

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 301st Meeting held on 14th August 2019

Members Present:

Chairman:	Mr K Gomez
Members:	Mr H B Ebanks Mr J Gill Ms A Owens Mr M Rankine Mr C Randall Mrs L Ryan Mr A Wright
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr W Welcome

Call to Order

The Chairman welcomed members to the meeting and after ascertaining that there was a quorum, the meeting was declared open and called to order at 1:47pm. The Chairman noted apologies for Mr W Welcome. The Chairman then asked Mrs L Ryan to open the meeting with prayer.

Confirmation of Minutes of the 300th Meeting held on 19th June 2019

The Chairman asked for confirmation of the Minutes of the 300th Meeting held on 19th June 2019. Mr C Randall moved the motion to accept the Minutes as amended, Mr A Wright seconded the motion and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

Mr A Wright noted that he will declare a conflict with the sponsorship request from the Lions Club.

Matters Arising

a) **Lower Valley Reverse Osmosis Plant (LVRO) - Update.**

The Chairman reported that during the two-month period of June-July 2019, running one RO train only, the plant produced on average 1,138 cubic metres per day, which is approximately 38% of its total design water production capacity. A few days of water production was lost as the plant was shut down to clean the membranes, and to change-out the pre-filters.

As reported previously, three companies were asked to provide a quote for the supply of three submersible feed water well pumps. Only two companies submitted a quote. After evaluation this contract was awarded to Miami Dade Pump and Supply Company, who offered by far the lowest cost (US\$30,926.34). The other company's quote was significantly (nearly three times) higher. It is anticipated that these pumps will arrive on island around late October 2019.

As soon as the required chemical arrives, the Engineer-Water Production will commence rehabilitation/acidification works on the feed water wells so that this work will have been completed prior to the arrival of the new well pumps.

b) **Cayman Brac Infrastructure Upgrade & Expansion Project - Update.**

The Chairman reported that the Vermeer trencher in Cayman Brac has worked properly since the new track drive motor was installed by the Vermeer mechanic on 18 June 2019. The crew subsequently carried out some temporary road reinstatement (using cold mix patch compound), and assisted Cayman Brac Operations with leak repairs. After the trencher issues had been resolved, work continued at Lime Lizard Way. The crew installed 75 metres (245 feet) of 100mm (4-inch) and 207metres (680 feet) of 80mm (3-inch) pipe, before mobilising to West End to resume work on the upgrade of the pipeline in Cross Road, between the West End Water Works and the intersection with West End Road, as well as the replacement/upgrade of pipework at the West End Water Works.

In July 2019 the crew worked on exposing the pipelines at the West End Water Works in anticipation of the upgrade of the 150mm (6-inch) main distribution pipeline to 200mm (8-inch). This upgraded pipe was commissioned on 30 July 2019.

The Chairman reported that during the week of 12 August 2019, 200mm (8-inch) HDPE pipe will be placed along the edge of Cross Road in anticipation of it being fused and used as temporary main during the upgrade of the 150mm (6-inch) pipeline, to 200mm (8-inch), in Cross Road. Simultaneously, work will start on

the upgrade of the suction pipework at West End Water Works (this can only be done during the weekends when the office is closed and trucking can be limited).

Only two new services were installed during the period June-July 2019, bringing the total for this calendar year to 21. Currently there are 18 outstanding service connections at various stages of the process (e.g., trenching and service installed awaiting customer piping (2), out of service area (2), file awaiting documents, authorization or payment (5), customer does not want to proceed or is not ready to connect at this time (4), long distance from water main (5) etc.).

Redacted under section 21 (1)(b) of the Freedom of Information Law (2018 Revision)



c) 31 December 2018 Audit of Consolidated & Divisional Statements - Update
31 December 2017 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

As previously reported, the Secretary advised that the Island statements for December 2017 will be submitted when the 2018 audit is wrapped up (now possibly August/September 2019) as the priority is completing the 2018 audit with the challenges as noted below.

Annual Report 2016/2017

The Secretary reported that the Ministry of Education, Youth, Sports, Agriculture and Lands (EYSAL) confirmed on 02 August 2019 that the Authority's annual report was tabled in the Legislative Assembly at the July 2019 sitting. The report is now a public document and published on the Authority's website.

