#### CONFIDENTIAL



## Minutes of 257th Meeting held on 25th of February 2015

#### **Members Present:**

Chairman:

Mr J L Hurlston

Members:

Mr H B Ebanks

Mr J Gill

Mr M Jacques Ms A Owens Mr O Watler Mr A Wright

Secretary:

Dr G Frederick-van Genderen

Apologies:

Ms T Mortimer Mr C Randall Ms R Sharma

#### Call to Order

The Chairman proceeded to welcome members and wished everyone all the best for the New Year. The meeting was called to order by the Chairman at 1:32pm after ascertaining that there was a quorum. The Chairman acknowledged apologies from Ms T Mortimer, Ms R Sharma, and Mr C Randall and then proceeded to offer a special prayer and subsequently declared the meeting open.

## Confirmation of Minutes of the 256th Meeting held on 04th February 2015

The Chairman asked for confirmation of the Minutes of the 256th Meeting held on 04th February 2015. The following corrections to the Minutes were noted:

Page 3, 5<sup>th</sup> paragraph, line 4 should read "....Management & Finance Law 2013...."

Page 5, 1<sup>st</sup> paragraph, line 10 should read "....necessary legal and professional fees...."

Page 5, last paragraph, line 2 should read "....the 2014/2015 Revised Budget and...."

Mr J Gill moved the motion to accept the Minutes as amended, Mr A Wright seconded the motion and the motion passed unanimously.

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

The Chairman noted a conflict with Agenda item (a) under Current Business and requested that this matter be dealt with at the end of the meeting at which time he would excuse himself.

## **Matters Arising**

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

The Chairman reported that the RO plant had been running for a few weeks and is meeting the contractual required quantity and specific energy. Unfortunately the plant cannot meet the quality requirements (electrical conductivity (EC)) as per the contract. Ocean Conversion Cayman (OCL) is making a warranty claim for the membranes with Dow-Filmtec, as they are not performing as expected.

Currently the plant produces approximately 3,200 m³/day with an electrical conductivity of around  $330\mu\text{S/cm}$  at a specific energy of around 2.97 kWh/m³ (this includes electricity consumed by feed water pumps, post-treatment and building AC that are not part of the calculation of the plant specific energy). The contract requires 3,000 cubic metres per day with an EC less than  $300\mu\text{S/cm}$  at a specific energy of less than 2.35 kWh/m³.

A decision was made to allow the produced water into the Authority's reservoirs as the Authority pays for the electricity used by the plant, and the quality still meets that of water produced by the other plants ( $400 \, \mu S/cm$  for Red Gate, North Sound and North Side plants).

The rationale for the higher product water quality in the Lower Valley RO Plant contract is to ensure that the RO Plant is more likely to produce water which will not exceed the  $400 \mu S/cm$  limit after 5 years operation (i.e. at the likely end of the projected membrane life when their performance has deteriorated).

The Secretary advised that the Authority had received communication from OCL regarding an interim arrangement until the issue with the membrane manufacturer has been resolved.

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

The Chairman reported that as of 14 January 2015, 53 pipeline sections (out of 79), totalling approximately 5,859 linear feet (or just over 61% of the total length of 9,600 linear feet of pipeline) had been lined.

The Chairman advised that on 20 February 2015 the Authority wrote to the contractor US Sewer & Drain expressing its concern about the continued lack of progress on this contract, and the lack of urgency on US Sewer & Drain's part to complete the work. The Authority requested details on how the contractor intends to complete this contract expeditiously, and indicated it would otherwise have to terminate the contract for Default by Contractor and advise the contractor's Surety accordingly (i.e., call in the Performance Bond).

The Chairman advised that on 23 February 2015 the contractor responded that:

- i. he will bring in two (2) additional staff,
- ii. he has received confirmation from Immigration that the two (2) present staff's work permits would be extended,
- iii. all missing key components for the equipment have been shipped (or will be shipped this week), and
- iv. all local vendors and staff will be paid within 30 days from completion of their portion of work.

