#### CONFIDENTIAL



### Minutes of 305th Meeting held on 11th December 2019

#### **Members Present:**

Chairman:

Mr K Gomez

Members:

Mr H B Ebanks

Mr J Gill Ms A Owens Mr C Randall Mr M Rankine Mrs L Ryan Mr W Welcome Mr A Wright

Secretary:

Dr G Frederick-van Genderen

Apologies:

#### Call to Order

Prior to the Call to Order, the Chairman welcomed Water Authority HoDs to the Board's Christmas Luncheon and noted that the Honourable Minister for Education, Youth, Sports, Agriculture and Lands (EYSAL) was unwell and had sent her apologies. He then invited Mrs L Ryan to bless the food and open the meeting with prayer. After the meal, the Chairman wished HoDs all the best for the Holiday Season as they left the luncheon. He welcomed Board members to the meeting and after ascertaining that there was a quorum, the meeting was declared open and called to order at 1:07pm.

### Confirmation of Minutes of the 304th Meeting held on 13th November 2019

The Chairman asked for confirmation of the Minutes of the 304th Meeting held on 13th November 2019. Mr J Gill moved the motion to accept the Minutes, Mr M Rankine seconded the motion and the motion passed unanimously by members able to vote.

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

Mr A Wright noted a conflict with one of the items under Donation Requests.

### Matters Arising

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

The Chairman reported that during the month of November 2019, running one RO train only, the LV RO Plant produced on average 1,165 cubic metres per day, which is approximately 39% of its design water production capacity.

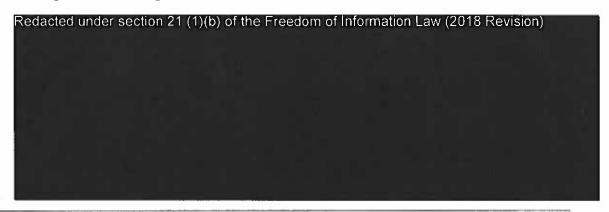
The well rehabilitation works, which is expected to remove the build-up of sediment and limestone in the borehole, and reduce the well draw down, commenced on 05 November 2019. The remediation of one feedwater abstraction well (well #3) has been completed. Due to staff issues (one of the two plant operators at the Lower Valley RO Plant will be on leave this week, plus both operators attend the DH Paul Reverse Osmosis Specialist Training) and the holiday season, the two remaining wells will be rehabilitated in early January 2020.

The three new submersible feed water well pumps will be installed following completion of the well rehabilitation project (anticipated in late January 2020).

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

The Chairman reported that the new 200mm (8-inch) PVC pipeline in Cross Road, between the West End Water Works and the intersection with West End Road West (near CNB), a length of approximately 300 metres (1,000 feet), was fully commissioned by 18 November 2019.

It is anticipated that the upgrade of the remaining section (between the West End Water Works and the intersection with Gerrard Smith Avenue, a length of approximately 50 metres (150 feet) will be completed by the end of the week of 09 December 2019, and fully commissioned before the Christmas break. Mr C Randall paid compliments to those who worked on the West End pipeline replacement as he noted the project had many challenging aspects. The work was done efficiently and neatly. The Secretary noted that she would ensure the compliments were passed on to the staff.



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Redacted under section 21 (1)(b) of the Freedom of Information Law (2018 Revision)

#### Truck Water Accounts

The Chairman reported that the Authority's Financial Controller and Customer Service Manager had been invited to do a short presentation on the review of the policy.

The Authority's Customer Service Manager, assisted by the Financial Controller proceeded to present a review of the Authority's policy for trucked water explaining the various scenarios that occur and how they are addressed. Mr W Welcome joined the meeting at this point. After significant discussion on various aspects of the policy during and after the presentation the consensus by majority was that the policy remain as is. Members requested that the Authority reinforce with the Brac office the guidelines and procedures on how to assist customers that have difficulty or complications in setting up an account. It was also suggested that the Authority consider seeking feedback from persons in the Brac regarding the Water Authority's service. Members also requested that all efforts be made to ensure that persons seeking service but have challenging circumstances be provided every assistance to ensure they are able to be provided with the service.

# c) 31 December 2018 Audit of Consolidated & Divisional Statements - Update

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

The Secretary reported that the 31 December 2017 island statements were completed and copies are available to members should they wish to examine them. Provided that the members accept the statements, authorisation was respectfully sought for the Chairman, Director and Financial Controller to sign on the Authorities behalf. Members had no objection for the statements to be signed off by the Chairman, Director and Financial Controller.

31 December 2018 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

The Secretary reported that the 31 December 2018 consolidated financial statements had been provided and signed off by all parties (KPMG, Water Authority, and the Office of the Auditor General (OAG)). Copies were available for members as requested.

### Annual Report 2018

The Secretary reported that the 2018 Annual Report is in progress and expected to be before the Water Authority Board for approval at the January 2020 meeting.

31 December 2019 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

The Secretary reminded members to submit the Notice of Interest forms for Board members. The Finance Department continues to update audit working papers and prepare documents for when the auditors return in early 2020.

#### 2020 Insurance Renewal

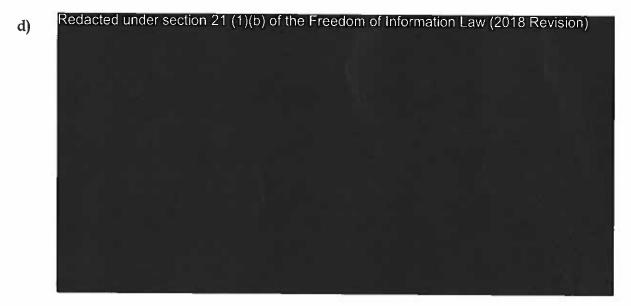
The Secretary reported that the Deputy Director and the Financial Controller met with the Account Manager at BritCay Insurance on 05 December 2019 to review the current policy and discuss renewal terms for 2020. On 06 December 2019 BritCay was able to confirm that there would be no increase to the premium percentages, this was good news as with the recent devastation of hurricanes in the Caribbean (2017 – Irma and Maria, 2018 – Dorian) it would not have been unreasonable for an increase to be applied to the Cayman Islands. The Financial Controller is expecting the renewal invoice in mid-December and will initiate payment in early 2020.

### Insurance Review

The Secretary reported that during the insurance renewal meeting held on 05 December 2019 it was suggested that the Authority review its current liability policies (Employers Liability and Public/Products Liability) to ensure that coverage continues to meet the business needs of the Authority. The Financial Controller will review the existing policies and provide recommendations at the January 2020 Board meeting.

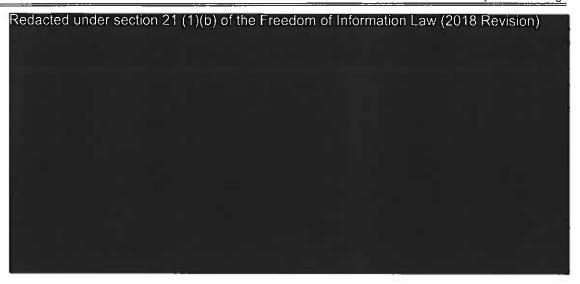
### Cash Management

The Secretary reported that under Board direction the Authority will continue to monitor the cash balances and transfer to Term Deposits as sufficient cash levels become available, being cognizant of daily operating needs and up and coming capital expenditure.









- e) Miscellaneous Updates.
  - a) In-House Pipelaying Crews The Chairman reported that the crew continued work at the pipeline extension along High Rock Drive to the proposed mental health facility. By the end of November, a total of 924 metres (3,040 feet) of 300mm (12-inch) diameter PVC pipe had been installed, or almost 40% of the total project length of approximately 2,380 metres (7,800 ft). Progress has been less than anticipated due to the hardness of the rock encountered as well as due to some persistent trencher problems (mainly tracking issues).
    - The crew also carried out some work at the new Frank Hall sub-division in Lower Valley (disinfection and flushing of new pipelines, connecting service lines), and removed debris (e.g., pieces of concrete, rebar, broken pipes) from dumped, excavated material at the Wastewater Treatment Plant (in anticipation of spreading this material at the northern end).
  - b) Water Supply Division The Chairman reported that Operations completed some outstanding work at the Frank Hall sub-division in Lower Valley, as well as connecting the latest phase of the Cayman Crossing development (South Sound). Another development (Bob Watler's, off Poindexter Road) is expected to be completed later this week.

The project to replace/upgrade the existing pipeline along Palm Dale Avenue and Success Circle (off Crewe Road) is now scheduled to commence in early 2020.

Data is being collected from the DMA water meters despite ongoing communication issues with the DMA at the Poindexter Road/Shamrock Road intersection. An order for a different type of antenna has been placed.

The new operation contract of the North Side Water Production Facility requires that within the first year of the Agreement, the Contractor must replace the Dual Work Exchanger Energy Recovery (DWEER<sup>TM</sup>) system with Energy Recovery Inc. (ERI) isobaric energy recovery devices. The operator, Ocean Conversion (Cayman) Ltd, has completed work on the first train, and it is anticipated that work on the second train will be completed by 18 December 2019. Consequently, the North Side RO Plant is currently operating at half capacity, but is expected

to be at full capacity on 23 December 2019. Operations will continue to monitor the reservoir levels at all sites in case any system adjustments are needed.

This week Operations will install new check valves at the Red Gate Pump House. Consequently, the old water distribution pump station was reactivated. This work is expected to be completed by 18 December 2019.

- c) North Side Water Works The Chairman reported that it is anticipated that the tender for the supply and erection of two bolted steel tanks for water storage will be electronically advertised on the Cayman Islands Government's Public Purchasing Portal ("Bonfire") later this month.
- d) Wastewater Division The Chairman reported that during November 2019, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was not exceeded on any day. The average daily wastewater inflow from West Bay Road during that period was 2.21 mgd (or approximately 88% of design capacity). This amount was 6.0% less than the average influent measurement during the same period the previous year (2.35 mgd).
- e) FOI updates The Chairman reported that no new FOI questions were received since the November 2019 Board meeting.
- f) Rubis Groundwater Remediation Projects No Further Action former Shedden Road Service Station and Jackson Point Terminal The Chairman reported that the Board had been informed earlier in 2019 (January and June) about the remediation of fuel spills at the former Rubis Shedden Road Service Station and the Rubis Jackson Point Terminal. On 14 November 2019 the Authority issued a "No Further Action" letter for both facilities. The Water Authority Law (2018 Revision) charges the Authority with the protection of groundwater and as such it acts as regulator when dealing with fuel spills. The Authority follows its 2016 Draft Remediation Criteria for Petroleum Release Sites. This document follows a risk-based approach and is based on internationally accepted standards, the document is a draft as certain aspects need to be developed further.

Jackson Point Fuel Terminal

During the period 1998 – 2001 three significant fuel spills took place at the then Texaco Jackson Point Fuel Terminal. Texaco and later on Chevron conducted remediation of the site over the years applying various technologies and kept the Authority informed. When Rubis took over the business in 2012, it committed to continue the remediation of the terminal. AMEC (currently Wood), the international environmental consultant for Chevron conducting the remediation was retained by Rubis and continued its work, consisting of active remediation of the spills at the terminal and collection of environmental data. In 2014 Rubis submitted a Site Closure Strategy for No Further Action, which included continued operational remediation activities and the proposed targets for No Further Action. The operational activities were implemented and the proposed targets, which were accepted by the Authority, have been met. Consequently, the Authority agreed to No Further Action.

Shedden Road former Rubis Service Station

In May 2019 the Authority issued a Conditional No Further Action Letter for the former Rubis Shedden Road Service Station, the reason that the letter was

conditional was that the matter of fuel in the FLOW utility trench had not been resolved at the time. Subsequent investigation and communication with FLOW has confirmed that the nearest FLOW manholes were not impacted and that FLOW has no plans to conduct any work on their trench in the near future. There is residual fuel in the FLOW trench, however this does not impact soil and groundwater in the area. Rubis and the Water Authority have agreed that, in the event this trench is excavated, they will work with FLOW to ensure safe handling of the soil and acceptable treatment and disposal. Consequently, the Authority agreed to No Further Action.

g) Fuel Spill at Rubis Jackson Point Terminal - The Chairman reported that in the evening of 15 November 2019, ironically one day after the Authority issued the No Further Action Letter for the Rubis Jackson Point Terminal, Rubis staff detected a diesel spill at storage tank 32198 at the terminal. OfReg Fuels and the Water Authority were informed the next day of the spill. Upon discovery of the spill Rubis took action to transfer fuel from the tank and to recover the spill. Based on records and inventory reconciliation the unaccounted volume is estimated at 3,686 Imperial Gallons. The tank has a double bottom; there is an 8" layer of sand below the steel tank bottom that is placed over a fuel resistant plastic liner.

The leak was discovered at an inspection pipe located within the layer of sand. Part of the spill is contained in the sand layer between the steel tank bottom and the plastic liner, but the volume has not been established yet. Rubis is considering options to flush the sand layer to remove the fuel. The root cause of the spill has not been determined yet as there are logistics in ensuring that the tank is safe for entry to facilitate inspection of the steel bottom. Rubis recovered the fuel that spilled from the inspection pipe on the ground. Based on visual inspections the spill has not impacted the marine environment.

On 22 November 2019 Rubis organised a meeting with OfReg-Fuels and the Water Authority to review the spill and any relevant information. OfReg-Fuels deals with such issues as equipment failures, inspection of the tank, further inventory reconciliation, root cause analysis, oversight of repairs and commissioning the tank upon completion of repairs. The Water Authority deals with the impact on the environment. The Authority conducted an initial investigation of nearby domestic water wells, this indicated that wells were not impacted, however it was deemed prudent to sample selected wells for presence of hydrocarbons. On 02 December 2019 samples were collected from 4 wells; 2 monitoring wells at the terminal and the 2 nearest domestic wells, to be analysed for fuel related contaminants by SGS Accutest Laboratories. Results are expected later this week.

The Water Authority has reiterated to Rubis and OfReg its role as the regulator to protect groundwater per the Water Authority Law (2018 Revision) and that it follows its 2016 Draft Water Authority Remediation Criteria for Petroleum Release Sites.

As more information becomes available including the results of the water tests the Water Authority will determine further action.

- h) Water Authority Procurement Committee The Secretary reported that the Water Authority has set up the entity procurement committee as required under the Procurement Law. The terms of reference for the operation of the committee has been prepared and was provided to members for their review. The Water Authority has had training from the Procurement Office and in the operation of the Bonfire portal that is used for all bids and publishing of tender documents. The Secretary requested feedback from members at the January 2020 meeting as the plan is to activate the committee on 01 January 2020.
- i) Water Tanks for Cayman Brac The Chairman reported that the Water Authority prepared the evaluation report and provided it to the Ministry for their review. Pending the Ministry's confirmation to move forward the Authority will prepare a draft agreement between the two entities and proceed to order the tanks upon signing. Mr W Welcome noted that the Ministry would advise the Water Authority early in 2020 on the next step.

### **Current Business**

a) Management Accounts October 2019.

Members were provided with copies of the draft 31 October 2019 Management Accounts.

As the Authority nears year-end the financial statements have started to reflect the expected year-end adjustments, most notably the provision for the Health and Pension obligations. As noted at the October 2019 Board meeting, the Health Insurance obligation that will be reflected on the 31 December 2019 financial statements, will include a provision to increase the post-retirement health provision which will give the Board the opportunity and financial flexibility to explore health care alternatives.

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

The 2019 contribution to Government, in compliance with the letter dated 29 January 2019 from the Ministry of Finance & Economic Development was paid on 22 November 2019.

Will be reflected on the November 2019 management accounts. At the November 2019 Board meeting the Board approved write offs this entry was initiated in November 2019 and will be reflected in the November 2019 Management Accounts.

Redacted under section 21 (1)(b) of the Freedom of Information Law (2018 Revision)

The Authority continues to perform well, with sales up 5.7% from the same 10-month period in 2018, operating expenses showing a nominal increase of 1.6%. Loan interest is stagnant and other income shows a robust increase of 23.1%, primarily a result of the interest income from the term deposits. Administrative

expenses are up 2.5% primarily a result of the expanding workforce, with the majority of the increase in salaries and the associated health and pension benefits for new staff.

In summary, the Authority continues to show strong sales and solid financial performance in the first 10-months of the 2019 financial period and expects to finish 2019 with a minimum of Redacted under section 21 (1)(b) of the Freedom of Information Law (2018 Revision)

# b) Request for Bill Adjustment re Customer Account#

\*Redacted under seciton 23 of the Freedom of Information Law (2018 Revision) The Chairman reported that on 08 November 2019 the Authority received a letter from a tenant of the property owned by requesting that consideration be given to adjusting his water bill. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken and the Authority's findings are that the customer's average monthly bill for the period January – June 2019 was \$56.47 with an average meter reading period of 31.7 days (\$1.78/day).

The initial meter reading done on 08 July 2019 for the billing cycle in July 2019 was higher than normal thus triggering a Fail Audit inspection. This Fail Audit inspection was completed on 15 July 2019 at which time the meter reader noted: "no leak no movement found".

The customer received a bill in the amount of \$304.70 for the period 12 June – 15 July 2019 (33 days). The daily average cost for this bill was \$9.23. The daily average consumption during this period was 1.5 cubic metres with a total of 48.4 cubic metres.

Subsequently, the Authority's Customer Service received a complaint from the customer related to the July 2019 bill being higher than normal. This complaint was investigated on 14 August 2019 and again there were no leaks or movements found on the meter. On 21 August 2019 the customer submitted a request to have the meter tested, which was done.

The initial meter reading done on 14 August 2019 for the billing cycle in August 2019 was again higher than normal thus triggering a Fail Audit inspection. This Fail Audit inspection was completed on 16 August 2019 at which time the meter reader again noted: "Reading is correct. No leak detected".

The customer received a bill in the amount of \$504.24 for the period 15 July – 21 August 2019 (37 days). The daily average cost for this bill was \$13.63. The daily average consumption during this period was 2.1 cubic metres with a total of 78.6 cubic metres.

The meter test results were received and recorded on the customer's account on 30 September 2019. The test results showed that the meter <u>under registered</u> the consumption at low and transitional flow rates. As per the Water Authority's Meter Testing Guidelines, "if the results from the tested meter are determined to be below the lower accuracy limit (i.e. the meter registers less water than actually passes through it) at any of the tested flow rates and is within the accuracy limits at the other flow rates, the Customer's account will remain in accordance with the original meter reading, i.e. no adjustment will be made to the water bill". However, the customer is refunded the testing fee.

The customer's service was subsequently disconnected on 28 October 2019 for non-payment of a past due balance. The account balance as at 28 October 2019 was \$803.82. The customer, through the landlord's property manager, entered into a Special Payment Arrangement to settle the account balance in six (6) equal monthly instalments beginning 31 October 2019.

The customer later submitted a letter to the Board on 08 November 2019 disputing the bills for July 2019 and August 2019.

The customer claims that the issue of high bills was fixed after the "faulty" meter was removed. It is noted however, that the following three months with the new meter showed fluctuating billed amounts:

\$59.19 (September 2019; 20 days), \$110.07 (October 2019; 49 days), and \$30.79 (November 2019; 15 days).

The daily average for these bills were \$2.42 per day which is higher than the daily average prior to the disputed bills although not as high as during the disputed period.

In summary, through multiple service orders for fail audits, it was confirmed that there were no leaks during visits by the Authority's staff. The meter testing results showed that the meter was functioning properly at the high flow test and under-registering at the transition and low flow tests thus, it is not likely that customer's usage was due to the meter over-registering. The Secretary reminded members that all consumption and plumbing downstream of the meter is the responsibility of the customer. The Secretary respectfully sought the Board's decision on the request from the customer. Members agreed that the customer should be advised that they reviewed the request and decided not to discount or waive the bill as the Authority's records show that the bill is valid and payable. The meter was tested as per the customer's request and found to be functioning properly at the high flow test and under-registering at the transition and low flow tests. As per the Water Authority's Meter Testing Guidelines, no adjustment to the bill is required as the meter is not over-registering. All plumbing downstream of the meter is the customer's responsibility. Members agreed the Special Payment Plan Agreement may be extended for a period convenient to the customer with the usual discounting of late fees (providing payments are made regularly according to the agreement).

## **Any Other Business**



### Chairman's Award

The Secretary reported that this year, there was a tie in the nominations from the Authority's senior management team. The award is given to an employee who has demonstrated consistently outstanding performance over the previous fiscal

period. This year, the senior managers at the Authority have, by a tie, nominated Mr George Forrester, Facilities Maintenance Officer and Mr Ahmed Elsheshtawy, Engineer-Water Production for the prestigious Chairman's Award.

George Forrester – Quality Assurance Inspector
George Forrester joined the Authority in September 2006 as a Labourer-Water Supply (WS). He was promoted to Assistant Operator-WS in November 2007 and then to the position of Facilities Maintenance Officer in January 2008. He applied for the position of Quality Assurance Inspector in 2017 when the Water Authority was preparing for the retirement of Mr Elvet Conolly. He fully assumed the position in January 2019 after being trained and guided by Elvet. He is based in the Engineering Division and is supervised by Mr Chris Garbutt, Design Engineer.

During his time in this position, George has gone out of his way to deal with really difficult customers who do not want to comply with the service installation or placement requirements; after installation, George has also been very conscientious in reviewing/keeping track of Water Authority's distribution area and brings issues or concerns on a regular basis to management's attention. These vary from placement of a fence after service installation, to plantings, placement of rocks, etc. all of which can make it difficult or impossible for a meter reader to get readings. George then works closely with Customer Service to resolve these issues in a timely and satisfactory manner.

A job in this section of Engineering continues to be challenging and very demanding due to the development explosion the Authority has experienced and continue to experience over this past year. George has done an amazing job in keeping the number of open service orders to a very low figure (most of which are due to the customer not yet installing their pipes), all while training a new member of staff since Elvet Conolly's retirement last year.

In his dealings with staff and the public he is courteous, helpful, and well liked. When working with George, it is satisfying to see an employee so willing to please and get the job done. His patience, humble attitude and helpful manner is an example to all other staff. The consensus is that George is a pleasure to work with and performs his work consistently at a high standard and in a professional, courteous and helpful manner. He has a genuine interest in ensuring that policies and procedures are adhered to.

The Secretary noted that George received the Chairman's Award in 2011.

Ahmed Elsheshtawy - Engineer-Water Production
 Ahmed Elshehtawy joined the Authority in September 2015 as a Graduate
 Engineer. He was promoted to Engineer-Water Production in February 2018
 as he moved forward with his professional qualifications. This year he was

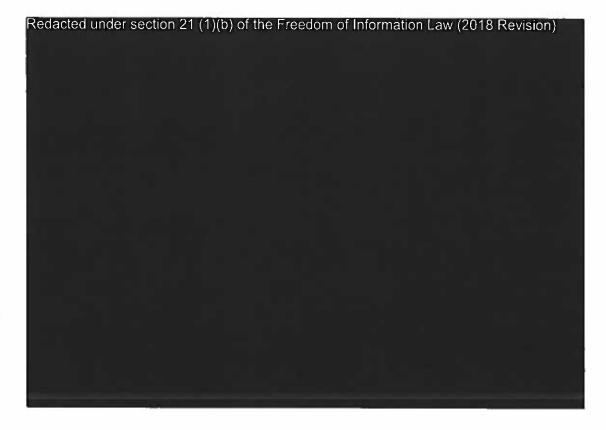
b)

successfully granted his Professional Engineering (PE) qualification through the US.

Ahmed has been involved and contributed significantly in the careers presentation the Authority offers to students and at career fairs. He wrote the presentation used for school visits, and with assistance from Hannah Reid, the former Corporate Communications Officer, it was digitalized for more use. He leads all the school tours to the Water Authority's facilities. His presentation to the Water Authority's Summer Interns this year has been described as "awesome". He strives to be inclusive especially of the Brac staff.

Ahmed is actively involved in the majority of the walk/runs, social events, and in representing Water Authority at local events as well as presentations at UCCI. Ahmed has made some very significant personal developments in the time he has been with Water Authority, i.e. achieving his PE, and representing the Authority at the WEF Water Leaders Institute this year. He is recognised as a hard worker, empathetic to his colleagues, actively pursuing his self-development, being a good role model, involved in many Water Authority activities. He was nominated as someone who leads with passion and strives for greatness.

Board members agreed with the senior managers' tied nominations and had no objection to the Chairman's Award being awarded to both persons.



Redacted under section 21 (1)(b) of the Freedom of Information Law (2018 Revision)

### c) **Upcoming Projects.**

The Secretary briefed the members on four upcoming projects. These are:

- two 3Mil US gal reservoirs for the North Side Water Works site;
- 9000m³/day RO Plant on the Red Gate Water Works site;
- Design services for Vehicle & Maintenance building;
- Design services for an addition (lab, operations) to the Red Gate Administration Office.

The Secretary advised that every effort was being made to have the tender documents ready and uploaded on the Bonfire before the end of the year but due to staff leave this may not be achievable.

### **Donation Requests**

The Chairman advised that he had a request from the West Bay Central Committee for additional water gift certificates as they expected to bus in a large number of persons from the eastern districts. The Secretary noted that in order to do this it may be necessary for the Board to approve additional funds for the 2019 sponsorship budget but this would be determined when the Sponsorship Assessment Subcommittee met.

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

- 1) Ratify CIG Facilities Management Department.
- 2) Ratify Veterans & Seaman Society Cayman Brac.
- 3) Ratify Lighthouse School PTA.
- 4) Ratify District Commissioners Office.
- 5) Ratify CIG Cabinet Office Christmas event.
- 6) Ratify The Lions Club of Grand Cayman Christmas Giving.
- 7) Ratify John A. Cumber Primary Christmas event.
- 8) Ratify Faith Hospital Christmas Appreciation Banquet.
- 9) Ratify CI Veterans Association Poppies.
- 10) Ratify West Bay Central Community Council.
- 11) Tower of Light Foundation Art Auction and Fundraising Gala.
- 12) CIG Public Works Department Christmas Function.
- 13) Spot Bay Committee Christmas Homecoming 2019.
- 14) West Bay Central Community Council.

The Chairman thanked members for their service on the Board throughout the year and wished everyone well for the Christmas and New Year. Everyone exchanged greetings of the season. There being no other business the Chairman adjourned the meeting at 3:05pm.

This is a true and accurate account of the proceedings.

The Chairman

The Secretary

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