31 December 2018 Audit - Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

The Secretary reminded members that the Authority followed the recommendation of the Office of the Auditor General and forewent the 30 April 2019 reporting deadline to complete the outstanding work on the IFRS 9 and 15 reporting.

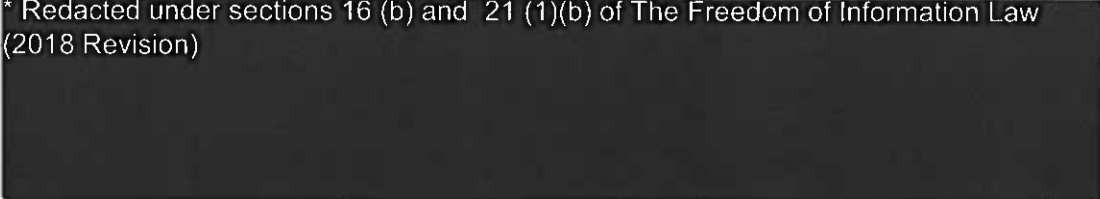
Redacted under section 21 (1)(b) of The Freedom of Information Law (2018 Revision)



BritCay Pension - Voluntary Reclassification

The Secretary reported that BritCay came into the Water Authority offices and met with all affected staff members on 28 July 2019 to distribute letters and updated Pension Statements. It was confirmed that the transfer was done in January 2019 which members could track on their individual statements. Water Authority employees were able to get their questions answered by BritCay representatives and the Authority now considers this project completed and closed.

* Redacted under sections 16 (b) and 21 (1)(b) of The Freedom of Information Law (2018 Revision)



Adjustment of Rates 2019

The Secretary reminded members that the Water Authority applied to the OAG for verification of the rate adjustment on 15 May 2019. On 11 June 2019, the Authority received the verification letter from the OAG and on 17 June 2019, the Authority sent the request to OfReg for reconfirmation and approval to implement the adjustment on 01 July 2019 as provided for in the Water Authority Regulations. A copy of the decision approving the adjustment of the Water

Authority Rates by OfReg (received on 12 July 2019), the press release from OfReg (released on OfReg's website on 24 July 2019 but dated 16 July 2019) as well as the Water Authority's press release were provided to members. The Authority advised the Honourable Minister and Chairman of OfReg's approval on 16 July 2019.

The Secretary noted that after repeated requests, OfReg finally emailed their approval of the rate adjustment on 12 July 2019 however the Executive Director-Energy & Utilities instructed the Water Authority that "*no press release shall be issued about the rates increase until OfReg advises that it's ok to do so.*". It was only after repeated requests again that the Authority saw OfReg's press release on their website on 24 July 2019 (i.e. 12 days after approval) and the Authority informed its customers via the usual process.

Members asked that in the future the Authority request that press releases be coordinated so that both OfReg and Water Authority do the release simultaneously e.g., at a set date and time. This way the Authority's customers are informed at the same time as members of the public.

Employee Health Insurance Renewal

The Secretary advised that through the assistance of Ms A Owens, the Authority received information from CINICO regarding plans offered to certain SAGCs as well as the Cayman Islands Government (CIG) civil servant plan. CINICO explained that they were unable to provide a quote in the 7-day turn around required by the Authority's broker at the time. The Authority will review the information submitted and as Marsh is engaged as the Authority's broker, they will be asked to provide the information required by CINICO to provide a quote on the SAGCs' plan. Marsh will provide the Authority with a comparative analysis with what is currently in place.

Electronic Payroll Process

The Secretary reported that the Authority has been working together with FirstCaribbean International Bank (FCIB) to streamline the payroll process under the acknowledgement that FCIB would no longer accept the current manual payroll process. The Authority accepted that this was a natural progression toward automating the process, however even with significant planning and verification by FCIB's Cash Management Manager the June 2019 payroll had several inconsistencies that resulted in the file being rejected by the ACH and a slight delay in the receipt of funds.

Although the Finance department kept staff members apprised of the situation, it was disconcerting to staff as funds were usually available first thing in the morning on payday.

The Secretary advised that after the June payroll experience the existing kinks were worked out of the process and management made a decision to value the payroll one business day prior to the Cayman Islands Government (CIG) official

payday to allow for the ACH and the corresponding banks to process the payments.

