### **CONFIDENTIAL**



## Water Authority of the Cayman Islands

## Minutes of 284th Meeting held on 24th January 2018

#### **Members Present:**

Chairman:

Mr K Gomez

Members:

Mr H B Ebanks

Mr J Gill

Mr C Randall Mr M Rankine Ms L Ryan Ms R Sharma Mr A Wright

Secretary:

Dr G Frederick-van Genderen

Apologies:

Ms T Ebanks Ms A Owens

Ms S Mitchell

#### Call to Order

The Chairman welcomed members to the first sitting of the newly appointed Water Authority Board and acknowledged apologies from Ms T Ebanks, Ms S Mitchell, and Ms A Owens. After ascertaining that there was a quorum, the meeting was declared open and called to order at 1:32pm. The Chairman noted that he was pleased to work again with the Water Authority as he was closely involved during its formative years. He thanked all members for being willing to serve and said that he looked forward to working with everyone to ensure the Water Authority remains a very good example of a successful Government Statutory Authority. Before discussions commenced, the Chairman invited Ms L Ryan to offer a special prayer for guidance. Mr H B Ebanks

advised the Chairman that he would need to be excused after 3pm due to another commitment.

The Chairman then pointed members to several forms in their Board packet that were required to be completed. These forms were the Code of Ethics and Notice of Interests. Members were given a few minutes to complete the forms.

The Chairman reminded members that under the Public Authority Law 2017, civil and public servants appointed to the Board were no longer able to vote on decisions made by the Board.

## Confirmation of Minutes of the 283rd Meeting held on 16 August 2017

The Chairman asked for confirmation of the Minutes of the 283<sup>rd</sup> Meeting held on 16<sup>th</sup> August 2017. Mr J Gill moved the motion to accept the Minutes as amended, Mr C Randall seconded the motion and the motion passed unanimously.

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

Regarding donation requests, Mr C Randall declared a conflict of interest in item (ii) on the Donations Request List for the Cayman Brac District Committee of the National Trust of the Cayman Islands. Mr C Randall also declared a conflict of interest with item (d) under Current Business.

## **Matters Arising**

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

The Chairman reported that during the period August 2017 -December 2017 the LV RO Plant produced on average 1,320 cubic metres per day, which is approximately 44% of its design water production capacity.

As reported previously, only two feed water wells (out of three) are currently being used. The Engineering Services Department (ESD) is still investigating potential pre-treatment methods to eliminate, or at the very least significantly reduce, the fouling of the pre-filters.

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

On 29 September 2017 the contract for the installation of a secondary roof on the Lower Valley Reverse Osmosis building was awarded to Edgewater Development Ltd, who submitted the most competitive tender, in the amount of The Chairman noted that Edgewater completed the contract on 15 January 2018, or almost one month ahead of schedule.

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

The Chairman reported that by mid-September 2017 the installation of the 200mm (8-inch) diameter main pipeline had been completed up to Faith Hospital. Nearly 900 metres (2,600 feet) was installed on this phase of the

Cayman Brac Project. Although piped water has been available for more than three months, as of 24 January 2018, Faith Hospital was not yet connected to the piped water supply due to some issues with the water pipelines on the Faith Hospital site.

Since completing the 200mm (8-inch) diameter main pipeline the Authority's inhouse pipelaying crew has installed just over 400 metres (1,360 feet) of 150mm, 100mm and 80mm (6-inch, 4-inch and 3-inch) pipes in the various side roads (i.e., Hideaway Link, Foster Road, Stake Bay Front Road).

The Chairman reported that requests for new water service connections continue to trickle in. To date approximately 150 water service connections have been installed since pipelaying resumed in November 2013. There are currently 37 outstanding water service connections at various stages of the process throughout the water distribution system. The Authority's pipelaying crew will continue to alternate the pipeline installation with the installation of new water services.

#### Extension of Waiver of Connection Fees in Cayman Brac

The Secretary respectfully requested members' consideration regarding the extension of the waiver for connection fees in the main and side roads in the area up to the West End Primary School, up to Faith Hospital and further Phases of the Cayman Brac Piped Water Expansion Project up to Ashton Reid Drive. The current approval expired on 31 December 2017. There were 24 new connections made during the last 6-month period and to date, the total number of piped water customers is 277.

Voting Members unanimously agreed to extend the waiver of connection fees in the main and side roads in the area up to the West End Primary School, up to Faith Hospital and further Phases of the Cayman Brac Piped Water Expansion Project up to Ashton Reid Drive for the period 01 January 2018 through to 30 June 2018.

#### Cayman Brac RO Plants

The Chairman reported that on 01 November 2017 AQC Consulting (Idaho) LLC completed the upgrade of the Cayman Brac RO Plant, comprising replacing the high-pressure pump, the ERI energy recovery units and updating the control system.

The modifications to the RO Plant, in particular the requirement to have an additional cartridge filter immediately upstream of the high-pressure pump, dictated that the feedwater pumps must be changed to pumps with a higher discharge pressure. The order for the replacement feedwater pumps was placed on 12 January 2018. These pumps should arrive on island around mid-March 2018.

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

The Chairman reported that the new water distribution pump station was commissioned in mid-September 2017. Initially there were a few issues with the pump control system that required some additional fine tuning. The pump station has been operating without any major issues since early November 2017. The Secretary noted that this item would come off the agenda at the next Board meeting.

# d) 31 December 2016 & 31 December 2017 Audit of Consolidated & Divisional Statements, 2018-2019 Ownership Agreement - Update.

Annual Report 2015/2016

The Chairman reported that there was nothing new to report, the document was provided to the Ministry of Planning, Lands, Agriculture, Housing & Infrastructure (PLAHI) on 16 March 2017. The Authority has sought clarification as to whether or not the report was ever tabled in the Legislative Assembly.

30 December 2016 - Supplemental Financial Statements (Divisions and Islands) The Chairman reported that these statements were completed by KPMG and required the Board's approval in order to be signed off. These statements are not required by law and hence are not bound to the same time frames as the consolidated financial statements. Members were respectfully requested to approve for the documents to be signed off by the Chairman, the Secretary and the Financial Controller. Voting Board members unanimously agreed to approve that the documents be signed off as required.

31 December 2017 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

#### Background

For the benefit of new members, the Chairman explained that the Authority currently prepares 6 sets of financial statements for the financial periods. These are:

- 1. AUDIT Consolidated Accounts this is the Statutory body legally known as The Water Authority of the Cayman Islands. These accounts are inclusive of all areas of the Authority and are included in the annual report as provided to the public.
- 2. AUDIT Divisional Statements Water this is specifically for the water division of the islands (both GCM and CYB) these statements are used internally.
- 3. AUDIT Divisional Statements Statutory specific for the Statutory division of the islands previously included all the regulatory functions as well that have since been moved to OfReg and going forward will include Laboratory, permits, Onsite WW treatment plants, etc.

