#### **CONFIDENTIAL**



# Minutes of 251st Meeting held on 20th of August 2014

#### **Members Present:**

Chairman:

Mr J L Hurlston

Members:

Mr J Gill

Ms T Mortimer
Ms A Owens
Mr C Randall
Ms R Sharma
Mr A Wright
Mr O Watler

Secretary:

Dr G Frederick-van Genderen

Apologies:

Mr H B Ebanks and Mr M Jacques

#### Call to Order

The Chairman welcomed members and called the meeting to order at 1:29pm after ascertaining that there was a quorum and acknowledging apologies from Mr H B Ebanks and Mr M Jacques. The Chairman then proceeded to offer a special prayer and the meeting was then opened.

# Minutes of the 250th Meeting held on 18th June 2014

The Chairman asked for confirmation of the Minutes of the 250th Meeting held on 18th June 2014. The following corrections to the Minutes were noted:

Page 8, 2<sup>nd</sup> paragraph, 1<sup>st</sup> line should read "....sought further advice of legal counsel and was..."

Page 8, 5th paragraph, 5th line should read "....have been reconnected."

Page 10, 2<sup>nd</sup> paragraph, 11<sup>th</sup> line should read "....that as a central principal of the company, Mr Smith..."

Page 11, first agenda item under Current Business should read "a) Management Accounts May 2014."

Page 11, second agenda item under Current Business should read "b) Customer Request for Bill Adjustment re Customer Account# 74882-505870 – Ms Naomi E Tape."

Page 13, agenda item d),  $4^{th}$  line should read "....seconded by Mr C Randall and passed unanimously."

Mr C Randall moved the motion to accept the Minutes as amended, Ms A Owens seconded the motion and the motion passed unanimously.

#### **Declaration of Conflicts of Interest**

The Chairman declared a possible conflict with Item# b under Current Business. Mr O Watler advised that he is related to the customer in Item #c under Current Business.

# **Matters Arising**

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

The Chairman reported that on 23 June 2014 Ocean Conversion Ltd (OCL) provided the Water Authority with the dimensional drawing for the RO vessel rack supports. Edgewater Development Ltd constructed the necessary concrete pedestals at the correct location (doweled into the concrete floor) and is expected to complete the interior floor painting (after the concrete floor surface was etched and primed) by 22 August 2014.

The Chairman reported that all work inside the existing RO building was complete except for the painting of the floor. It is expected that the RO building will be officially handed over to OCL shortly thereafter.

The Chairman reported that on 30 July 2014 Corporate Electric Ltd installed (tested and commissioned) the new 100 kW emergency generator at the Lower Valley Water Works.

# b) Red Gate Water Works - Bolted Storage Tank - Update.

The Chairman reported that on 25 June 2014 the contract for the supply and erection of the glass-fused-to-steel bolted-steel storage tank was deemed complete with the successful completion of the hydrostatic testing. This tank

will shortly be made operational when it is connected to the pipework on the Red Gate Water Works site.

The Chairman noted his concern regarding the state of Red Gate Road. The Secretary advised that the National Roads Authority (NRA) had informed the Authority that they were considering their options regarding the repair versus extension of the road.

# c) West Bay Beach Sewerage System Pipeline Rehabilitation Project (2013) - Update.

The Chairman reported that by 07 August 2014 nearly all sewers had been cleaned and televised (except for 1 missing pipeline section and 2 partial pipeline sections). The CCTV revealed that nearly 9,600 linear feet of pipeline will require the structural liner, which is 82% of the total length (11,750 linear feet) anticipated in the Tender Documents.

The Chairman reported that in view of the issues with the few liners that were installed in early June 2014, the contractor was informed that he must provide video footage of each lined pipeline section for review and approval by the Water Authority before he is allowed to continue to the next pipeline section. Due to equipment issues (contractor is still awaiting replacement parts) no new liners have been installed since early June 2014.

# d) Cayman Brac Infrastructure Upgrade & Expansion Project - Update.

The Chairman reported that on 09 August 2014 the Water Authority's inhouse pipelaying crew completed the installation of the last section of 6-inch pipe along the south coast up to the Brac Reef Beach Resort hotel. During the week of 20 August 2014 work will commence on the last remaining section of pipework to be replaced/upgraded between Valerie Avenue and the intersection with Bert Marson Drive (in front of the Alexander Hotel), approximately 500 feet long.