In summary, as the ACH still has a manual component and is not fully automated whereby banks can identify a payment time, the Authority will value date employees monthly payroll one business day prior to the CIG to allow the banks to process payments and ensure that all employees receive their monthly salary at some point on the day prior to CIG payday. With the exception of RBC June payroll was received by end of business on the CIG payday (24 June 2019), July payroll with the exception of the Credit Union was received one business day prior to CIG payday.

Going forward the Authority will continue to value date the payroll one business day prior to the CIG payday, allowing time for the ACH to push out payments to individual banks giving them time to process and to ensure that all staff members have access to their funds in a timely manner.

Post Office Payment options

The Secretary reported that the staff from the Authority's Finance, IT and Customer Service departments recently met with the Post Office regarding new payment service of same day notification; this service is expected to be available in January/February 2020 and will be available at all post offices including the Brac.

- d) **The Standards in Public Life Law - Update.**
The Chairman reported that after receiving comments from Board members he responded to the Honourable Premier's correspondence on this matter. Members were provided with a copy of the communication. There have been no further developments that he is aware of.
- e) **The Utility Regulation and Competition Office (OfReg) - Update.**
OfReg - Allocation of Royalties and payment of Statutory and Regulatory Fees.
The Chairman reported that further to the report at the last Board meeting, there has been no further communication from OfReg or Government on this matter.
- f) **Miscellaneous Updates.**
a) **In-House Pipelaying Crews -** The Chairman reported that in late June 2019 the new 300mm (12-inch) pipeline along Maclendon Drive, between the intersection with Dorcy Drive (near Airport's Fosters Food Fair) and the intersection with Dorcy Drive (near the Refuel gas station), was commissioned and the temporary pipeline was removed. As NRA had decided to resurface the entire Maclendon Drive, the Water Authority accepted NRA's suggestion to pro-rate the cost of the hot mix asphalt reinstatement (the Authority will pay one-third of Island Paving's quote to NRA for the entire work, this representing 8 feet of a total 24

feet wide road), as it will be a good use of both of each organisation's limited resources.

In early July 2019 the crew installed the new wind braces at the North Side pipe rack. Prior to that, new hinges were welded into place and new chain link fencing was mounted to the rack. The only outstanding item is the installation of shade cloth to the new chain link fencing to protect the stored pipes from direct sunlight.

On 26 July 2019 the Authority completed the pipeline installation at the Olympic Way Connector, between UCCI and Walker's Road (near Burger King). In total 323 metres (1,050 feet) of 300mm (12-inch) pipe was installed. Work was delayed by a few days due to a CUC pole not being moved on time. Nevertheless, NRA should be on schedule to complete the construction of the Olympic Way Connector by the end of August 2019 in time for the re-opening of schools.

On 29 July 2019 the crew mobilised to start work at the pipeline extension along High Rock Drive to the proposed mental health facility. By the end of 9 August, a total of 285 metres (940 feet) of 300mm (12-inch) diameter PVC pipe had been installed, of an ultimate total of approximately 2,380 metres (7,800 ft), or almost 10% of the total project length.

- b) **Water Supply Division** - The Chairman reported that in July 2019 the Red Bay Booster Pump Station was refurbished. The pump skid, which supported the pumps, valves and pipework, was installed in late 2006 and had corroded. Operations removed the steel skid and replaced it with concrete support structures, ensuring that this pump station will continue to operate reliably for years to come. This project was completed on 02 August 2019.

In late July/early August 2019 Operations connected a new development at Dominica Drive (Northward) to the public water distribution system and installed 54 service pipelines.

Operations has started the upgrade of the pipeline in Butterfly Circle, off Hirst Road. This project comprises the replacement of just over 900 metres (3,000 feet) of 80mm (3-inch) nominal diameter pipe with 150mm (6-inch) and 100mm (4-inch) nominal diameter pipe. To date a temporary 63mm main line has been installed and the temporary service connections are expected to be completed this week. It is anticipated that pipelaying will commence next week, and that this project will be completed at the end of October 2019.

On 11 August 2019 Operations installed a vault at the intersection of Poindexter Road and Shamrock Road, which will house a DMA (District Meter Area) meter. Another DMA meter and vault are expected to be installed at the intersection of Agricola Road and Shamrock Road on 25 August 2019. Once completed, there will be a total of four installed DMA water meters creating four distinct zones, where the net inflow can be compared against water sales and thus potential problem areas isolated and identified. This information is essential to reduce the amount of "lost" (or Non-Revenue) water.