- 4. AUDIT Divisional Statements WW for the Wastewater side of the operations this was originally initiated when the Cayman Islands Government (CIG) was actively pursuing the sale of the WW assets and it was important to know how this unique section of the Authority's operations was performing. When the prospective sale process did not continue the Authority decided to continue to create and audit these statements as it found the information useful, especially in light of the proposed implementation of the RCAM rate structure. The addition of all the divisional statements (#2-4) will equal the consolidated accounts (#1).
- 5. REVIEW Island Statements GCM this is the water operations on the island of Grand Cayman.
- 6. REVIEW Island Statements CYB Water operations on the island of Cayman Brac, the total of # 5 & 6 will equal the Water Divisional Statements.

The Chairman reported that KPMG, together with the Office of the Auditor General (OAG), Director, Deputy Director and Financial Controller met with KPMG for the audit planning meeting in mid-September 2017. KPMG requested provision to do interim auditing in late 2017 with the intention to minimise the amount of on-site work that had to be done in early 2018, which is traditionally the busy season for audit firms. The Authority accommodated KPMG in October/November 2017 on-site to conduct the systems testing, and perform some on-site substantive testing.

The current expectation is that KPMG will be back on site in mid-February 2018 to complete the audit testing. The Authority is well prepared for the audit, with all working papers current and the main outstanding issue is the payables as it is necessary to wait on vendor invoices which can often take a month or so to arrive.

The Chairman advised that, provided there were no unusual circumstances, the Finance Department is prepared and ready for the 12-month audit ending 31 December 2017.

The Chairman noted that the Cayman Islands Government (CIG) has instructed that all audits be reported on for the 18-month period ending 31 December 2017. The Authority, under the direction of the previous Board chose to conduct a 6-month audit for the period 01 July - 31 December 2016 and then a 12-month for the fiscal year ending 31 December 2017 with the intention to consolidate the 2 reports and have the 18-month report for the required annual report.

#### 31 December 2017 Engagement Letter

As part of the annual audit the Authority is required to formally engage both the OAG and KPMG to conduct the annual audit. The Engagement letter is addressed to the members and confirms the terms of the engagement between the 3 parties (OAG, WA and KPMG). The Board is requested to approve the document and for the Chairman to sign the letter acknowledging and agreeing

the terms and conditions. Voting Board members unanimously agreed to approve that the documents be signed as required.

## Annual Report 2016/2017

The Chairman noted that the Annual Report 2016/2017 will be finalised after the completion of the 18-month consolidated audit.

## Notice of Interests

As part of the compliance work that the auditors will be performing an annual "notice of interests" is required of all Board members and Senior Staff members. Copies were provided to members and most were completed at the start of this Board meeting.

Public Service Pension Board – Defined Benefits Pension Plan – 31 December 2017 The Chairman advised that in order to accurately reflect the pension obligation of the Defined Benefit Pension Plan employees the Authority, via the PSPB commissions MERCER (an actuary company from Canada employed by the PSPB) to conduct an annual actuary report to ensure that the value is accurate.

This report has been requisitioned and is expected to be received in early February for review, audit and inclusion into the 31 December 2017 reports.

Public Service Pension Board – Defined Post-Retirement Healthcare – 31 December 2017 - CINICO for Defined Benefits Pension Plan Employees

The Chairman advised that in order to accurately reflect the post-retirement health care obligation of the defined benefit employees the Authority, via the PSPB commissions MERCER to conduct an annual actuary report to ensure that the value is accurate.

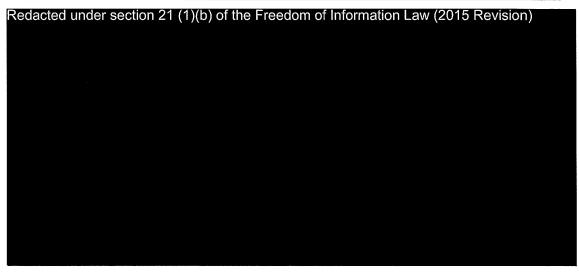
This report has been requisitioned and is expected to be received in early February 2018 for review, audit and inclusion into the 31 December 2017 reports.

Public Service Pension Board – Defined Post-Retirement Healthcare – 31 December 2017 - Generali

The Chairman advised that in order to accurately reflect the post-retirement health care obligation of the remaining (non-defined benefit) employees the Authority, via the PSPB commissions MERCER to conduct an annual actuary report to ensure that the value is accurate.

This report has been requisitioned and is expected to be received in early February 2018 for review, audit and inclusion into the 31 December 2017 reports.

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



#### Credit & Debit Card Standing Orders

The Chairman reported that this project is complete, standing orders are no longer a valid payment method and as at 31 December 2017 this payment option is no longer accepted. Customers were given original notice in June 2017 with the Finance Department reaching out to all customers on an individual basis to ensure that they had received the information of alternate payment options.

### 2018/2019 Ownership Agreement

The Chairman noted that members have been provided with a copy of the approved Ownership Agreement for the Water Authority for the 2-year (01 January 2018 – 31 December 2019) budget period. The Authority presented the 2-year (2018/2019) budget to the BMU (Budget Management Unit) on 08 September 2017. There were no major questions in regards to the Goals and Objectives or the Financial Projections for the 2-year period. The Secretary proceeded to present an overview of the document and 2018/2019 budget period to members. It should be noted that each of the 2 years will be audited separately and therefore the estimates are separated by the fiscal year.

In the presentation, the Secretary explained that as part of the budget process the Authority identified 4 key strategic goals and categorised proposed major projects accordingly:

1) GCM - Maintain Water Production Capacity, Distribution and Storage to ensure Distribution Reliability

a. Red Gate - Construction of a water storage tank \*

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

Revision)

- 2) GCM Maintain Adequate infrastructure to operate efficiently
  - a. Miscellaneous water projects
  - b. Construction of a purpose-built file storage building to safely store the Authority's paper files
  - c. 2018 and beyond Pilot study to assess feasibility of installing AMI (Advanced Metering Infrastructure) in the Cayman Islands.

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

3) CYB – Water Distribution Extension and Bluff Water Works (BWW) Facility

- a. In line with the objective to provide piped water to the residents of the Cayman Islands the Authority mobilised the Cayman Brac project in October 2013. This project is on-going, will continue into the new 2-years budget period and well into the future.
- b. Bluff Water Works (BWW) Continued site preparation and infrastructure development
- GCM WW Improve Integrity of existing Collection System and Future Expansion
  - a. Highlight is on the ongoing remediation project of the wastewater assets, the original contract for the CCTV survey was awarded after a competitive tendering process in April 2013. Phase II of this project is scheduled to start in the 2018 budget period will focus on large diameter pipework and is estimated to the 24-month period (2018/2019). The manhole remediation project is expected to commence in 2018 at an expected

The Secretary explained that the Water Authority will continue to maintain its financial independence through prudent and careful management and will continue to work under the borrowing moratorium to secure internal funds for essential capital projects. In anticipation of the implementation of the RCAM to the Authority on-going annual rate adjustments were consistently foregone by the Authority.

