The Water Authority can only

confirm the status of the meter at the time of the site visit and not what has happened prior to the visit.

Additionally, the Authority's records confirm that the customer has online portal access and e-billings been sent out during the month end bill run. She complained about not getting the February 2024 bill; however, it is the January 2024 that she has submitted her complaint upon. Information Systems Department has confirmed that the bills for January and February 2024 were sent via email to the customer's email address on file; however, it does not appear that this customer has signed into the portal as there is no activity in the Power Panel nor is there anything in the log manager. Arrangements will be made for a Customer Service Representative to contact the customer to guide her through navigating the portal.

As the customer declined to have the meter tested, and as the Authority must rely on the readings obtained from the meter as the meter is the instrument utilised by the Authority to ascertain the volume of water sold to the customer. The bill is therefore deemed payable. The customer has requested for the Board to review the matter and consider waiving or discounting the charges on the January 2024 bill. 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 agreed that the customer should be advised that they reviewed the request and decided not to discount or credit the bill as the Authority's records show that the bill is valid and payable. Members noted that the customer declined to have the meter tested. All plumbing downstream of the meter is the customer's responsibility. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. The customer should be encouraged to regularly check the reading on their meter and monitor their own water usage.

Any Other Business

a) Standards in Public Life Submissions (SIPL).

The Secretary reminded member to complete their SIPL submissions by 30 July 2024. She noted that a reminder will be sent to members via email in mid-July 2024.

Mr M Campbell gave apologies and left the meeting at this point.

b) Ministry of PAHITD - Agriculture Sector – Water Relief.

The Secretary advised that as requested by the Chairman and Ministry of DAL Chief Officer (Acting), a briefing note on water for agriculture was prepared and provided to members on this matter. The Chairman opened discussion on the briefing note which had been prepared by the Water Resources Engineer.

During discussion members expressed their opinion that the Authority should not introduce a reduced water rate for piped water for agricultural use as the Authority has no means to determine who would qualify for a special rate and it would not be able to monitor that the water is specifically used for agriculture. Members noted that the Ministry of Planning, Agriculture, Housing, Infrastructure, Transport & Development (PAHITD) may wish to consider subsidising piped water for farmers. Board members noted that it is evident that the agricultural sector needs help with water supply as this is a scarce resource. Members engaged the Water Resources Engineer in discussion of the briefing note and expressed concern that indiscriminate use of groundwater from the freshwater lenses will result in negative impacts to the lenses, that will affect current and future use of this resource.

Members noted and accepted the briefing note regarding water usage for farming and requested that a short overview of the recommendations/guidance regarding water for farming be sent to the Ministry of District Administration & Lands via the Chief Officer (Acting) for sharing with the Ministry of PAHITD.

c) Hurricane Season Preparedness.

The Chairman noted that the Secretary had reported on this item earlier in this meeting.

d) HE The Governor Visit to Water Authority Facilities.

The Secretary reported that due to the inclement weather on 10 June 2024 the Governor's tour of the Water Authority's facilities has been rescheduled for 24 July 2024.

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

1. *Ratify* - Girl Power Ltd - Enviro Walk 2024.
2. *Ratify* - Vision Academy 345 - Miami Classic.
3. CI Netball Association - Netball World Youth Cup.
4. Sir John A Cumber Primary School - EOY Staff Luncheon.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 4:49pm.

This is a true and accurate account of the proceedings.