Based on the outstanding work, and assuming the contractor follows through on his commitment and no further issues arise, the remaining work on this contract could be completed by the end of March 2015.

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

The Chairman reported that as of 20 February 2015 nearly 6,000 feet of 8-inch pipe had been installed. It is anticipated that the main line (i.e., until just past the West End Primary School) will be completed by early March 2015. Thereafter pipelines will be installed in the various side roads.

## Cayman Brac Containerised RO Plant Contract

The Chairman reported that Consolidated Water Company indicated that the containerised RO plant will be shipped to Cayman Brac on 03 March 2015, weather permitting. It is anticipated that this RO plant could be operational by mid-March. A local (Cayman Brac) contractor will be used to construct a pump pad and a retaining wall at the West End Water Works. This work will be carried out during the week of 02 March 2015.

The Secretary asked for reconfirmation regarding the extension of the waiver for connection fees in Cayman Brac. Members agreed to extend the period for the waiver of connection fees in the main and side roads in the area of the ongoing Phase of the Cayman Brac Piped Water Expansion Project (currently up to the West End Primary School) until 30 June 2015.

## d) 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 KPMG and the Authority were working diligently on the presentation of the Divisional Accounts, drafts of which were available for the Board's review. Full copies were made available for members as desired. The statements are still subject to a final review and QC (Quality Control) by KPMG; however Management respectfully requested the Board's approval of the draft divisional financial statements and provided that there are no material changes for permission for the Chairman, the Director and the Financial Controller to sign the statements and associated management representation letters upon their completion.

The management letter is a document produced by KPMG to highlight areas that came to their attention throughout the audit that they feel should be highlighted for the Board's review. The provided document highlights these areas, and management's response. Management respectfully sought members review and approval.

Members approved the above mentioned documents and provided there are no material changes (other than the correction discussed on the Statutory Divisionals) permission was given for the Chairman, Director, and Financial Controller to sign the statements and the associated management letters.

## Annual Report 2013/2014

The Chairman reported that the Authority had prepared the 2013/2014 Annual Report and copies had been provided to members for their review and approval. Members approved the Annual Report 2013/2014 and provided there are no material changes permission was given for the Chairman to sign the report.

#### 2015/2016 Budget Process

The 2014/2015 revised and 2015/2016 budget was presented to the Board on 04 February 2015. Subsequent to the Board's approval the Ownership Agreement was sent to the Ministry of Planning, Lands, Agriculture, Housing, & Infrastructure (PLAHI) on 05 February 2015. To date no feedback or request for additional or supplemental information has been received. Members agreed that the Authority's management should prepare a proposal for the Board regarding the possibility of the Authority paying off some of its loans early.

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

The Chairman reported that on 21 November 2014, CWC wrote to the Honourable Minister (PLAHI) regarding the licence renewal process. In this letter CWC reiterated various matters (i.e., independent regulator and associated legislation, independent person to chair negotiations, opportunity to provide counter proposal, principle of commercial and large residential customers paying a higher rate than small residential customers). Additionally CWC requested that the new licence be for all water (potable and non-potable) produced and distributed.

On 10 February 2015 CWC wrote another letter to the Honourable Minister nominating an independent facilitator for the licence negotiations. Copies of both letters are available for members' review.

The Water Authority, in discussion with the Honourable Minister on 20 February 2015, prepared a response on his behalf, stating:

- The Government has announced plans to create a public utilities commission. The process for a renewed licence will not depend upon the completion of a public utilities commission.
- Water Authority has the power and duty to settle the terms of the licence and therefore no independent chair is required.
- Licence will be for potable water only.
- CWC will be given the opportunity to comment on the draft license in order to fine-tune the licence. CWC has the right of first refusal.
- The current rate structure which includes higher rates for commercial and large residential customers will be continued.

## f) Miscellaneous Updates.

a) In-House Pipelaying Crews - The Chairman reported that on 05 January 2015 the New Works crew started work on the pipeline upgrade (3-inch to 6-inch) in Democracy Drive (Frank Hall Homes, Newlands). The first section (comprising nearly 1,000 feet, out of a total of 1,800 feet) has been completed. This work should be completed by the end of March 2015.