\*Redacted under section 21 (1)(b) of the Freedom of Information Law (2015 Revision) In the presentation the Secretary noted that prudent spending has allowed the Authority to estimate a net income of for the 18-month 2016/2017, in 2018 and in 2019. Continued strong sales were highlighted as the customer base grows (Camana Bay, Eastern Development, etc.), slightly offset by the expected rise in fuel costs, and insurance coverage.

The Secretary explained that as the Water Authority has been unable to maintain a suitable long-term candidate to fill the Senior Engineering Manager-Water Production's position, tender documents for a multi-year O&M contract for the Red Gate, and North Sound RO Plants will be completed in the first quarter of 2018, to ensure a contract can be awarded in early-2018, before 01 July 2018 (when the current O&M contract for the Red Gate RO Plant expires). Members inquired about the current staffing issues in this section and the Secretary explained the current situation. The Water Authority will request permission from the Central Tenders Committee (CTC) to extend the current operating contract for the North Sound SWRO Plant by three (3) months, i.e., up to 01 July 2018, so that the new operating contract, for both SWRO Plants, can commence on 01 July 2018, rather than having staggered starting dates for each plant.

The Secretary noted that interest expense will continue to decrease as the Authority pays down existing debt without any new borrowings.

The Secretary advised that these milestones allowed for inclusion of several remediation projects necessary to maintain the assets of the Authority (Red Gate Administration building refurbishment new drainage wells and paving at Red Gate annual refurbishment of the Bolted Steel Water Storage necessary legal and professional to manage the statutory obligations of the Authority and budgeted increases in insurance (health and property, as a reflection of the expected increase in rates due to the devastating hurricanes in other parts of the Caribbean). Also included is an adjustment to 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)

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

Members discussed, sought and received explanations from the Secretary on several aspects of the presentation. Subsequently, the Chairman advised members that the Secretary respectfully requested the acknowledgement and acceptance of the 2018/2019 Ownership agreement, being cognizant that it had already been approved by the CIG and any major modifications at this time would need to be agreed by the Minister and BMU (Budget Management Unit). Voting Board members unanimously acknowledged and accepted the 2018/2019 Ownership agreement, being cognizant that it had already been approved by the CIG.

## e) The Utility Regulation and Competition Office (OfReg) - Update.

The Chairman reported that further to the August 2017 Board meeting, in November 2017 the Authority provided feedback to OfReg on a licence they had drafted for the production and supply of water. In early January 2018 the Authority provided OfReg with key information on the licensing process of Morritt Properties Cayman Ltd, Thompson's Resorts Ltd (i.e. Royal Reef) and Little Cayman Beach Resort. In the first quarter of 2018 the Authority intends to provide the Office with relevant information on additional water production and supply of any other establishments that the Authority has historically dealt with.

The Chairman reported that regarding CWC royalties, the agreement with OfReg is that the Authority will receive the royalties and will retain a part of these royalties for the Authority's statutory function to protect groundwater; the Water Authority will pay OfReg their portion for their regulatory functions for

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

# f) Transfer of Plumbers Licensing from the Water Authority's Plumbers Examination Board to the Planning Department - Update.

The Chairman reminded members that as reported at the previous June 2017 Board meeting the recent legislative changes that made OfReg the regulator of the water and wastewater sector, also repealed the Authority's mandate to licence plumbers.

The Chairman reported that the Authority's Plumbers Examination Board (PEB) had completed with the full transition of the licensing of plumbers from the Authority to the Planning Department effective 01 September 2017.

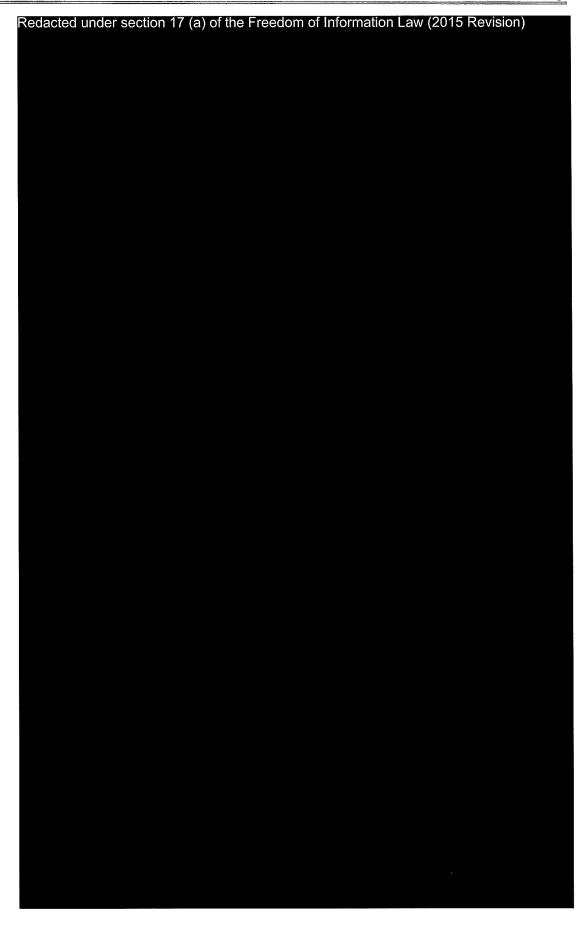
The Chairman reported that the Authority had no response from the Ministry of Education, Youth, Sports, Agriculture, and Lands (EYSAL) nor the Ministry of Commerce, Infrastructure and Planning (CIP) regarding the official disbanding of the Plumbers Examination Board by Cabinet. The Secretary communicated the request via email on at least two occasions.

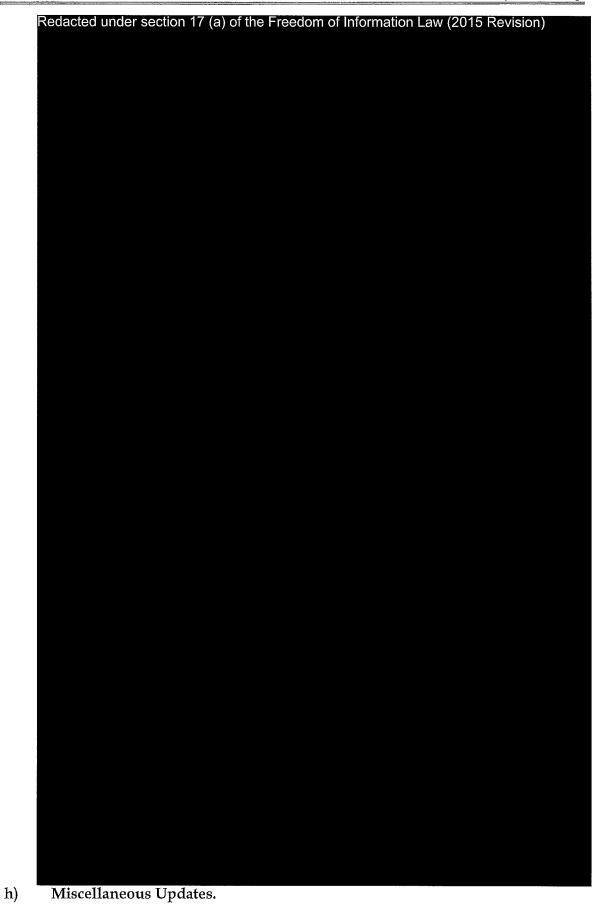
## g) Public Authority Law - Update.