 The Chairman *DEE RANKINE*



 The Secretary

Water Authority of the Cayman Islands

350th Meeting to be held at 1:30pm on Wednesday, 19 June 2024

Director’s Updates/Report

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

- The New Works Pipelaying Crew (NWPC) installed approximately 292.6 metres (960 ft) of 200mm (8 in) and approximately 6.1 metres (20 ft) of 150mm (6 in) in May 2024.
- The weekly progress report for May 2024 is as follows:
 - Week 18 (starting 29 April): Installed 5 customer meters, including mobilising to various sites, locating mains, and cutting 100% hard rocks in West Side Road/Poppy Lane/Private Road. Pipelaying in Creek Road halted for one day to accommodate the Government Disaster Response Exercise. Material for junctions at Students Drive, Ivory Lane and Ann Tatum collected and assembled (tees and valves). West Side Road crossing was repaired using crusher run and cold mix. Installed 91.4 metres (300 ft) of 200mm PVC pipeline in Creek Road. Installed 18.3 metres (60 ft) of 200mm PVC pipeline and 6.1 metres (20ft) of 150mm PVC pipeline, including one 200mmx150mm tee and valve in Creek Road/Student Drive.
 - Week 19 (starting 07 May): Installed 115.8 metres (380ft) of 200mm PVC pipeline in Creek Road. Repaired leak behind Billy's Supermarket. Created new concrete bases for 6x6 valve box covers, mixed cement using rented cement mixer. Backhoe 183-305 was sent to repair its rack and pinion seal.
 - Week 20 (starting 13 May): Installed 2 customer meters., including installing saddle, laying 36.6 metres (120 ft) of 63mm PE and 18.3 metres (60 ft) of 32mm PE in Watering Place Road. Installed one customer meter and installed a sample tap at Eldemire House. Installed 67.1 metres (220 ft) of 200mm PVC pipeline in Creek Road. Pipelaying complete in Creek Road, awaiting pressure test and chlorination. Reinstated intersection for Creek Road and Ann Tatum Road using cold mix.
 - Week 21 (starting 20 May): Trencher Operator on leave, installed valve box covers at Ivory Lane. Checked all recently installed valves along Creek Road. Commenced filling Creek Road pipeline using 32mm PE. Some crew sent to Bluff to organise the inventory. Continued filling the Creek Road pipeline and cleaning through washout. Commenced pressure testing, pressure pump malfunctioned. Spare pressure pump given to stores for delivery from Grand Cayman. Barge delivery date to Cayman Brac, 30 May. No pressure pump or operator. The team cleaned equipment, tools and trailer at the Bluff Compound. The afternoon was spent completing the Employee Engagement Survey.
 - Week 22 (starting 27 May): Removed excavated material along Creek Road (various locations) and brought to the screen machine location (at Creek Road). Material screened. Materials for customer connection prepared. Installed one customer meter. Reinstated the road at Bluff Boulevard using cold mix. Installed 6 customer meters in Creek Road/Watering Place Road. Commenced transporting waste from screening (large rocks) from Creek Road site to Bluff Compound. Installed 2 customer meters along Erbins Lane and 1 customer meter at Poppy Lane.
- Pipelaying at Plaza Drive resumed on 04 June 2024.

- It is expected that the Creek Road pipeline from the junction with Lands End Road to Ann Tatum Road will be commissioned (tested and disinfected) by mid-June 2024.
- 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 initial (testing) phase of this project is now approximately 75% complete and should be completed later this month. As expected, there were some pipeline sections that could not be tested as valves were not holding completely, and these will be dealt with within the next 2-3 weeks. So far, 8 suspect pipeline sections have been identified.


West End Water Works Pump House

- January-May 2024 Cayman Brac Water sales compared to same period in 2023:
 - Total water sales up approximately 14.3%
 - Pipeline sales up 9.9%
 - Trucked water sales up 22.3%

West End Water Works RO Plants

- In May 2024 the overall water production in Cayman Brac averaged 816 cubic metres per day, which equates to or approximately 63% of the overall design water production capacity at West End Water Works (after the RO Plant expansion).
 - In May 2024 the expanded RO plant (Plant #1) was operational for 31 days and when operational produced on average 721 cubic metres per day (approximately 68% of the plant’s design water production capacity). During the period 12 May 2024 through 23 May 2024 this plant was run on one train only as a high-pressure (HP) hose failed. Two replacement HP hoses were ordered and flown in.
 - Due to a failed manufactured 316 SS fitting the containerised plant (Plant #2) was out of service until 14 May 2024. After the replacement fitting arrived on island it was installed, and the containerised plant was started. When operational the containerised plant produced on average 194 cubic metres per day (approximately 84% of the plant’s design water production capacity).

