

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 262<sup>nd</sup> Meeting held on 19<sup>th</sup> of August 2015

**Members Present:**

Chairman:	Mr J L Hurlston
Members:	Mr H B Ebanks Mr J Gill Ms T Mortimer Mr C Randall Ms R Sharma Mr A Wright
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr M Jacques Ms A Owens Mr O Watler

**Call to Order**

The Chairman welcomed members and called the meeting to order at 1:38pm after ascertaining that there was a quorum. He acknowledged apologies from Ms A Owens, Mr O Watler, and Mr M Jacques and then proceeded to offer a special prayer and subsequently declared the meeting open.

**Confirmation of Minutes of the 261<sup>st</sup> Meeting held on 17<sup>th</sup> June 2015**

The Chairman asked for confirmation of the Minutes of the 261<sup>st</sup> Meeting held on 17<sup>th</sup> June 2015. Mr A Wright moved the motion to accept the Minutes, Mr J Gill seconded the motion and the motion passed unanimously.

### Declaration of Conflicts of Interest

None.

### Matters Arising

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

The Chairman reported that an urgent order for a replacement submersible motor for the LVRO was placed on 10 June 2015. The replacement motor and associated wiring, etc. arrived on-island on 10 August 2015. Water production resumed on 14 August 2015, and the water production during the first three days averaged nearly 1,620 cubic metres per day.

As reported previously, the Lower Valley RO Plant is unable to meet the quality requirements (electrical conductivity (EC)) as per the contract. After carrying out autopsy test of some of the membranes, OCL indicated the following:

1. There are no manufacturing defects in the elements, as the installed membranes are performing less than specs on a wholesale basis, but the spare unused element returned for testing, checked out to be within specifications;
2. OCL has not caused any damage to the elements, given there is no evidence of mechanical damage to the two used membranes tested, and no evidence of membrane oxidation (by chlorine or other chemicals);
3. The lower than expected membrane performance *might* be due to the low levels of hydro carbons found on the elements. This may have entered the system during the rehabilitation of the wells.

The Chairman noted that water samples were taken from each well (by "skimming" the water surface) and sent to a laboratory (Accutest in Orlando, FL) for testing. Although some very low levels of hydrocarbons were found, its origin is unknown and it is also unclear whether these results are indicative of the concentration in the feedwater (as the samples were taken from wells that had been unused for several months). Additional water samples will be taken after a few weeks of operation, to ensure that the water samples are representative of the feed water to the RO plant.

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

The Chairman reported that a few pipeline sections were lined in the last few weeks. To date 64 pipeline sections (out of 79), totalling approximately 7,162.6 linear feet (or nearly 75% of the total length of 9,600 linear feet of pipeline) have been lined and accepted.

It has been agreed that 2 of the remaining 15 pipeline section are not suitable candidates for lining due to the large infiltration, and the Water Authority will have to investigate alternative methods to eliminate infiltration and safeguard these pipeline sections against collapse.

The Chairman reported that it is estimated that it will take at least another 4 weeks providing the contractor ensures he has the appropriate level of work force.

The Chairman reported that for the last two weeks the contractor has worked at Marbel Drive to replace the 8-inch clay pipeline that was damaged during the lining contractor's attempts to remove a collapsed liner, with a PVC pipe. Unfortunately the contractor was unable to control the groundwater in the trench to allow the completion of the replacement pipeline. (Approximately 60 feet of approximately 200 feet is still outstanding). The contractor has secured the site and will continue to inspect the safety fence and area to maintain a safe excavation area, whilst awaiting additional equipment to arrive (the previously arranged pumps (a 6-inch and an 8-inch hydraulic submersible pump) will be augmented by at least one other 8-inch hydraulic submersible pump).

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

The Chairman reported that pipelaying in the side roads commenced 13 April 2015. To date the pipelaying crew has installed pipelines in 8 out of 9 side roads in Phase 1 of this project (between Cross Road and West End Primary School), comprising over 3,500 feet of 4-inch pipe. The only side road outstanding is Cemetery Road. The rate of progress has been slow due to the amount of hard rock encountered. It is expected that this Phase of the Cayman Brac project, including all new water service connections, will be completed by mid-September 2015.

*West End Water Works*

The Chairman reported that last week McLean Construction Ltd completed the refurbishment of the kitchen/laboratory at the West End Water Works.

The work comprised the removal and disposal of the existing ceiling, vinyl floor tiles and the laboratory countertop, shelving and water heater; and the subsequent provision and installation of new drywall ceiling, floor and wall tile, dividing wall, millwork (cabinets and countertops), and associated plumbing and electrical work. This contract was awarded on 12 May 2015 after a competitive tendering procedure (Invitations were sent to seven contractors, but only three responded). The contract amount was \$21,823.00.