The Chairman reported that on 26 October 2017 the Authority received from OfReg a copy of a letter from OfReg to the Attorney General (AG) which among other things identified a number of inconsistencies between the Public Authorities Law (PAL) and various other laws related to OfReg. The issues raised were not inconsistent with issues raised previously by various SAGCs including the Water Authority prior to passage of the PAL. The Authority sought legal guidance from its own lawyers who identified similar issues.

The main issues as explained and summarised from the Authority's lawyer's communication were:

Redacted under section 17 (a) of the Freedom of Information Law (2015 Revision)





12

- a) In-House Pipelaying Crews The Chairman reported that on 13 September 2017 the Authority's in-house pipelaying crew completed the installation of 512 metres (1,680 feet) of 300mm (12-inch) pipe along Condor Road, Bodden Town, between Shamrock Road and Anton Bodden Road.
  - After the work in Condor Road had been completed, the pipelaying crew installed 225 metres (737 feet) of 100mm (4-inch) nominal diameter pipeline in La Conte Drive, off Frenchman's Drive, Breakers (near Frank Sound Road Intersection). This work was completed in early October 2017.
  - Other works carried out by this crew are noted in comments under Esterley Tibbetts Highway and Linford Pierson Highway below.
- b) Linford Pierson Highway Widening The Chairman reported that in early October 2017 the Authority re-mobilised its resources to Linford Pierson Highway. By mid-December 2017 the Authority's in-house pipelaying crew had installed 410 metres (1,350 feet feet) of 300mm (12-inch) pipe and 80 metres (260 feet) of 150mm (6-inch) pipe and various fittings (tees, valves etc.) within the proposed roundabout near Agnes Way and the Mangrove Point development.
  - The last portion of the Water Authority's work on this phase of the Linford Pierson project, which includes the connection of the existing 150mm (6-inch) pipeline from Agnes Way to the new 300mm (12-inch) water main in Linford Pierson Highway, cannot be carried out until traffic has been diverted from the middle of the existing intersection (where the existing valves are situated). Once the proposed roundabout has been constructed, and traffic diverted, the Water Authority can safely carry out the remaining work, away from any traffic.
- c) Esterley Tibbetts Highway Widening The Chairman reported that as had been reported previously, the Authority's pipelaying crew abandoned the site in mid-May 2017 as it could not proceed any further as NRA/DECCO had not yet completed the road construction works between the end of the installed pipe and the Butterfield Roundabout (e.g., relocation of CUC poles, fences, roughing-in of the road, installation of kerbs, etc).
  - In October 2017 the NRA requested the Water Authority to "temporarily" connect the new pipeline to the existing pipeline to allow NRA to continue the construction of the future northbound lanes and the installation of the median curbing as well as the relocation of the streetlights north of the proposed temporary connection.
  - This work has now been completed (the section of new pipeline has been tested and disinfected). After all existing customers on the old pipeline section have been transferred to the new pipeline, most likely to be completed during the week of 29 January 2018, the old pipeline will be abandoned and NRA/DECCO can resume the installation of streetlights, curbing, etc.
- d) Water Supply Division The Chairman reported that on 28 July 2017 Operations - WS started the upgrade of the pipeline in Prospect Point Road. This project comprised the replacement of just over 1,100m (3,700 feet) of 100mm (4-inch) nominal diameter pipe with 150mm (6-inch) nominal

diameter pipe. The original pipeline was installed more than 25 years ago, and this upgrade, effectively doubling the capacity of the pipeline in this area, was necessary to better accommodate the anticipated development along this road, as well as replacing some sections that were prone to leaks. As a result of delays in the pipe shipment (due to hurricanes Irma and Maria, and miscommunications by the shippers) this project was only completed by mid-December 2017. The Water Supply-Division is currently working on reducing the outstanding road reinstatement as the NRA has indicated that no further permits (to cut across a public road) will be issued until these have been dealt with.

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

- contract to Paint Water Authority Buildings The Chairman reported that on 30 June 2017 the contract for the external repainting of the Lower Valley Water Works Pump House, the North Side Water Works Pump House and the Red Gate Water Works Post-Treatment Building was awarded to Paint Pros Ltd, who submitted the lowest tender in the amount of Paint Pros Ltd completed this contract on 22 September 2017.
- f) Wastewater Division The Chairman reported that during the period August 2017 December 2017, the design hydraulic capacity of the plant (2.5 mgd) was exceeded on 25 days. The average daily wastewater inflow from West Bay Road during that period was 2.23 mgd (or approximately 89% of design capacity). This amount was approximately 6% less than the average influent measurement during the same period the previous year (2.37 mgd).
- g) West Bay Road New Force Main The Chairman reported that as part of the Dart Group proposal to construct an underpass across West Bay Rd, parts of the Water Authority sewerage infrastructure had to be re-located, including the relocation of PS 4 to north of the underpass. In late August 2017 DECCO completed the construction of the new wastewater pump station along West Bay Road, just south of Burger King.
  - On 05 September 2017 DECCO confirmed that Dart had purchased the Royal Palms property and that they would extend the underpass. As a result, the 250mm (10-inch) HDPE force (from the new pump station) would have to be extended into the manhole in the West Shore Centre. On 21 September 2017 the Water Authority served notice to the affected property owner. DECCO commenced work immediately after the New Year's break and it is anticipated that the work will be completed during the week of 29 January 2018.
- *h*) *FOI updates* The Chairman reported that no new requests were received since the 16 August 2017 Board meeting.
- i) Sewer Force Main Installation The Chairman reported that the 100mm (4-inch) nominal diameter ductile iron force main in Watler's Drive, between the pump station PS12 at the end of Watler's Drive to a manhole in the northern parking lot of Bay Town Plaza, transfers all wastewater generated within the Watler's Drive area, by Kirk Supermarket and what used to be the Thompson's Shipping Building.

Over the last two years emergency repairs to this force main had to be carried out, and unfortunately some buildings have been constructed very close to, and in one instance even over the pipeline. Consequently, the Water Authority does not have access to this pipeline to carry out any repairs on it should it fail.