The Chairman reported that a total of 3,280 feet of pipework has been installed this fiscal year (2014/2015). A total of 17,175 feet of pipework has been installed since this project was started in early November 2013.

The Chairman reported that on 07 August 2014 the Vermeer rock-wheel trencher arrived on Cayman Brac. It is anticipated that new water service crossings (in the various side roads off Gerrard Smith Avenue) will be installed within the next few weeks.

#### Cayman Brac Containerised RO Plant Contract

The Chairman reported that the 227 cubic metres per day containerised Sea Water Reverse Osmosis (SWRO) Plant is presently being assembled at Consolidated Water Company's (CWCO) Governor's Harbour site.

At the time the contract was signed the containerised plant was scheduled to produce water on or before 01 October 2014. However due to various delays in the order and shipment of materials to be installed by the Water Authority (e.g., electrical parts and feed water pumps), the contract deadline has been extended by several weeks. The First Delivery Date must now occur on or before 17 December 2014.

#### Cayman Brac Emergency Generator Contract

The Chairman reported that in late July 2014 Cayman Brac Power & Light delivered the new pad mount transformer to the West End Water Works. On 08 August 2014 Corporate Electric Ltd installed the new 200 kW emergency generator. The pad mount transformer, emergency generator and Automatic Transfer Switch cannot be commissioned until the Water Authority has completed the installation of the underground electrical work.

The Chairman reported that during the week of 11 August 2014 the Water Authority's in-house pipelaying crew commenced work on the installation of the various underground electrical ducts, and miscellaneous pipes (feed water, product water and brine) at the West End Water Works, in anticipation of the installation/commissioning of the containerised RO plant, and the commissioning of the emergency generator. This work will require close liaising with the Cayman Brac Operations as this work will affect both the regular water trucking as well as the water production on this site. It is anticipated that all preliminary work will be completed by late September 2014.

The Chairman advised that the October 2014 Board meeting would be scheduled in Cayman Brac. The Secretary noted that arrangements were being made to have Dr Brian Jones, who will be in Cayman for the Geology Education Week, to make a presentation to the Board as well as guide members on a short tour of the future Cayman Brac Water Works site on the Bluff.

The Chairman also advised that he would be off island for the November 2014 meeting.

# e) 30 June 2014 Audit of Consolidated and Divisional Statements - Update.

30 June 2014 Audit of Consolidated and Divisional Financial Statements for Water, Wastewater and Statutory

The Chairman reported that the Finance Department continues to work diligently on keeping the audit working papers up to date and, barring unforeseen circumstances, does not expect any problem with meeting the 31 August 2014 deadline for submission to the Office of the Auditor General (OAG) in compliance with the Public Management & Finance Law (PMFL).

The Financial Controller has been in contact with KPMG and they are expected to be on site on 01 September 2014 for a period of about 4 weeks.

# Annual Report 2012/2013

The Chairman reported she understands from the Ministry that the Authority's 2012/2013 Annual Report will be sent to the Legislative Assembly for the September 2014 sitting.

# f) Cayman Water Company (CWC) Negotiations Update.

Judicial Review

The Chairman reported that the Water Authority had received the draft of the Chief Justice's decision regarding the three issues raised at the Judicial Review hearing, which was held at the Grand Court on 01 April 2014. The Water Authority was advised that the ruling is unapproved and should not be publicised, copied or used in court until the final document is released by the Chief Justice. Ms R Sharma confirmed that the final draft had been released by the Chief Justice on 19 August 2014. The Chairman advised that the Water Authority won on all of the three points below:

- 1. Is a tender process required for the renewal of the licence? **No.**
- 2. What is the identity of the entity with whom the Applicant shall negotiate is it the Water Authority or the Governor? It is appropriate for negotiations to take place between the Applicant and the Authority on behalf of the Governor.
- 3. Is a licence from the Authority required or only a concession from the Governor?

  A licence from the Authority is required.

Agreement was reached between the Water Authority lawyers and CWC's lawyers regarding the reimbursement of the Water Authority's costs related to the Judicial Review.

