

**CONFIDENTIAL**



**Water Authority of the Cayman Islands**

**Minutes of 286<sup>th</sup> Meeting held on 21<sup>st</sup> March 2018**

**Members Present:**

Chairman:	Mr K Gomez
Members:	Ms T Ebanks Mr J Gill Ms S Mitchell Ms A Owens Mr M Rankine Ms L Ryan Ms R Sharma Mr A Wright
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr H B Ebanks Mr C Randall

**Call to Order**

The Chairman welcomed members to the meeting and acknowledged apologies from Mr H B Ebanks and Mr C Randall. After ascertaining that there was a quorum, the meeting was declared open and called to order at 1:28pm. Ms L Ryan then offered a word of prayer.

**Confirmation of Minutes of the 285<sup>th</sup> Meeting held on 28<sup>th</sup> February 2018**

The Chairman asked for confirmation of the Minutes of the 285<sup>th</sup> Meeting held on 28<sup>th</sup> February 2018. Ms S Mitchell moved the motion to accept the Minutes as amended, Mr M Rankine seconded the motion and the motion passed unanimously.

**Declaration of Conflicts of Interest**

No declarations were made.

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

The Secretary reported that the LVRO plant has run more or less continuously since February 2017, albeit on one RO train only. During the period 01 February 2018 – 16 March 2018 the plant produced on average 1,360 cubic metres per day, which is approximately 45% of its design water production capacity.

The Secretary reported that the Engineering Services Department (ESD) is in the process of preparing tender documents for the provision of a low flow media filtration system for the LVRO plant.

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

The Secretary reported that the Authority's crew had nearly completed all pipelaying work in the side roads up to Faith Hospital; the only outstanding areas are Kirkconnell Street (which should be completed by end of March 2018) and the remainder of Ryan's Drive. Once these have been completed, work will commence on the next phase (towards Ashton Reid Drive).

The Authority's pipelaying crew will continue to alternate the pipeline installation with the installation of new water services.

The Secretary reported that Hazard Management Cayman Islands (HMCI) had requested the Water Authority's assistance in providing a trench for the Cayman Brac Radio Site Fibre Connection. The Authority will cut a trench from a Flow manhole outside the Aston Rutty Centre to the radio bunker. This is where a failure occurred during Paloma as it is the only exposed section of fibre from HMCI equipment in Grand Cayman to the bunker. This will strengthen the Public Safety Radio System and help keep Radio Cayman and Rooster on air during any future event. The Water Authority's involvement will be the trenching only, PWD will install the conduit and will reinstate the road. This work will likely be done after Easter.

**c) Supply of Sewer Cleaning Truck (Vac-Truck) - Update.**

The Secretary reported that on 13 March 2018 the Central Tenders Committee (CTC) confirmed that it had accepted the Water Authority's request to award the contract for the purchase a combination sewer cleaning truck to Vac-Con, Inc for the amount of US\$ 404,113.00.

The CTC acknowledged the need for a Direct Award for the reasons presented in the Water Authority's Report, i.e., Vac-Con, Inc's tender met all requirements

of the specifications (i.e., no deviations), and with a tender amount 7.7% less than the tender amount as submitted by Sewer Equipment Co of America, provided the best value for money. The Secretary confirmed that the Water Authority is proceeding to order the equipment.

**d) North Sound & Red Gate RO Plants Operating Contracts - Update.**

The Secretary reported that on 13 March 2018 OCL signed the Amendment #5 to the Contract Documents for the North Sound SWRO Plant. The Engineering Services Department is in the process of preparing tender documents for one new operating contract for the two SWRO Plants combined.

A notice regarding the upcoming tender was placed in the 13 March 2018 edition of the Water Desalination Report. To date, six companies have indicated their interest in submitting a tender.

**e) Red Gate Water Works - Supply & Erection of Bolted Steel Tank for Water Storage 2017 - Update.**

The Chairman reported that on 23 February 2018 the Water Authority approved the technical submittal from Florida Aquastore, and the tank was released to production.

