

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 277th Meeting held on 18th of January 2017

Members Present:

Chairman:	Mr J L Hurlston
Members:	Mr J Gill Mr M Jacques 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 Ms T Mortimer

Call to Order

The Chairman welcomed members and everyone exchanged best wishes for the New Year. The Chairman then called the meeting to order at 1:27pm after ascertaining that there was a quorum. He acknowledged apologies from Mr H B Ebanks and Ms T Mortimer. The Chairman then offered a special prayer for guidance and subsequently the meeting was declared open.

Confirmation of Minutes of the 276th Meeting held on 14th December 2016

The Chairman asked for confirmation of the Minutes of the 276th Meeting held on 14th December 2016. Ms A Owens moved the motion to accept the Minutes as amended, Ms R Sharma seconded the motion and the motion passed unanimously.

Declaration of Conflicts of Interest

No conflicts were declared.

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

The Chairman reported that on 16 December 2016 the Lower Valley RO Plant was shut-down due to clogging of the pre-filters. During the period 01 December and 16 December 2016 the plant produced on average 1,418.3 cubic metres per day, that is, approximately 47% of its design water production capacity.

The Chairman reported that the plant will be restarted later in January 2017 as additional pre-filters and bags of sodium metabisulfite (SMB) have now arrived. The RO plant will be operated as needed so that water can be produced at Lower Valley whilst Operations-Water Supply is replacing the remainder of the 12-inch water main along Bodden Town Road (between Gun Square Road and Manse Road).

The Engineering Services Department (ESD) is reviewing the various options to treat the feed water in order to eliminate or significantly reduce the biological fouling of the pre-filters. The most likely solution will be to add a back-washable filter upstream of the pre-filters. The Secretary reported that the Authority had received preliminary reports back regarding the species of shrimp abstracted from one of the feed water wells. A professor from the University of Central Oklahoma indicated that not much was known about the species and requested additional samples when they become available again.

The Chairman reported that on 23 December 2016 Wendel Construction Ltd completed the construction of the chemical storage facility at the Lower Valley Water Works to provide the safe storage of chemicals used at the Lower Valley RO Plant.

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

The Chairman reported that the pipelaying crew returned to Cayman Brac from 05 December until 21 December 2016, during which 4 new water service connections and 232 metres (760 feet) of main pipeline (200mm (8-inch diameter)) were installed on this phase of the project.

The Chairman reported that the piped water network is active from West End Crossroads to Sheldon Way (just west of Horizon Building Supply). The pipelaying crew will return to Cayman Brac in early February 2017, after all pipework at the new Red Gate Water Distribution Pump Station has been

installed. It is anticipated that the Cayman Brac water distribution system will reach Faith Hospital by June 2017.

The new Vermeer T755 III Commander track trencher, which will replace the existing 10-year old trencher, will arrive on island by the end of the week of 20 January 2017). The Authority will make arrangements for some PR in the Brac upon its arrival there.

c) Water Distribution Pump Station Project 2016 - Red Gate Water Works - Update.

The Chairman reported that after the Christmas break the pipelaying crew, which has been stationed in Cayman Brac for the last few years, resumed the installation of the pipework at the pump station. During the week of 09 January 2017 the electromagnetic flow meter was installed. The crew will next install the fibreglass grating within the building and complete the various (suction, discharge) pipework outside the building.

It is anticipated that the new water distribution pump station will be commissioned in early-to-mid February 2017.

d) Esterley Tibbetts Sewer Force & Effluent Mains Project – Update.

The Chairman advised that there was nothing new to report.

e) 30 June 2016 Audit of Consolidated and Divisional Statements - Update.

30 June 2016 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

30 June 2016 - Supplemental Financial Statements (Divisions and Islands)

The Chairman reported that KPMG is in the process of completing the divisional statements and therefore the final draft is not yet available. At this time nothing is outstanding from the Authority. Efforts are to ensure that these statements are all done by end of January as that is when the Authority's current manager at KPMG is leaving the organisation, and it would be difficult for someone else to pick up the tasks.