- c) **North Side Water Works** - The Chairman reminded members that as reported previously, approximately 2.5 acres at the North Side Water Works were cleared

in early March 2019 in anticipation of the construction of two additional water storage tanks.

On 17 July 2019 emails were sent to four heavy equipment companies inviting them to provide a quotation for the earthworks contract at the Water Authority's North Side Water Works, off Botanic Road, Frank Sound. Additionally, this contract was advertised, as required by the Procurement Law, on Bonfire, the Cayman Islands Government's Public Purchasing Portal.

The Works comprise rock excavation, necessary to lower high spots to the final elevation (approximately 600 cubic yards), and the installation and proper compaction of Imported Granular Fill necessary to fill the area to the final elevation (approximately 3,500 cubic yards)

By the deadline for tender submission (noon on 09 August 2019) only three tenders had been received. Although the tenders have not yet been evaluated, it appears that two of the returned tenders are below the budgeted amount. It is anticipated that this contract will be awarded later this week, and that it will be completed by early October 2019.

- d) **Wastewater Division** - The Chairman reported that during the two-month period June-July 2019, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on 24 days. The average daily wastewater inflow from West Bay Road during that period was 2.47 mgd (or approximately 99% of design capacity). This amount was 5% less than the average influent measurement during the same period the previous year (2.61 mgd).

Several years ago, Dart indicated that they had received malodour complaints from the Cayman International School which they allege are caused by the Wastewater Treatment Plant. Following Dart's preliminary report, the Authority purchased an H₂S analyser and has monitored the air for Hydrogen Sulphide since November 2017. The Authority's finding is that the levels of hydrogen sulphide are too low, and the distance to the CIS too great, to be a factor in the odour complaints.

At a meeting on 30 July 2019 Dart indicated that they will perform a risk-based assessment on the environmental impacts related to remediation of the landfill. It was agreed that it would be beneficial to develop a joint monitoring programme that will ascertain the source(s) of and relative air quality impacts in the area around the wastewater plant and the George Town landfill. The Authority and Dart will meet soon to discuss the monitoring plan (locations, protocols etc.).

- e) **FOI updates** - The Chairman reported that one new FOI question was received since the June 2019 Board meeting as shown in the FOI Report provided to members.
- f) **Hurricane Ivan 15 Year Anniversary** - The Chairman reported that the Authority will commemorate the 15th anniversary of Hurricane Ivan by hosting a customer/staff event that will provide the opportunity to reflect on the lessons learnt and focus on efforts that have been and will be made to strengthen the Authority's infrastructure and build resiliency. The event will provide an

opportunity to connect with the Authority's staff and customers, as well as highlight the importance of preparedness.

- g) **2019 Summer Interns** - The Chairman reported that there were 67 Summer Internship Applications. Twenty-three applicants, including one in Cayman Brac, were offered and accepted internship placements however, three applicants withdrew. The Authority's 2018 scholarship recipient commenced her summer internship with the Finance department in May 2019.


The internship period will end on 30 August 2019. Individual internships ranged from two to eight weeks. Interns were placed in the following departments: seven Water Resources & Quality Control; five Engineering Services; one HR & Admin; two Customer Service; three Information Systems; and two Finance.

On 02 August 2019 thirteen interns participated in a presentation and tour of the RO Plant organised and led by the Corporate Communications Officer and the Engineer - Water Production. The tour was followed by a luncheon for the interns, their supervisors and managers. During the luncheon interns were asked to give feedback on their internship and it was noted that all the interns have enjoyed their time at the Water Authority and have found the experience enriching.

- h) **Paternity Leave** - The Chairman reported that on a number of occasions over the last couple of years, employees have enquired about the availability of paternity leave. As the Authority currently has no provisions in policy, apart from perhaps giving the day of delivery off to new fathers, they were only allowed to take vacation or unpaid leave after the birth of their children. As the Labour Law is silent on this issue, the Cayman Islands Government's (CIG) Personnel Regulations (2019 Revision) was reviewed. CIG's paternity leave policy is as follows "*a male employee who has completed at least twelve months continued service is entitled to paternity leave of two working weeks surrounding the birth or adoption of a child and this shall be made up of one week normal pay and one week without pay*". The policy also indicates that if the employee has completed less than twelve months continuous service the paternity leave entitlement should be calculated on a pro-rated basis for the time worked. Members are respectfully asked whether they would support the Authority following the same policy as CIG. Members discussed the request and agreed that the Water Authority may adopt the CIG policy regarding paternity leave with minor adjustments to suit the Authority's needs. The Secretary was requested to work out the exact wording but in effect the policy will allow a male employee who has completed at least twelve months continued service to have paternity leave of two working weeks surrounding the birth or adoption of a child and this shall be made up of one week normal pay and one week without pay. If the employee has less than one year of service the amount of days will be prorated. The Board has agreed that they Authority's management ensure the wording is such that it deters exploitation of this type of leave.