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



b) New Red Gate RO Plant – Update.

- The Certificate of Occupancy (CO) has not yet been issued as the emergency generator is still outstanding. The generator is now onsite and is in the process of being installed.

It is expected to be operational later this month. Once this is in place, OCL will apply for the full CO.

- The new RO plant had been producing water since 25 April 2024. In May 2024 the water production averaged 6,086 cubic metres per day, as the new RO Plant was required to produce water with both trains for only 10 days. This is due to reduced storage capacity with Red Gate Reservoir #5 being out of service for maintenance. However, when both trains were active the water production exceeded 10,000 cubic metres per day.

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 Trial Balance for both the Divisions and the Islands, together with the draft financial statements for the Divisions has been provided to Baker Tilly (BT) for their audit. BT has not yet provided an estimated timing for their completion, and in the meantime the Authority will finalise the island statements and provide to BT as well for their review.

2023 Annual Report

The Secretary advises that the final copy of 2023 Annual Report was hand delivered via jump drive to the Ministry of District Administration & Lands (DAL) for the attention of the Chief Officer (Acting) on 31 May 2024 with confirmation of receipt provided on 06 June 2024. The Authority now waits for this document to be tabled in Parliament so that it can be shared on the Authority’s website.

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)

e)

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

f) **Meter Box Equipment & Leakage Responsibility Policy – Update.**

At the 15 May 2024 Board meeting members requested that the existing policy be suspended and that it be reviewed to reduce the perception of liability to the Water Authority when there is failure of the male adapter. Members wished to understand if there is a better way to delineate where the Water Authority’s responsibility ends and that of the customer begins. The policy was reviewed, and the consensus of the review group (Engineering, Operations-Water Supply, and Customer Service (inclusive Metering) is that the current practice is the best option and they also recommended that the period of liability to the Water Authority be set to 3 months. A copy of the revised policy (Proposed (Revised) Meter Box Equipment & Leakage Responsibility Policy) has been provided to members.

The Engineering Services Department met with the key persons involved to discuss and review the policy. Key persons included representatives from Operations, Customer Service and Metering. At the meeting the incidence rate was discussed. Operations data was reviewed and in the 7-year period (2017-2023) a total of 68 issues with the male adapter, or less than 10 per year (some of which could have been the result of damage done by the customer, e.g., excavation close to the meter box) were identified.

Over the same period, Operations identified a total of 356 incidents (or 51 per year) with the check valve, although it is not clear what these issues were exactly. This equates to an incidence rate of 1 in 364 installed meters per year. Therefore, on average approximately 99.7% of the water meter installations are unaffected by check valve or male adapter issues.