Annual Report 2015/2016

The Chairman reported that as confirmed in the December 2016 meeting, the format for the annual report was not accepted by the Board as the Ministry of Finance requires a different format to be used. The Financial Controller, together with assistance from the Corporate Communications Officer drafted the new format for members' review however there are several outstanding areas that need to be completed. Members had no objection to the new format.

Upon completion of this document and Board approval it will be sent to both the OAG and KPMG for their review and sign off, this is a necessary procedure

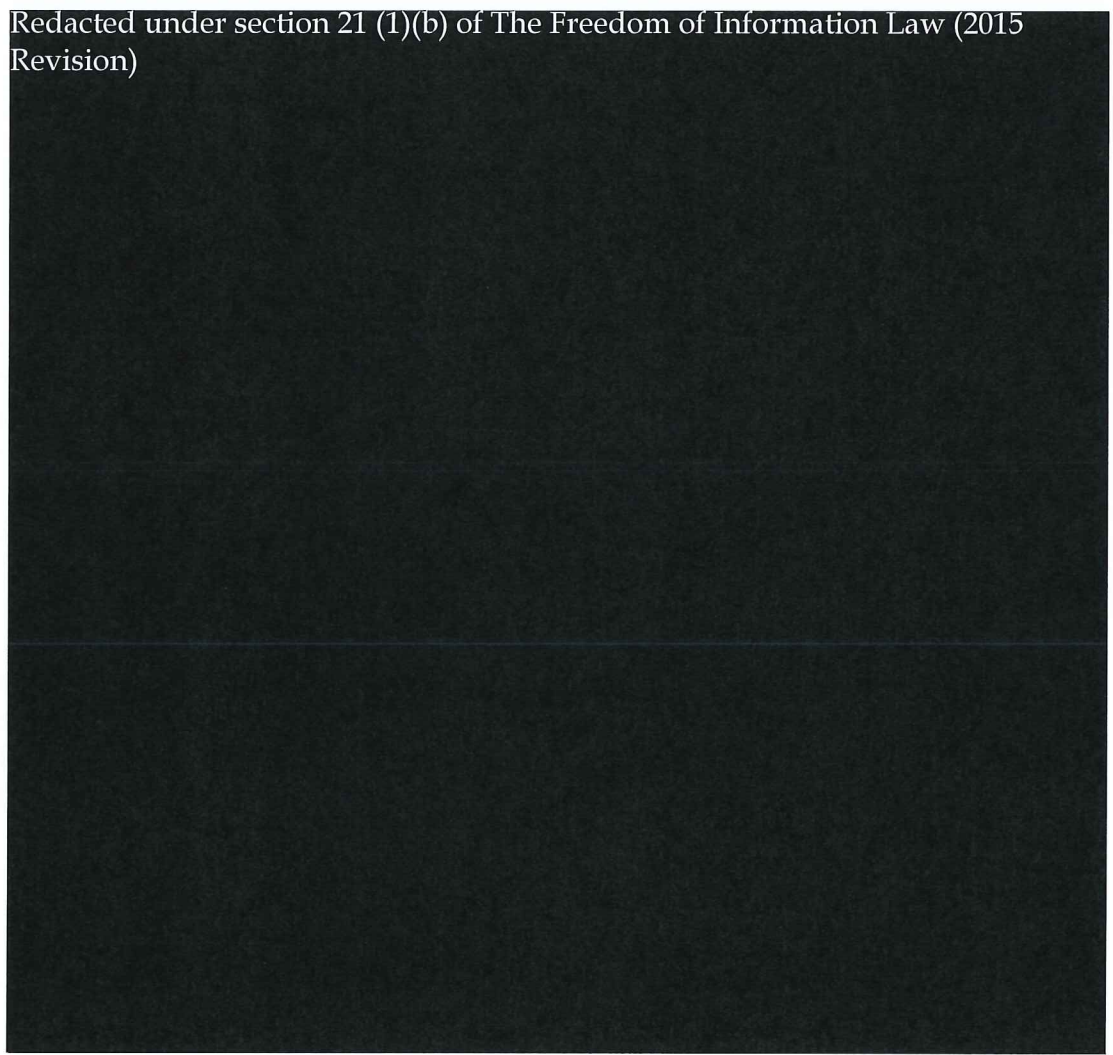
as it contains financial information from the audited financial statements and hence both parties are keen to ensure its accuracy. Once OAG and KPMG feedback is received and provided no material modifications are requested the document will be sent to the Ministry.