**f) Request for Waiver of the Requirement for a Deposit from Non-Profit Organisations (NPOs) Registered under the Non-Profit Organisations Law 2017 - Update.**

The Chairman reported that further to the Board's decision regarding waiver of deposits for NPOs and the waiver of Certificate of Good Standing, a review of the law and the available Register was conducted to identify the impacts on the account opening processing of such entities.

The following facts were established:

1. All pre-existing NPOs had to have been registered under the **Non-Profit Organisations Law 2017** by 31 January 2018.
2. The current Register is available at <http://www.ciregistry.gov.ky/portal/page/portal/reghome/companies/Non-Profit%20Organization/Registered%20NPOs/List%20of%20Registered%20Non-%20Profit%20Organisations.pdf>
3. There are concerns with using this Register in regards to evidence that the NPO is valid at the time of account opening. These concerns are due to:
  - a. The Register is not dated.
  - b. The Register is not version controlled.
  - c. There is no indication of update intervals.



It is foreseen, that if questions arise in the future about the validity of the NPO at the time of account opening, the Authority will have difficulty in providing such proof.

4. It is further noted that at the time of this meeting, the Register that is available is not in compliance with what is outlined in the law. There are various pieces of information missing from the Registry such as contact details, the identity of the person that owns and controls the NPO, etc. (See Section 5 of NPO Law below):

### PART 3 – REGISTRATION OF NON-PROFIT ORGANISATIONS

5. (1) A register of non-profit organisations shall be established and maintained by the Registrar. Establishment of a register of non-profit organisations

(2) The register shall include the following information with respect to a non-profit organisation -

- (a) its name, address in the Islands, telephone number and e-mail address, if any;
- (b) its purposes and activities;
- (c) the identity of the person who owns, controls or directs the non-profit organisation;
- (d) the date of its registration under this Law and if applicable, the date on which its registration was cancelled; and

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5. Under the **Non-Profit Organisations Law 2017**, a Certificate of Registration is issued at the time of registration of the NPO; it is recommended that the Authority should require all NPOs to provide this in place of the Certificate of Incorporation that was previously required at time of account opening.
6. Whilst a Certificate of Good Standing will no longer be issued by the Registry for such entities, there is still a record from the Registry that is available to an NPO to confirm that they are registered/in good standing. This record will be required where the NPO has been registered for more than one year under the new law.
7. The General Registry advised the Water Authority that there is a verification code on the Certificate of Registration that can be used when logging into the General Registry's website to confirm that the NPO is still valid. The Authority's recommendation is that the customer should log in and print this off and this be submitted along with the application. It is not clear however what the printed information will say or if there is a cost attached. By requiring the customer to provide this, it allows the onus to stay with the customer, rather than on Water Authority to document that the NPO is valid at the time of the account opening. (This then removes the need for the Authority to verify via the undated Register.)

8. There are other account opening documents that the Water Authority would ordinarily require from NPOs eg. Power of Attorney and/or Corporate Resolution, Personal Guarantee.
  - Based on the **Non-Profit Organisations Law 2017**, NPOs only need to complete an application form. However as the Register is not complete the Authority is not able to see who is now responsible for the NPO (the "Controller") as indicated in the new law. This leaves the Authority in a precarious situation in that it will not be able to verify that the applicant signing the NPO has the relevant authority to open the account or make any other decisions relevant to the account. A copy of the Register is available for members' information.
  - There is also the question of how will the Water Authority know who the Directors or authorised signatories are?
  - Does the Board wish to waive the Personal Guarantee requirement for all NPOs as well?
  - It is important that the Authority is able to be in the position to know who has the legal responsibility for the NPO in the event of default of non-payment.
9. Proposed new procedure for New NPO Accounts:
  - a. Mandatory document: NPOs be required to provide Certificate of Registration under the 2017 Law.
  - b. Supplementary Documentation: Any NPO registered under the new law, whereby registration date on the certificate is less than 1 year old at the time of application, will not be required to submit further verification of existence eg. the printout from the Registry's database showing current details of NPO.