The NRA has not yet commenced work on the widening and straightening of Red Gate Road but is expected to do so shortly. The New Works pipelaying crew will install a 12-inch diameter pipeline between the Water Authority office and Owen Roberts Airport, as soon as NRA has started their work and a clear path has been created for the new pipeline.

The New Works crew will also have to install a short section of 16-inch water pipe from the edge of Red Gate Road into the Red Gate Water Works (to connect the future water distribution pump station). A few weeks ago Operation-WS replaced 3 sections of 12-inch pipe in Red Gate

Road with 16-inch pipe, in anticipation of this work and NRA planned work.

- b) Water Supply Division The Chairman reported that during the week of 09 February 2015 Operations WS commenced the pipeline replacement in Bel Air Drive (South Sound). Progress was delayed due to the unexpected presence of hard rock on a portion thereof for which the New Works trencher was used. As of 20 February 2015 approximately 50% of the total pipe length has been installed.
- c) Red Gate Water Works The Chairman reported that the National Roads Authority (NRA) have indicated that work is commencing this week of 23 February 2015 on the Red Gate Road starting from the Owen Roberts Drive towards the west. When the Administration Building was constructed in 1998, the sidewalk was located 10ft inside the parcel boundary as it was then demarcated. During the 23 February 2015 site visit of the NRA, the NRA maintained that small sections of the sidewalks are encroaching inside the BP935 from 2000. The NRA was informed that the Authority expects the NRA to bear the cost of moving and replacing these sections of sidewalks in front of the Administration Building. The Water Authority already incurred costs to relocate the boundary fence and has committed to providing a new sidewalk adjacent to this new fence.

The NRA is coordinating with CUC to re-locate the electricity pole inside the Water Authority compound. The Water Authority will commence laying the new pipeline at the junction with Owen Roberts Dr and progress in a westerly direction; however this will happen after the NRA has completed the road base.

d) Red Gate Admin Building Parking Lot Expansion - The Chairman reported that, since 1998 when the Water Authority's Administration Building on Red Gate Road was constructed, the number of both staff and customers has increased significantly, and sometimes parking space for customers and visitors is at a premium. Additionally Red Gate Road is due to be re-aligned and widened and will become a main thoroughfare to Owen Roberts International Airport. Consequently this will impact the availability of on-street parking. A decision was made to expand the existing visitor parking on the north-west side of the Administration building and linking it to the staff parking at the rear of the Operations building. The expanded car park will provide an additional 12 regular spaces for customers and 20 regular spaces plus 1 disabled space for staff.

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

The contract documents for this project were issued to three interested companies on 08 December 2014. Two companies returned a tender for this contract and on 16 January 2015, Construction, Management, & Engineering Company (CMEC) was advised that this contract had been awarded to them, as their tender amount was found to be the most competitive.

During the week of 16 February 2015 CMEC commenced work on the contract, which is expected to be completed by mid-May 2015. The cost for this project is included in the (revised) 2014/2015 Budget.

e) Wastewater Division - The Chairman reported that during the months of December 2014 and January 2015 the design hydraulic capacity of the plant (2.5 mgd) was exceeded for 29 days and 30 days respectively. The average daily influent for December 2014 was 2.69 mgd (or approximately 108% of design capacity) and for January 2015 the daily influent was 2.73 mgd (or approximately 109% of design capacity). These daily average influents were nearly 4% more (December 2014) and 5.9% less (January 2015) than the average influent measurements during the same periods last year (2.59 mgd and 2.90 mgd respectively).

The Chairman reported that the contract documents for the sewer force main replacement are nearly completed. The Engineering Services Department is waiting for the other utilities (CWC, Lime, Logic) to mark their underground services in the affected areas so these can be included on the construction drawings. It is anticipated that this project will be advertised by mid-March 2015 and tender documents should be available by the end of that month. The cost of this sewer force main replacement is included in the revised 2014/2015 Budget.

f) FOI updates - The Chairman reported that one new request was received and is being processed as shown in the FOI Report dated 02 February 2015 and provided to members.