31 December 2016 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

The Chairman reported that the Authority met with KPMG for the audit planning meeting on 10 January 2017. KPMG arrived on site on 11 January 2017 and remain in the midst of audit planning and control testing. Given the short period of time and the minimal changes in operations, the Authority's expectation is that this stage will not take too long. As mentioned previously, the challenge of time remains as the Authority awaits outstanding invoices from vendors for work performed prior to 31 December 2016.

Until the invoices are received and booked the Authority is unable to close the financial period and draft financial statements. The Water Authority expects to close the financial period on 20 January 2017 and move forward to draft the financial statements, close "open" sections and facilitate continued audit work.

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



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

The Chairman reported that the Authority had not received any feedback from CWC on the draft licence that was provided to them on 24 October 2016. Initially CWC indicated that they would provide a response after their board meeting of 16 November 2016, but no feedback was received. The Chairman

noted that the Secretary asked CWC several times for a response; in their latest response (16 January 2017) CWC advised that their legal review of the draft water sector bills (i.e., the URCO-related bills) revealed conflicts between various new provisions of the amended Water Authority Law, and between these bills and the proposed terms of the draft licence. CWC indicated that they wish to first complete their review of the draft water sector bills and make representations to the Ministry before commenting on the latest version of the draft licence. CWC indicated that their main issues are unilateral modification provisions, reasons for revocation and the renewal provisions.

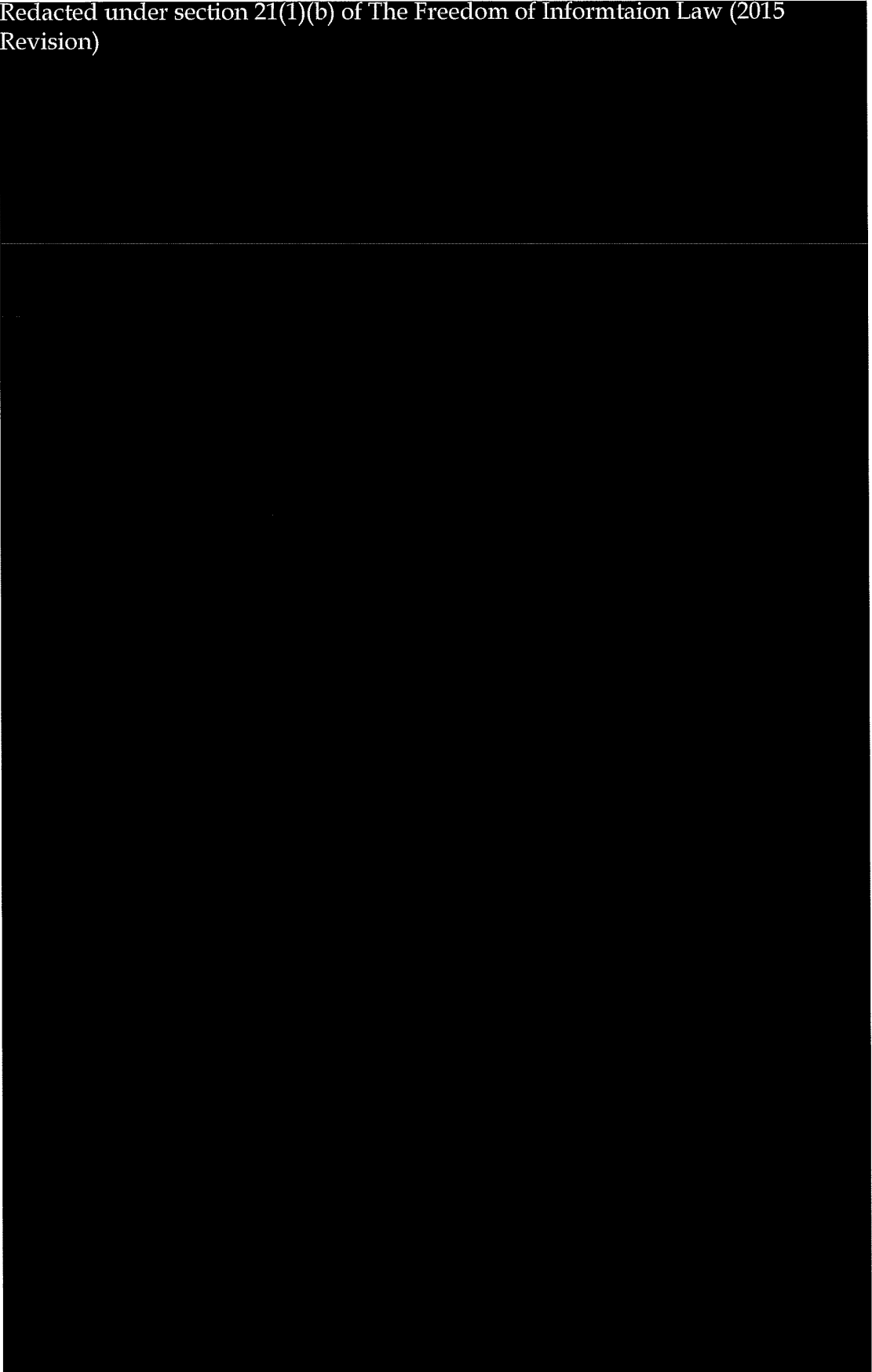
The Chairman noted that the Water Authority Board's proposal to grant an extension until 31 December 2016 or a date to be determined by the Honourable Minister remains with the Ministry and CWC continues to operate without an extension to the 15th extension which expired on 30 June 2016.