- i) * Redacted under sections 21 (1)(b) and 23 of The Freedom of Information Law (2018 Revision)

* Redacted under sections 21 (1)(b) and 23 of The Freedom of Information Law (2018 Revision)



- j) *Water Authority Drone Project* - The Chairman reported that the Water Authority is reviewing options for an in-house drone. Preliminary information gathering process has commenced. This equipment is being used more and more by utilities to manage and inspect various assets such as water production and distribution systems; wastewater collection and treatment systems; post disasters/emergencies inspection of facilities; vegetation management

inspections at facilities; monitoring of secure fences for breeches or vandalism; and, quarries and canal inspections, etc.

- k) ***Location in Little Cayman for future Water Works*** - The Chairman reported that the Authority has been in discussion with the Ministry Education, Youth, Sports, Agriculture & Lands (EYSAL) to identify a suitable location for the future Water Authority Water Works in Little Cayman. In reviewing options, the Authority suggested a section of approximately 3 to 4 acres at Block 80A Parcel 14 (Crown Property). The Public Works compound is located on this property, it is along Spot Bay Road, which is the cross-island road just east of the airport. The Ministry has indicated that it will prepare a Cabinet paper seeking approval to subdivide the Parcel to be vested in the Authority. The Ministry asked the Department of Environment (DOE) for the National Conservation Council's comments. Two weeks ago the Authority attended the meeting at DOE to discuss the use of the site and DOE subsequently advised the Ministry that it had no objection to the intended use of the site provided that the proposed test well indicates that the plant will operate as the Authority anticipates, with the abstraction and disposal wells having no hydrological link to the Booby Pond protected area located to the south.

During the week of 05 August 2019 Water Authority staff visited the site, it is fairly level and only limited clearing is needed to drill the test well. The elevation is about 5 to 10 ft above mean sea level. Members noted that they were pleased to see this Little Cayman project making progress.

- l) ***Possible Fuel Spill in Cayman Brac*** - The Chairman reported that on 18 July 2019 the Deputy Director was contacted about a possible fuel spill in Cayman Brac. The Fire Services had noted diesel smell at the fire hydrant well in Creek close to the Rubis Terminal. They reported this to Department of Environmental Health (DEH) and OfReg. The Authority was asked to investigate the matter.

The initial investigation on 22 July 2019 consisted of a visit by staff from the Water Resources and Quality Control Department (WR&QC), they met on site with the Fire Services, OfReg and DEH. The initial investigation consisted of sampling several wells in the area with an air quality monitor that detects hydrocarbons; this is a quick field method that provides information indicative of groundwater or soil being impacted by hydrocarbons. Testing of both fire hydrant wells close to the Rubis terminal and the Creek dock had a positive result on the air quality monitor. The other domestic wells had air quality with very low or non-detect hydrocarbons.

On 24 July 2019 a follow up visit was made and groundwater samples were collected from both fire hydrant and several nearby domestic wells for analysis for hydrocarbons. The samples were sent to an overseas laboratory for analysis as the Water Authority Laboratory does not have the capability to conduct these analyses in-house. Both on 22 and 24 July 2019 the Fire Services assisted with sampling the fire hydrant wells.

On 08 August 2019 a further visit was made. The Authority's staff met with Rubis staff at the terminal. Rubis provided a comprehensive walk-through/review of their facility, they confirmed that since taking over the facility from Texaco in

2012, they were not aware of fuel spills at the facility, also OfReg has not raised concerns about spills at this facility. During the remainder of the day a comprehensive well survey within 1,000 ft of the hydrant was carried out. This survey identified all wells in the area and determined the use of groundwater. As groundwater is too brackish, it is not used for potable use, wells that were in use are used for toilet flushing and in some instances for irrigation. The survey included the monitoring of hydrocarbons with the air monitor. Both fire hydrant wells had similar levels as detected before. In addition, the well utilised to dispose water from the oil water separator at Rubis and the nearby well for their fire system had a positive result on the air quality monitor. All other wells that were tested during the survey had very low or non-detect levels.