#### **Current Business**

a) Customer Request for Bill Adjustment re Customer

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

The Chairman requested that this matter be dealt with at the end of the meeting due to a possible conflict of interest.

b) Customer Request for Bill Adjustment re

The Chairman reported that further to the Board's decision at the 255th Meeting on 10 December 2014 to allow a different period for the averaging of water bill, on 12 January 2015 the Authority received another letter from requesting that consideration be given for a further reduction of his average September 2014 bill of \$5,537.51. A copy of the correspondence and the report from Customer Service was provided to members.

justification for the request is that his main client was closed for renovation for the period 23 August – 05 October, 2014. This claim is

supported by an e-mail from

outstanding debt of \$2,657.73.

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

also provided a copy of a web page for "Cracked Conch" showing that the location was closed until the 18 October, 2014. He additionally provided his employee vacation spreadsheet to show that most of his staff was on vacation for the said period due to slow business.

The Chairman reported that the account was re-averaged from \$7,621.20 to \$5,537.51 in accordance with the Board's instructions provided at the 255th Board Meeting held on 10 December 2014. Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the request and agreed that the customer should be advised that they reviewed the request and decided not to provide any further discounts to that approved at the 255th Board Meeting as the change in period agreed to at that meeting was allowed in recognition of the seasonal nature of the business.

# c) Customer Request for Bill Adjustment re various Customer Accounts - re

\* Redacted under section 23 of The Freedom of Information Law, 2007 The Chairman reported that the Board had made previous decisions on the accounts of the late in order to assist her four children while they sorted out the probate process for the relevant properties. One of the children, wrote to the Board on 12 February 2015 requesting that the Board review her case as she wants to reconnect the 7 water and 7 sewer accounts for rental income; the income will be used to pay the outstanding debt. 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 based on a request from the Board at the 219th Meeting held on 14 September 2011, agreed to allow to transfer the account in their name until the probate of her estate was completed. They were advised that the application form could be signed by all four and a payment plan was established to address an

At the 235th Meeting held on 20 February 2013, the Board considered a request from asking for a discount on one of the accounts with a bill of \$818.58 due to a leak on the customer's side of the meter. The Board denied the request and agreed for the previous payment plan to remain in place to address the total bill of \$3,870.59. The payment plan was signed by on the 12 April 2013.

\* Redacted under section 23 of The Freedom of Information Law, 2007 On 24 June 2013, the accounts were disconnected for default of the agreement. All the sewer bills are transferred to sewer account 80180-518105 (\$3,679.09) and the water bills to water account 23301-518105 (\$3,572.31) for a total outstanding balance of (\$7,251.40).

On 12 February 2015 wrote requesting that the Board review her case as she wants to reconnect the 7 water and 7 sewer accounts for rental income.

In summary, the four siblings were advised of the outstanding bills and the need to pay however payment has not been forthcoming. A copy of the statement is mailed monthly as a reminder. No efforts have been made to pay the bill since the accounts were disconnected in 2013. Additionally, there is an on-going dispute between the siblings regarding the will and a probate has not been filed. However, three of the siblings

have applied for leave from the Courts to take out Letters of Administration.

In view of the lack of payments on the payment plans offered, members may wish to consider requiring the customer to pay the bill in full. If the Board decides to assist the customer prior to the receipt of the probate, members may wish to consider requiring the customer to pay at least half the outstanding balance before a new agreement is given. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the customer's request and agreed that the customer should be advised that they had reviewed the request and decided to allow the accounts to be reconnected providing that 50% of the outstanding bill is paid first. In consideration of the customer's circumstances, members agreed for the Authority to offer a payment plan for the remaining 50% of the bill with waiver of late penalties as usual. The Board members also suggested that the accountholders be encouraged to complete the probate process as quickly as possible.