The Chairman noted that the Water Authority is awaiting further information from the Registry and that the Authority's Management's recommendation is that this decision be placed on hold until the Registrar is operating as required by the law.

After discussion, members able to vote decided to delay the implementation of the decision made at the 285<sup>th</sup> Meeting on 28 February 2018 that new applications from Non-Profit Organisations that are registered under the Non-Profit Organisations Law 2017 will have the requirement for a deposit waived and also that the requirement for a Certificate of Good Standing would no longer be applicable. The reason for this is that the General Registry does not yet maintain

the NPO Public Registry as required under the NPO Law. The Water Authority's management will monitor and advise further regarding implementation.

In order to expedite the service connection, the Secretary advised that she had authorised the opening of a water account for the Sister Islands Community Care Association (SICCA) in Cayman Brac without confirmation that it was registered as an NPO under the NPO Law 2017 and respectfully requested members ratification of the decision. Voting members ratified the Director's decision to accept the account opening information for the above in order to expedite the account opening process. This includes the waiver of a deposit and proof of being an NPO registered under the Non-Profit Organisations Law 2017. This is done without prejudice and as an exception, as it is clear from the lease agreement with the Cayman Islands Government (CIG) that the CIG is fully responsible for the Retirement Home on the property.

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

*Annual Report 2015/2016*

The Secretary reported that the 2015/2016 Annual Report was tabled in the Legislative Assembly on 14 March 2018.

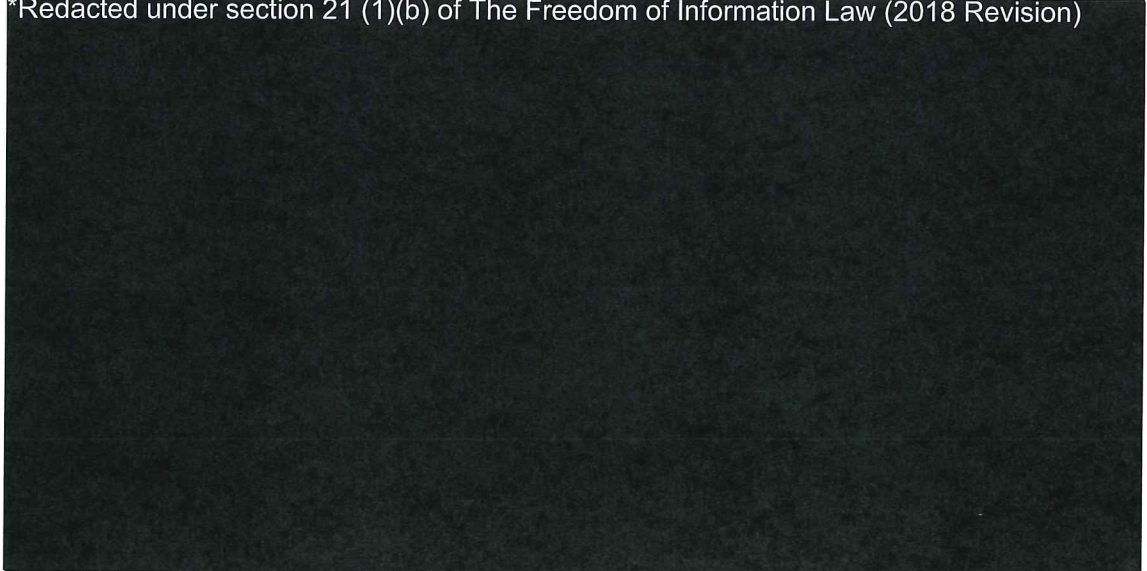
*31 December 2017 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory*

The Secretary reported that KPMG continues to work through the audit work. No issues have come to the Authority's attention and all parties are optimistic that the completed audit file will be provided to the Office of the Auditor General (OAG) for their review prior to the Easter Break.