On 09 August 2019 the groundwater test results were received from the overseas laboratory. The results indicate low levels of hydrocarbons in groundwater sampled from both fire hydrant wells (Creek dock and Rubis terminal) and at one of the nearby domestic wells that was sampled. The results were well below the generic groundwater quality criteria that the Authority has adopted for hydrocarbon impacted sites.

The data collected so far does not indicate that groundwater in the area is significantly impacted by hydrocarbons. Because residents in the area do not use groundwater for potable purposes, they are not at risk. However, in light of the data collected so far it is prudent to conduct further investigation; the plan is to sample additional wells and to determine whether test wells should be drilled in the area.

Current Business

a) **Management Accounts June 2019.**

Members were provided with copies of the 30 June 2019 Management Accounts. Members are aware that the closing numbers for 2018 have yet to be finalised however the Financial Controller does not expect that there will be any material changes once the 31 December 2018 statements are finalised.

* Redacted under sections 21 (1)(b) of The Freedom of Information Law (2018 Revision)

The Authority continues to show strong growth, with revenue up 7.2% from 2018 with the largest increase from water sales in Grand Cayman, up 6.2% * from the same 6-month period in 2018. In Cayman Brac residential sales are up 22.9% which coincides with a decrease in trucked water sales of 17.9%. This shift in sales is consistent with the Authority's objective to bring piped "city water" to the residents of Cayman Brac.

Increased operating expenses are consistent with the increase in revenue, showing an increase of 3.8% over 2018. Loan interest reduction is within expectation as the Authority has paid off all remaining loan balances.

* Redacted under sections 21 (1)(b) of The Freedom of Information Law (2018 Revision)

Administrative expenses have increased from 2018 by 7.4%, which continues to be within expectation with increased health insurance costs and information technology expenditure.

Overall the Authority continues to be in a strong financial position, * giving it a solid foundation upon which to continue normal operations and to fund short term capital projects.

b) **Request for Bill Adjustment and Reimbursement re Customer Account#**

* [REDACTED]

The Secretary reported that on 31 July 2019 the Authority received an email from * requesting that consideration be given to adjusting her water bill as well as reimbursement for expenses. A copy of the correspondence and the report from Customer Service was provided to members.

* Redacted under sections 23 of The Freedom of Information Law (2018 Revision)

A review of the account was undertaken and the Authority's findings are that there was a main line break on * which the Operations Team attended and repaired between the hours of 4:39pm and 7:00pm; water service was interrupted for customers in the area 5:50pm to 6:15pm.

On 31 July 2019, the Authority received an email from the customer indicating that due to 'muddy sediment' and 'water and air' in her lines, she was not able to attend work as she had a plumber inspect 'the dirty water in her toilet' and 'gushing of dirty water in the taps'. Customer said that she had used a lot of hot water to clear the dirty water and wanted compensation as she was not informed of repair works.

The customer visited the Authority's office around 11:15am and met with the Customer Relations Supervisor. It was agreed with the customer to establish the amount of water used since the last reading; therefore, an off-reading service order was issued. The reading obtained by meter reader at 3:37pm was 1763.5m³. This reflected usage of 6.4m³ from the last reading which was taken on 11 July 2019 and was 1757.1m³.

After the facts of the case were reviewed with the Engineering Dept, it was established that the pipeline was not properly flushed according to standard operating procedures following the repair. It was determined that the best way forward was to inspect the internal parts of the meter as it has an internal screen. This inspection would further ascertain the amount of sediment that did enter the customer's line. A meter change-out service order was issued by the Customer Relations Supervisor and the meter changed at 9:59am on 06 August 2019.

The removed meter was handed to the Utility Services Auditor (USA) of the Engineering Services Department who opened the meter and did an initial inspection. As he did not find any sediment build up, he took the meter to the

Head of the Engineering Services Department who also agreed with the findings of the USA. The internal screen of the meter was found to be relatively clean and no pebbles were found in the meter, there would have been very little sediment that passed through. A picture of the meter screen was taken.