#### CWC - Rate Structure Proposal

The Chairman reported that the Water Authority was in the process of reviewing the submission of CWC regarding the future rate structure. The submission from CWC consisted of a 3 part report prepared by their consultant, Amane Water:

- 1. A review of the proposed RCAM model
- 2. Review of the current rate model of CWC
- 3. Review of alternative regulatory models

The submitted documentation did not recommend an alternative model, rather it provided a general discussion of possible options for regulatory models. The Authority's response is due on 12 September 2014.

OAG - CWC Review Engagement

The Chairman reported that the Office of the Auditor General (OAG), their lawyers, the Authority, and the Authority's lawyers expect to meet on 22 August 2014 to discuss the way forward.

# Licence expiry

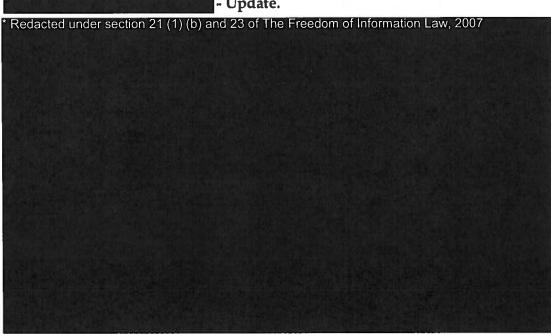
The Chairman reported that in the meantime CWC's 11<sup>th</sup> licence extension was renewed, as requested by the Hon Minister, for 6-months, that is, until 31 December 2014.

- g) Rate Cap Adjustment Mechanism (RCAM) Update.
  - The Chairman reported that the Authority's management has a confirmed date of 25 August 2014 to make the presentation to Caucus.
- h) Review of Public Services Phase 5 Rationalisation Update.

The Chairman reported that the Ernst & Young's (E&Y) report is expected to be delivered to Cabinet shortly. The Water Authority provided information as requested by the consultants.

i) Request for Indefinite Forgiveness of Bond Obligations - Update.

\* Redacted under section 21 (1) (b) and 23 of The Freedom of Information Law, 2007



- j) Miscellaneous Updates.
  - a) In-House Pipelaying Crews The Chairman reported that Phase 6 of the pipeline upgrade (from 6-inch to 12-inch) in South Sound (comprising approximately 1,500 feet between the San Sebastian development and the intersection with Walker's Road) remained underway (approximately 740 feet of pipe has been installed to date).
  - b) Water Supply Division The Chairman reported that on 24 June 2014 Operations WS commenced the replacement of the 3-inch main on

Fairlawn Rd. (approx. 700 feet), deemed necessary due to numerous leaks. This work was completed on 14 July 2014. No major projects are being planned at this time due to various staff being on leave, and attention is presently given to road reinstatement (various small areas that Water Authority is allowed to work on under the agreement with NRA).

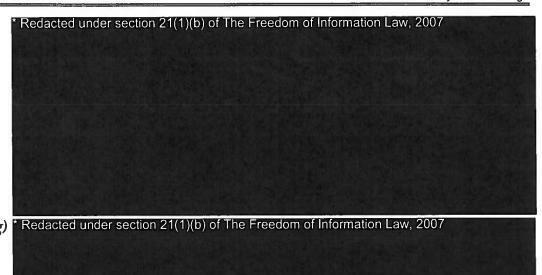
The next large project will be the replacement of approximately 1,800 feet of 3-inch pipe by 6-inch pipe in Democracy Drive (Frank Hall Homes subdivision in Newlands). This work is necessary as a large portion of this pipe is situated in private property (it appears that the actual road is not in the location originally indicated by the developer), and the larger pipe will provide much needed additional capacity as the existing and adjacent developments are dense (and will result in an increase of the available water pressure to Water Authority customers). It is anticipated that this work will be started in October 2014.