*Annual Report 2016/2017*

The draft document was provided to the OAG on 28 February 2018. The document will be finalised after the completion of the 18-month consolidated audit.

\*Redacted under section 21 (1)(b) of The Freedom of Information Law (2018 Revision)



\*Redacted under section 21 (1)(b) of The Freedom of Information Law (2018 Revision)



*Salaries and Wages*

The meeting on 02 March 2018 was well received by the employees whose salary methodology will change. There was some discussion but overall the reception was positive and the employees welcomed the change. All affected employees were asked to sign an acknowledgement of understanding that outlined the changes and their acceptance, a copy of which will be kept on their employee file. Throughout March 2018 the Finance Department has worked diligently to update existing working papers to reflect the consolidation of all employees and has recently sent the information to the bank for processing as payroll is tomorrow (22 March 2018). It is expected that employees will have some questions and members of the Finance team as well as supervisors and Head of Departments will make themselves available to answer any employee questions.

*British Caymanian Know Your Customer (KYC)*

The Authority received an email from BritCay Insurance on 05 March 2018 with regards to the new CIMA requirements (AML/CTF laws and Regulations) for KYC, which they indicated was a once off requirement. The Authority was able to provide the majority of the documentation as very little of it pertained to the Authority itself, however even though we are a Statutory Authority, wholly owned by the CIG, BritCay is still requesting KYC documentation from the Chairman and Secretary of the Water Authority Board. To comply with this request certified photo ID and certified proof of address is required.

**h) The Utility Regulation and Competition Office (OfReg) - Update.**

The Secretary reported that further to the February 2018 Board meeting, OfReg continues communication with the Authority on its regulatory role of the water and wastewater sector:



- On 02 March 2018 the Authority responded to OfReg's request for a copy of the Authority's Customer Service Code of Practice. Currently the Authority does not have a single document for its Code of Practice but publishes information in multiple formats via various mediums; these can be found on the Authority's website. In the meantime, the Customer Service Department has completed the first draft of the Water Authority Customer Code of Practice, which relies on the various documents already published by the Authority.
- On 08 March 2018 the Authority responded to OfReg's request regarding which licences and permits previously granted by the Authority remain the responsibility of the Authority and which need to be licenced by OfReg. The Authority responded that all licences and permits relating to management and protection of water resources remain the responsibility of the Authority (Groundwater Abstraction Licence, Discharge Permit, Canal Works Permit, Quarry Permit, Well Driller's Licence and Cesspool Emptier's Licence). Also the Authority continues to exercise its functions for development control per Water Authority Law; i.e. the review of plans submitted through the Planning Process in respect of water supply and wastewater treatment and disposal. The grant of Plumber's Licences was transferred in the course of 2017 to the Planning Department (Builder's Board under the Builder's Law). The Authority continues its advisory role to Cabinet for the grant of concessions under the Water (Production and Supply) Law, 2011 and the Wastewater Collection and Treatment Law, 2011, however per 2017 amendments of both laws it no longer grants licences for water production and supply, and wastewater collection and treatment under these laws; this is now a function of OfReg.
- On 14 March 2018 OfReg again requested the Authority to clarify, before close of business day, who determines the requirements for water quality and who is responsible for water quality monitoring. This question was already responded to earlier in February 2018. The initial response to the 14 March request was provided the same day, followed by a comprehensive response the next day. The Public Health Law, 1981 provides for Cabinet to establish water quality standards, but these standards have not been established. As a result, various licences for the production and supply of water require potable water to meet the World Health Organization Guidelines for Drinking Water Quality in the absence of such regulations. Later on, when the Authority became involved in the drafting of these licences, it established specific standards for parameters that were not included in the World Health Organization Guidelines for Drinking Water Quality. Under the Water (Production and Supply) Law, 2011 potable water is defined in such a way that it needs to meet the values established under the Public Health Law (2002 Revision) or, if these standards have not been established, standards established by the Water Authority. Regarding the question about monitoring, this is an obligation of the licensee under their licence.