The Chairman reported that a large diameter feed water well is required to be drilled at the West End Water Works site for the old RO Plant, as the drawdown of the existing well is too high, which may in the long term cause

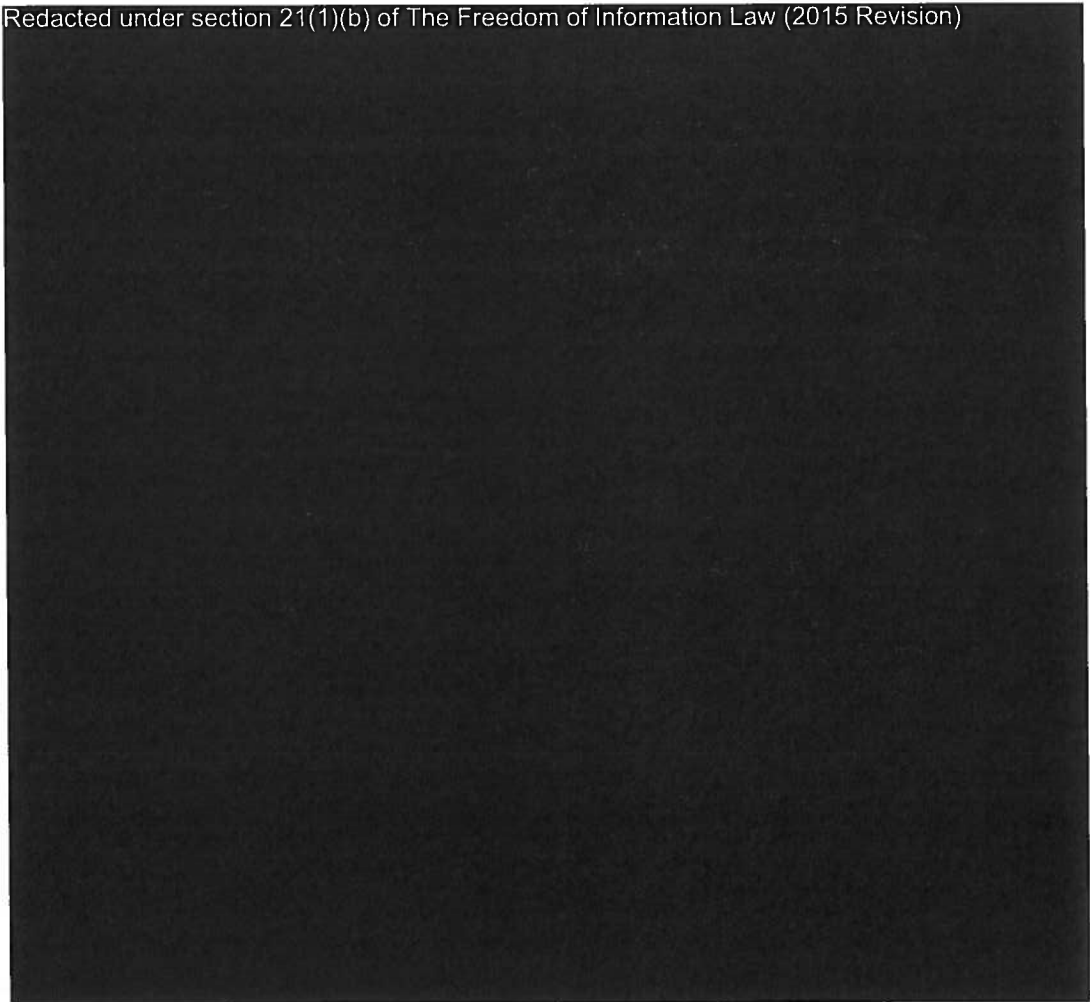
damage to the feed water well pump. No additional wells had been drilled to accommodate the recently commissioned containerised plant, and therefore as expected, the well that feeds the old plant produces incrementally more feedwater than previously.

The Chairman reported that the Authority will need to install a 10" PVC casing, requiring a drill bit at least 14-inch in diameter. Unfortunately the only well driller on Cayman Brac (Scott's Development Co) is not equipped to drill a well larger than 9.25-inch in diameter. The Authority is presently in discussion with the well driller regarding the possibility of him purchasing the larger drill bit.

**d) North Sound RO Plant (NSRO) - Update.**

The Chairman reported that the amended operating contract (Amendment #3) with Ocean Conversion (Cayman) Ltd (OCL) for the North Sound RO Plant was signed on 15 July 2015 extending the operating agreement to 01 April 2017, including necessary capital upgrades to the plant.

**e) Redacted under section 21(1)(b) of The Freedom of Information Law (2015 Revision)**



- f) **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*

*Island Statements* – The Chairman reported the Financial Controller contacted KPMG on 17 August 2015 upon her return from leave in regards to the completion of the island statements, and awaits a response. These documents are expected to be before the Board at the September 2015 meeting.

*30 June 2015 Audit of Consolidated and Divisional Financial Statements for Water, Wastewater and Statutory*


The Chairman reported that the planning meeting with Office of the Auditor General (OAG), KPMG and the Director, Deputy Director and Financial Controller from the Water Authority took place on 18 June 2015 as planned.

The Chairman reported that during the months of July and August KPMG sent members of their IT staff to perform some system checks on our IT environment. Despite unexpected shortages of key, experienced staff members the Authority is in a strong position with regards to preparation for the 2015 audit and it is still expected that the Authority will have completed the necessary working papers and will be ready for KPMG to start the audit on 31 August 2015.

