

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 310th Meeting held on 15th July 2020

Members Present:

Chairman:	Mr K Gomez - <i>in person</i>
Members:	Mr H B Ebanks - <i>virtual</i> Mr J Gill - <i>virtual</i> Ms A Owens - <i>virtual</i> Mr C Randall - <i>virtual</i> Mr M Rankine - <i>virtual</i> Mrs L Ryan - <i>phone</i> Mr W Welcome - <i>virtual</i> Mr A Wright - <i>virtual</i>
Secretary:	Dr G Frederick-van Genderen - <i>in person</i>
Apologies:	

Call to Order

The Chairman welcomed members to the Water Authority's Board meeting conducted with the majority of members connecting remotely due to the continuing COVID-19 pandemic. After ascertaining that there was a quorum, the Chairman declared the meeting open and called to order at 11:11am. The Secretary noted that Mr H B Ebanks would be joining the meeting later. The Chairman then asked Mrs L Ryan to open the meeting with prayer.

Confirmation of Minutes of the 309th Meeting held on 17th June 2020

The Chairman asked for confirmation of the Minutes of the 309th Meeting held on 17th June 2020. Mr J Gill moved the motion to accept the Minutes as amended, Mr A Wright seconded the motion and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

None.

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

The Chairman reported that during June 2020, running one RO train only, the LVRO Plant produced on average 1,121 cubic metres per day, which is approximately 37% of its design water production capacity.

There has not been any significant change in the feedwater quality after the well rehabilitation. Prefilters continue to require changing every 4 weeks, and membranes need to be cleaned every 4 weeks as well. Monitoring of changes will continue as the new feed water well pumps are installed (the first one will be installed next week). It is expected that up to 15% more water will be produced but minimal improvement in prefilter life or time between membrane cleanings is expected.

Mr H B Ebanks joined the meeting at this point.

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

The Chairman reported that the Authority should be able to resume work as soon as there are more regular flights between Grand Cayman and Cayman Brac, and there is no requirement for people to be tested before travelling to Cayman Brac. The Superintendent and Pipelayer of the New Works crew from Grand Cayman work on 2-week schedules with a 3 day break back to their families in Grand Cayman every other week. While in Grand Cayman, they have been assisting the New Works crew at High Rock Drive and on other repairs. The Brac-based New Works staff continue to assist with trucked water deliveries and this will continue until the New Works crew resumes pipelaying. They also assist with repairing any leaks, etc.

Redacted under section 21 (1)(b) of the Freedom of Information (2020 Revision)

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

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

The Secretary reported that the Divisional Statements remain with KPMG for their review and the Authority understands that there are a few review notes to be cleared up and once completed will move to the Island Statements. It is

expected that the documents will be provided for Board approval at the August 2020 meeting.

Annual Report 2018

The Secretary reported that the 2018 Annual Report is with KPMG for final approval, the document will then be signed and sent to the Ministry.

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

The Secretary noted that the Divisional Statements have been drafted and will be updated/modified as soon as the 2018 Divisional Statements are signed off.

Annual Report 2019

The Secretary reported that the 2019 Annual Report is still in preparation and will be submitted to the auditors upon completion.

COVID-19 Actions and Impact -Update

The Secretary noted that as members are aware, all lockdown curfews have been lifted for the Cayman Islands and the Cayman Islands National Emergency Operations Command (NEOC) was officially deactivated on 19 June 2020 after 107 days.

- *Office Reopening*

The Secretary reported that the Water Authority's office (inclusive Cayman Brac) returned to normal opening hours to the public as of 29 June 2020. All services are being provided to the public. Some staff work shifts and several are continuing to work remotely (due to medically high risk, childcare issues, etc.). The shift system helps to manage the number of staff in the office and work crews start an hour apart and are now working their full 8 hrs with 30-minute lunch break and two 15-minute breaks. Some Admin staff may work reduced hours in the office but continue to work remotely from home.

The Secretary noted that email communication with customers continue to be high while customer presence in the office continues to remain low. All COVID-19 practices continue to be maintained: social distancing, mandatory mask/face covering requirements for entry, customer line up outside to control maximum number of customers in lobby and hand sanitising.

As part of the Public Health Department's strategy to monitor the COVID-19 in the workforce and the community, retesting after 30 days of being back to work is offered by the HSA as well as antibody testing. Staff are being encouraged to take advantage of the HSA's offer.

As part of the Return to Work Plan, Water Authority COVID-19 Coordinating Response Team ("COCORT") has been established. The structure of the COCORT is outlined in the Authority's Return to Work Plan and the aim is

for the COCORT to ensure that all aspects of the Plan are implemented. As the Cayman Islands' Government (CIG) changes Public Health Regulations and protocols, the policies and procedures that are in place may need to be amended or changed. The COCORT will be in the position to advise management on changes necessary and assist in ensuring that employees are following the work place changes.