i) **Public Authority Law – Update.**



The Chairman reported that as agreed at the last Board meeting, the Authority forwarded to the Deputy Chief Officer and Water Authority Board member, Ms T Ebanks, the 02 February 2018 letter to the Honourable Minister outlining the issues documented by the Authority's lawyers regarding the Public Authority Law (PAL). Ms T Ebanks advised that she is seeking guidance and clarification on these matters from the Attorney General's Office as well as the Deputy Governor's Office.

There was discussion on the recent granting of Deeds of Indemnification to members of the Cayman Islands Monetary Authority Board through the Legislative Assembly. Members expressed concern regarding their exposure as well as that of senior staff. Ms R Sharma noted that the matter is being looked at by the Attorney General's Office and that other Statutory Authorities and Government Companies had expressed similar concerns.

After discussion, members agreed that the Authority should write to the Honourable Minister and to the Attorney General requesting a Deed of Indemnification for Board members and Management Staff similar to that recently provided to CIMA.

**j) Miscellaneous Updates.**

- a) *In-House Pipelaying Crews*** – The Chairman reported that on 05 March 2018 the pipelaying crew completed the pipeline installation to Block 52C Parcel 86. In total nearly 90 metres (300 feet) of 100mm (4-inch) diameter pipe was installed.

On 28 February 2018 the crew started the installation of approximately 300 metres (1,000 feet) of a 150mm (6-inch) diameter pipeline in Colby Drive (off Hirst Road) to connect a new 30-lot sub-division. To date, approximately 120 metres (360 feet) of pipe, and various fittings, have been installed.

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 as reported previously, the last portion of the Water Authority's work on this phase of the Linford Pierson project, which comprises the connection of the existing 150mm (6-inch) pipeline from Agnes Way to the new 300mm (12-inch) water main in Linford Pierson Highway, will be carried out after the National Roads Authority (NRA) has constructed the proposed roundabout at this intersection, and traffic has been properly diverted, so that the Water Authority can safely carry out the remaining work.
- c) *Esterley Tibbetts Highway Widening*** – The Chairman reported that on 14 March 2018 the NRA confirmed that within the next two weeks, DECCO will continue the widening of the southern portion of the ETH and requested that the Water Authority continue the installation of the water main up to the Butterfield Roundabout as soon as possible thereafter.

- d) **Water Supply Division** – The Chairman reported that during the week of 12 March 2018 Operations completed the replacement of approximately 65 metres (220 feet) of 300mm (12-inch) diameter water main near the Butterfield Roundabout. This section had been prone to two large breaks over the last 6 months. Due to the heavy traffic, this work was carried out at night, so that traffic could be re-routed away from the work area.

Preventative maintenance service on the glass-fused-to-steel water storage tank in Lower Valley has been completed and the tank returned to service. This tank was deemed to be in excellent condition. Work has now been started at the other tank (at the North Side Water Works).

- e) **Wastewater Division** – The Chairman reported that during the period 1 February 2018 – 18 March 2018, the design hydraulic capacity of the plant (2.5 mgd) was exceeded once. The average daily wastewater inflow from West Bay Road during that period was 2.12 mgd (or approximately 85% of design capacity). This amount was approximately 8% more than the average influent measurement during the same period the previous year (1.97 mgd).

- f) **Sewer Force Main Installation** – The Chairman reported that the contractor Wharton-Smith, Inc completed 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, along Helen Drive from the pump station PS12 at the end of Watler's Drive.