*Annual Report 2013/2014*

The Chairman confirmed that the 2013/2014 financial statements were tabled in the Legislative Assembly on 19 June 2015. The Secretary advised that the full annual report was not tabled due to an administrative error.

Redacted under section 21(1)(b) of The Freedom of Information Law (2015 Revision)



Redacted under section 21(1)(b) of The Freedom of Information Law (2015 Revision)



*Public Service Pension Board (PSPB)* – The Chairman reported that on 08 July 2015 the Authority inquired from the PSPB on the status of the information that needs to be sent to Mercer as it was the expectation of the Authority that this information will come to the Authority prior to being sent to Mercer for cross-reference. It was later learnt that Mercer will be rolling forward the data

and there were no current plans to provide the Authority with submissions to cross-reference.

The Chairman reported that on 22 July 2015 KPMG contacted the Authority to discuss the proposed plan of action by the PSPB and indicated that in order to get an unqualified opinion the Water Authority would need to have access to the underlying data so that its accuracy can be confirmed. Another point stated was that the Authority would have to confirm the allocation of assets within the plan. The Chairman noted that at this point the Authority's management is unsure on how this can be accomplished. The OAG was contacted on 23 July 2015 regarding this situation, they indicated that they are aware of the issue and will work together with the Water Authority's Financial Controller to obtain the required information to complete the audit.

The Chairman reported that a draft of the IAS 19 report was provided via email by the PSPB on 12 August 2015, the report was forwarded to KPMG for their review and a follow-up email sent to the PSPB requesting additional information to allow KPMG to gain comfort over the report. Specifically it was requested that they provide the methodology in how the fair value of assets held was assigned to the Authority and also a detailed list of whom makes up the balance. The Financial Controller will continue to follow-up.

**g) Little Cayman Beach Resort - Application for Concession and Licence to Produce and Supply Water - Update.**

Redacted under section 21 (1) (b) of The Freedom of Information Law (2015 Revision)



**h) Cayman Water Company (CWC) Negotiations Update.**

The Chairman advised that the execution of the 14<sup>th</sup> extension of Cayman Water Company's ("CWC") licence to produce and supply potable water to the exclusive franchise area consisting of West Bay Road and the district of West Bay to 31 December 2015 was completed last week.

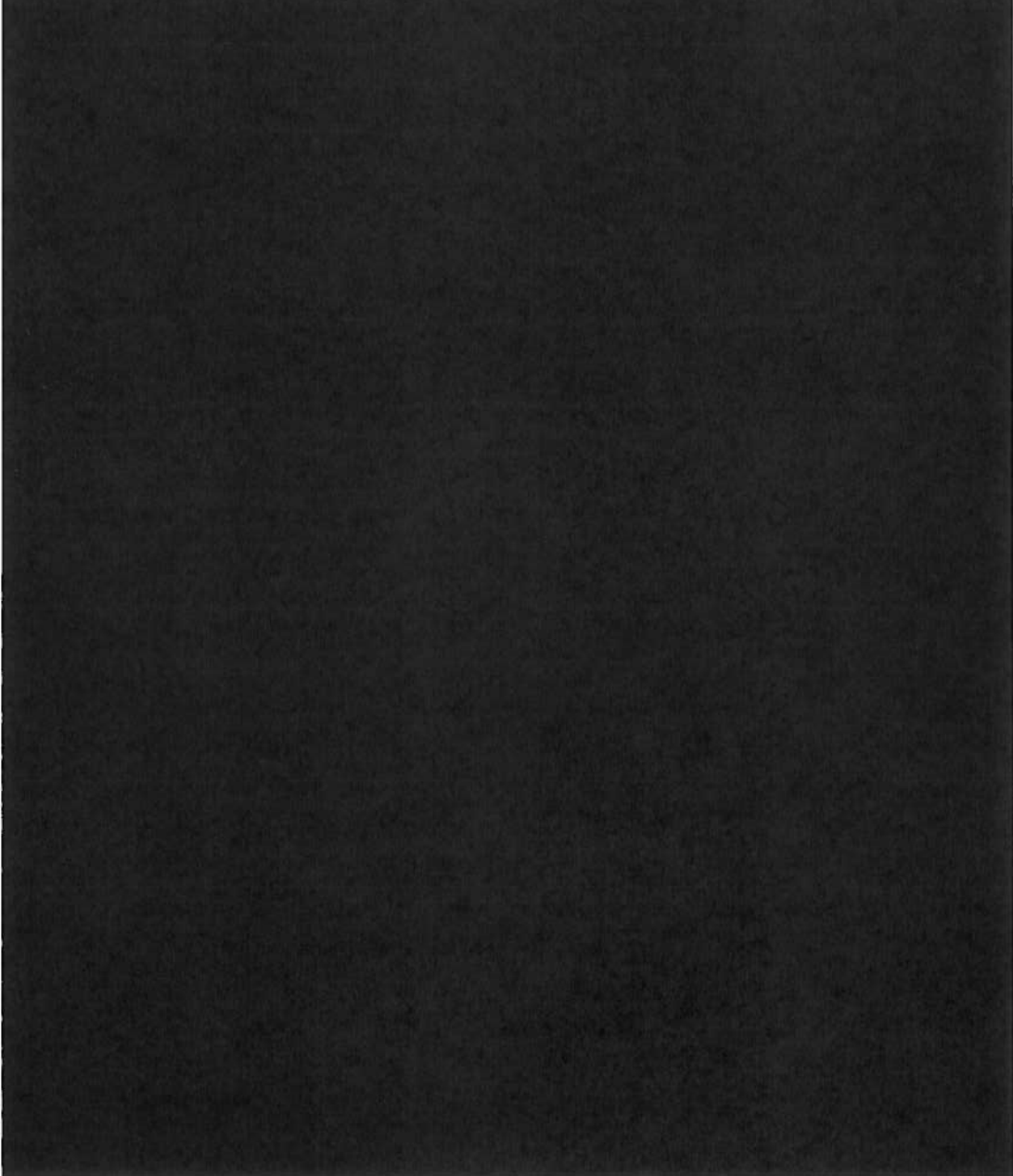
**i) Rate Cap Adjustment Mechanism (RCAM).**