- c) Wastewater Division The Chairman reported that during the month of July 2014 the design hydraulic capacity of the plant (2.5 mgd) was exceeded for 24 days. The average daily influent for July 2014 was 2.60 mgd (or 104% of design capacity). This daily average influent is more than 30% less than the average influent measurement during the same period last year (3.83 mgd).
- d) Informal Housing Sanitation Issues (update) The Chairman reported that further to the report and discussion on sanitation issues related to informal housing, no feedback had been received since the report was forwarded on 25 April 2014 to the Chief Officer of the Ministry of PLAHI for review and consideration. However the Secretary was requested to send a copy of the report directly to the Honourable Minister last week which was done.

request for approval of Wastewater Systems - The Chairman reported that further to the Board's decision at the 250th meeting on 18 June 2014 to allow to supply customized systems from under specific conditions provided by the Authority's management, which are in accordance with points 2 and 3 of the Authority's onsite wastewater system policy, was advised accordingly. He was required to provide specific details to be registered as an onsite wastewater system supplier and as a service provider. This includes O&M manuals of the system that he proposes to install. A package with some of the required information was received by the Authority, but this was incomplete. It was therefore returned with the request to re-submit complete information. As of 20 August 2014, the complete information has not been submitted.

f) Quarry permit fees - The Chairman reported that \*Redacted under section 21(1)(b) of The Freedom of Information Law, 2007

\* Redacted under section 21 (1) (b) and 23 of The Freedom of Information Law, 2007



h) HSBC Banking - The Chairman reported that the Authority received formal notification on 08 July 2014 that HSBC would be selling a portion of its business to Bank of Butterfield (BOB), which includes the normal bank accounts of individuals. The Authority maintained a relationship with HSBC in an effort to offer HSBC customers the opportunity to pay their water bills on line like the other banks, however should there no longer be Water Authority customers at the bank this relationship is no longer required. When the HSBC customers move to BOB they will be offered the online payment service through BOB.

The Financial Controller spoke with Water Authority's account manager on 18 July 2014 to ascertain the way forward and was advised that nothing was required until late September/early October at which time the Authority would formally close the HSBC accounts and transfer the outstanding balance to FirstCaribbean International Bank (FCIB). The Authority confirmed that HSBC customers have been informed of the changes and that no notification is required from the Authority. The Authority will initiate this transaction in late September/early October 2014.

i) Credit Card Standing Orders and Associated Information Security - The Chairman reported that the standing order process was adopted many years ago by the Authority in an attempt to provide customers with an alternate way to pay their monthly invoices, especially as there were no automated features available at the time. This system has worked over the years, but is increasingly becoming obsolete in light of new international security features, availability of e-billing and internet payments. The Financial Controller and Customer Service Manager met on the issue, both recognizing the importance of various payments options, but also cognizant that times and payment options have changed. A formal recommendation will be forthcoming.

j) FOI updates - The Chairman reported that two requests were received and processed as shown in the FOI Report dated 19 August 2014 and provided to members.

#### **Current Business**

a) Management Accounts July 2014.

\* Redacted under section 21(1)(b) of The Freedom of Information Law, 2007 The Chairman reported that with the preparation of the audit working papers and working around multiple vacation schedules there are no comprehensive management accounts for the period ending 31 July 2014. The department however provided sales data and, is pleased to note that July 2014 revenue figures were 22.9% higher than 2013, coming in at as compared to consistent with the budgeted figures of to make a sound financial judgment on the financial statements it is essential to look at the entire picture, which will not be available for another couple of weeks when the Finance Department is able to shift the focus from the preparation of the 2013/2014 audit working papers to the 2014/2015 financial statements.

The Financial Controller expects to provide board members with a full income statement at the September 2014 Board Meeting. The Authority continues to be in a very strong financial position, with sufficient cash reserves to continue the scheduled projects in the 2014/15 fiscal period.

#### Britcay Insurance Policy

The Chairman reported that the Authority's insurance policy with Britcay was renewed for the period 01 July 2014 – 30 June 2015. The Deputy Director and Financial Controller met with Mr John Cameron, the Authority's account manager at Britcay, on 19 June 2014 to discuss the Authority's insurance policy, specifically ensuring that all assets are properly valued.

* Redacted under section 21(1)(b) of The Freedom of Information Law, 2007				

Customer Request for Bill Adjustment re Customer Account#

\* Redacted under section 23 of The Freedom of Information Law, 2007

The Chairman requested that this item be dealt with after he leaves the meeting due to a potential conflict.