There was a delay in the progress of this contract as the gravity pipeline in Helen Drive into which the new HDPE sewer force main would discharge, needed to be replaced as it was severely cracked and leaking. The contractor Wharton-Smith, Inc carried out this work on a time and materials basis.

This week the contractor will replace all pipes and fittings in the pump station valve chamber. It is anticipated that this contract will be completed within the next 2-3 weeks.

- g) **FOI updates** – The Chairman reported that no new requests were received since the 28 February 2018 Board meeting.

- h) **Water Authority's 35<sup>th</sup> Anniversary** – The Chairman reported that the Secretary advises that the Water Authority continues with its 35<sup>th</sup> Anniversary activities, one of which be a Lunch & Learn on 22 March 2018 for staff to celebrate the Water Resources Department and to further share knowledge with staff regarding this department's role and tasks. For World Water Day on 22 March 2018; the Honourable Minister will provide a video message for social media; the Authority will have a booth at the Cayman Brac Agriculture Show with the focus to encourage persons to connect to the piped water supply. Business After Hours event in conjunction with the Chamber of Commerce is scheduled for the last Thursday in April. Members were encouraged to come out to the function.

- i) **Building Water Quality Workshop – Friday 23 March 2018** – The Chairman reported that the Water Authority and the Environmental Science, Policy and Research Institute (ESPRI) will sponsor a workshop on Building Water Quality, scheduled for Friday, 23 March 2018 at the George Town Yacht Club.

Water supply systems in modern commercial buildings have become quite complex and the people involved in designing, building, operating and maintaining these facilities are not necessarily trained in water quality issues. The Authority has dealt with several complaints about water quality in large buildings, where upon further investigation; the problem was caused by the plumbing system or inadequate operational practices within the building. The invitation has been extended to professionals who design, build, operate and maintain large buildings and to various relevant Government agencies such as Department of Environmental Health, Planning, Education Department, OfReg and the Health Services Authority. Response has been very good and it is expected there will be approximately 100 persons in attendance.

Dr Jennifer Clancy, who will be one of the speakers at the workshop, conducts the internal audits of the Water Authority's Laboratory to maintain accreditation. She has broad experience in water quality issues. Over the years the Authority has developed an excellent relation with Dr Clancy. She has published many technical and scientific papers on water quality in industry journals such as the AWWA Journal (American Water Works Association) and is a well-known presenter at international conferences on water quality. The other speaker is Dr Sheldon Masters, who has extensive background in corrosion issues. The Chairman will provide opening remarks at the workshop.

### **Current Business**

#### **a) Management Accounts February 2018.**

The focus of the Finance Department remains on the completion of the 31 December 2017 audit. The Department was able to provide a statement of financial position (Income Statement) that shows the performance of the Authority for the first 2-month period as compared to 2017. As members will note there are some small discrepancies, however it should be noted that sales continue to be stable and expenses are in line with prior years. Members noted a drop in Cayman Brac water sales and requested an explanation for the nearly 40% drop for February 2018 compared to February 2017 at the next meeting.

The Authority is expected to produce a full set of Financial Statements upon the completion and sign off of the audit.

In summary, the Authority continues to show strong sales and has maintained a stable net income in the first 2-months of the 2018 financial period.

#### **b) Request for Bill Adjustment re Customer Account \***

\*Redacted under section 23 of The Freedom of Information Law (2018 Revision)

The Chairman reported that on 21 February 2018 the Authority received an email from \* expressing her concern that due to the short meter reading interval for the month of December 2017 her bill for the month of January



2018 was excessive because it reflected a longer period. 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 for the billing date 31 December 2017, the customer received a bill in the amount of \$30.54 for the period 30 November – 19 December 2017 (19 days). The daily average cost for this bill was \$1.61. The daily average consumption during this period was 0.27 cubic metres with a total of 5.1 cubic metres.

For the billing date 31 January 2018, the customer received a bill in the amount of \$210.45 for the period 19 December 2017 – 29 January 2018 (41 days). The daily average cost for this bill was \$5.13. The daily average consumption during this period was 0.86 cubic metres with a total of 35.4 cubic metres.

The initial meter reading for the billing cycle for January 2018 on 17 January 2018 was higher than normal thus triggering a Fail Audit inspection. This Fail Audit inspection was completed on 29 January 2018 at which time the Metering Supervisor noted *"no leak or movement on the meter"*.

The customer submitted a letter to the Board on 21 February 2018 questioning the legality of the Authority's procedure and inconsistent amount of days billed within each cycle. The number of days available for meter reading within the month December is historically less due to the public holidays. There are less business days in this month to read meters and print bills thus the meter reading schedule is altered.

For the billing date 28 February 2018, the customer received a bill in the amount of \$17.90 for the period 29 January – 15 February 2018 (17 days). The daily average cost for this bill was \$1.05. The daily average consumption during this period was 0.15 cubic metres with a total of 2.6 cubic metres.

Although the meter reading cycle for which customers are being billed may vary, the billing period does not. The billing period corresponds with the calendar month. This includes any and all readings taken of the meter during the billing period.

However, the meter reading period varies. Even though the Authority has meter reading schedules, the dates of such schedules can vary. Variances in meter reading periods are therefore due to change in a meter reading schedule because of factors such as public holidays, secondary checks to verify readings (i.e. fail audits, etc.), weather or that the meter box is not accessible. With a public holiday, the meter reading schedule is usually moved forward thus resulting in a shorter metering period for the current month than that of the previous month; while if there are no holidays in the following month the schedule would go back to normal. Examples of the meter box not being accessible are: due to rain or

during the rainy season low lying areas get flooded therefore the meter cannot be read; a dog is tied near the meter box; debris is placed over the box, etc.

In this customer's case, the spike in billed costs was not due to the longer reading cycle, but because of a spike in water consumption. The customer's average daily consumption for the period 19 December 2017 – 17 January 2018 (29 days) was 1.14 cubic metres. Prior to this, the average daily consumption over the previous 6 months was 0.21 cubic metres.

The preceding information was communicated to the customer by a Customer Service Representative, under advice from the Customer Relations Supervisor however, the information was not accepted. The customer chose to submit an email to the Board for review.

It is respectfully suggested that a letter, under the Board's instruction, be sent to the customer summarising the details provided as well as additional explanations as found previous Newsletters and press releases.

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 guidance on the request from the customer. Voting Board members agreed that the customer should be advised that they reviewed the request and that the customer should be advised that the bill remained valid. The customer should be provided the relevant explanations similar as in the report provided to the Board as well as supporting information from the Authority's social media.

Ms T Ebanks requested to be excused due to another commitment and left the meeting at this point.

c) **Request for Bill Adjustment re Customer Account** \*

\* [REDACTED]

\*Redacted under section 23 of The Freedom of Information Law (2018 Revision)

The Chairman reported that on 06 March 2018 the Authority received an email from [REDACTED] via a Board member expressing her concern that she was being overcharged after having previous estimated bills and stating her dissatisfaction with the Water Authority's service. 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 23 January 2018, the customer's account was disconnected for collections on 23 January 2018 with a balance of \$149.71. An actual reading was taken on this day. For the bill issued on 31 January 2018, the customer received a bill in the amount of \$7.68 for the period 18 December – 23 January 2018 (36 days).

On 06 March 2018, the customer submitted an email to the Board via a Board member detailing her dissatisfaction with the estimating of her monthly bills. The customer stated that *"for over 2 years I've not been using city water, my main has*

*been turned off*". The Water Authority has no record of the service being turned off and the first disconnection on this account in the past 4 years was on 23 January 2018.

The customer stated that she was being charged "*the rental for the meter, around \$7.00*". For clarification, the customer is charged a meter rental fee each month of \$5.00.