The Chairman reported that the draft of suggested amendments to the Water Authority Regulations to accommodate the RCAM, including suitable Performance Standards to be incorporated as part of the amended Regulations had reviewed by the Authority's senior management. It is expected that incorporation of the changes and adjustments will be completed within the next three to four weeks.

On 27 July 2015 KPMG provided a preliminary report on the Weighted Average Cost of Capital Calculation (WACC). On 21 August 2015 the Deputy Director and Financial Controller will meet with KPMG to discuss and finalise the report. Upon finalisation the report will be provided to the Board and incorporated into the RCAM document.

The next step will be establishing the scope of the engagement for the overall review of the RCAM documents for reasonableness and provide an additional level of expertise and feedback on the document prior to it going to the Board and subsequently CIG.

j) Redacted under section 19 (1)(a), 20 (1)(d) of The Freedom of Information Law (2015 Revision)



A letter was sent to the Honourable Minister on 18 August 2015, a copy of the letter was provided to members.

The Chairman reported that a meeting has been arranged for 24 August 2015 with the Honourable Minister for the Director and he to share their views and express concerns as indicated in the letter.

**k) Miscellaneous Updates.**

**a) In-House Pipelaying Crews** - The Chairman reported that on 11 August 2015 the New Works pipelaying crew completed the installation of approximately 340 feet of 3-inch diameter pipeline in a side road of Frank Sound Road. For the last few weeks the New Works pipelaying crew has also assisted the Operations-Wastewater Division with the replacement of leaking and/or damaged pipeline sections (e.g., Marbel Drive, Slate Drive, Nelson Quay). This assistance was necessary due to the urgency of these repairs and the temporary shortage of Operations - WWC staff (due to leave and sickness).

**b) Water Supply Division** - The Chairman reported that in early July 2015 Operations WS completed work on the first phase of the replacement of the 12-inch water main in Bodden Town, just over 2,000 ft between the cemetery and Gun Square was installed. The second phase (up to Manse Road) will be carried out after the hurricane season, most likely in early 2016. Island Paving completed the reinstatement of the affected road surface on 04 August 2015.

Last week Operations-WS started work on replacing approximately 1,300 ft of 4-inch pipe in Fairview Road. Temporary service connections were installed last week and actual pipeline installation started on 17 August 2015.

**c) Red Gate Admin Building Internal Painting** - The Chairman reported that the contractor Paint Pros Ltd completed the contract for the internal painting of the Authority's Administration and Operations buildings on 29 June 2015.

The Administration Building's staff kitchen is 17 years old and is in need of renovation: removal and replacement of the existing cabinets, new tiling, painting, additional counters, etc. On 13 and 14 July 2015 letters inviting quotations for this project were sent to four local construction companies and four local cabinet makers. On 04 August 2015 the contract was awarded to the only company that responded (Campbell's Welding and Construction Services) in the amount of [REDACTED] which is 7% higher than the Engineer's Estimate and amount included in the 2015/2016 Budget.

\* Redacted under section 21 (1)(b) of The Freedom of Information Law (2015 Revision)

**d) Red Gate Admin Building Parking Lot Expansion** - The Chairman reported that on 13 August 2015 CMEC was advised that the previously reported defects continue to occur throughout the area of the car park. In accordance



with the agreement, Island Paving will have to carry out further remedial work.

- e) **Wastewater Division** - The Chairman reported that during the 50-day period 01 June 2015- 20 July 2015 the design hydraulic capacity of the plant (2.5 mgd) was exceeded every day. The average daily influent during that period was 3.43 mgd (or approximately 137% of design capacity). This daily average influent was approximately 28.3% more than the average influent measurement during the same period last year (2.67 mgd). A significant portion of the additional inflow since May 2015 was due to the damaged pipeline in Marbel Drive (this pipeline was damaged by the contractor US Sewer & Drain during their attempts to remove a failed liner).