# d) JR Holdings Ltd/RC Estates Ltd Application for 30 ft deep Quarry Excavation in South Sound.

The Chairman reported that in early 2012 J. Holdings Ltd/RC Estates Ltd (Rene Hislop) applied to the Central Planning Authority for an excavation and 20 lot subdivision for Block 21C Parcels 5-8, 9REM 1, 104 and 130. The proposed excavation consisted of 2 lakes respectively 30 and 35ft depth. Summary notes on this matter were provided to members.

The Chairman reported that at the Planning stage, the Water Authority commented to Planning and the developer that per section 34 of the Water Authority Law a quarry permit was required. In addition, the Water Authority commented in respect of the requested depth of excavation that the Water

Authority would consider a quarry permit for this development that limits the depth of excavation to 20ft below water table and provided the reasons for that decision.

However, in its meeting of 29 February 2012 the CPA disregarded the Authority's comments and proceeded to grant Planning Permission for the project with the requirement that the southern lake be reduced from 35 to 30ft depth. The CPA's granting of permission using its own technical requirements for which it does not have the expertise created significant difficulty for the Water Authority and the developer. The Water Authority cannot grant permit for quarry depths that are in its professional and technical experience unsound. Later in 2012 the matter of the CPA taking decisions contrary to the Water Authority's requirements for depth of quarry excavations was discussed with the Director of Planning, he indicated that based on legal appeals the CPA is hesitant to incorporate technical requirements from other agencies in the Planning Permission. If they do so, they would adopt a requirement that is not enforceable under the Planning Law and take an 'appealable decision'.

The Chairman reminded members that Section 36 of the Water Authority Law requires that any person wishing to object to the grant or renewal of a quarry permit be given the opportunity to do so. Regulation 4 (4)-a requires a notice in a local newspaper setting out the specifics of the application, if the notice was advertised under the Planning Regulations, the notice under the Water Authority Regulation is not required. The proposed project was advertised by the developer in December 2011.

Subsequent to the developer giving public notice of the project, in May and June 2012 the Water Authority received communication from 9 persons, 8 were identical emails that requested the Authority uphold the depth of 20ft. One letter included concerns about maintaining water quality in deeper quarries and the effects of blasting for deeper quarries. The persons were advised that the Authority had not at the time received an application for a quarry permit however upon receipt of the application the Authority would base its decision on the particulars of the application and the concerns expressed.

The Chairman advised that the summary notes provided to members provides details on the application for a 20ft deep quarry and the subsequent request to go to 30ft for a section of the quarry that is more than 1000ft away from any of neighbouring properties with deep disposal wells. The developer was advised that if he wished to excavate to 30ft depth the application would have to go to the Water Authority Board in consideration of the objections.

In respect of the existing septic effluent wells, the Authority's staff explained that an option for the developer may be to reconstruct existing shallow effluent wells to a greater depth to maintain a minimum of 30ft vertical

separation from the bottom of the quarry, in other words if the quarry is excavated to 30ft depth, the wells need to be cased to 60ft depth to maintain 30ft vertical separation. Additionally the Authority's staff explained that in their view it would be reasonable to apply this condition to any existing effluent disposal wells within 1000ft of the proposed quarry. The developers asked the Authority to investigate this option so that they would know which existing wells had to be reconstructed. The Authority agreed to carry out the investigation, rather than the developer, so that the information was reliable. Water Authority staff made it clear that this approach was their suggestion to find a reasonable solution for the concerns that had been received, but that in any event the Water Authority Board would have to take the decision.

The survey was carried out by the Authority (at its own cost) and 21 existing disposal wells were identified for reconstruction within 1000ft of the proposed footprint of the lake. The information was provided to the developer. Subsequently, the developer wrote the Authority that it would be too difficult to reconstruct the affected wells, and that instead they wish to excavate outside the 1000ft radius from existing shallow wells only. The proposed excavation plan is for 20ft depth within 1000ft of existing shallow effluent disposal wells and to 30ft depth outside of the 1000ft radius. This will result in about half of the quarry excavated to 20ft depth and the other half to 30ft depth. The maps provided in the summary report show the extent of the planned and current excavations.