It is anticipated that since its installation in 1988 the ductile iron force main will have deteriorated due to internal corrosion, and a decision was therefore made to replace this pipeline as soon as possible in order to avoid a future catastrophic failure of this crucial pipeline. Additionally, the new pipe will be larger (to allow for future development within the area) and will be installed within Helen Drive to ensure proper access for future servicing and repair.

In early November 2017 the tender documents for this contract, comprising the installation of approximately 245 metres (800 linear feet) of 150mm (6-inch) nominal diameter High Density Polyethylene (HDPE) pipe, using the traditional open-cut method, were made available to interested contractors.

Only two tenders were returned by the deadline of 22 November 2017; from Wharton-Smith, Inc, of Florida, USA, who successfully completed two previous sewer force main installation contracts (in 2016 and 2017), and the other from Construction Management & Engineering Co Ltd (CMEC Ltd, a Cayman-based company).

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

- *j)* Compensation Review The Chairman reported that as per Board decision at the August 2017 meeting, the salary structure proposed by the consultant became effective 01 January 2018 and implemented on the same date.
- k) Ocean Conversion (Cayman) Ltd (OCL) 2018 Rate Adjustments The Chairman reported that on 09 January 2018 Ocean Conversion (Cayman) Ltd (OCL) submitted their calculations for the rate adjustments for 2018 for the three Water Authority reverse osmosis plants operated by OCL (Red Gate, North Sound and North Side), based on the September 2017 indexes for both the Cayman Islands Consumer Price Index (CI CPI) and the United Stated Producer Price Index (US PPI).

These calculations indicated an increase of 1.40% in the CI\$ portion and 4.55% in the US\$ portion of the Monthly Overheads Fees and the Quantity Fees. As the US\$ portion represents approximately 30% of the total monthly fees (excluding Energy Fees), the cost of water purchased, excluding Energy Fees, will increase by approximately 2.35%. The Energy Fee is calculated each month based on the actual average cost of electricity during the preceding month, and accounts for around 33% of the total cost of water purchased.

On 11 January 2018 the Water Authority confirmed acceptance of the Ocean Conversion (Cayman)'s (OCC) water rates for 2018 calculated in accordance with the Contract Documents and Amendments.

Water Authority's 35<sup>th</sup> Anniversary - The Chairman advised that the Water Authority will celebrate its 35<sup>th</sup> Anniversary during the year 2018. Members were provided with a briefing document that outlines the Authority's plans. Redacted under section 21 (1)(b)of the Freedom of Information Law (2015 Revision)

m) Onsite Wastewater Treatment System Operation & Maintenance Challenges - The Chairman reported that the Authority's Onsite Wastewater Treatment Programme had improved over the years; however a recent case shows the need for ongoing and enhanced efforts. The case below was presented to the Board as an example of the issues the Water Resource-Quality Control (WR-QC) Department encounters from time to time.

In 2017, had a new wastewater treatment system, designed and installed by an overseas contractor. This system is the largest onsite wastewater treatment system in the Cayman Islands. The Authority reviewed the system and set out requirements for inspections, notifications, manuals, training and commissioning. In November 2017 the Authority found out that during commissioning and start-up of the system a lot of problems were encountered and that the system was in very poor working condition with overflows of wastewater onto the ground. A warning letter was sent and emergency actions taken to stop overflows. Problems with start-up and continued poor operation were attributed by Morritt to work-permit issues for the overseas contractor. The Authority communicated to that this was unacceptable and the capacity for maintaining and operating the system needed to be available onis working now with the Authority to increase the capacity of their site technicians to an appropriate level. This required substantial resources from the Water Resources and Quality Control department, but progress has been made over the last few weeks.

n) Certification Course for Onsite Wastewater Treatment System Service Providers - The Chairman reported that at the August 2017 meeting the Board adopted a policy which requires that Onsite Wastewater Treatment System (OWTS) Service Providers attend and successfully pass the Authority's OWTS Operations & Maintenance Certification Course.

The launch of this course in September 2017 followed years of field and lab work and workshops to establish the need for locally provided training to improve the standard of OWTS maintenance. Providing the training locally saves the local industry time and money and allows the Authority to tailor and expand the material to address local issues.

The course has been prepared in house and is delivered by the Authority's Onsite Wastewater Trainer, Trenton Forman, it has been well received by the service providers. It consists of 3 modules, each of which takes half a day, followed by a test requiring 70% for pass. Courses are given from September 2017 through March 2018. The Secretary advised that the Authority sees the need for operators of these OWTS to be licensed/certified in the future.

o) Laboratory Accreditation - The Chairman reported that the Authority's Laboratory is accredited since 2002 by the American Association for Laboratory Accreditation (A2LA). The external audit, which is mandatory for the accreditation and was conducted in September 2017, determined 9 deficiencies. The Laboratory provided a deficiency response to the A2LA and the Authority was notified on 06 November 2017 that the A2LA had agreed to extend the accreditation through 30 November 2019.

In early December 2017 the Laboratory also underwent its mandatory annual internal audit, conducted by Dr Jennifer Clancy, an independent consultant from the US. Dr Clancy found 5 deficiencies; these were addressed satisfactory in the Laboratory deficiency response.

The Laboratory's accreditation is in accordance with the ISO/IEC 17025 Standard General Requirements for the Competence of Testing and Calibration Laboratories. A new edition of this standard was published in late 2017. As a result of the new edition the Laboratory will need to implement some substantial changes. Under the capable leadership of Marcela Martinez-Ebanks, the Laboratory Manager, the Laboratory is working diligently to implement the requirements of the new edition of the ISO/IEC 17025 Standard.

#### **Current Business**

#### a) Management Accounts December 2017.

The Secretary reported that the Finance Department had prepared and provided to the Board very draft financial statements for the 12-months ending 31 December 2017. Members were asked to be mindful that the audited numbers are expected to look significantly different as consideration will need to be given for potentially large adjustments that can only be done with the receipt of the Pension and Post-Retirement Healthcare actuary reports, the calculation for the Allowance for Doubtful Accounts, asset impairment calculations, remaining invoices, etc.

Regarding the Balance Sheet, there were no surprises; the cash position continues to be strong, outstanding loan balances continue to decrease and recognition of Retirement and Pension obligations. The Secretary reported that the Authority expects that there will be slight movement in the capital asset figures as completed projects are moved from CIP to fixed assets, however that will have no effect on the overall numbers.

With regards to the Income Statements, The Secretary reported that revenue continues to be strong compared to prior year, showing an increase of 4.0%. Operating expenses were currently consistent with prior year, however once the accelerated depreciation and asset impairment are calculated the balance is expected to be higher than in prior years.

Administrative expenses were currently below that of 2016, however as noted above the Authority expects significant entries to be booked once the information for the health and pension benefits is received, confirmation of 2017 audit fees, bad debt expense etc.

It is the Authority's continued expectation that loan interest will decrease, reflective of no new borrowings. This trend will continue until the loan interest is NIL in 2019.

In summary, the Secretary reported that the Authority is in a strong financial position at 31 December 2017, with sufficient cash flows to continue with the CYB extension project, the CYB Site development and daily operational and administrative costs.

Mr H B Ebanks gave his apologies and left the meeting at this point.

# b) Request for Waiver of Pipeline Installation Cost - New Application

\*Redacted under section 23 of The Freedom of Information Law (2015 Revision) The Chairman reported that on 15 December 2017 the Authority received a letter from requesting that consideration be given to waiving the cost to extend the public piped water supply to her property. A copy of the correspondence and the report from Customer Service was provided to members.

submitted an application for piped water service on on 12 December 2017. She was subsequently advised that in accordance with the Authority's policy, her cost to extend the water supply into the private right of way that allows access to her property would be approximately \$3,750. In 2001, the Water Authority Board implemented a policy regarding the extension of water pipelines into private roads (including Private Right of Ways) as follows "The Water Authority will extend the public water supply system within private roads at no cost to the owner(s) of the road, up to a maximum length of approximately 100 linear feet per single residential customer".

The pipeline extension from Bodden Town Road to the abovementioned property is approximately 150 linear feet. The current cost estimate for this work is \$75.00 per linear foot. The property owner requesting the service would be therefore is required to cover the cost of 50 linear feet which equates to \$3,750.00.

The Chairman noted that was also provided with the option of funding the installation of the entire extension through contracting a private contractor under the supervision of Water Authority.

Subsequently, submitted a letter to the Board requesting a waiver of the required cost for extending the public water supply system to her property in which she states that she is "unable to pay that amount at my current financial status".

The Secretary respectfully sought the Board's decision on the request from Voting Board members agreed to waive the cost to the property owner to extend the pipeline the additional 50ft required to provide service to her property in consideration of her personal circumstances.

# c) Request for Bill Adjustment re Customer Account

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

The Secretary reported that on 30 December 2017 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 06 September 2017, the meter for this location was changed out as part of the meter change out programme. On 08 September 2017, the customer submitted a complaint of low pressure at the residence on 08 September 2017. Upon execution of this service order, the meter reader notes: "The customer, stated that there was a broken main line down the road from his house, which was being fixed by WAC. Following that, his meter and check valve were changed out. When he went to take a shower, he noticed that debris was coming out of the taps, as well as coming into the toilet when it was flushed. I checked the hose bib on the house, and found that the pressure was normal at the time."

On 30 September 2017, the bill generated was for the amount of \$253.01 for the period 11 August 2017 – 08 September 2017 (28 days).

The readings were taken on 06 September 2017 (0.2 cubic metres) and 08 September 2017 (8.8cubic metres) show that 8.6 cubic metres of water was consumed in those 2 days, averaging just over 4 cubic metres per day.

The initial meter reading for the October 2017 billing cycle was higher than normal thus triggering a Fail Audit inspection. This Fail Audit inspection was completed on 20 October 2017 at which time the Meter Reader noted "no leak no movement found".

The customer received a bill in the amount of \$454.03 for the period 08 September 2017 - 20 October 2017 (42 days). Subsequently, the customer submitted a

complaint of water leak on 20 November 2017 stating that "water is in the meter box and is leaking". This was investigated by meter reader and it was again noted 'No leaks or movements on the meter.'

The bill for the period of 20 October 2017 - 22 November 2017 (33 days) was in the amount of \$176.45. The customer requested an audit by the Utility Services Auditor on 30 November 2017 and this was executed on 01 December 2017. The Utility Services Auditor noted "After Arriving on site on the 01.12.17 I checked the meter for any movements or leaks and found none was on site which he explained to me that after they had their meter changed they had developed a lot of sand and gravel and other sediments within their water and had to open their faucets to have them cleaned and also after a while his toilet was not working properly which he found gravel in the way of the tank being filled I then stated to him that I would take a reading and see over the weekend what would be his usage as normal weekend for him he then said great, I then returned on the 04.12.17 @ 3:05 to do another reading the first reading was 122.874 and on the Fourth of Dec. it was 125.867 which for over the weekend it was a total of 2.993 almost three cubic meters. With that usage it's about average looking at a month's usage. This house has four bedrooms with three bathrooms this seems to be on par."

The customer submitted a letter to the Board on 30 December 2017 saying that the spike in billed water usage on 31 October 2017 was caused by "the debris being pushed into our house fixtures which caused the leaks in our toilets and elsewhere". The customer also states that they should not be "responsible for the increase of the water bill that occurred only when the water meter was replaced in addition to all the work and additional expense incurred to fix the damage...".

In summary, it was confirmed that the Authority did have a main pipeline break on Arlene Avenue on 02 September 2017, which is in the vicinity of the customer. The meter and valve changed out on 06 September 2017 was part of the Authority's meter change out programme and was not related to the main pipeline break/repair.

It is noted that while the meter was changed out on 06 September 2018, it was only on 08 September 2018 that the Authority received a complaint of low pressure (2 days later). It is also noted that it was only during the visit to investigate the low-pressure issue on 08 September 2017 that the customer indicated to the meter reader there was an additional problem of debris in the line. The meter reader notes are clear that the pressure was normal but no notes were made regarding debris being in the water.

In three subsequent service calls by the Authority, namely on 20 October 2017, 20 November 2017 and 01 December 2017, there was no movement on the meter, therefore no leak was identified.

After discussions with the Authority's Engineering Services, it was advised that although some soil particles could have inadvertently enter the customer's

service line during a changing of the meter, it is unlikely that it would be enough to cause complete blockage of several faucets and cause leaks in the toilets (presumably causing the flapper valve to not close properly) as indicated by the customer. Based on the customer's letter to the Board which states "we had to remove and clean each of our fixtures to improve the water pressure and leaks which took several hours over several weeks because the fixtures continued to get more small amounts of debris in them", and "we had to replace all the fixtures in one of our toilets", the claim seems to be somewhat overstated and does differ from the Authority's expectations.

As the customer did not provide any repair reports, invoices or pictures to substantiate their claim, it is concluded that if the Board is minded to favour the customer, (as there was a possibility that soil particles could have inadvertently entered the customer's service line during the meter change out), and at most this could have caused the customer to have to carry out additional flushing; members may wish to consider averaging the October 2017 bill.

In summary, 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. Voting Board members agreed that the customer should be advised that they reviewed the request and that the bill should be averaged using a previous 6-month period due to ambiguity regarding the probability of the level of debris in the customer's system that may have resulted from the Authority's works. Additionally, it was noted that Authority's records did not show that the strainer which forms part of the Authority's meter apparatus was ever inspected to determine why, if any, debris was able to bypass it. This is a procedural matter that the meter reader should be reminded of or retrained on if necessary.

# d) Request for Waiver of Personal Guarantee ~

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

by the

Mr C Randall left the meeting before discussion on this agenda item due to a declared conflict of interest.