Due to issues with the flow meter at the wastewater treatment plant no reliable raw sewage inflow data were available from 21 July 2015 onwards. The Authority is working to resolve this issue as soon as possible.

On 27 June 2015 Watler's Metal Products completed the installation of the new membrane roofing to the Utility Building at a total cost of \$51,385.

- f) **Hurricane Debris Site at Block 55A Parcels 57 and 111** - The Chairman reported that further to the information provided at previous Board meetings on the investigations about the impact of arsenic originating from hurricane debris storage and processing at the Frank Sound site, the Pan American Health Organisation (PAHO) and International Centre for Environmental and Nuclear Sciences (ICENS) have been involved in further investigations. In the course of June - July 2015 PAHO, ICENS and the Health Services Authority (HSA) conducted a medical/epidemiological review of residents who live or have lived nearby the property to determine whether they have been affected by arsenic contamination.

In July 2015 further environmental investigations were conducted at the site by the Water Authority in conjunction with PAHO and ICENS. The environmental investigation aims to obtain further data of the levels of arsenic present in soil, groundwater, fruits and grass. This information will determine whether people that live in the area and cattle that graze on the property are exposed to unacceptable levels of arsenic. A benefit of working with PAHO and ICENS is that the expertise of both organisations is available and that they work independently of the agencies in the Cayman Islands. ICENS operates a small nuclear research reactor in Jamaica and focuses on the geochemical, environmental and nuclear sciences. The advantage of working with ICENS is that by using nuclear technology they can analyze metals at detection limits that are substantially lower than the commercial laboratories that the Authority normally uses for analyses that cannot be performed in house.

To date the analytical results have not been received, it is expected that these will be available in the next 4 weeks.

- g) **Update of Specifications for Effluent Disposal Wells** - The Chairman reported that further to the information provided at the June 2015 Board

meeting, the Authority introduced updated effluent well specifications to ensure that well casing is properly grouted. The well drilling companies were involved in the review process and a meeting was held with the three companies in Grand Cayman on 01 July 2015 to discuss and introduce the final version of the specifications. To provide the companies with sufficient time to make the necessary changes, the updated specifications became official on 01 August 2015. To inform the public, an advertisement was placed on three consecutive Fridays in the Cayman Reporter and the specifications are on the Authority's website. The introduction of the specifications in the Sister Islands has not been completed yet; it is the intention of the Authority to do so in the next 2 months.

- h) Complaints Commissioner - Wastewater Disposal on Private Property -* The Chairman reported that as reported at previous Board meetings, the Office of the Complaints Commissioner (OCC) followed up on the complaint from [REDACTED] that various agencies (Planning, Department of Environmental Health and the Water Authority) had not dealt with her complaint that wastewater was being discharged from adjacent property onto her property. Following the meeting between the agencies and the OCC in May 2015, the Authority followed up with a site visit and issued a Notice of Violation. The owners of the properties where the wastewater originated from have not officially communicated with the Water Authority, however during follow up site visits the Authority's staff determined that both properties have begun work to install a septic tank: on one side the tank has been installed, the installation of the disposal well and associated piping remains outstanding. On the other side, the owner carried out the excavation to install the septic tank. The Authority will continue to monitor the situation to ensure that works are completed.

In the meantime the OCC sent the complainant a letter that she was satisfied that the agencies were dealing with the issue and that therefore the file was closed.

- i) Substandard Housing Complex at [REDACTED] -* The Chairman reported that at the June 2015 Board meeting members were informed of the substandard housing complex at [REDACTED] and its unsanitary conditions. Department of Environmental Health (DEH) sent an Abatement Notice and the Authority sent a Notice of Violation to the owner. As there was no response and no action, the Water Resources Engineer, who knew the owner, contacted him on 18 June 2015 to explain that the Authority took the issues seriously and that he had to comply with the NOV. By mid-July 2015 DEH advised that all tenants had been evicted and that the power supply had been cut off. Authority staff carried out a site visit and confirmed the findings of DEH. The Chairman and members complimented Water Authority's management and staff for taking the lead to seek solutions to the substandard housing issues through coordination with relevant government agencies. The Chairman asked that this continue and that he would be willing to meet with the Honourable

\* Redacted under section 23 of The Freedom of Information Law (2015 Revision)

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Minister to specifically discuss the concerns regarding substandard housing.

- j) \* Redacted under section 21 (1)(b) of The Freedom of Information Law (2015 Revision)

- k) *FOI updates* - The Chairman reported that no new requests were received since the FOI Report dated 20 May 2015 and provided to members at the June 2015 meeting.
- l) *Public Authorities Bill (PAB) Consultation Process* - The Chairman reported that the Regulating Authorities (ICTA, ERA, CIMA, CAA, WAC and NRA) met with Caucus on 03 August 2015 to present concerns with the proposed draft legislation and to present alternate options to improve governance and accountability. Caucus indicated their understanding of the issues and that the Deputy Governor would be asked to meet with the group.