# c) Customer Request for Bill Adjustment re Customer Account#

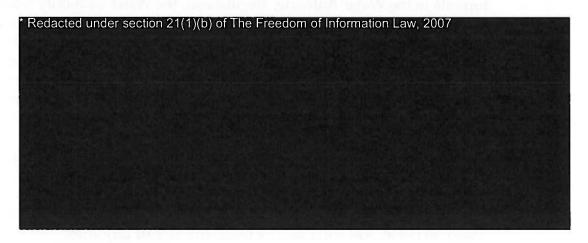
\* Redacted under section 23 of The Freedom of Information Law, 2007

Members agreed that Mr O Watler should remain in the meeting as the customer is not a direct family member. The Chairman reported that on 24 July 2014 the Authority received a letter dated 19 July 2014 from requesting that consideration be given to extending the payment period/reducing her bill. 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 on 18 June 2014 made a complaint of a high bill of \$136.55. At the time of the complaint the customer service agent did not have a new reading to advise of any potential issues. A service order was generated in order to have the meter checked. On 19 June 2014 the service order was issued to the field agent however due to the metering department being short staffed and the other meter readers in the process of completing the reading of cycle 2, the service order was not completed until 20 June 2012. The meter reader visited the location on 20 June 2014 at 9:03am and advised who was on site, of a possible leak. A general check of the area revealed that a faucet was dripping however was told by the meter reader on site that the drip was not the main cause of the movement on the meter and that she should get a plumber to help locate the source.

The same day, that is, on 20 June 2014, Customer Service called to advise of a possible leak at 9:21am. was further advised to expect a very high bill as the reading showed a consumption of (1162.3) cubic meters for the period 14 May – 20 June 2014. This reading generated a bill of \$7,179.00. Subsequently, sent a letter addressed to the Board asking for assistance with the bill with regards to an extended payment period.

The Water Authority can only notify the customer of a possible leak at the was notified immediately point of discovery and in this regards as she was on site when the possible leak was identified. The customer is responsible for any works downstream of the meter and all bills generated to this account are valid and payable. The customer has acknowledged the bill and is asking for assistance with the length of time to repay. The Board's decision on the request from the customer was respectfully sought. Members agreed that the customer should be advised that they reviewed the request for an extended payment period. Members decided not to discount or waive the bill as the customer is responsible for all usage downstream of the meter and additionally the customer acknowledged that there had been a leak. However, in consideration of the customer's circumstances, members agreed for the Authority to offer a payment plan with a very low monthly payment (\$25-\$50, or what she can afford) with waiver of late penalties as usual providing the payments are made regularly.



d) and supply water.

\* Redacted under section 21(1)(b) of The Freedom of Information Law, 2007 The Chairman advised that Board members were provided with a report providing information about the application from to the Honourable Minister of the Ministry of PLAHI for a concession and licence to produce and supply water. Per section 4 (2) of the Water (Production and Supply) Law, 2011 the Governor in Cabinet is required to seek advice from the Water Authority before granting a concession. The Board's decision on the request from was respectfully sought.

The Authority currently receives royalties from for non-potable water supplied to the properties comprising this development. Royalties contribute to the Authority's statutory costs of managing concessions and licenses. After discussion on the various options, members resolved to recommend to the Ministry for a 10 year concession and licence with the provision for two periods of 5 year extensions, or extension until such time the Water Authority is in a position to supply the development with non-potable water, whichever comes first. In addition the Board is of the opinion that the developer should pay royalties. The motion was moved by Mr A Wright, seconded by Mr C Randall and passed unanimously.

# e) Adjustment of Rates 2014.

The Secretary apologised as she omitted to bring to members' attention in May 2014 the water rate adjustment mechanism provided for in the Water Authority (Amendment) Regulations 2012 that came into effect on 01 November 2012. This Automatic Annual Rate Adjustment mechanism is based on inflation indices, the CICPI and USPPI. At that same meeting Cabinet stipulated that the Automatic Annual Rate Adjustment mechanism be replaced with the Rate Cap Adjustment Mechanism (RCAM) as soon as practically possible.