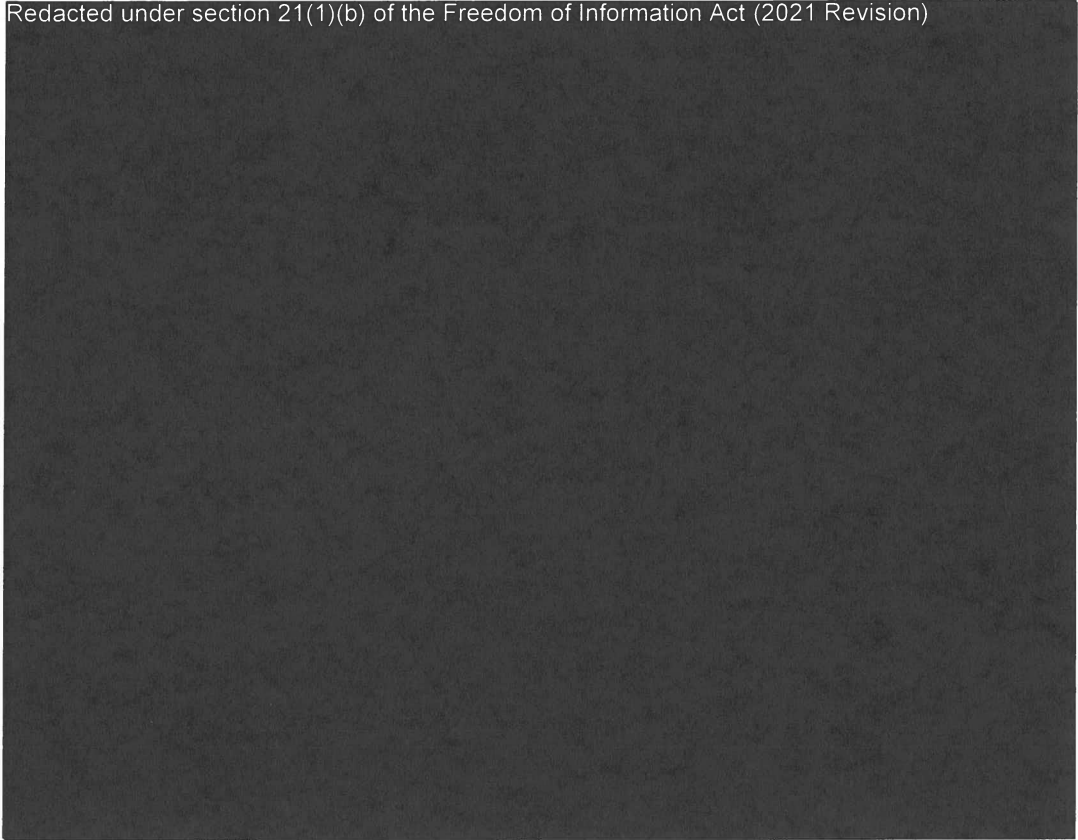
The Secretary recommends that the Terms and Conditions of the Customer Agreement clearly states the timeline and delineation of responsibility so that it is clear to the customer. Members are respectfully asked how they wish to proceed.

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

The CFO confirms that the two components of the IBNET survey (Key Performance Indicators and Management Practises) have been completed and submitted with the Authority’s 2023 data.

The accompanying KPI document has incorporated additional KPIs. The CFO has added three KPI’s from IBNET into the regular KPI reporting together with the Customer portal information. On the last page of the KPI document, the CFO provided information outlining the 15 KPIs identified in the IBNET exercise, with recommendations on their inclusion status, those already included in the regular report (4), those added to the monthly reporting (3), those recommended not to report at this time (5) and those pending the verification of internal data (3).

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



h)

Department Updates

a) **Finance**

ESO Request for 2023 Data

The Secretary reports that the ESO sent the annual request for information with a deadline of 14 June 2024. The Authority completed the requested documents and submitted on 07 June 2024, in advance of the 14 June 2024 deadline.

b) **Engineering Services**

- o *Engineering*
No update.

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



- o *New Works Division*

- During May 2024 the NWPC installed approximately 300 metres (980 feet) of 200mm (8-inch) pipe along Further Road.
- The NWPC also installed approximately 80 metres (260 feet) of 100mm (4-inch) pipe along the link road of Lincoln Drive and Seymour Road (the access road to the Wastewater Treatment Plant). This pipeline has been pressure tested, and this work is complete except for the connections at both ends, which can only be done on a Sunday. Weather conditions prevented this work to being done on 09 June 2024.
- The NWPC also installed 36 metres (120 feet) of 150mm (6-inch) pipe in Edward Street between Main Street and Dr Roy’s Drive. This completes the work in Edward Street between Smith Road and Dr Roy’s Drive, which is related to Central Business District Enhancement Project - Phase 2.