### Current Business

- a) **Management Accounts - June 2015.**

The Chairman reported that the Finance Department has provided the first drafts of Financial Statements for the year ending 30 June 2015 for the Board's review. It is important to note that the numbers are not yet final as it is expected that there will be more adjustments/modifications prior to the final trial balance being sent to KPMG and the OAG.

The twelve month period ended with operating revenue showing 2.8% above prior year; however the ending balance is 5% below budgeted figures. Cayman Brac revenue continues to be higher than in prior years (20.6%) and also above budget (10%).

Current operating expenses, as compared to prior year dropped by approximately 1% and were 11% below budget, which is reasonable given that water revenue did not meet the budgeted figure and hence the water purchases/production costs are below budget as well. Repairs and maintenance are also below budget, which is within expectation as the CCTV survey project has yet to be completed. Additionally, it was anticipated that the forced sewer main project would have commenced in the 2014/2015 fiscal period.

Consistent with prior explanations, loan interest is expected to decrease as there are no new borrowings and is within budgeted expectations. The loan interest figures will be directly affected should the Board decide to settle some outstanding loans.

Administrative expenses continue to be below budget and prior years, 21.0% and 24.0% respectively. The decrease from prior years is reasonable, and consistent with previous explanations. The Authority expects to be below budgeted figures for 2014/2015 as it conservatively estimated legal and professional fees (pending CWC negotiations), bad debt expense (evaluation to be done in Sept/Oct) and Past Service Pension Liability (2014/2015 received and no adjustment is expected).

In summary – the Authority’s estimated net income for the twelve months of 2014/2015 is considerably stronger than prior years and well above expectation. There are still some expenses to be put through; however the estimated financial position is not expected to change significantly as most expenses pertaining to the period have been booked with the expectation of some minor operating expenses and the bad debt calculation. The Authority continues to be in a very strong financial position, with sufficient cash reserves to settle some outstanding loans, to continue the Cayman Brac extension project, complete the Wastewater rehabilitation projects, continue administrative remediation projects and meet day-to-day operational and administrative expenses.

Members offered congratulations to the Authority’s Finance team on the achievement of another successful year.

**b) Customer Request for Bill Adjustment re Customer Accounts# [REDACTED]**

The Chairman reported that on 31 July 2015 the Authority received a letter from [REDACTED] explaining the family’s current situation and requesting that consideration be given to allowing them to make reduced payments to have the service turned back on. 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 in 2013 the customer was offered several payment plans to address a high bill. The customer was unable to keep up the payments and defaulted. On 25 February 2015, a letter was received from [REDACTED] to the Board. At the 257<sup>th</sup> Meeting of the Board on 25 February, 2015, the Board agreed to allow the customer to pay 50% of the outstanding balance of \$7,251.40 to enable connection. No payments were made to comply with that decision.

In the 31 July 2015 letter received from [REDACTED] he requests a new payment agreement to address the outstanding balance of \$7,251.40 and enable the accounts to be reconnected. [REDACTED] proposed to pay \$500.00 on the account on 09 August 2015. He states that he expects to get all of the apartments rented to tenants (no date specified), and further proposes to make monthly

\* Redacted under section 23 of The Freedom of Information Law (2015 Revision)

payments of \$1,500.00 to the account. [REDACTED] referred to the offer made by the Board on 25 February, 2015 (based on his sister's request) to make an initial payment of \$3,625.70 but stated that he and his sister are unable to acquire funding to make the required payment due to both being unable to work due to medical issues. The amount outstanding on both accounts is \$3,572.31 on account# [REDACTED] and \$3,679.09 on account# [REDACTED]

\* Redacted under section 23 of The Freedom of Information Law (2015 Revision)

As all plumbing downstream of the meter is the customer's responsibility, the bill is payable. This customer needs to pay the bill in question as the issues were on the customer side. Lastly, previous 2013 payment agreements were not kept and since then (February 2015) the Authority offered to accept 50% of the bill in down payment and with the remainder on a payment agreement. The customer has not been able to satisfy the Board's previous requirements. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the customer's situation and subsequently decided that in order to assist the customer it would be necessary to ascertain property ownership and confirmation of some source of funds to maintain a payment agreement. It was decided that the customer be required to submit a certified copy (dated after 19 August 2015) of the Land Registry papers for the property to confirm ownership and whether or not there are any restrictions placed on the property. If the Land Registry Certificate is satisfactory, the customer will then need to provide verifiable rental agreements for the apartments and provide written commitment that the Water Authority will be paid 50% of the rental deposit required under the rental agreements prior to the services being turned back on. The customer will need to confirm in writing that he understands that payments must be made on time for bills incurred monthly and that he has to commit an agreed amount to be paid on the outstanding balance. Additionally, failure to keep any of these terms will result in immediate cessation of services.

**c) Customer Request for Bill Adjustment re Customer Account# [REDACTED]**

The Chairman reported that on 23 July 2015 the Authority received a complaint from [REDACTED] requesting that consideration be given to using a different period to calculate the averages for a stuck meter at the [REDACTED]. A copy of the correspondence and the report from Customer Service was provided to members.