The Chairman advised that objections to excavations that require a quarry or canal permit from the Authority occur very seldom. In the last 20 years this happened twice. The Water Authority Law and Regulations do not provide a clear mechanism to hear objections; however in fairness to the objectors and the developer the objections should be heard. The Board can decide on the appropriate manner to hear objections. For the two previous objections, the Board requested the Water Resources staff to hear the objections and the developer and provide a report to the Board.

The Chairman advised that the Water Authority was seeking the Board's guidance on how they wish to proceed.

There was considerable discussion as members explored various options to address the matter. Members decided that the Water Resources Staff should arrange to hear the objectors and developer with Mr Hansen B Ebanks representing the Board. The Water Resources Staff is to then prepare a report for the Board's review and decision making.

# e) Management Accounts - January 2015.

The Chairman reported that the Finance Department had completed a comprehensive review of the financial position and had provided a detailed set of management accounts.

\* Redacted under section 21 (1)(b) of The Freedom of Informaiton Law, 2007 Based on estimates for the first seven months of the 2014/2015 fiscal period, operating revenue continues to be higher than in prior year by 5.1% but below budget by 5.3%. A strong increase is shown in CYB, with (32% higher than prior year) of the increase attributable to commercial accounts and (21% higher than prior year) to trucked water.

Operating expenses for the first seven months increased by 8.4% over prior year, primarily as a result of increased water purchases and repairs and maintenance, however still below budgeted figures by 8.4%. This estimated increase was within expectation as the water sales increased and the CCTV survey is almost complete. The decrease over budgeted figures is indicative of the slow progress of the CCTV survey.

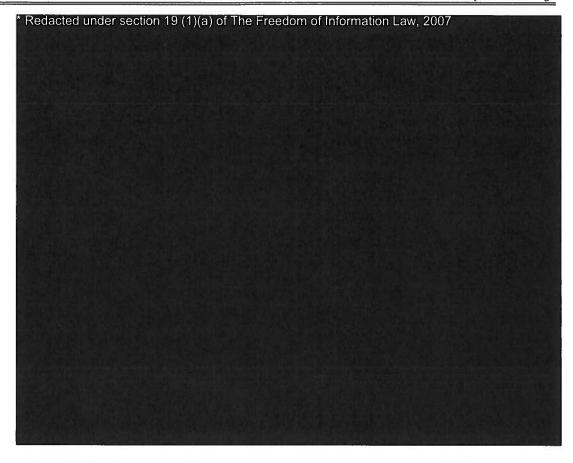
Loan interest in expected to decrease as there are no new borrowings and to be within budgeted expectations.

Administrative expenses continue to be below budget and prior years, 12.8% and 5.7% respectively. The decrease from prior years is reasonable, and consistent with previous explanations as in 2012/2013 there were expenses to send assistance from GCM to CYB to facilitate the transition to the new Operations Manager, the presentation to the National Gallery (\$50k) and 30th anniversary celebrations, etc., all of which were unique to 2012/2013, so the reduction in current year is reasonable and expected. The Authority expects to be below budgeted figures for 2014/2015 as it conservatively estimated legal and professional fees (pending CWC licence process), bad debt expense (evaluation to be done year-end) and Past Service Pension Liability (2014/2015 unknown).

In summary, the Authority's estimated net income for the first seven months of 2014/2015 is consistent with prior years and slightly above expectation. This is reasonable as there are significant expenses that are expected to be incurred prior to year-end that will directly affect the bottom line, specifically bad debt expense, past service pension liability, audit fees and pending professional fees. Even with the expected up and coming expenses the Authority continues to be in a very strong financial position, with sufficient cash reserves to continue the CYB extension project, complete the WW CCTV projects, commence administrative remediation projects and meet day-to-day operational and administrative expenses.

## **Any Other Business**

\* Redacted under section 19 (1)(a) of The Freedom of Information Law, 2007



#### **Current Business**

a) Customer Request for Bill Adjustment re

\* Redacted under section 23 of The Freedom of Information Law, 2007 At this point the Chairman thanked members for attending, requested that the Secretary carry on dealing with the above matter with which he was conflicted and then excused himself from the remainder of the meeting.

The Secretary reported that on 16 December 2014 the Authority received a letter from requesting that consideration be given to reducing her water 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 14 November 2014, the meter for the customer's account was read which showed usage of 159.9 m³ for the period 14 October -14 November 2014. Due to the reading being higher than normal, the account was flagged for a fail audit check. The fail audit check was completed on 21 November 2014 and no leak or movement was identified at the time of the check therefore the customer was not contacted. At this point, usage had increased by 64.7m³ in the 7 days since the bill was read on 14 November 2014, resulting in a bill of \$1,511.01.

On 01 December 2014, the customer complained of a high bill. The customer was advised via email that her meter had been checked and no leaks or movements were identified during the visit. The customer was not satisfied and requested that an audit be carried out. On 09 December 2014 the Water Authority's Utility Services Auditor checked the property and did not find any leak or meter movement during his visit. The customer was advised of her option to test the meter if she thought there was an issue with it. The meter reading showed that in the 18 days since the last check on 21 November 2014, the usage had increased by only 2.3m<sup>3</sup>.

The customer then requested via her letter received by the Authority that the Board consider reducing her bill by averaging to her normal usage. The customer was advised via email that it is the Water Authority's policy to only make an adjustment if the meter is over-registering or if an error is made by the Authority. She was advised to therefore test the meter before submitting a letter to the Board however she declined to do so. The customer is of the opinion that the Water Authority should be responsible for her bill as her meter was not turned off during the initial reading on 14 November 2014. The customer was advised verbally that Water Authority does not restrict the consumption of water to any customer. There was also no need to disconnect the meter as no movement was identified during the visit.

The Secretary confirmed that the Authority's Customer Service will only make an adjustment to a bill if an error was made by the Authority or if the meter is found to be over registering. The meter is the only instrument used by the Authority to measure consumption. The Authority has to rely on the accuracy of the measurements obtained unless the meter is proven to be over registering. The account information verifies that actual readings were recorded and no error was discovered during the check. The customer declined to have her meter tested and therefore Customer Service does not have a basis upon which to adjust the bill. 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 waive the bill as the Authority's records show that the bill is valid and payable. Members also noted that the customer had refused to have the meter tested. However, in consideration of the customer's circumstances, members agreed for the Authority to offer a payment plan with waiver of late penalties as usual.

### **Donation Requests**

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

- a) Ratify Needs Assessment Unit Christmas Party 2014.
- b) CI Youth Football Programme.
- c) Cayman Airways Flight Club Clifton Hunter Chapter Annual Field Study Trip.
- d) Cayman Brac Annual Agriculture Show Committee.
- e) Prospect Primary School PTA Year 6 Class Trip to Atlanta.
- f) Rotary Central Science Fair 2015 Annual Science Fair.
- g) Light of the World Christian Fellowship Men's Forum & Family Fun Day 2015.
- h) Cayman AIDS Foundation Annual Tea Party 2015.
- i) Cayman Brac Cricket Club 2015 CI Division 2 Cricket Competitions.
- j) UCCI Science Technology Engineering Math (STEM) Conference.
- k) Ratify Just For Kids Pre-School and Day Care Cupcakes for Ava.
- 1) NCVO Caring Cousins Lunch Support.
- m) Cayman Islands Softball Association (CISA) Cayman Islands National Men's Team for the 2015 ECASC Men's Championship Tournament.
- n) Clifton Hunter High School Global Young Leaders Conference.
- o) Rotary Sunrise Rotary Bed Race.
- p) Earth Day Clean-up Chamber of Commerce.
- q) Dress Down for Culture Day CNCF.

There being no other business the Secretary thanked members on behalf of the Chairman and the meeting was adjourned at 2:50pm.

This is a true and accurate account of the proceedings.

The Secretary

he Chairman