The Deputy Director responded to the customer via email, in which the repair work by the Authority was confirmed and apologies offered due to the line not being properly flushed as it caused air and sediment to enter the customer's service line. The picture of the meter screen was also included.

The customer's position that she incurred the '*expense of running a lot of water to clear the pipes*' was not substantiated by the data as the period 14 June 2018 through 11 July 2019, a period of just over one year, the water consumption averaged 0.324 m³/day (85.6 gpd). The meter reading on 31 July 2019 found that the water consumption between 11 July 2019 (the last meter reading prior to the incident) and 31 July 2019 averaged 0.320 m³/day (84.5 gpd). On the basis of the meter readings, it was considered that compensation was not in order.

The customer responded on 07 August 2019 and stated '*I expect to be reimbursed the amount CI\$568.48 being one day pay of \$428.48, \$100.00 plumber and \$40.00 excess water (average)*' and that July's bill was higher than her June bill.

The customer was responded to the same day and it was explained that while July's bill (\$90.30) was higher than June's bill (\$70.48), this was because July's bill was for a longer reading period. The concern regarding the water heater having sediment was also addressed.

On 09 August 2019 the customer contacted a Customer Service Representative to question the off-reading and meter change-out. The Customer Relations Supervisor replied to the customer explaining that the off-reading was taken to establish a record of how much water was used since the last reading as had been discussed on 31 July 2019 during her visit to the Authority and that the meter was changed out for inspections to be carried out.

On 13 August 2019 the Authority received notification from OfReg that there was a complaint from this customer and a response with comments should be made by 27 August 2019. The Authority's management has escalated this case to the Board so that it follows the Authority's Complaints Process.

The Authority emailed OfReg on 14 August 2019 requesting that the Authority be afforded the courtesy for its internal process to take place so that this matter can be referred to its Board for consideration; once the complainant receives a response from the Board and should the complainant think they have grounds for appeal, only then should the matter be submitted and considered by OfReg. Mention was also made to OfReg regarding the Consultation for the Complaints Process to which the Authority provided feedback on 15 June 2018. To date the

Authority has not received any response or heard what the outcome of that consultation was, therefore it is unclear what guidelines OfReg is using to consider this complaint. The customer was also informed on 14 August 2019 that matter was escalated to Board for review.

In summary, it is noted that even with repairs where there is complete and proper flushing according to the Authority's standard operating procedures, there is a possibility that some sediment may end up in the customer's service line and as a result small flushing may be needed to be carried out by the customer. With that established, in this case, Water Authority does acknowledge that the main line was not properly flushed according to standard procedures. Although the customer did not contact the Authority to enquire, (instead she contacted a plumber first) it is suggested that consideration be given to compensate for the plumber's fees (once a receipt is presented). Additionally, as the meter readings clearly establish that the customer did not have any excessive water usage, it is not recommended that there be any compensation given for this. Further, it is not considered that taking the day off of work was necessary to resolve this matter. It is clear from the low cost by the plumber that the matter was resolved relatively quickly, therefore the time taken from work to resolve this matter would have also been minimal. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the customer's request and decided to reimburse the cost of the plumber (pending submission of the receipt) in consideration that the Authority's crew did not follow the Authority's standard operating procedure for flushing the line after emergency repairs. Members did not agree to discount the customer's as the meter readings clearly establish that based on the average daily use, the customer did not have any excessive water usage. Further, members could not rationalise that taking the day off of work was necessary to resolve this matter. From the low cost of the plumber it is clear that the matter was resolved relatively quickly, therefore the time taken from work to resolve this matter would have also been minimal.

The Secretary advised that the Foreman on the crew was reprimanded for the oversight for not following the standard operating procedures and it was impressed upon the crew that staff must ensure that these procedures are followed at all times, even when they are under pressure to complete an emergency repair.


The Secretary noted also that information on the Authority's website regarding what customers will be reviewed and updated to raise awareness to customers of what to expect following main line repairs so they can be better aware of the appropriate action to take.

Any Other Business

- a) Redacted under section 21 (1)(b) and 23 of The Freedom of Informtion Law (2018 Revision)



Redacted under section 21 (1)(b) and 23 of The Freedom of Information Law (2018 Revision)



b) Global Water Summit 2019.