The customer did not provide names, dates, or times with whom she had conversations with at the Authority regarding her account. There is no record of any communication.

The customer stated that she "*received a bill with a letter enclosed advising that WAC was unable to read the meter because the gate was closed, this was a first in over 20 years*". Each month that the Authority's Meter Reader is unable to take a reading of the meter, a letter is sent to the respective customer detailing the reason why. The letters sent to this customer over the last 3 years were provided for the Board's perusal.

An actual reading was taken on 23 January 2018 showed a consumption of 23.1 cubic metres since 21 December 2016. The consumption was evenly distributed over the period in between.

This customer regularly receives estimated bills each month due to restricted access to the meter. The meter is located on the customer's property which is now enclosed by a perimeter fence that has an electronic gate as well as a padlocked gate impeding access. The Authority requires that it is given unrestricted 24-hour access to its meters.

The customer stated several times in the submitted email that despite many attempted calls, the customer was rarely successful in communicating with a Customer Service Representative. While it is possible the Authority had phone issues, there were no attempts (or none made known) to resolve this matter using alternative methods of communication.

The customer's alleged complaints and attempts at communication were never escalated nor directed to the Customer Relations Supervisor or the Customer Service Manager.

In summary, as at 12 March 2018, the account balance is \$167.06. This balance is valid and payable. The account is disconnected and should remain disconnected until such time that the balance is paid and the meter is relocated.

In communication with the Metering Supervisor, the customer indicated agreement to having the meter relocated outside the perimeter fence; however, the customer is reluctant to pay the relocation fee of \$90.00. The Secretary



respectfully sought the Board's guidance on the request from the customer. Voting Board members agreed that the customer should be advised that they considered the request and decided that the bill is valid and payable, additionally members did not agree to waive the meter relocation fee. The customer should be advised that if she does not wish to have the connection the Water Authority will remove the service from her property, however if she wishes to retain and reconnect the service the meter needs to be relocated as previously discussed with the customer. The customer should also be encouraged to escalate issues of concern to the Customer Relations Supervisor or the Customer Service Manager if she is dissatisfied with responses from the Customer Service Representatives.

d)

\*Redacted under section 21 (1)(b) of The Freedom of Information Law (2018 Revision)



#### Any Other Business

a) **2014/2015 Scholarship Recipient Request to Delay Work Commencement.**

The Secretary reported the Authority has received a letter from Chynna Retumban requesting permission to delay her employment at the Authority by 6 months. The Authority's management has not had the opportunity to further

assess her request and ask to defer a decision until the next Board meeting. Members discussed the request and agreed to leave the decision regarding the work commencement date with the Director and noted that they would have no objection to allowing the recipient some time before starting employment.

b)

Redacted under section 23 of The Freedom of Information Law (2018 Revision)

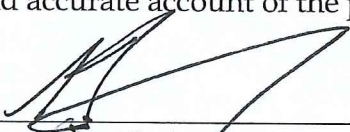
### Donation Requests

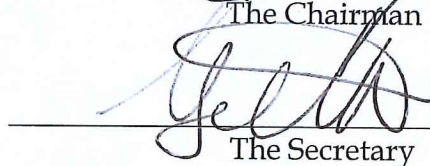
The Secretary advises that the Sponsorship Assessment Sub-committee will meet after the Board meeting to deal with the following requests for assistance:

- a) Ratification - West Bay Community Development Action Committee.
- b) Cayman Aids Foundation.
- c) CI Chamber of Commerce - Golden Apple Awards.
- d) Meals on Wheels - Orange You Glad Gala.

The Chairman advised that he visited Cayman Brac with the Deputy Director on 16 March 2018 and was able to tour the Authority's facilities. He reported that he was very pleased with what he saw of the Authority's operations in Cayman Brac. There being no other business the Chairman thanked members and the meeting was adjourned at 2:55pm.

This is a true and accurate account of the proceedings.

  
\_\_\_\_\_  
The Chairman

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