3) *Water Distribution & Treatment Division*

- During the first five months (January-May) of 2024 the total water sales on Grand Cayman were approximately 5.6% more than in the same period last year.
- The relaying of approximately 200 metres (700 feet) of 150mm (6-inch) pipeline along Poindexter Road from Amity Street to Patricks Avenue has been completed. The pipeline has now been completed (pressured tested, disinfected and flushed). This new section of pipeline is expected to be fully commissioned (i.e., with all service lines reconnected) by mid-June 2024.
- The DMA at the Frank Sound Junction remains in normal operation.
- Agricola and Poindexter DMA’s - The probes were sent to the manufacturer who determined that the Printed Circuit Boards (PCB) needed to be replaced and the sensors recalibrated. It is anticipated that the new PCBs and the recalibrated sensors will be on island by mid-June 2024.

4) *Water Production Division*

- In May 2024, the Lower Valley RO Plant produced on average 2,082 cubic metres per day, or nearly 69% of the plant’s design water production capacity.
- In May 2024 there was one planned plant shutdown (on 21 May 2024 to accommodate a high pH clean of the membranes on Train 1) and one unplanned shutdown (due to high reservoir level, the plant shut down on 28-30 May 2024). Lower Valley Reservoir #2 was emptied and cleaned for inspection in late May 2024. It was inspected on 04 June 2024 and is expected to be cleaned, filled, and disinfected during the week commencing 10 June 2024. This tank will be returned to full service by the end of June 2024.

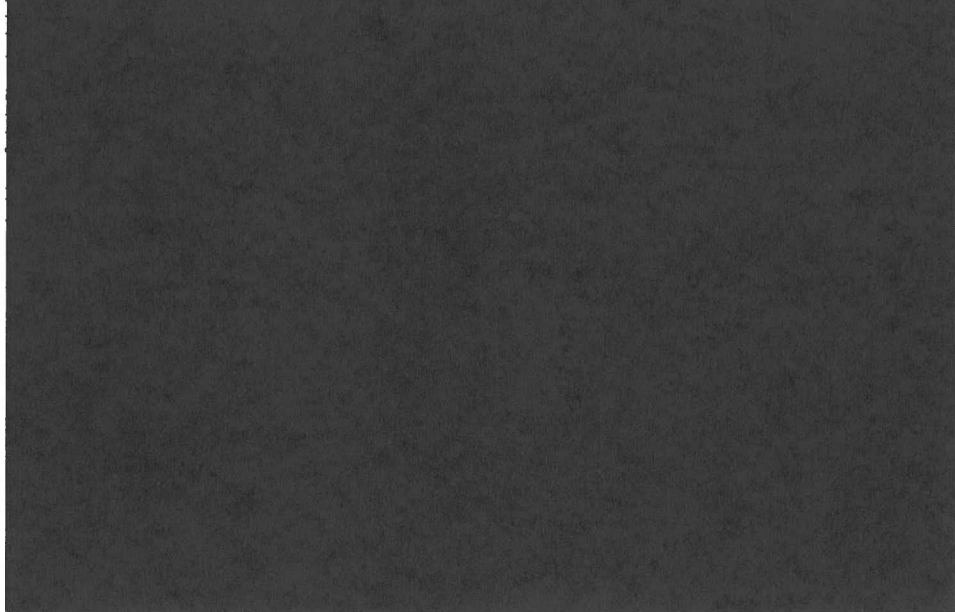
5) *Wastewater Collection & Treatment Division*

- In May 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 1.69 mgd (or 68% of the design treatment capacity). This is approximately 8% less than the average influent measurement during the same month in the previous year (1.83 mgd).
- In early May 2024 work started to refurbish a sewer manhole situated at the south-west corner of the Burger King restaurant. This manhole is more than 4.5 metres (15 feet) deep and has numerous (large) leaks. Unfortunately, the contractor

Sanpik Contracting Cayman was unable to lower the groundwater table sufficiently to carry out the work (even with two 8-inch and one 6-inch dewatering pumps the groundwater was still almost six feet above the manhole base). Epoxy grout was injected around the existing pipes west, south and east of this manhole to reduce the groundwater flow into the excavation. The grouting was only partially successful as the groundwater level could be lowered by an additional two feet, but not adequate to accommodate the manhole replacement and all available epoxy grout had been utilised. Post-grout injection the groundwater infiltration is mainly entering from the east-southeast direction. A decision was therefore made to cease all activities in this area until the additional epoxy grout has arrived on island and the contractor’s principal returns to the island (in mid-July 2024), and additional epoxy well points can be installed. The pumps were removed, the excavation backfilled, and temporary reinstatement was provided to the affected areas.

- 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).
- Ongoing control network faults are being experienced at the Wastewater Treatment Plant (WWTP). These faults cause different pieces of equipment such as blowers, mixers and valves to stop operating and therefore impact the treatment process negatively. Multiple attempts to identify the root cause have only been partially successful. Revere Controls, the company that designed and installed the original control network in 2003 has been contacted and a proposal for onsite technical support and a controls system audit was received, and approved, in early June 2024. A Revere Controls Technician is expected to be on site by 19 June 2024. The currently installed control boards and communication interface modules are now outdated, and it is very hard to find replacement boards, etc. Alternatives, e.g. Ethernet controllers, are under review.

- 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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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:* No further work has been done on this project since the last report.
- *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 for the month of May. the e-bill notification process took approximately 2 days to complete.
- *Historical Photo Project-Partnership* - opportunity to partner with Compass Media as they seek to digitise over 300,000 archive photos (from over the last 60 years); these photos will be curated, uploaded to a dedicated website, and made available to the public. The photos will also be tagged so that as much relevant information as possible (location, people, etc) is included. The website will be launched around mid-to-late June with six months of promotion. There will be a special exhibition of the photo project, which will include a smaller travelling exhibit planned for later this year/early next week to coincide with their 60th Anniversary. The partnership offered includes two tiers (Silver Thatch and Cayman Parrot), the highest tier of Silver Thatch is recommended and is at a cost of \$20,000. Each tier offers the benefit of logo inclusion/recognition across all platforms, promotions, etc., while the Silver Thatch also includes a special “sponsor event” with each partner. The details will be worked out between the sponsor and Compass Media. Given the historical significance of this project, whereby access will be gained by members of our community to experience a ‘visual journey back in time’ of how our ancestors lived, and also how much we have developed as a country and people, it is further considered that this project will be of immeasurable value in promoting our Caymanian culture. It is also a great project for the Authority to be a part of given the historical significance that the project represents. Funding is available in the 2024 Corporate Communications budget.
- *Geology Week Videos* - Corporate Communications is currently working with Water Resources on finalising the working edits for all videos except one, which once completed will allow for the Tour video to be compiled.

Key Statistics from Customer Portal as of 31 May 2024
Data now embedded in KPI report.

Promotions

- Meter Education: ongoing.
- Take Back the Tap Campaign, focusing on the key message of “drink tap water”: ongoing.
- Hurricane Season: the Corporate Communication Team has made changes to the 2024 Hurricane Preparedness Education Campaign with messaging having started on 01 June 2024. Event by HR for staff annual Hurricane Prep Lunch and Learn is scheduled for 14 June 2024.
- CYB Leak Detection Work: the Corporate Communications team running ongoing 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

- 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 – recruitment process ongoing
- Hydrogeologist – recruitment process ongoing
- Operations Manager WW- vacant due to resignation effective 05 July 2024; recruitment process ongoing
- Quality Assurance Inspector – recruitment activated for this 3rd position due to increased work demand

Launch of Recruitment Online Applications

- As of 10 June 2024, persons applying for a Water Authority position can do so online. The Authority is using the Good Grants platform (the same platform used for scholarship and internship applications) for recruitment. The site is a user-friendly and convenient way to submit job applications and will help to streamline the administrative process.
- Open positions will continue to be posted on the Authority’s website, but applicants will be directed to the platform to submit their applications. Hard copy/traditional paper forms will continue to be accepted.

Scholarship and Work Experience/Internship Programmes

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



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

- The Summer Internship programme started with 4 interns joining the week of 03 June 2024 and 2 more starting the week of 10 June 2024.

Chamber's VoTech Stars Programmes

- Billboards highlighting the 2 Water Authority employees, Trenton Foreman and Perry Smith, were erected at the Authority's main headquarters on Red Gate Road as well as at the Authority's Lower Valley site. Both employees received congratulatory letters and recognition awards.

Performance Appraisals

Performance appraisals for 2023 are being completed and the performance awards for that period will be done in June 2024.

HR Management System

The Water Authority is moving forward to implement PDS Vista HCM as the Authority's new human resources management system (HRMS).

Hurricane Preparedness Lunch & Learn

The annual hurricane preparedness lunch and learn will take place this year on 14 June 2024. There will be guest speakers, an update on this year's hurricane season, and information packets with gift cards for each employee, along with useful giveaways. Cayman Brac will hold their own hurricane lunch and learn at suitable date for them.

Job Evaluation -Portfolio of Civil Service.

No update.

FOI updates

No new FOI requests have been received since the 15 April 2024 Board meeting.

e) Information Services

Cogsdale and Great Plains upgrades - Testing has been completed by Customer Service Representatives, including Cayman Brac. On 06 June 2024 Cogsdale indicated that they have resolved a Communications Server issue. It is scheduled for the IS Department to do testing on 12 June 2024 to confirm the status. The bill template options are being re-evaluated given the options as the costs for the change to the template development are reviewed. Cogsdale also indicated to IS on 06 June 2024 that they are in the process of testing a HotFix for the billing issues experienced with the population of bills to the screen. If they find that it works, they will let advise so that testing on the billing functions can resume.

Vista Software - IS Department will lead the implementation of this product in the Cloud on behalf of the HR Department.

f)

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

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Cleaning of East End Reservoir

- On 27 May 2024 the East End Reservoir was closed to facilitate maintenance and cleaning of the reservoir. Flowers Trucking reported that they were unable to obtain water from the truckers point. In order to trouble shoot and deal with this issue, which required an inspection of the inside of the reservoir, it was decided to also undertake a complete cleaning and disinfection of the reservoir.
- Cleaning, maintenance, and disinfection were completed on 05 June 2024 at which time the facility was opened for Flowers and the public could again get water from the public tap.

g) Director’s Office

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

No further update.

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 Selected Sports Facilities*
On 12 June 2024 the Assistant Director of Sports – Facilities Evans advised that out of the 9 stations donated to Sports Department in Grand Cayman, 4 have been installed.

These are, 3 at Truman Bodden and 1 at the COX basketball park have been installed. The remaining 4 at Truman Bodden to be installed have ran into some minor plumbing issues in addition to the one unit at Annex sports complex.

- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
The Facilities Manager in Cayman Brac advised on 12 June 2024 that arrangements are being made with PWD in Cayman Brac to have the units installed.
- *Posterity/Legacy Donation*
The QEII Botanic Park advised that the 3 units at the Park are no expected to be installed by their contractor in July 2024.
- *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 - Draft is being reviewed.
- *Hurricane Preparedness*
The Authority is in the process of updating the hurricane plan and related activities. The upcoming season is predicted to have higher than normal hurricane activity. The Authority also has an active role as chair of the Utilities EST (Emergency Support Team), comprising of water and electricity utilities and the fuel sector. The Secretary is also the deputy chair of the infrastructure cluster, and the Authority is represented on the Initial Clearance and Debris Management EST.