The Secretary reported that she was pleased to attend and participate in the above Summit in London, UK, 08-10 April 2019 as a Global water Leader from the Caribbean. The theme for the event was "Disruptive Designs". This year focused on Disruptive Designs; besides obstacles, disruption creates opportunities where real solutions to difficult problems in the industry evolve.

The Summit provided for breakout sessions within various topics focused on Industry, Desal, Digital, Finance, Technologies, Wastewater, and Leading Utilities of the World. Sessions were broken up into discussion panels, presentations, or roundtables, maximising time at the Summit to hear the information delegates wanted to hear, while also offering plentiful networking opportunities.

The keynote speaker for the opening plenary was Gillian Tett, Chairman of the US Editorial Board and America Editor-at-Large, Financial Times. She discussed the issue of populist politics and its increase globally. She noted that it was tempting to make analogies with the 1930s but pointed out that the economic conditions are very different. The power of communication available online gives rise to single-issue groups it also means that with so many options we can choose what we want to read and accept. Her point was that the water industry has powerful communication options in today's world.

The Secretary reported that the session on Making a Moonshot from a Trainwreck was particularly interesting as presentations reviewed digital transformation as a long-term goal for the water utility sector, but in the short term the market looks more like a train wreck. Brilliant new concepts are developed, financed, and launched only to crash painfully into the brutal reality of the water utility market. The focus should be on creating a framework for digital strategy, procurement and assessment that other utilities can use to understand and access opportunities in digital technology. There were various presentations that covered Asset Management, Metering, Customer Service Delivery and Billing which represent the bulk of the business processes and customer impact. It was clear that there is no one size fits all, and no digital utility in a box.

The Urban Water Catalyst Fund initiative was launched at the Summit to addresses the absurdity that there is plenty of money available to help deliver Sustainable Development Goals for Water and Sanitation 6 (SDG6), but very few financially feasible projects – largely because of the weakness of the urban utility sector. The fund will focus on turning around the performance of struggling utilities in the relevant countries so that they are able to secure and service the much larger infrastructure financing packages they need in order to have an impact on SDG6.

On the last day of the Summit, the main discussion was on the topic of Disrupting Cities: Catalysing The Future of Water. The observation is that as technologies advance, and inhabitants migrate from rural to urban environments, cities are driving the disruption of the water sector. From increasing digitisation and decentralisation, through to the breakdown of traditional silos such as water and energy and industrial and municipal, the discussion was on how will the future of water and sanitation provision in cities play out, and how will this disruption spread to the wider water sector.

Halving the Cost of Wastewater was another very interesting session where it was noted that 300 cities around the world with more than 1 million inhabitants have less than 10% sewerage coverage. There is an urgent need to find a way to meet SDG6 for sanitation by 2030 – at half the cost of a traditional sewer systems with centralised activated sludge treatment. The presentations by Isle Utilities Group evaluated innovative approaches such as on-site treatment, decentralised

treatment with micro-networks, pressure/vacuum small-bore sewer systems; and maximised resource recovery. These and other emerging technologies offer the positive disruptive potential to lower the operational and capital cost of traditional systems. The review by Isle Utilities covered non-sewer systems, managing sewers, treating sewage, sludge and resources.

The Secretary thanked the Board for supporting her participation.

c) **Social Committee - Summer Bash.**

The Secretary reports that the Summer Bash for staff is planned to be held on Saturday 24 August 2019 at the 7-Mile Public Beach.

d) **Director's Leave.**

The Secretary reported that she is expecting to be off island during the period 19 August 2019 (evening) - 07 September 2019 to take her daughter to Sweden for university. During approximately the period 25 August - 30 August 2019 she will attend the SIWI World Water Week in Stockholm as she will be in the country anyway (no cost to Water Authority for travel, accommodation). During

Redacted under section 23 of The Freedom of Information Law (2018 Revision)

Donation Requests

The Secretary advises that the Sponsorship Assessment Sub-committee will meet after the Board meeting to deal with the following requests for assistance:

1. *Ratify* - Ministry of Commerce, Planning and Infrastructure (CPI) - Sargassum Testing.
2. Lions Club of Grand Cayman - PACCE, 8th Annual Delano Hislop Memorial Journey for Life 5K Walk - 10K Run - 15K Ride.
3. Rotary Cayman Brac - Annual Fry Jack Bonanza.

There being no other business the Chairman thanked members and the meeting was adjourned at 4:02pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary