

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 351st Meeting held on 21 August 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> Mrs D Ebanks Mrs L Ryan - <i>phone</i> Mr K Conolly Mr M Scotland - <i>virtual</i> Mr M C Campbell
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr G Ebanks Mr H B Ebanks Ms A Owens Mr W Welcome
Absent:	
Guest:	Mr Tom van Zanten, <i>Deputy Director</i> (<i>For Agenda item c) under Current Business</i>)

Call to Order

The Chairman called the meeting to order at 1:43pm after ascertaining there was a quorum. He welcomed members and noted apologies for Mr G Ebanks, Mr H B Ebanks, Ms A Owens, and Mr W Welcome. The Chairman then invited Mr N DaCosta to open the meeting with prayer.

Confirmation of Minutes of the 350th Meeting held on 19 June 2024

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 350th Meeting held on 19 June 2024. The Secretary noted that she had been advised of an amendment on the request of Ms A Owens. This amendment is on page 3, paragraph 4, under item d) where the following sentence should be inserted after the third sentence in that paragraph "Ms A Owens said that in her opinion the Authority does not need to increase rates or raise additional revenue, at this time, as it has sufficient surpluses and cash balances to continue its operations and capital plans in the short to medium-term.". There being no further amendments, Mr M Campbell then moved the motion to accept the Minutes as amended. Mr K Conolly seconded the motion, and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

The Chairman noted that out of an abundance of caution he was declaring a possible close connection in the matter of ReWater being reported on page 8 of the Director's Report & Departmental Updates for the 351st Water Authority Board Meeting.

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 pipelaying would continue on the main road to Spot Bay. The Secretary advised that the plan is to resume as soon as work related to the side roads are completed including the pipelaying in Student Drive which was delayed so as not to inconvenience Creek Primary School. There was some discussion on the matter of road reinstatement not done by the Brac Public Works Department (PWD) over the last 4 years. The New Works Pipelaying Crew (NWPC) must spend considerable time returning to previous trenches to top up with cold mix, these activities take time away from pipelaying work. The Secretary noted that she would reach out to the Chief Officer (Acting), Mr W Welcome for his assistance.

Pipelaying for new Cayman Brac High School

No matters raised.

West End Water Works Pump House

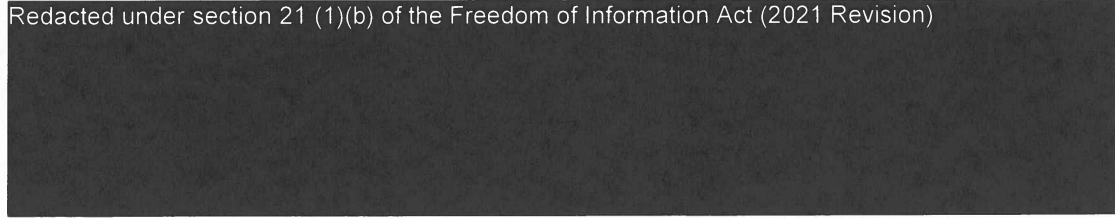
No matters raised.

West End Water Works RO Plants

The Chairman queried how often the generator was tested under load. The Secretary advised that she did not have that information at hand for Cayman Brac but would provide it at the next meeting and noted that in Grand Cayman, generators are tested under load weekly.

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)



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 Annual Report
No matters raised.

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



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




f) Key Performance Indicators (KPIs) - Update.
No matters raised.

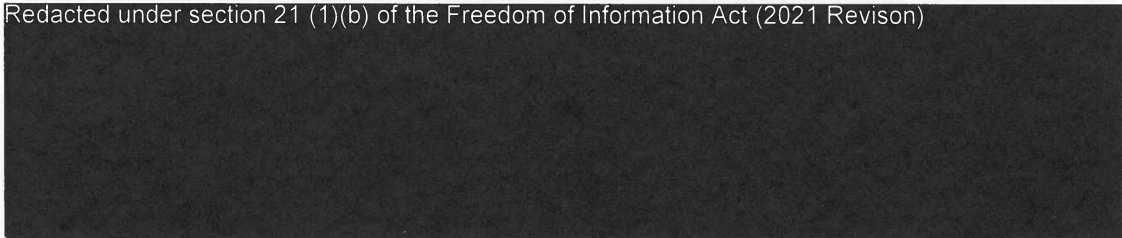
g) Redacted under section 21(1)(b) of the Freedom of Information Act (2021 Revision)



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



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



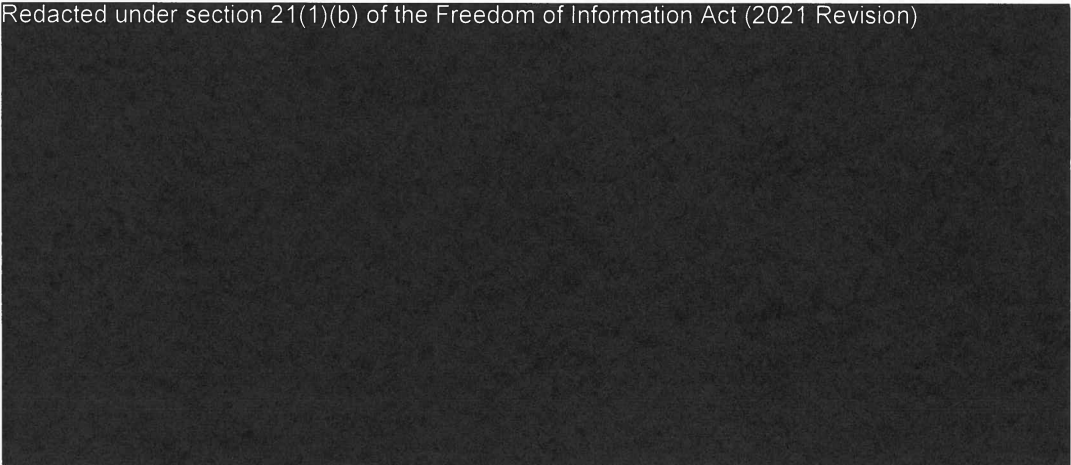
i) Ministry of PAHITD - Agriculture Sector - Water Relief - Update.
No matters raised.