\* Redacted under section 23 of The Freedom of Information Law (2015 Revision)

A review of the account was undertaken and the Authority's findings are that the customer's meter was identified as stuck during a fail audit check after the April 2015 meter reading cycle. The Meter Reader did not follow the proper procedure to ensure that the faulty meter was replaced in a timely manner. This is being dealt with as a disciplinary matter with the Meter Reader

responsible. In fact, it was the customer contacting the Water Authority that triggered further investigation.

The meter was replaced on 04 July 2015 and the customer was sent a letter explaining the averaged bills for May-June 2015. The customer's bills for the three months were calculated using a 6-month average of consumption during October 2014 to March 2015, inclusive. The bills calculated were as follows:

- April 2015 – \$7,315.11
- May 2015 – \$7,165.09
- June 2015 – \$7,269.58

The customer's justification for his request is that the volume of business during October, November, and December 2014 varied too greatly to compare to January, February, and March 2015. The Chairman noted that the process of averaging a customer's consumption to calculate a bill is in line with the Policy for Independent Water Meter Testing and Account Adjustment (Revised 25 July 2011) as approved by the Board. In this instance, the process followed is in the favour of the customer because varying consumption levels due to seasonal demand work load would cause the average to lessen.

Regarding the issue of frequent stuck meter at this location, an investigation was undertaken, with the assistance of the Deputy Director, to determine what could cause the meter at the customer's location to get stuck so often. The customer's meter had been stuck four times since May 2013. The previous three occurrences were experienced with a regular 2-inch (PSM40) water meter. The recommended usage for this meter is ten cubic metres per hour. The water meters at the customer's location were operating near the recommended maximum continuous flow – assuming five (5) days at six (6) hours per day.

The stuck meter was replaced with a 2-inch high flow meter that is expected to meet the high consumption needs of the customer. Correspondence was sent to the customer informing them of the meter change out. The customer will receive further explanation of the high flow meter installation which will address the sticking of previous meters as well as an apology from the Authority for not attending to the stuck meter when it was first discovered.

It is recommended that the Board upholds the averaged bills calculated for April, May, and June 2015 for the customer based on the policy as approved by the Board. The Secretary respectfully sought the Board's decision on the request from the customer to change the period used for averaging the bills for April-June 2015.

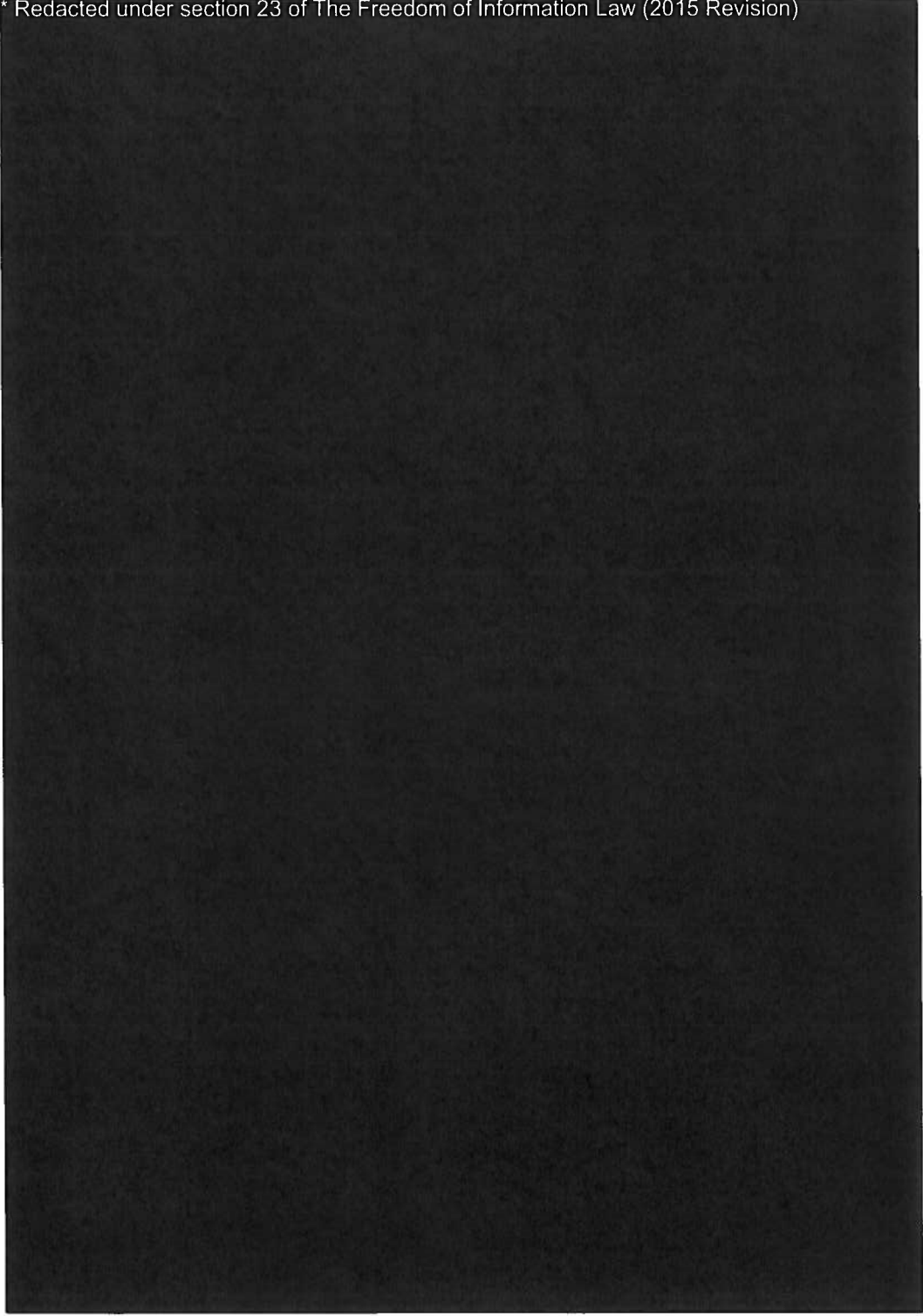
Members agreed that the customer should be advised that they had reviewed the request and decided not to change the months used to provide the average bills as these were applied in accordance with the Authority's policy.