The Chairman reported that the Authority reviewed the options with regards to the 2014 rate adjustment and calculated that in accordance with the current

formula in the Water Authority Regulations, the Water Authority would have been entitled to increase its Base Prices (i.e., sewerage charges, septage charges and water charges) by 1.34%, effective 01 July 2014. A copy of the report Adjustment of Water Authority Rates was prepared for and provided to the Board. This document details the calculations. As it would not be practical or palatable to customers to apply adjustments retroactively, it was suggested that members may wish to consider a 01 November 2014 effective date.

The Chairman advised that in view of several factors, the Authority's management respectfully suggested that the Water Authority Board consider foregoing the rate adjustment calculated in accordance with the current Water Authority Regulations (1.34% increase) considering that a rate adjustment based on the RCAM will likely be made effective 01 July 2015.

The Chairman noted that the Authority will make the presentation to Caucus on 25 August 2014 and further directions may be received at that time. This recommendation is also in consideration that the RCAM will need to be properly defined, and this will require substantial work by the Water Authority and subsequent liaising with the Legal Drafting Department as the introduction of the RCAM will require an amendment of the Water Authority Regulations.

The Board's guidance on the rate adjustment matter was respectfully sought. Members accepted the recommendations of the Adjustment of Water Authority Rates Report and resolved to forego the rate adjustment calculated in accordance with the current WAR (which, if implemented would have resulted in 1.34% increase, effective 1 July 2014). This decision is in consideration that a rate adjustment based on the RCAM will likely be made effective 01 January 2015 or shortly thereafter pending Cabinet's agreement to proceed with the RCAM.

#### **Donation Requests**

The Chairman advised that the original 2014/2015 budget has an amount of \$45k available for donations. The Secretary reminded members of the annual commitment to the Pines Retirement Home of \$600 per month. The Secretary also reminded members that the Board had agreed at the 248th Board meeting held in April 2014 to create a sub-committee of the Board to deal with donations. The Secretary was asked to chair the sub-committee of two Board members. This committee would review requests submitted and decide on the level of donation or sponsorship and report back to the Board every three months with a summary of decisions made. Members decided to expand the list to three Board members and that one Water Authority staff member is included. The following members agreed to serve: Mr C Randall, Mr A Wright and Mr O Watler. It was also agreed that the meetings would be held either before or after a Board meeting each month.

The Chairman suggested that, for this agenda, donation requests that were not time sensitive within the next month be dealt with by the Sponsorship subcommittee. Members agreed and proceeded to deal with the requests as noted below.

- a) Ratify \$50 Gift Certificate for CI Prison Staff Welfare Sports Club 6-a-side Cricket tournament.
  - Members agreed to ratify a \$50 Gift Certificate for CI Prison Staff Welfare Sports Club 6-a-side Cricket Tournament.
- b) Six for Hospice Challenge Rotary Club of Grand Cayman.

  Members decided that this request would be considered by the newly formed Sponsorship Assessment Sub-committee formed by the Board to review all donation and sponsorship requests and report to the Board on a quarterly basis.
- c) CI Crisis Centre 12<sup>th</sup> Annual Jingle Bell Walk/Run.

  Members decided that this request would be considered by the newly formed Sponsorship Assessment Sub-committee formed by the Board to review all donation and sponsorship requests and report to the Board on a quarterly basis.
- d) Lighthouse School Home/School Association (HSA) funds for building a 'sensory garden' at the school.