Department Updates

a) Finance
No matters raised.

b) Engineering Services
1) *Engineering*

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)



2) *New Works Division*

Members queried when the reinstatement of Poindexter Road would be done. The Secretary advised that Island Paving has been engaged for the remediation work and it will be completed when Island Paving Ltd can fit it in their schedule.

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

Customer Portal

The Chairman enquired what the contractual agreement is with NetClues regarding the specific speed for issuing messages through the Customer Portal. The Secretary advised that she did not have that information at hand but would seek to provide it at the next meeting.

Key Statistics from Customer Portal as of 31 May 2024

No matters raised.

Promotions

The Chairman queried what the Water Authority was doing for World Water Week. The Secretary advised that the recognition of World Water Week would be done via social media.

d) Human Resources

Recruitment & Staffing

No matters raised.

Learning & Development

The Chairman asked if employees were recognised for passing the certification exams. The Secretary confirmed that this was done and had been in place from the time the certification exams were introduced many years ago.

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

Internship/Work Experience Programmes

Mr N DaCosta queried whether the Water Authority had employed any interns in Cayman Brac. The Secretary advised that she was not aware of applications from interns to work in Cayman Brac but that she would confirm with the HR Department. Mr M Scotland requested that thanks be conveyed to the HR Department for the organisation of a successful internship programme this summer

HR Management System

No matters raised.

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

Social Events

No matters raised.

Job Evaluation – Portfolio of Civil Service

No update.

FOI updates

No matters raised.

The Secretary noted that members had been provided with a copy of the Ombudsman's Own-Initiative Investigation Report (FOI) on Government Websites dated December 2023. The Water Authority's website has retained its number "1" Ranking since 2011. The Secretary noted that this achievement is due mainly to the Authority's FOI Manager, Mrs Wendy Whittaker who is very diligent with regards to the Water Authority's FOI obligations. Members complimented Mrs Whittaker and the Authority on this achievement.

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) 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)



g) Director's Office

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

The Chairman suggested that this agenda item be reworded so that it does not appear that the delay on this matter is due to the Water Authority. The Secretary noted and said she will reword it accordingly.

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*
The Secretary reported that a site visit on 19 August 2024 by Water Authority staff confirmed there has been no progress with installation of the units. Mr N DaCosta agreed that he would reach out to the Ministry of District Administration & Lands to assist with having the units installed.
- *Posterity/Legacy Donation*
No matters raised.
- *Other Upcoming Activities*
No matters raised.
- *Hurricane Tabletop Exercise*
No matters raised.
- *HoDs Attendance at Water Authority Board Meetings*
The Chairman acknowledged the feedback from HoDs and was pleased to know that they all found the experience useful.

Current Business

a) **Management Accounts June 2024.**

The Secretary presented a full set of financial statements for the 6-months ending 30 June 2024.

The Secretary reported that sales for the first six months of 2024 are strong, up 6.2% from prior year. Operating expenses shows a similar increase of 6.0%. 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 remain below actual, it will not be until late 2024 that pension and health component of administrative expenses will be normalised.

The first 6-months of 2024 is comparable to 2023. The Secretary reports that the reduced profit for this period as compared to 2023 is directly related to the health and pension benefits introduced in mid/late 2023.

The Secretary reported that the Authority's continued performance in 2024 is within budget expectations. Overall, the Authority continues to be in a strong financial position to meet the day-to-day operational expenses as well as fund large capital expenditures.

Mr N DaCosta queried the increase in Electricity expense under Operating Expenses compared to the same period last year and Mrs D Ebanks requested more detailed breakdown of the increase in Interest Income compared to the same period last year. The Secretary confirmed to provide the requested explanations at the next meeting.

Mr M Scotland left the meeting at this point to attend to another commitment but said he would rejoin the meeting if it was possible later.

b) Water Distribution Interruption - Hurricane Beryl.

The Secretary reported that, as promised, a report was prepared for the members, reviewing the activities related to the interruption of the water distribution system due to Hurricane Beryl. The Secretary noted that she had requested that the Deputy Director, the Chief Business Relations Officer, and the Senior Engineering Manager-Operations to join the meeting for this agenda item. Additionally, the Secretary reported that she would like to present a PowerPoint presentation illustrating the impact of a Category 4/5 hurricane on the distribution system along the south and east coasts of Grand Cayman.

The Chairman enquired of members whether they had read the document provided in their Board package. Most members present said that they had not had the chance to read it. The Chairman suggested that this item be postponed for discussion until the September 2024 Board meeting to allow members the opportunity to read the report. The Secretary requested permission to quickly go through the PowerPoint presentation so members present would have a visual context as they read the report. Members present allowed the Secretary to quickly go through the presentation which showed the extent of damage the Water Authority experienced to its pipelines along the south and eastern coastal roads in Grand Cayman.

The Secretary acknowledged that keeping the Board informed was not to the usual level as she was travelling for a significant portion of the critical periods. It was suggested that the Secretary could temporarily add a staff member who would provide members with updates on public service announcements when she is off island during hurricane season. The Secretary noted that for public communications, besides the Authority's own social media efforts, the Joint Communications Services (JCS) support team activated under Hazard Management Cayman Islands, is utilised to bump up the Authority's messaging during these events. This avenue to get messages out failed because JCS contact persons had all changed and the Water Authority's Corporate Communications team had not been informed. This was not discovered until the Warning stage.

Regarding the interruption of the public water supply, the Secretary noted that every storm is different, and the Authority must make decisions based on each individual storm's scenarios forecast by the weather experts. The Water Authority

needs to enhance its communication and public education efforts to help customers prepare for possible service interruptions.

Members agreed to have further discussion on this agenda item at the 18 September 2024 meeting and agreed that the meeting should commence at 12:30pm. The support staff of the Deputy Director, the Chief Business Relations Officer, and the Senior Engineering Manager-Operations were not called for this agenda item as the substantial discussion on the report will take place at the September meeting.

c) **Request for Water Connection Customer Account** [REDACTED]

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

The Secretary reported that on 24 June 2024, the Authority received an application from [REDACTED] for a water connection to his property at [REDACTED] on [REDACTED]. Although all Customer Service Representatives had been advised of the situation with regards to the location of the customer's property, the customer was not informed by the Customer Service Representative at that time that the Authority would not be able to provide the water connection requested. The customer was subsequently advised on 12 July 2024 and on 16 July 2024 was further advised of the reason why the application was not accepted by the Customer Relations Supervisor. The Secretary received enquiries on this matter from members of the Board as well and provided them with a brief explanation via WhatsApp.

On 09 August 2024, the Authority received, via email from the [REDACTED] a letter dated 03 August 2024 from [REDACTED] addressed to the Water Authority Board requesting a speedy resolution to this matter.

[REDACTED]

members in their Board package. The Chairman agreed for the Secretary to invite the Deputy Director to join the meeting for this agenda item.

In a summary, the Deputy Director explained that the pipelines were installed 27 years ago according to the developer's original plan. In August 2023, Water Authority became aware that the developer changed the layout after the pipelines were installed and instead of two 25-foot wide road lanes separated by a median (total width 60 feet), reduced the road width to 30 feet and extended the boundary of the properties to include one of the road lanes. This means that the Water Authority's pipeline is way inside on several private properties. This situation exposes the Authority to significant liability. The developer is aware and agreed to move pipeline at their expense as they still own the road. The design to relay the pipeline was approved by the Authority in September 2023. However, the developer has not yet commenced the work.

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

The Secretary reported that the customer has requested a 'temporary connection' to the existing pipeline until the pipeline has been installed in its proper location. The Deputy Director advised that making an additional service connection to the existing pipeline will set a precedent and will weaken the Authority's position as * [redacted] indicated nearly one year ago that they would reinstall the pipeline, but to date work has not started. Further, providing a 'temporary connection' requires as much work as a 'normal connection' and additional work will be required in the future when the final connection is made to the relocated pipeline.

It was suggested that if the Board decides that the Authority should provide a 'temporary connection' for the customer, it is recommended that the customer be required to cover the actual cost of providing this new 'temporary' water service', as well as any additional expenses incurred from re-installing the water service to the new pipeline in the future. The water connection fee of \$80.00, as per the Water Authority Regulations (2022 Revision) ("Regulations"), is significantly less than the actual cost of a water service connection. Paragraph 34(4) of the Regulations states that:

"if the public water supply is not available within the meaning of section 39(1), a person wishing to have their premises connected to the public water system may apply to the Authority for such connection and the Authority may grant the application if, in its opinion, the connection is feasible, and subject to the payment by the applicant of such connection charge as will have been agreed upon by the parties based on the cost of the works."

Section 39(1) of the Act states that *"where in any public or private road, there exist public water supply pipes or mains owned or operated by the Authority, the owners or occupiers of any premises may make application for a supply of water therefrom"*.

Although it is regrettable that identifying this issue took considerable time, the developer has since recognised and agreed that the layout of the roads and individual lots was altered after the Authority had installed its water main along [redacted] and that a new pipeline will be installed by the developer and at the developer's expense within the road reservation under the supervision of the Authority's Quality Assurance inspector. The Authority will continue to reach out to the developer regarding the pipeline relocation.

* [redacted]

roadway. Mr N DaCosta also noted that the cost to relocate all the current connections should be borne by the developer when the new pipeline is installed.

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

After further discussion, members discussed the various options and by majority, agreed that the customer should be advised that they reviewed the request and agreed that in consideration of the unusual circumstances that the customer is offered an irregular temporary connection until the developer has replaced the water pipeline along [REDACTED] and that the customer should pay for the full, actual cost of this irregular temporary connection.

Mr M Campbell left the meeting at this point to attend to another commitment.

d) Request for Bill adjustment re Customer Account [REDACTED]

The Secretary reported that on 12 July 2024 the Authority received an email from [REDACTED] requesting that consideration be given to reducing her water bill as she was not satisfied with the adjustments done after the meter testing results were received. 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 meter was read on 08 May 2024 and the reading for the May 2024 billing recorded a higher-than-normal usage. A reading of 2,479.0 was obtained, which resulted in the consumption of 64.6 cubic metres. A Fail Audit inspection was issued and completed on 14 May 2024 with notes from the meter reader stating: "NO MOVEMENT FOUND ON THE METER DIAL AT THE TIME OF VISIT."

On 31 May 2024 the customer's bill was in the amount of \$478.05 for the period of 09 April 2024 to 14 May 2024 (35 days). The daily average cost for this bill was \$13.66. The daily average consumption during this period was 2.06 cubic metres with a total of 72.0 cubic metres.

On 04 June 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, I monitored this meter and there was no movements or usages customer was on site and was all aware of these findings, also I explained that they have an option to have their meter changed and tested if they prefer, shortly after that I left." The Secretary notes that the Utility Services Auditor advised that the final reading that was showing the difference of 0.005 cubic meters was because he checked to see if water was flowing through the meter by turning on the hose bib just to see movements with the meter. During this visit, the customer requested for the meter to be changed and tested. The meter reader visited the property and removed the meter the same day. On 06 June 2024 a letter was sent to the customer which indicated that there were no movements or leaks detected during the audit visit. On 26 June 2024 a letter was sent to the customer to confirm that the meter had been removed for testing and the meter was subsequently sent for testing.

On 12 July 2024 a letter with the meter test results and meter testing brochure were sent to the customer. The results indicated that the meter did not meet the test criteria for all test flow rates '*the tested meter was inaccurate and ran fast at one or more test flow rates.*' The account was adjusted with the difference between the highest of the 'fast' accuracy percentage and 102% ($102.42\% - 102\% = 0.42\%$) and covered for the period in dispute up until the meter was removed for testing. The meter testing fee of 50.00 was refunded and a discount of 0.42% on the May 2024 bill totalling \$2.01 ($\$478.05 \times 0.42\%$) was given. This adjustment was in line with the Board approved Meter Testing Policy. On 23 July 2024 the customer accepted a Special Payment Agreement (SPA) that was set up for nine months.

In summary, no leaks were identified during the Fail Audit Inspection on 14 May 2024 or the subsequent Audit at the property. The meter test results found that the meter was over registering at the minimum flow rate. The account was adjusted with the difference (0.42%) between the highest of the "fast" accuracy percentages and 102%, in accordance with the Authority's Meter Testing Policy. The Authority's Meter Testing adjustment policy was explained to the customer before and after the meter testing, and the customer agreed to this policy prior to the meter being tested. However, the customer is disputing the adjusted amount, and Water Authority staff can only adjust according to Authority's Meter Testing Policy. The customer requested the Board to conduct a thorough review of the adjustments and provide a fair adjustment to alleviate her financial burden.

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. The customer's meter was tested as requested, and the Water Authority's Meter Testing Policy was applied correctly. In accordance with the approved Meter Testing Policy, the customer was reimbursed for the cost of testing and the bill was discounted by 0.42%, i.e., the percentage by which the meter tested outside the acceptable range for the minimum flow rate. The customer was offered and accepted a Special Payment Agreement to assist. Members further noted that the customer was informed of the Water Authority's Meter Testing Policy prior to the meter being tested.

Any Other Business

- a) 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)



b) Director's Leave.

The Secretary respectfully sought approval for 2 days in lieu she worked during leave off Island. Members had no objection this request.

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. The Fair Weather Foundation.
2. Cayman Athletic Sports Club.
3. *Ratification* - Water Bottles Donated to Cayman Islands Government (CIG) in Support of CIG's Hurricane Beryl Response to Eastern Caribbean Islands.

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

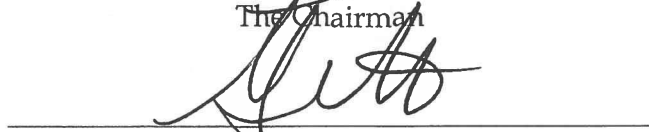


There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 4:45pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

Water Authority of the Cayman Islands

351st Meeting to be held at 1:30pm on Wednesday, 21 August 2024

Director’s Updates/Report

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

- The New Works Pipelaying Crew (NWPC) installed approximately 484.6 metres (1590 ft) of 80mm (3 in) and approximately 152.4 metres (500 ft) of 100mm (4 in) for a total of 637.0 metres (2090 ft) during the period 03 June to 02 August 2024.
- The weekly progress report for the period 03 June to 02 August 2024 is as follows:
 - Week 23 (starting 03 June): Mobilised to Plaza Drive and installed 103.63 metres (340 ft) of 100mm PVC pipeline. Repaired a leak in Lily’s Lane, West requiring the replacement of 80 ft of 63mm PE pipeline.
 - Week 24 (starting 10 June): Installed 48.8 metres (160 ft) of 100mm PVC pipeline in Plaza Drive, pipelaying complete. Commenced filling and flushing pipeline. Pressure test successfully conducted. Reinforced (top-off) trench along Watering Place Road. Conducted three different pressure tests and accompanying investigations on the main line (2250 ft) along Creek Road, pressure test successfully completed.
 - Week 25 (starting 17 June): Commenced and completed chlorination of 100mm pipeline in Watering Place Road/Plaza Drive. Installed 1 customer meter in Watering Place Road. Commenced chlorination of 200mm pipeline in Creek Road/Dennis Foster Road. Installed 1 customer meter along Dennis Foster Road. Reinforced (top-off) trench along Watering Place Road. Conducted three different pressure tests and accompanying investigations on the main line (2250 ft) along Creek Road, pressure test successfully completed. Used cement mixer to make valve box covers. Repaired road at Lily’s Lane using 40 bags of cold mix.
 - Week 26 (starting 24 June): Waste material (large rocks) from screening were taken to the Bluff site. Two saddles each capped at Plaza Drive and Lands End Junctions. Installed and completed pipelaying of 103.6 metres (340 ft) of 80mm PVC pipeline in unnamed Road (Junction AB), filling, pressure test, and chlorination pending. Installed 54.9 metres (180 ft) of 80mm PVC pipeline in Cantlin Drive.
 - Week 27 (starting 01 July): Preparations and demobilisation for Hurricane Beryl. Transported excavated material from Unnamed Road 5 (AB) for screening.
 - Week 28 (starting 08 July): Installed and completed installation of 176.8 metres (580 ft) of 80mm PVC pipeline in Cantlin Drive, filling, pressure test, and chlorination pending. Performed audit of inventory, cleaned and serviced heavy equipment at Bluff site.
 - Week 29 (starting 15 July): Installed 42.7 metres (140 ft) of 80mm PVC pipeline using rockwheel trencher in Ivory Lane, work done intermittently due to disturbance to restaurant and bakery. Pipelaying completed with filling, pressure test, and chlorination pending. Road repaired with 120 bags of cold mix. Installed and completed installation 45.7 metres (150 ft) of 80mm PVC pipeline in Fantasy Lane, filling, pressure test, and chlorination pending.

- Week 30 (starting 22 July): Installed three 200x25mm saddles at junctions Cantlin Drive, Fantasy Lane, and Ivory Lane to allow for pressure testing and disinfection. Moved screened waste material (large rocks) from Creek Road/Georgina Road to the Bluff site. Commenced filling, flushing, and pressure tests for Unnamed Rd 5 (AB), Cantlin Drive, Fantasy Lane, and Ivory Lane. Installed 2 customer meters along Cottage Drive. Investigated possible leak at Valerie Avenue (excavate, inspect, backfill, compact).
- Week 31 (starting 29 July): Commenced chlorination of Cantlin Drive and Fantasy Lane. Gathered and mobilised material and equipment for pipeline installation at Creek Road/Junction AC. Located existing 100mm pipeline and installed 200x80mm all flanged tee and valve at Creek Road/Junction AC and installed 601.0 metres (200 ft) of 80 mm PVC pipeline. Installed one 200x32mm saddle, continued with 32mm road crossing and installed 1 customer meter in Watering Place/Rubis Gas Station. Repaired road crossing with cold mix. Replaced 80x25mm saddle in Ivory Lane due to failed pressure test.
- As agreed with Creek Primary School, pipelaying for Student Drive will be conducted during the week of 12-16 August 2024.
- The New Works Pipelaying Crew also carried out (time consuming, expensive, and only temporary) road reinstatement at various locations using bags of cold mix. Although there is an agreement with PWD in Cayman Brac to carry out the reinstatement of roads affected by Water Authority’s trenching works (to be paid for by the Water Authority), this has not happened for almost 4 years, and in that same period the Water Authority has installed more than 40,000 feet of pipe along the North Coast, some of which encroaches on the paved portions thereof. PWD recently indicated that they cannot carry out reinstatement due to priority projects for a minimum of two months. However, PWD stated that they will reassess their workload at that time and revert back to the Water Authority at their soonest.
- The formal leak testing project started in Cayman Brac on 22 April 2024. Under this project the entire Cayman Brac water distribution system was methodically inspected. The testing procedure was 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 was completed in mid-June 2024. The acoustic leak detection on suspect pipelines has only been partially successful in finding leaks. Investigations and leak repairs will continue.

Pipelaying for new Cayman Brac High School

- On 05 August 2024, the Water Authority was directed by the Ministry to dedicate all efforts to providing piped water to the new high school site and adjoining sports centre now that the Water Authority has reached the Ann Tatum Bluff ramp in Cayman Brac. The Water Authority is in the process of reviewing the road layout and the relevant implications.

West End Water Works Pump House

- January-June 2024 Cayman Brac Water sales compared to same period in 2023:
 - Total water sales up approximately 12.9%
 - Pipeline sales up 10.0%
 - Trucked water sales up 18.3%
- January-July 2024 Cayman Brac Water sales compared to same period in 2023:

- Total water sales up approximately 12.7%
- Pipeline sales up 11.3%
- Trucked water sales up 15.3%

West End Water Works RO Plants

- In June 2024 the overall water production in Cayman Brac averaged 649 cubic metres per day, which equates to approximately 50% of the overall design water production capacity at West End Water Works.
- In July 2024 the overall water production in Cayman Brac averaged 669 cubic metres per day, which equates to approximately 52% of the overall design water production capacity at West End Water Works.
 - In July 2024 the expanded RO plant (Plant #1) was operational for 31 days and when operational produced on average 573 cubic metres per day (approximately 54% of the plant's design water production capacity). For the period 18-31 July only the newly installed RO train (Train 1B) was operational as a stainless steel pipe fitting on the old RO train (Train 1A) had failed. The replacement fitting was installed on 01 August 2024. In July 2024 the containerised plant was operational for 16 days and when operational produced on average 219 cubic metres per day (approximately 95% of the plant's design water production capacity).
 - In July 2024 there were no planned plant shutdowns. There were 4 unplanned shutdowns, 2 shutdowns were required to accommodate minor repairs (on 3 July and 30 July) and on 17 July the plant was shut down due to a power outage.
 - During the regular maintenance check of the emergency generator on 25 July 2024 it was found that the wiring harness and ATS controller were faulty. On 05 August 2024, Cayman Brac Power & Light experienced a phase loss on the electrical power provided to the West End Water Works. The emergency generator failed to start automatically due to an issue with the generator controller. Replacement parts (i.e., wiring harness, ATS controller and generator controller) have been ordered, and delivery and installation is expected to take around two weeks.

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

b) New Red Gate RO Plant - Update.

- The new RO plant had been producing water since 25 April 2024. In June/July 2024 the water production averaged 5,138 cubic metres per day. The emergency generator was installed connected on 30 July 2024 and is now awaiting final testing and commissioning. Once this is in place, OCL will apply for the full Certificate of Occupancy (CO).
- The magnetic flow meter provided by the Water Authority for the new Red Gate RO Plant failed on 27 May 2024. The flow meter was replaced with the flow meter that was to be installed at the Red Gate Post Treatment. The failed flow meter was returned to manufacturer who is expected to send the replacement sensor.

- Red Gate Reservoir #5 was completely emptied and cleaned in mid-May 2024 for reservoir maintenance. This work has been completed and this reservoir was returned to full service in early July 2024.

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

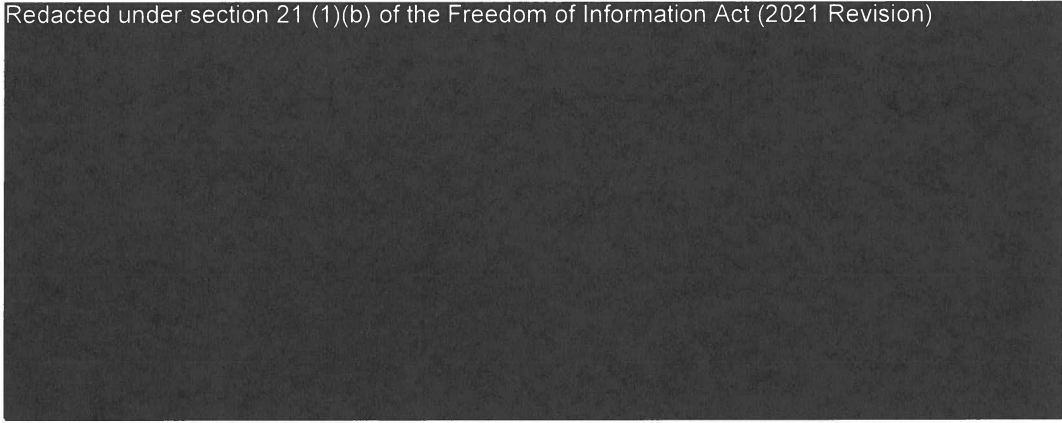
31 December 2023 Audit of Consolidated, Islands & Divisional Statements

The Secretary reports that work continues on the Divisional and Island statements, Baker Tilly (BT) has all the information and questions are being answered by the Authority as they arise. BT has not provided a firm completion date but both parties are working towards a sign off in September 2024 for all five statements.

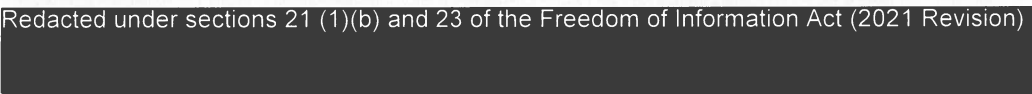
2023 Annual Report

The Secretary advises that the 2023 Annual Report was tabled in Parliament on 22 July 2024 and has been placed on the Authority’s website.

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



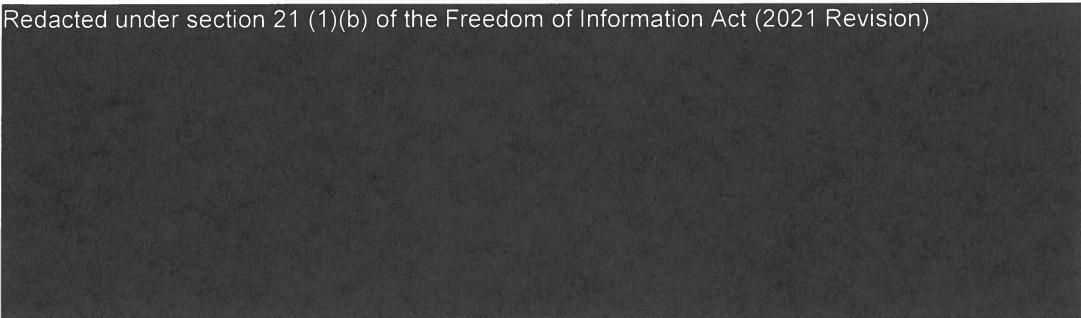
e) Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)



f) Key Performance Indicators (KPIs) – Update.

The CFO confirms that there are no new KPI’s introduced for this Board Meeting. Timing of vacations and the fact that productive time in late June/early July was diverted to the preparation for Hurricane Beryl resulted in a delay in presenting the last three pending KPI’s. The CFO will continue to work with the relevant departments to finalise these last few KPI’s with the expectation to include in September 2024.

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)

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

Department Updates

- a) **Finance**
No update.

- b) **Engineering Services**
 - o *Engineering*
No update.

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

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

Procurement of a Crane Truck (for Wastewater Division)
The RFQ document was completed and published on Bonfire. The period for questions has now closed (none were received) and submissions are due on 23 August 2024 at 5pm. On 06 August 2024 nine separate entities had downloaded the documents for the project.

o *New Works Division*

- During June 2024, the NWPC installed approximately 225 metres (740 feet) of pipe in Grand Cayman, comprising 207 metres (680 feet) of 200mm (8-inch) pipe (in Further Road) and completed the connections to the 18 metres (60 feet) of 100mm (4-inch) pipe in the link road between Seymour Road and Lincoln Drive and commissioned this pipeline. On 25 June 2024 the trencher was sent to the mechanics to address various mechanical issues.
- On 23 June 2024 the New Works Pipelaying Crew installed a tee and valves at the intersection of Edward Steet and Fort Street (in front of the Town Hall) and repaired the affected road surface using cold mix. This is in anticipation of future pipeline upgrade work along Edward Street and Fort Street.
- The NWPC moved excavated material from Further Road to the North Side Water Works and, after sieving, placed this material in the area adjacent to the two recently constructed water storage tanks. The crew also raised the areas near the various valves and installed 18 valve box covers.
- The NWPC extended 33 valve tubes in six roundabouts (on Bobby Thompson Way, Linford Pierson Highway and East-West Arterial) and installed 40 protective bollards (40 total) around these valves. This work was deemed necessary to ensure that these valves are accessible in the aftermath of a hurricane as people tend to park vehicles within these roundabouts, over the valve box covers.
- The NWPC constructed concrete plinths at the North Side Pump Station for two additional water distribution pumps. Once the concrete has developed sufficient strength, holes will be drilled for the holding down bolts for the pump and motor frames.

3) *Water Distribution & Treatment Division*

- During the first seven months (January-July) of 2024 the total water sales on Grand Cayman were approximately 4.5% more than in the same period last year. During the first six months (January-June) of 2024 the total water sales on Grand Cayman were approximately 9.1% 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). The pipeline was returned to normal operation by mid-July 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.
- Preparations for the upgrade to 150mm (6-inch) of approximately 1,200 metres (4,000 feet) of 80mm (3 inch) pipeline) along Prospect Drive from Shamrock Road to Bonnie View Avenue commenced on 22 July 2024. Actual pipelaying is expected to start on 12 August 2024. This project is expected to be completed by late October 2024.
- On 02 June 2024 Operations-Water Supply commissioned (disinfected, flushed and connected) the Lookout Gardens (Phase 3) subdivision, Bodden Town (43A409Rem 2, 43A52, 37A15) which included 85 lots.

- Operations-Water Supply is working to connect the Paul Alberga subdivision, off Hirst Road (27B 132), comprising 13 lots.
- Operations-Water Supply will connect a new subdivision off Seaview Road, East End (68A2), phase 1 comprising 66 lots, which requires a road crossing when the trencher is back on the road.
- The magnetic flow meter in place since 2006 at the Red Bay Booster Station has failed. Quotes for a replacement flow meter have been requested from two distributors.
- The DMA at the Frank Sound Junction was removed, the sensor will be sent for troubleshooting and calibration.
- Agricola and Poindexter DMA’s - the Printed Circuit Boards (PCB) need to be replaced and the sensors recalibrated. The replacement sensors were shipped by the distributor on 30 July 2024 and have arrived on island.

4) *Water Production Division*

- In June 2024, the Lower Valley RO Plant produced on average 2,063 cubic metres per day, or nearly 69% of the plant’s design water production capacity.
- In June 2024 there were no planned plant shutdowns. There were five unplanned shutdowns, three due to high reservoir level (on 07, 13 and 15 June 2024 respectively), and two related to CUC power issues: one on 07 June 2024 (VFD fault), and one on 8 June 2024 (a VFD and Opto Cabinet reset were required).
- In July 2024, the Lower Valley RO Plant produced on average 2,118 cubic metres per day, or nearly 70% of the plant’s design water production capacity.
- In July 2024 there were two planned plant shutdowns (on 02 July 2024) to accommodate a pre-filter change-out and (on 03 July 2024) in anticipation of the arrival of Hurricane Beryl. Additionally, there were five unplanned shutdowns two due to high reservoir level (on 01 July 2024 and 27 July 2024), two to repair minor leaks (on 09 July 2024 and 27 July 2024) and one (on 17 July 2024) to accommodate a high pH clean of the membranes on Train 1).
- Lower Valley Reservoir #2 was emptied and cleaned for inspection in late May 2024. This tank was returned to full service by the end of June 2024.

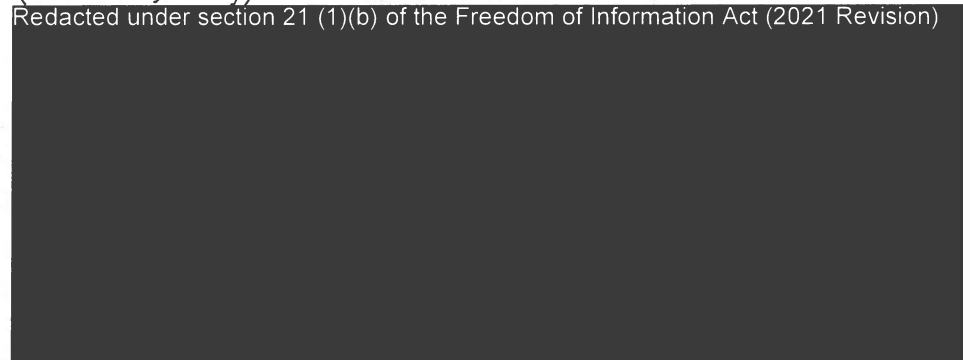
5) *Wastewater Collection & Treatment Division*

- In June 2024 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on 3 days. The average daily wastewater inflow from West Bay Road during the month of June 2024 (the wettest month in 58 years!) was 1.97 mgd (or 79% of the design treatment capacity). This is approximately 1% more than the average influent measurement during the same month in the previous year (1.95 mgd).
- In July 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 July 2024 was 1.66 mgd (or 66% of the design treatment capacity). This is approximately 17% less than the average influent measurement during the same month in the previous year (2.00 mgd).
- As reported previously, ongoing control network faults are being experienced at the WWTP. These faults cause different pieces of equipment such as blowers, mixers and valves to stop operating and therefore impact the treatment process

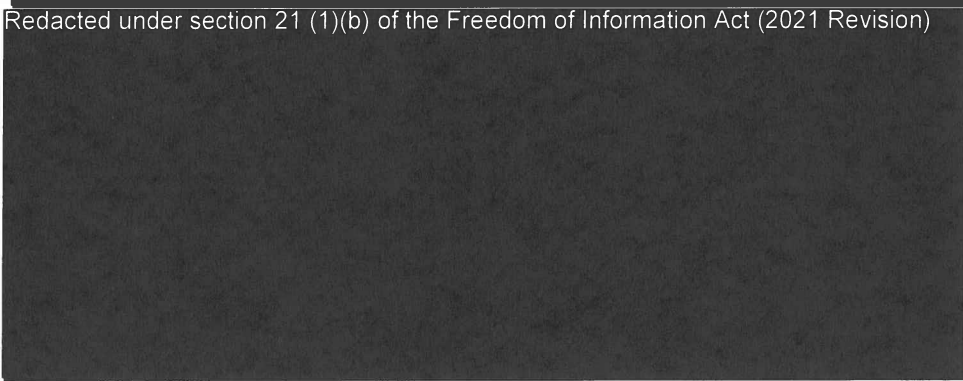
negatively. In late June 2024 Revere Controls, the company that designed and installed the original control network, sent a technician to evaluate the system. One issue was discovered and resolved, and no new issues with the Controls Network have been experienced since 01 July 2024. The Authority is waiting for a controls system audit/replacement report from Revere Controls.

- The electricity consumption at wastewater pump station PS12, which receives the wastewater flow from the entire Watler’s Drive area, including Baytown Plaza, and Kirk Supermarket, off Eastern Avenue, had steadily increased since April 2024 which could be indicative of (developing) leaks(s). Investigations revealed three deteriorated and leaking manholes and two leaking sewer lines, situated just off Shadow Lane (behind Baytown Plaza). Work was carried out during June-July 2024 to repair/replace the manholes and sewer lines. Upon completion the pump hours at PS12 had reduced by 35% to slightly less than those prior to April 2024.
- In early May 2024 work started to refurbish a more than 4.5 metres (15 feet) deep sewer manhole situated at the south-west corner of the Burger King restaurant but had to be temporarily abandoned as the contractor Sanpik Contracting Cayman was unable to lower the groundwater table sufficiently to carry out the work due to the very permeable substrata. Although additional epoxy grout has arrived on island, work will not resume until February 2025 as having a large and deep excavation immediately adjacent to West Bay Road during the height of the hurricane season (August-November), or amid the busy part of tourist season (December-January) is not advisable.

- 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)



c) Customer Service

Projects

- *Customer Portal*: the portal was used to do mass messaging during Hurricane Beryl; it was noted that the messages took several hours to send and the concerns regarding speed of these messages was reviewed with Netclues and they boosted the speed. It is planned to use the ‘Remembering Ivan’ event as an opportunity to send a message to all portal users to see if there is improvement.
- *New Bill Template*: communication is ongoing with Cogsdale regarding pricing of the new bill template which is to be reviewed by the Director.
- *Website*: No further work has been done on this project since the last report, this project will be on hold until the Corporate Communications Supervisor returns from maternity leave.
- *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 three weeks.
- *Geology Week Videos* – Videos being reviewed and will be published by Corporate Communications once the final reviews are completed.

Key Statistics from Customer Portal as of 30 June 2024

Data now embedded in KPI report.

Promotions

- *Meet Our Interns*: this campaign consists of daily social media posts, introducing each intern and documenting their experiences at Water Authority over this summer.
- *World Water Week*: Drinking Water Week is 26-30 August 2024; social media messaging regarding Water Authority’s water production process will be ongoing during this period.
- *CYB Leak Detection Work*: phase 1 was completed on 20 June 2024; “thank you” social media post was made to customers. Phase 2 updates to customers are to come.
- *Hurricane Season - Public Education on Hurricane Preparedness*: a new public education plan is in process. This plan is aimed at raising awareness of the importance to ‘Store Before’ and to educate the public on why it may be necessary for the Authority to interrupt the water distribution network if there is high wave action/storm surge predicted in a storm.
- *Remembering Ivan Staff Event*: the plan for this event involves a trip down memory lane with a hurricane room, memories room and lessons learnt experience.

d) Human Resources*Recruitment & Staffing*

- Assistant Operator-CYB – successful applicant commenced work 24 July 2024
- Assistant Operator-WS – successful applicant commenced work 22 July 2024
- Assistant Operator-WW – successful applicant commenced work 01 August 2024
- HR Administrator – interviews held 07 August 2024; selection process ongoing
- Quality Assurance Inspector – interviews held 08 August 2024; selection process ongoing
- Engineer/Civil Engineer - recruitment process ongoing
- Engineer-Wastewater - recruitment process ongoing
- Heavy Equipment Operator-NW (CYB) - recruitment process ongoing
- Hydrogeologist – recruitment process ongoing

- Labourer-NW (CYB) - recruitment process ongoing
- Operations Manager WW- recruitment process ongoing

Learning & Development

- Two safety and hazard management awareness training sessions were conducted on 20 and 21 June 2024 by Rohan Marshall, Safety Management Specialist and owner of Start With Safety, for 32 staff members of the Operations-GCM Department (Water Supply, Wastewater and B&E). The 1.5-hour training covered general operations safety, road safety, traffic management and personal protective equipment, among other topics. Participants were issued certificates of attendance.

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

- A Lunch & Learn session on Concerning Anxiety & Storms/Hurricanes is scheduled for 13 August 2024.

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)

Internship/ Work Experience Programmes

- The Summer Internship Programme continues until the end of August 2024. The Authority has accommodated 21 interns throughout all departments, except Operations-Cayman Brac, this summer.
- The annual informal social/information lunch was held on 02 August 2024 for all summer interns. The event comprised of a tour of Red Gate Road facilities, a motivational speech from one of our graduate engineers (scholarship recipient), presentations and other team building related activities. HODs and intern supervisors also attended.
- The Water Authority also hosted a Year 10 student from Clifton Hunter High School for work experience the week of 14-21 June 2024. The student was placed in the HR & Admin Department and was supervised by the L&D Coordinator.

HR Management System

- The software agreement licence with PDS for the implementation of Vista HCM as the Authority’s new HR management system was signed by all parties, including CIG as the master licensee, by 01 July 2024.
- The implementation introduction call, which included the CEO of PDS, took place on 06 August 2024. Water Authority’s IT support on this project, the Applications & Network Support Specialist (ANSS) and ANSS (Designate) were also on the call.
- The project kick-off is scheduled for 19 August 2024. The Water Authority is moving forward to implement PDS Vista HCM as the Authority’s new human resources management system (HRMS).

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

Social Events

- The Social Committee recognised National Ice Cream Day on 19 July 2024. The event was well attended and enjoyed by both GCM and CYB staff.
- The Social Committee is also working with HR to put on the Summer Bash on 24 August 2024 at the Turtle Centre.

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 – There are several test setup issues outstanding with Cogsdale in order for Billing and Collections to work properly.

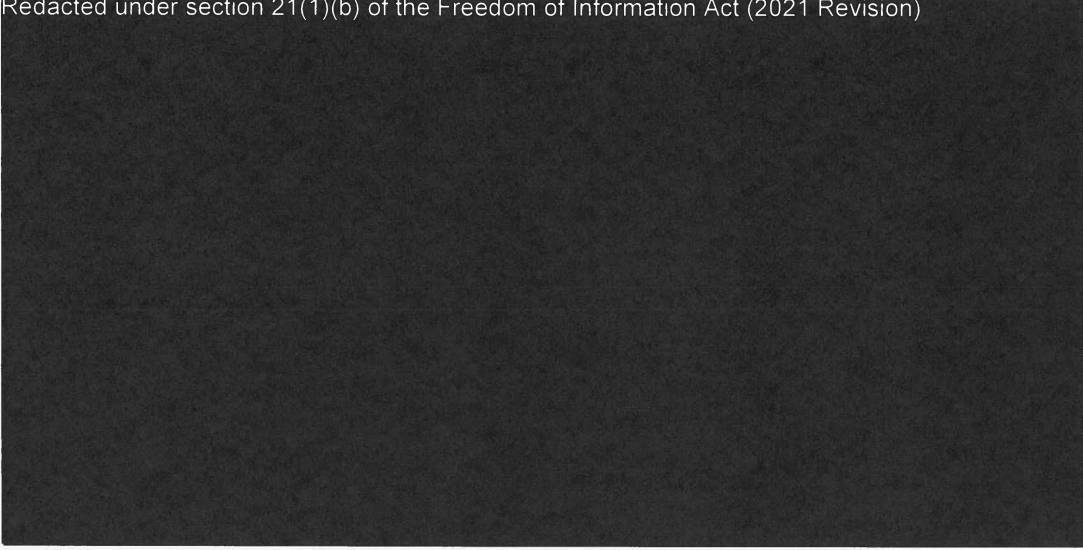
Vista Software – IS Department will lead the implementation of this software product in the Cloud on behalf of the HR Department.

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)



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 25 July 2024 the Assistant Director of Sports – Facilities Evans advised that all the 9 stations donated to Sports Department in Grand Cayman, had been installed at the 3 selected facilities. These facilities are the Annex, Cox Community Court, and Truman Bodden Sports Complex. Arrangements will be made for a photo opportunity with the Hon Premier, Ministry and Department of Sports.
- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
An email was sent to the Facilities Manager in Cayman Brac and PWD regarding installation of the units in Cayman Brac on 12 August 2024, no response has been received yet.
- *Posterity/Legacy Donation*
An email was sent to the QEII Botanic Park for an update, the responded that due to summer vacation of various personnel the units had not yet been installed but that they had resumed discussions with the contractor.
- *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 Tabletop Exercise*
A tabletop exercise is planned to take place on 15 and 16 August 2024. This exercise is expected to raise awareness of the Water Authority's plan with new critical staff not familiar with hurricanes or the Authority's plan.

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