The Chairman reported that on 11 January 2018 the Authority received a letter

regarding the application for a water connection to the in Cayman Brac. The property is owned by A copy of the letter as well as the lease was provided to members. The Water Authority's policy requires personal guarantees of directors of the association. However, as indicated in the letter, the facility is fully operated and maintained

Members were respectfully requested to consider to waive the requirement for personal guarantees and to add the

as a tenant on the account. Voting Board members agreed that the customer
should be advised that they had considered the customer's request and decided
to waive the requirement for personal guarantees from the directors of
order for the account to be opened.
* should be listed as the tenant as that is the Government entity that
operates the*

# e) Request to Waive 50% of Cost to Relocate Water Main in

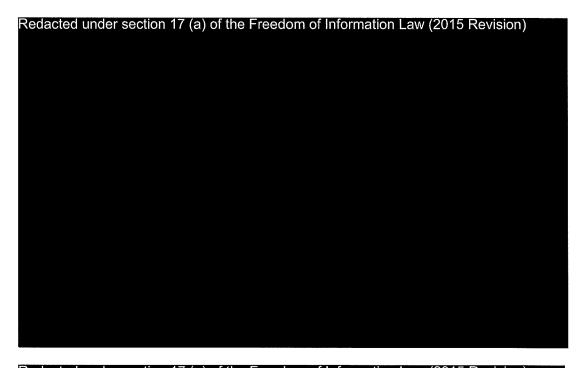
Mr C Randall returned to the meeting at this point on the agenda.

The Chairman reported that a new development (28-lot subdivision) is proposed at which extends over the existing water infrastructure in this area (i.e., near).

On 17 November 2017 during a meeting with the land owner the Authority indicated that the public water infrastructure must be accessible for maintenance and repair at all times. Consequently, the pipeline must be relocated outside the parcel (to be installed, either by the Water Authority, at the cost of the land owner, or by a contractor hired and paid by the land owner, in strict compliance with the Water Authority's guidelines).

The Chairman reported that the land owner did not agree with the Authority's position in this matter, and indicated that in his opinion the Water Authority had been negligent in its duties to ensure the pipeline was installed in (i.e., outside his property). He subsequently wrote a letter to the Water Authority Board, dated 20 November 2017 (copy provided to members), restating his position and offering to pay for half the cost of relocating the pipe.

Redacted under section 17 (a) of the Freedom of Information Law (2015 Revision)	



Redacted under section 17 (a) of the Freedom of Information Law (2015 Revision)

\*Redacted under section 23 of the Freedom of Information Law (2015 Revision) members did not agree to the developer's request to waive 50% of the cost to relocate the water main in the as the pipeline was originally installed in the location agreed upon by the original developer and the Water Authority and requested that the draft letter provided by the Authority's lawyers be sent to the developer.

f) Piped Water Supply Extension Request to the Proposed Long-Term Residential Mental Health Facility Site (Block 66A Parcel 37).

The Chairman reported that on 28 September 2017 the Authority received a letter from the Chief Officer of the Ministry of Health, Environment, Culture and Housing (HECH) regarding the extension of the piped water supply system to the CIG's proposed Long-Term Residential Mental Health Facility site on Block 66A Parcel 37.

The Ministry's project management team was advised on 05 September 2017 that the project would require an extension of approximately 7,000ft from the nearest water main on High Rock Road. This section of the extension falls within a registered public access road and would therefore be covered by the Water Redacted under section 21 (1)(b) of the Freedom of Information Law (2015 Revision)

Based on the indicated occupancy at the facility the Return on Investment (ROI) would be around 1.25% per annum, or a payback period of approximately 80 years. For comparison, the Authority's policy for pipeline extensions into Private Roads is based on a 15% return on the Authority's investment within two years, or averaging 7.5% per annum.

To further clarify the location for members, the Deputy Director was requested to provide a more detailed map which was done. The Ministry of HECH is requesting that the Authority include the project in its work programme to ensure completion and availability of water at the site no later than February 2019.

The Secretary respectfully sought the Board's decision on the request from the Ministry of HECH as this project was not included in the capital works programme for 2018-2019. Voting Board members agreed that the Water Authority should add this project to its work programme to ensure service is available within the timeline required by the project. It was noted that the Authority would not commence work on the pipeline extension until the road is properly graded and situated in the correct/gazetted location. Members also requested that the Authority recommend that the Government consider gazetting and making a pubic road the 1075ft of private road that forms part of the access to the property. Members also raised concern regarding the daily usage estimated of 10,000 g/d indicated in the letter from the Chief Officer.

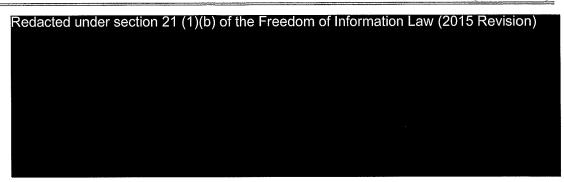
# g) Red Gate Water Works - Supply and Erection of Bolted Steel Tank for Water Storage 2017.

The Chairman reported that the 2018 Budget includes an amount of US\$1.50 million to cover the cost for the supply and erection of a new glass-fused-to-steel bolted tank.

The existing four, 2 million gallon water storage tanks at the Red Gate Water Works currently provide storage of just over three days of daily demand. An additional water storage tank must be constructed at the Red Gate Water Works to ensure appropriate operational and disaster management water storage capacity.

In mid-November 2017 Tender Documents were made available to interested contractors. The Central Tenders Committee (CTC) opened the returned tenders on 20 December 2017.

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



## h) Supply of Sewer Cleaning Truck (Vac-Truck).

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

The Chairman reported that in 1999 the Water Authority purchased a combination (vacuum and jetting) sewer cleaning truck, from Vac-Con, Inc. After more than 17 years of service in harsh conditions (saline wastewater, corrosive atmosphere) this truck had reached the end of its useful life and was retired in September 2017.

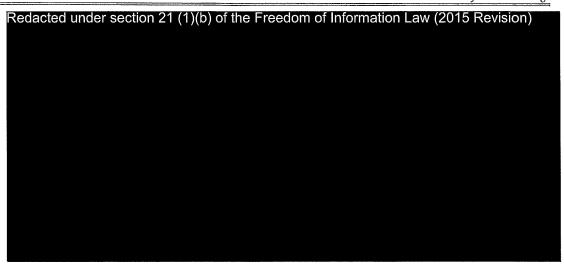
Redacted under section 21 (1)(b) of the Freedom of Information Law (2015 Revision)

The Chairman reported that the Authority started the public tender procurement process for the purchase of the combination sewer cleaning truck. An advertisement inviting interested companies to submit proposals was placed in the Caymanian Compass on 05 January and 12 January 2018. Additionally, on 10 January 2018 letters of invitation were sent to seven manufacturers/suppliers. The tenders are to be returned to the CTC no later than noon on 07 February 2018.