g)

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



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Revision)



h) Miscellaneous Updates.

- a) *In-House Pipelaying Crews* - The Chairman reported that the in-house pipelaying crew is in the process of installing a 100mm (4-inch) diameter pipeline in Dominica Drive (Northward).
- b) *Linford Pierson Highway Widening* - The Chairman reported that on 20 December 2016 the in-house pipelaying crew commissioned the new 300mm (12-inch) main along the southernmost edge of the widened Linford Pierson Highway (between the 1st Assembly Of God Church and Halifax Road). The next section, between Halifax Road and Agnes Way will be carried out in early 2017.
- c) *Esterley Tibbetts Highway Widening* - The Chairman reported that DECCO continues work on the widening of the Esterley Tibbetts Highway. To date the Authority has not received confirmation in writing that Cabinet has agreed to allow the Water Authority to deduct the Authority's contribution towards the cost of the additional road widening (50% of CI\$389,293.13, as reported previously) from the July 2016/December 2017 dividend payments to Government.
- d) *Water Supply Division* - The Chairman reported that on 15 January 2017 Operation-Water Supply replaced approximately 66 metres (220 feet) of 300mm (12-inch) water main in Shedden Road. This replacement is directly related to the fuel leak at the now demolished Rubis gas station on Shedden Road. The water main had been compromised due to fuel seeping into the trench. The contaminated material will be remediated by Rubis.
- Work on Phase II of the project to replace the 12-inch water main along Bodden Town Road, which comprises the area between Gun Square Road and Manse Road, will be resumed on 30 January 2017. The pipe installation portion of this work is expected to take approximately 2 weeks, after which customers will be connected to the new pipeline.
- e) *Wastewater Division* - The Chairman reported that during the month of December 2016, the design hydraulic capacity of the plant (2.5 mgd) was not exceeded on any day. The average daily wastewater inflow from West Bay Road was 2.13 mgd (or approximately 85% of design capacity). This amount was 22.2% less than the average influent measurement during the same period the previous year (2.73 mgd).
- f) *West Bay Road New Force Main* - The Chairman reported that as part of the Dart Group proposal to construct an under-pass across West Bay Road, parts of the Water Authority sewerage infrastructure must be re-located, including the relocation of PS 4 to north of the underpass.
- As reported previously the Engineering Services Department has been in extensive communication with DECCO Ltd and APEC regarding the design for the new, relocated pumping station.
- g) *Fuel spill at former Rubis Service Station Shedden Road* - The Chairman reported that developments since the December 2016 Board meeting are:

- The contaminated soil (approximately 4,000 cubic yards) that had been excavated from the site has been remediated and transported to the George Town Landfill where it was used in the area where the tire recycling plant will be placed. Comprehensive testing of the soil has confirmed that residual fuel contamination is within the Authority's acceptable standards.
- On 08 January 2017 the Water Authority did preparatory work for the pipeline replacement in Shedden Road and on 15 January 2017, 220 feet of the water main was replaced. The replacement was necessary as the trench had been impacted by the fuel spill at the Shedden Road service station. Contaminated soil from the trench has been stored at the Rubis terminal at Jackson Point for remediation. The Authority's Operations-Water Supply staff is to be commended for their excellent execution of the job to replace the pipe and removal of contaminated soil. It was an example of a well-planned job, professionals at work and excellent team work: the first crew started at midnight on Saturday night and worked until 8 am, the second crew worked from 8 am until 6 pm on Sunday at which time the job was completed and the road was opened again for traffic.
- Arcadis, the environmental consultant working for Rubis, was also present during the pipeline replacement. They coordinated the moving of soil to the terminal, the removal and treatment of contaminated groundwater and monitoring of air quality to ensure that staff was not exposed to unsafe air quality. This week Arcadis continues the installation of monitoring wells and groundwater sampling at the Shedden Road site to monitor residual levels of fuel related contamination.

h) Fuel spill at Rubis Savannah Service Station -The Chairman reported that on 11 January 2017 the Authority and the Petroleum Inspectorate were informed by Rubis that they had discovered a fuel spill at their Savannah service station. As a result of the fuel spill at their Shedden Road service station, Rubis had hired a local company to check the monitoring wells at all their service stations. During this process fuel was discovered in the monitoring wells in the storage tank area at the Savannah service station. As a precaution Rubis decided to sell the fuel left in the tanks, but not to refill the tanks until the cause of the spill was clear, as a result there is no fuel available at the Savannah service station.

Later on 11 January 2017, the Authority, Rubis, the CPI and Arcadis prepared a preliminary action plan to deal with this spill. The Authority committed to issue a press release, a notice to households in the area to not use groundwater for potable purposes and sampling of nearby customers who use potable water from the Authority. This last activity was prompted by the discovery at Shedden Road that there is a potential for the piped water system being impacted by fuel spills. Rubis committed to installing monitoring wells and collection of groundwater samples and

comprehensive testing of the equipment at the service station under supervision of the Petroleum Inspectorate.

On the morning of 12 January 2017, while the Authority was getting ready to execute the various activities it had committed to, it was contacted by Rubis that overnight they had done more work at the station and determined that the storage tanks were buried in a vault. This means that it is highly likely that the fuel impacts are limited to the vault and that groundwater and soil are not impacted. As a result the Authority agreed not to issue the press release and notice to residents; however it did pursue the sampling of the piped water supply of several nearby customers. Results have not been received yet. Rubis/Arcadis will install monitoring wells on 18 January 2017 and the Authority will monitor developments and act accordingly.

i) ***Resolved Notice of Violation - Wastewater Disposal on Private Property -***

The Chairman reminded members that in mid-2015 the Board was informed at several meetings about the challenges the Water Authority experienced with an instance of wastewater disposal on adjacent private property.

In January 2014^{*} [REDACTED] complained to the Authority that for the last ten years wastewater was being discharged from her neighbour's properties onto her property at [REDACTED]. This complaint posed a substantial challenge as the wastewater originated from several additions/extensions comprising of 7 connected dwellings within one structure straddling two properties. The property had inadequate wastewater treatment and disposal facilities and was built up over the years to the extent that there was hardly any place for an adequate wastewater treatment system and disposal well. In 2014 the Authority followed up with notices of violations and several site visits, but progress was limited.

In May 2015 the Authority, the Department of Planning and the Department of Environmental Health received a letter from the Complaints Commissioner as [REDACTED] had lodged a complaint that these three agencies had not addressed her complaint. The Complaints Commissioner's representative met with the three agencies and asked the Water Authority and Environmental Health to follow up with the property owners to resolve the issue. He also stated that he would follow up separately with Planning Department to review how the property was developed without Planning requiring and enforcing adequate wastewater facilities.

The Water Authority and Department of Environment conducted a site visit in May 2015. The Water Authority issued a new Notice of Violation in June 2015 and continued to follow up with site visits. Initially the owners installed septic tanks but no effluent disposal wells and a further Notice of Violation was issued in May 2016 to require the installation of disposal wells. The Authority conducted numerous further site visits and communicated with the owners and the well drilling company to get the wells installed. The wells were installed and on 01 December 2016 the

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

Authority issued a letter to both property owners that the Notice of Violation had been resolved.

This particular project took substantial time and resources from the Authority to reach a resolution. It is an example where over many years the wastewater treatment and disposal of an expanding dwelling was not adequately addressed through the Planning process, resulting in a situation that became very difficult to resolve.

- j) *FOI updates* - The Chairman reported that no new requests were received since the last Water Authority Board meeting.

Current Business

a) **Management Accounts December 2016.**

The Board was provided with the management accounts for the period ending 31 December 2016.

The Chairman noted that the statements reflect the continued reduction in the Loans Payable and also the recognition of the Post-Retirement Health Obligation under non-current liabilities. Once the actuary reports are available the financial statements will reflect the fluctuating liabilities for Pension and Health. Construction in Progress is slightly higher than 31 December 2015, reflective of the ongoing projects and will continue to reflect Cayman Brac Water Works as it is developed.

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The operating revenue of the Authority decreased marginally by 0.2% as compared to prior years, with minimal changes between 2015 and 2016. Operating expenses reduced slightly over 2015, most notably in the Water Purchases and electricity, again, mainly attributed to fuel prices. As per expectation loan interest continued its decrease reflective of early debt settlement and no new borrowings.

Administrative expenses are slightly below that of prior year for the same period, coming in at 6.9% lower than in 2015, the majority of this difference is attributable to the Board approved write offs that happened in September/October 2015. The bad debt expense calculation is pending and will be completed in mid-February 2017.

In summary, the Authority will end this 6-month financial period with strong sales and net income, these numbers need to be evaluated against the Pension, Post-retirement Health, Bad Debt Expense and the possible introduction of Phase II of the Post-Retirement Health Care recognition. The cash balances remains sufficient to continue with the Cayman Brac extension project, the Cayman Brac Bluff site development as well as daily operational and administrative costs.

b) The Public Authorities Bill 2016.

The Chairman reported that on 19 December 2016 the Public Authorities Bill 2016 was gazetted for the 21-day public consultation. This draft of the bill has a number of changes from the last version seen in 2015. A copy of the bill with the Water Authority's comments was provided to members. The Authority fully supports the Cayman Islands Government's desire to improve governance issues and financial performances amongst SAGCs, however there are aspects of the bill that require refinement.

For example, the legislation should ensure that there is consistency and coherence in the stated functions of the SAGCs. Each of the regulatory SAGC laws has established functions specific to their regulatory responsibility. The bill should ensure there is alignment and consistency in the best interest of the functionality performed. There is a potential risk for legal interpretation as to whether the SAGC law can be relied upon as the governing legislation and could have potential unintended consequences with some of the SAGCs. It is also important that the regulatory objectivity of SAGCs with regulatory functions is maintained.

Regarding indemnity to Board members in Part 3, Clause 22 and Part 8, Clause 53 of the bill; the recommendation is that advice be taken from the Attorney General's office on how professional indemnity should be treated by all SAGCs for board members and staff. It is perceived that by adding "negligent" to these clauses lowers the threshold for decisions to be challenged in the courts. This may create the potential for frequent litigation and potentially raises the contingent liability for CIG for some of the larger SAGCs.

Regarding publication of minutes of Board meetings in Part 3, Clauses 18 and 19 of the bill, there seems to be no provision for redaction of minutes; this could be detrimental to competitive advantage to some SAGCs that operate in a globally competitive environment; and for others that deal with sensitive personal information or individually specific industry regulatory info that should not be disclosed to the wider public and can now be redacted under the FOI legislation.

c) North Sound and Red Gate RO Plants.

The Chairman reported that the present operating agreements for the North Sound Reverse Osmosis Plant (NSROP) and the Red Gate Reverse Osmosis Plant (RGROP) will expire on 01 April 2017 and 01 July 2017 respectively. The Water Authority intends to ultimately operate its Sea Water Reverse Osmosis plants using in-house resources.

The Chairman reported that in order for the Authority to properly review all its options, a letter was sent to Ocean Conversion (Cayman) Ltd (OCC) on 23 December 2016 requesting proposals for OCC to continue the operation and

maintenance of either the NSROP or the RGROP, or both, for an additional period of twelve months.

The Chairman reported that on 16 January 2017 OCC submitted various proposals (RGROP only for 12 months, NSROP only for 12 months, both plants for 12 months), and an additional proposal to extend the operation and maintenance contracts of both plants for 24 months. These proposals are being reviewed and the Authority will present recommendations on how to approach the operation and maintenance of these plants at the February 2017 Board meeting.

The Secretary noted that with the employment of a Senior Engineering Manager-Water Production in the latter part of last year, the Authority would carefully review all options; however taking over the operation of the remaining RO plants has to be carefully planned.

d) **Request for Bill Adjustment re Customer Account** *

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

The Chairman reported that on 09 December 2016 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 the initial meter reading for the billing cycle for April 2016 was higher than normal thus triggering a Fail Audit inspection. This Fail Audit inspection was completed on 24 April 2016 at which time the Meter Reader noted: "*No movement no leaks found*".

On 30 April 2016, a bill was issued to the customer in the amount of \$628.27 for the period 09 March - 24 April 2016 (46 days). The bill issued in May 2016 was in the amount of \$60.77 for the period 24 April - 12 May 2016 (18 days).

On 09 June 2016, a complaint of high bill was received. A service order was issued to the metering division to conduct an inspection on the same day. During this site visit, the Meter Reader noted: "*Unable to verify. Customer has valve padlocked*". This is the first time where a WAC staff member identified a padlock on the ball valve at the meter.

The customer's account was disconnected for collections on 20 June 2016 with a balance of \$887.81. During the meter reading process the account was flagged for zero consumption and a service order to re-check the meter was issued on 23 June 2016. This inspection was completed 01 July 2016 at which time it was noted "*Meter valve locked [by] WAC*" confirming that there was no consumption due to the meter being locked.

This matter was escalated to the Customer Service Supervisor by the customer and Customer Service Representative on 25 August 2016. The Customer Service Supervisor communicated with the customer on 30 August 2016 to address her concerns regarding the high bill for April 2016. The customer was assured that all steps had been taken to investigate the high bill (fail audit, etc). It was also noted that a non-WAC padlock was not identified on the meter until 09 June 2016. The customer was offered the option of having the meter tested but declined to do so.

As a now inactive account, the service was again inspected at the end of October 2016 to ensure there was no consumption, this was confirmed.

As the customer remained unsatisfied, she was advised to raise her appeal to the Water Authority Board. Subsequently, on 09 December 2016, the customer submitted a letter for Board review and consideration.

The customer stated that a non-WAC padlock was placed on the meter on or about 10 March 2016 and that there was no consumption of water since 09 March 2016.

In summary, no indication of leaks was identified during the fail audit inspection on 24 April 2016. Additionally, refuting the customer's claim, the Meter Reader did not identify a non-WAC padlock on the meter during this inspection. The non-WAC padlock was not identified on the meter by WA staff until 09 June 2016.

The customer maintains that there was no consumption of water at the property after 09 March 2016. However, meter readings show consumption during the periods 09 March - 15 April, 15 April - 24 April, and 24 April - 12 May. The consumption analysis showing meter readings and other relevant information is in the Board package provided to members. Although the property manager states in the statement attached to the customer's letter that she locked the "meter box", meter readers were able to access the meter within the meter box to take readings each month.

The sole tool used by Water Authority to measure water consumption by a customer is the meter. If a customer considers a meter to be inaccurate, he/she has the option to have the meter tested. This was offered to the customer; however, the customer chose not to accept the offer. As all plumbing downstream of the meter is the customer's responsibility, the bill is payable. 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. All plumbing downstream of the meter

is the customer's responsibility. Water usage was verified on three separate dates (15 April, 24 April, and 12 May 2016) after the date (09 March 2016) the customer says the meter was padlocked. A padlock was not found on the service until the 09 June 2016 visit by the Meter Reader.

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

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

The Chairman reported that on 09 December 2016 the Authority received a revised letter (dated 15 November 2016) from [REDACTED] requesting that consideration be given to reducing the customer's 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 the customer was issued a bill for the period 09 August - 29 September 2016 in the amount of \$1,727.39. Before the bill was issued to the customer, a Fail Audit inspection was ordered on 16 September 2016 from the Billing unit. This Fail Audit inspection was completed on 17 September 2016 at which time the Meter Reader noted: "*possible leak detected*". Attempts to contact the customer via information on file were not successful. A service order was then initiated on 23 September 2016 by a Customer Service Representative (CSR) to hand deliver a letter to the location regarding the possible leak. The letter was delivered to the property on 29 September 2016.

The customer did not contact the Authority and on 31 October 2016 another bill was issued in the amount of \$2,255.22 for the period 29 September - 27 October 2016. A Fail Audit inspection triggered and completed on 20 October 2016 at which time the Meter Reader noted: "*Possible leak detected. [REDACTED] was advised on site of possible leak. I also asked [REDACTED] if she wanted the valve turned off until she could get a plumber to come by, but she said no*".

Attempts to contact the customer via contact information on file were again unsuccessful. A service order was then initiated on 26 October 2016 by a CSR to hand deliver a letter to the location regarding the possible leak. The letter was left on the customer's door by a Meter Reader on 27 October 2016.

On 08 November 2016 the customer visited the Authority and met with a CSR. During this meeting, a Special Payment Arrangement was approved for 42 monthly payments to settle the balance of \$3,863.61 beginning on 30 November 2016.

In summary, a possible leak was identified at the property by a Meter Reader during both September and October 2016. Attempts were made by Customer Service to contact the customer on both occurrences by telephone, however the attempts were unsuccessful. For both occurrences, a letter regarding the possible leak was hand delivered to the property and left at the front door.

However, during the visit in October 2016, the customer was at home and the Meter Reader was then able to explain the situation to her.

The customer acknowledged the presence of a leak where “apparently tons of water was pouring out from the water heater”. The customer acknowledged that repairs were completed to correct the leaking hot water heater but did not specify the date this was done. However, the leak was still present at 20 October 2016, approximately one month since initial discovery and notification to customer.

The customer’s letter advised that she is a “retired civil servant” and is “extremely ill”. The customer is requesting that the “late fees and additional charges (high water bill) be waived due to the circumstances. As all plumbing downstream of the meter is the customer’s responsibility, the bill is payable. An extended Special Payment Agreement for 42 months was agreed with the customer effective 30 November 2016 and it is recommended that this remains in place. 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. All plumbing downstream of the meter is the customer's responsibility. Further, the customer was advised of a possible leak but chose for the service to remain on. Members agreed that the current 42-month Special Payment Plan Agreement signed by the customer should remain in place with the usual discounting of late fees (providing payments are made regularly according to the agreement).

Any Other Business

a) Trucked Water Delivery Policy Cayman Brac.

The Chairman advised that the Water Authority is working on the FAQs and have in the meantime communicated with the Brac staff regarding the process and advising that any unusual or complicated situations for which they are not sure how to assist the customer should be referred to Grand Cayman.

Mr C Randall noted that reinstatement of roads impacted by the Authority’s pipeline extension project had commenced.

b) American Water Summit 2016.

The Chairman reported that the Secretary will provide an update at the February 2017 meeting.

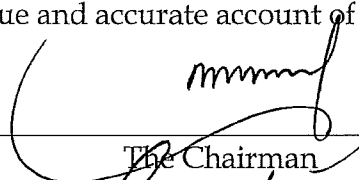
Donation Requests

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

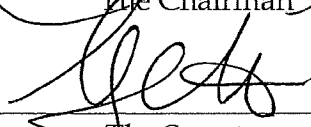
- a) CI Chamber of Commerce – Earth Day Clean Up 2017.
- b) Layman E. Scott Sr. High School Golden Anniversary Celebration.
- c) Off the Beaten Track Race – WAC Team Sponsorship.
- d) Cayman Cricket – Legends Reunited Golf and Gala.
- e) CYB Agriculture Show Committee – Annual Agriculture Show.
- f) CIASA – 3rd Annual Swinging for Swimming Golf Tournament.

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

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