However, the Water Authority should provide an additional apology to the customer for the delay in dealing with the stuck meter. The Board also noted that the Meter Reader responsible for not following the Authority's procedures is to be formally warned regarding his performance.

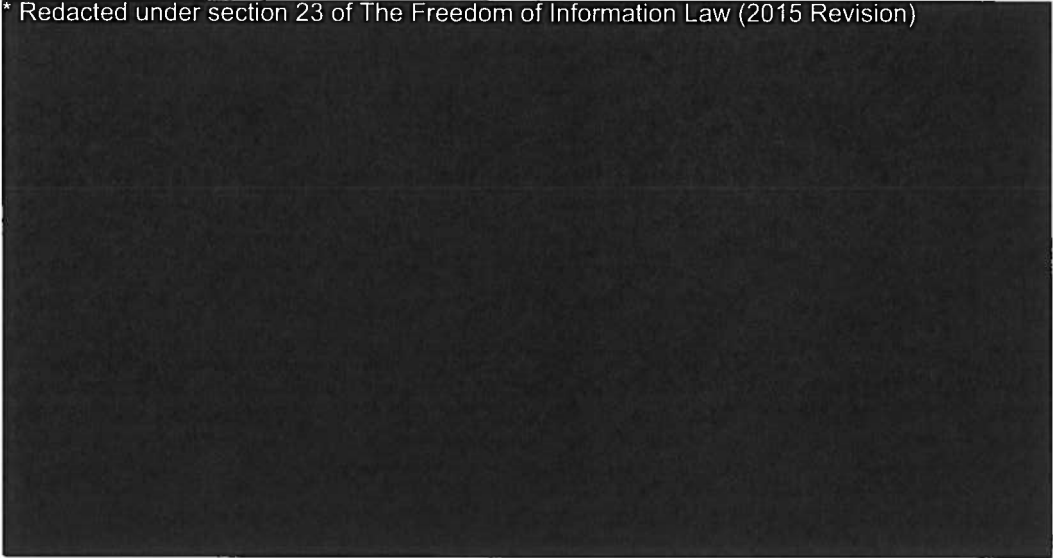
**Any Other Business**

a)

\* Redacted under section 23 of The Freedom of Information Law (2015 Revision)




\* Redacted under section 23 of The Freedom of Information Law (2015 Revision)



**b) 2015 Caribbean Water & Wastewater Conference & Exhibition 24-28 August 2015.**

The Chairman advised that the Honourable Minister of PLAHI has requested that the Secretary attend, on his behalf, the High Level Ministerial Forum 27-28 August 2015 that is being held in conjunction with the 2015 CWWA Conference in Miami, Florida. The cost of Secretary's attendance is being borne by the organisers with the exception of the per diem.

**c) \* Redacted under section 23 of The Freedom of Information Law (2015 Revision)**



**d) Change of date for October Board Meeting.**

The Chairman advised that he will be off island during the period 18-31 October 2015. Members agreed to move October's meeting to 14 October 2015 which will be held in Cayman Brac.

### **Donation Requests**

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

- a) The CI Crisis Centre - Annual Jingle Bell Walk/Run.
- b) FC International - 2015 Summer Football Camp.

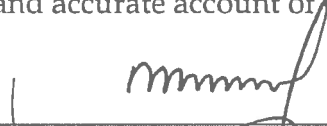


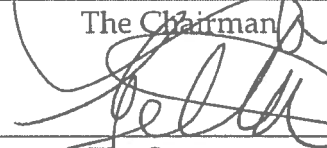
\* Redacted under section 23 of The Freedom of Information Law (2105 Revision)

- c) [Redacted] - International Girl Competition.
- d) CAF - Run2Zero Marathon.
- e) CI Triathlon Association - Annual Triathlon 2015.

There being no other business the Chairman thanked members and the meeting was adjourned at 3:25pm.

This is a true and accurate account of the proceedings.

  
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The Chairman

  
\_\_\_\_\_  
The Secretary