# i) North Sound and Red Gate RO Plants Operating Contracts.

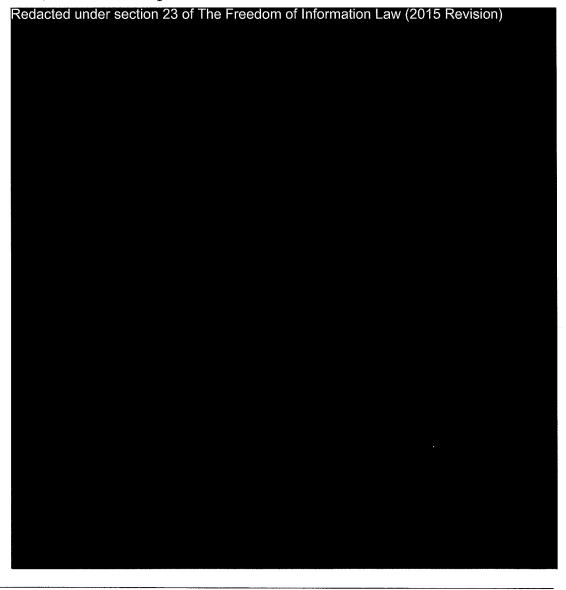
The Chairman reported that the present operating agreements between Ocean Conversion (Cayman) Ltd (OCL) and the Water Authority for the North Sound Reverse Osmosis Plant and the Red Gate Reverse Osmosis Plant will terminate on 01 April 2018 and 01 July 2018 respectively.

Although it was the Water Authority's intention to take over the operation of these RO plants upon the expiry of both operating contracts, the Water Authority is not ready to assume the responsibility to operate and maintain the Plants at this time. The Chairman advised that the Senior Engineering Manager - Water Production gave his 3-month notice in late December 2017 to resign the end of March 2018. It will be very difficult to fill this position as the Authority searched for 3 years before successfully employing the current employee.



# **Any Other Business**

a) 2017/2018 Scholarship Award.



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

## b) Report on American Water Summit 2017.

The Secretary reported that as a member of the Global Water Leaders Group she attended the American Water Summit 2017 – *Proactive Partnerships* held 27-30 November 2017 in Austin, Texas, USA. The Global Water Leaders Group meets 2-3 times a year in different regions. The Secretary reported that the opening panel assessed the key trends shaping the industry and discussed how proactive partnerships can support new business models and technological innovation. The devastating hurricane 2017 season shifted the conversation toward asset optimisation and resilience.

As part of the activities, the Secretary was requested to participate in a Panel Discussion on Lessons in Disaster. This panel brought together representatives from Houston, Los Angeles, Japan, and the Cayman Islands. Recent extreme weather events exposed the weaknesses in the resiliency of water infrastructure. The panellists and the audience explored the lessons learned from recent natural disasters, as well as the best strategies to mitigate infrastructure damage in future.

The Secretary reported that several of the various roundtables and panel discussions centred on "Smart Water" and the digital transformation of water and it was clear to participants that big data, the internet of things and machine learning offer a wealth of opportunities to save money and increase revenues in the water sector, the challenge is that the market for smart solutions has yet to grow beyond the early adopters. It is well known that digital solutions offer great benefits to utilities, from reducing infrastructure risks to saving millions of dollars. However, the water sector being traditionally conservative and fragmented is slower to transform than some other industries. There were interesting discussions how water and wastewater utilities could collaborate and share to accelerate their digital transformation. The Secretary expressed her thanks for the support to participate as a member of the Global Water Leader Group.

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

#### **Donation Requests**

The Secretary explained that the previous Board had established a Sponsorship Assessment Subcommittee to handle the requests for sponsorship and donation requests as well as the Indigent Assistance Fund. Members agreed to continue with the Subcommittee and Mr M Rankine volunteered to serve along with Mr C Randall and Mr A Wright.

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

- a) Ratification CYB/LC RCIPS Sister Islands Police Christmas Party.
- b) Ratification DVES Staff Christmas Luncheon.
- c) Ratification Cayman Islands Conference of the Seventh-Day Adventist International Annual 10K Run/Walk.
- d) Ratification Ministry of CPI Staff Christmas Luncheon.
- e) Ratification CI Chamber of Commerce Annual Earth Day Clean-Up.
- f) Ratification Kiwanis Santa Landing 2017.
- g) Ratification Sister Islands Civil/Public Service Pensioners Annual Christmas Reception with HE The Governor.
- h) Ratification Spot Bay Committee 1st Annual Spot Bay Christmas Homecoming.
- i) Ratification Savannah Primary School Christmas Teachers Appreciation Dinner.
- j) Ratification Health Services Authority Staff Christmas Event.
- k) Ratification The Lions Club of Grand Cayman Christmas Giving Campaign.
- 1) Ratification HSA Faith Hospital CYB Annual Staff Christmas Appreciation Party.
- m) Ratification West Bay Relief Fund Annual Seniors Party.
- n) Pirates Week Festival.
- o) Tower Marketing Taste of Cayman 2018.
- p) Cayman Aids Foundation Fundraiser "Dinner, Drinks & Drag".
- q) Lions Club of Tropical Gardens Breast Cancer Awareness Campaign.
- r) NCVO Annual Fundraising Radio/Telethon.
- s) UCCI STEM Conference 2017.
- t) Breeze FM 11th Annual Breeze Fusion Walk/Run.
- u) CI Chamber of Commerce Mentoring Cayman.
- v) eShore Ltd. Scholarship for Cybersecurity Fundamentals Course.
- w) Lions Club of Tropical Gardens Diabetes Float at Pirates Week Parade.
- x) CI Cancer Society Annual STRIDE Against Cancer.

- y) Veterans and Seaman's Society of CYB and LC Gift Certificate for Remembrance Day fund raising event.
- z) CI Sailing Club RBC School Sailing Championship.
- aa) Cayman Arts Festival Government Primary Schools Extra-curricular instrumental tuition.
- bb) Cayman Prep and High School Robotics Team First Lego League Competition 2017/2018.
- cc) East End Primary School PTA Spanish & Movement (dance) Programmes.
- dd) Cayman Islands Little League Association CI Little League Youth Program 2018 Spring Team Sponsorship.
- ee) Off the Beaten Track Water Authority Team Sponsorship.
- ff) Lighthouse School 5th Annual Walk for Autism Awareness Day.
- gg) The Women of Valor Basketball Club (John Gray High School) Geneva Rutherford Girls Invitational Basketball Tournament in Bahamas.
- hh) Department of Counselling Services International Women's Day 2018.
- ii) Cayman Brac District Committee of the National Trust Cayman Islands Annual Fundraiser for Land Acquisition Fund.

There being no other business the Chairman thanked members and the meeting was adjourned at 4:48pm.

This is a true and accurate account of the proceedings.

The Chairman

The Secretary