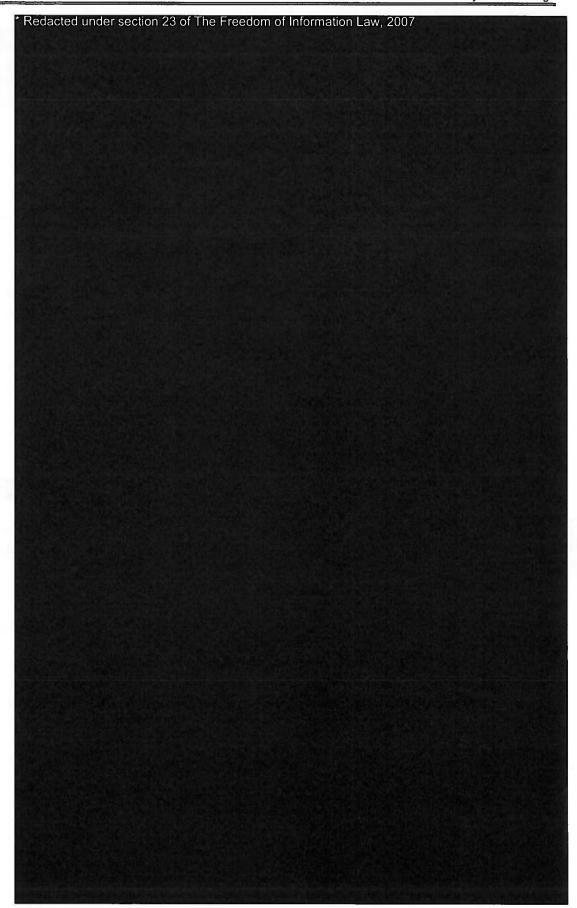
  Members decided that this request would be considered by the newly formed Sponsorship Assessment Sub-committee formed by the Board to review all donation and sponsorship requests and report to the Board on a quarterly basis.
- e) Cayman Aids Foundation Scarlet Sky Gala.
- Members decided that this request would be considered by the newly formed Sponsorship Assessment Sub-committee formed by the Board to review all donation and sponsorship requests and report to the Board on a quarterly basis. Rotaract Club of Grand Cayman 2014 School Supply-A-Thon.
  - Members agreed to sponsor the Rotaract Club of Grand Cayman 2014 School Supply-A-Thon in the amount of \$200. The motion was moved by Ms A Owens, seconded by Ms T Mortimer and passed unanimously.
- g) The New Testament Church of God Children's Back to School Give Away Treat.
  - Members decided not to support the request from the New Testament Church of God but wished them all the best with their endeavours.
- h) Church of God Chapel Frank Sound 12th Annual Women's Conference.
  - Members decided not to support the request from the Church of God Chapel Frank Sound but wished them all the best with the conference.

# **Any Other Business**

a) 2014/2015 Scholarship Award.

The Chairman reported that for the 2014/2015 scholarship only one application was received. The Scholarship Interview Committee (SIC) consisted of Ms A Owens, Board Member; Tom van Zanten, Deputy Director; John Bodden, IS Manager; and Joanna Welcome-Martinez, Customer Service Manager, Pat Bell, Chief HR Manager. Interviews were held 22 July 2014, a copy of the interview report was provided to members.

The Chairman reported that based on the report, the panel recommended 18year old Chynna Retumban for the Water Authority (WA) 2014/2015 Redacted under section 23 of The Freedom of Information Law, 2007



\* Redacted under section 23 of The Freedom of Information Law, 2007

#### b) American Water Summit 2014.

The Chairman reported that the Secretary would be participating in the American Water Summit in Dallas, Texas during the period 22-24 October 2014. The Secretary is part of The Water Leaders Group which includes senior executives and decision makers from the public and private water industry sectors in North America and provides access to leaders in the industry around the world. Global Water Intelligence provides news and analysis of the global water and desalination industry. Attending the Summit will be delegates from public and private water utilities, various government levels, equipment suppliers, new technology companies, financiers and academics.

The Chairman then left the meeting and asked that the Secretary lead the meeting to deal with the following item under Current Business as he had declared a potential conflict.

#### **Current Business**

b)

Customer Request for Bill Adjustment re Customer Account#

\* Redacted under section 23 of The Freedom of Information Law, 2007

The Chairman reported that on 01 July 2014 the Authority received a letter dated 30 June 2014 from requesting that consideration be given to reducing her sewerage bill. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken and the Authority's findings are that the customer has a property with seven units being billed in accordance with the Authority's policy. As only one unit is rented, the customer has requested charges to be prorated and that the property is assessed as only one unit. As the charges are in accordance with the Water Authority Regulations, any assistance will have to be at the Board's discretion. The Board's decision on the request from the customer was respectfully sought. Members agreed that the customer should be advised that they reviewed the request and decided not to reduce the sewerage bill as the Authority's records show that the bill for the property had been properly assessed as per the Water Authority Regulations, is valid, and therefore payable.

There being no other business the Secretary thanked members and the meeting was adjourned at 3:00pm.

This is a true and accurate account of the proceedings.

The Secretary