- *Essential PPE and Chemicals*

The Secretary advised that the Water Authority's COVID-19 Return to Work Plan requires all employees to wear face masks/coverings at work when a physical distance of 6ft cannot be maintained. The Authority has supplied all employees with masks (disposable and re-usable) since it reopened for normal business on 08 June 2020.

The Secretary advised that going forward, in an effort to address concerns about discomfort and breathability of issued-masks, employees will be provided with an allowance to purchase their own reusable face masks/coverings. An allowance of \$50 will be included in the July payroll and will be evaluated periodically to see if additional stipends need to be provided to employees. The Authority will maintain an inventory of disposable masks for emergency use.

The Secretary noted that the Authority will continue to source and keep in inventory items for sanitation kits (paper towels and disinfection spray) as well as other disinfectant and cleaning products to support the fight against COVID-19.

- *Payment Deferral Policy*

The Secretary reported that all COVID payment deferral agreements have either been paid in full or converted to a regular agreement. To date the Water Authority has 95 Agreements (with a total dollar value of \$123,516.63).

As members are aware, the Water Authority waived late penalties in March, April, May and June. The Secretary advised that the Authority will resume the application of late penalties as of 21 July 2020 and disconnections as of 20 July 2020.

- *COVID-19 Sewerage Discount Policy*

The Secretary reported that further to the COVID-19 Sewerage Discount Policy approved by the Board at the 308th Meeting on 29 April 2020, the Water Authority received requests from a total of 14 customers. Of these, all have been processed for the April billing as they provided the required documentation and out of these, 10 were approved and 4 did not meet the criteria and hence did not qualify for the discount [REDACTED]

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The total discount for the 10 approved customers for the April bill cycle was \$12,306.57.

Of these, 10 have been processed for the May billing as they provided the required documentation and out of these 10, 9 were approved and 1 did not meet the criteria and hence did not qualify for the discount * [REDACTED]

* [REDACTED] The total discount for the 9 approved customers for the May bill cycle was \$14,163.40. The total discounted for the two months of April and May is \$26,469.97.

- *Accounts Receivable and Online Payments*

The Authority's Finance and Customer Service Departments continue to encourage online payments by customers, however in the period 08-30 June 2020 the cashiers completed approximately 3,700 transactions [REDACTED]

* [REDACTED] This number equates to an average of 217 transactions/day. The number of in office transactions is still significantly less than the same period in 2019.

Imports and Web Based payments continue to grow as customers are becoming more comfortable with online payments. Online transaction numbers have increased by 48%, showing a 79% increase in value. The most notable increase remains with our online WEB payments, showing an 81% increase in number of transactions over the same period in 2019.

The Secretary noted that the trend continues in the right direction and both the Customer Service Department and the Finance Department continue to encourage electronic bills and online payments.

While the Authority will resume charging penalties as of 21 July 2020 with disconnection of customers for non-payment to commence on 20 July 2020, the Authority will proactively work with customers to encourage them to sign up for payment agreements if they are having difficulties.

The Secretary reported that training for the upgrade to the Cogsdale software that was planned prior to the lockdown, is expected to commence in mid-August.

- *Other COVID-19 Staffing Matters*

- **Recruitment & Staffing**

The Secretary noted that active recruitment has resumed now as the CIG has lifted some restrictions and the Authority has resumed operations.

The following situations are current for key and much needed positions that will need work permits:

- Operations Engineer-WW - lack of response to overseas ads; recruitment to restart.
 - Senior Operator-WWTP - the exemption from advertising was approved and discussion on the employee contract are on-going and will be brought to the Board under Any Other Business, Staff Matters during this meeting.
 - Civil Engineer - job offer accepted. The exemption from advertising was approved and the work permit application submitted on 10 July 2020.
- **Internship Programme**
The annual Water Authority Summer Internship Programme is underway with the Authority's three scholarship recipients. Two are placed in IT and one in Finance.
 - **Annual Staff Meeting**
The Annual Staff Meeting which was to be held on 31 January 2020 at the Westin Resort was postponed due to the earthquake on 28 January 2020. The Westin has agreed to postpone the event to 12 March 2021 as it is unlikely COVID-19 related circumstances will be relaxed enough to hold this event before then.

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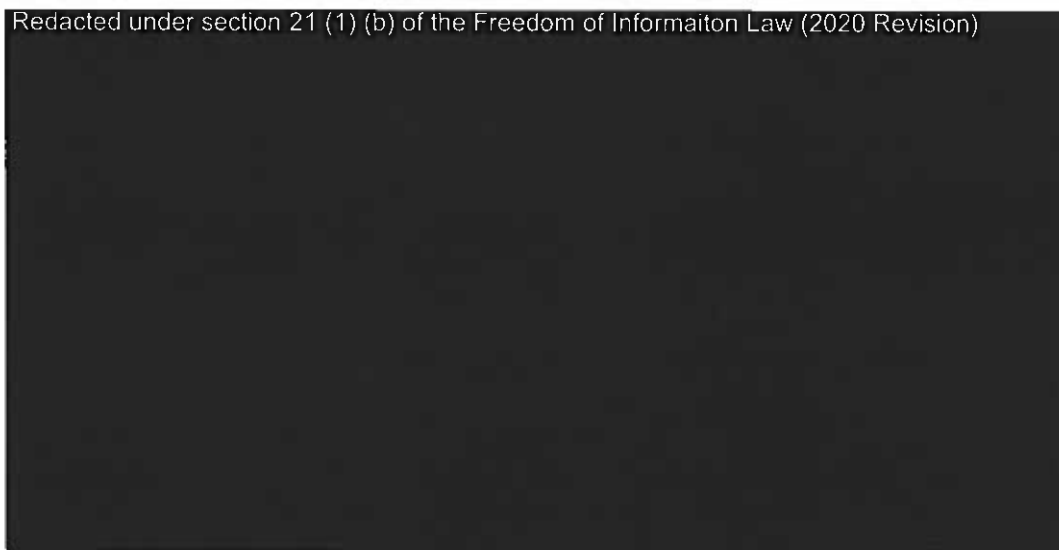
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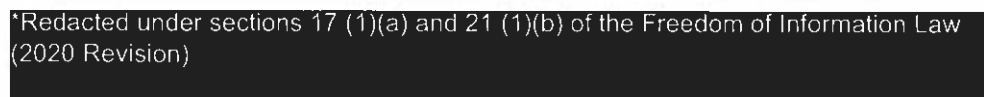


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d)

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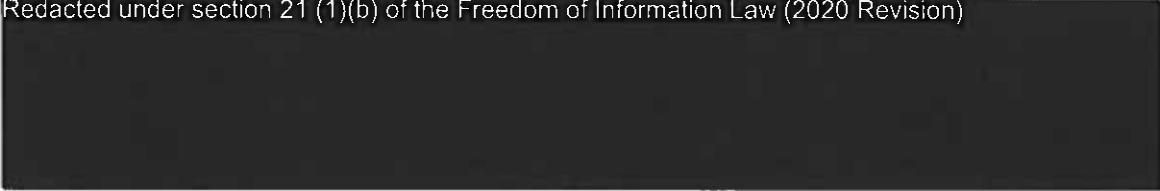


Statutory Fees

The Chairman advised that further to the Board's approval at the 29 April 2020 meeting and the Deputy Chief Officer's (Ministry of EYSAL) confirmation at the 17 June 2020 Water Authority Board meeting that the Paper was before Caucus for consideration, that the Water Authority awaiting feedback from the Ministry on progress. Mr W Welcome advised that the Paper had been approved by Caucus and the Cabinet Paper would be placed before Cabinet very soon.

e) Miscellaneous Updates.

Redacted under section 21 (1)(b) of the Freedom of Information Law (2020 Revision)



- b) *In-House Pipelaying Crews*** - The Chairman reported that during the week of 06 July 2020 the New Works pipelaying crew completed the installation of the 300mm (12-inch) and 200mm (10-inch) diameter PVC pipe along High Rock Drive to the Mental Health facility, total length approximately 2,380 metres (7,800 ft). Both of the 300mm (12-inch) sections have been pressure tested and disinfected (approx. 4,800ft long). The 200mm (10-inch) section (approx. 3,000ft) was completed last Friday and will be pressure tested and disinfected this week. The final 1,000ft of 100mm (4-inch) pipeline into the Mental Health facility property will commence after the Downtown Reach project has been completed. This pipeline will terminate at a proposed 4" meter chamber (yet to be built/inspected) and should be completed (tested and disinfected) by 07 August 2020.

During the week of 15 July 2020, the New Works pipelaying crew will start the installation of approximately 150 metres (500ft) of 300mm (12-inch) and 120 metres (400ft) of 150mm (6-inch) diameter pipelines near the Downtown Reach development (off Linford Pierson Highway). It is anticipated that this work will be completed (installed, tested and disinfected) by 24 July 2020.

- c) *Water Supply Division*** - The Chairman reported that the pipeline for Phase 3 of the Vela development in South Sound has been connected to the water main. Most service lines have been installed with some still outstanding.

Operations has installed the connection of the water main into the Indigo Bay development.

Elgin Avenue

As reported previously, on 03 June 2020 the Water Authority found that preparation work for road paving ("milling") was being carried out on Elgin Avenue. The Authority immediately wrote to National Roads Authority (NRA), and requested that the road overlay work in Elgin Avenue be stopped until the Water Authority completed its pipeline upgrade work. The Authority had advised NRA in December 2019 that it intended to upgrade the pipeline in Elgin Avenue, between Hospital Road and Shedden Road.

On 16 June 2020 the NRA confirmed that their work will be on hold pending the completion of the Water Authority activities. The Authority commenced work on 22 June 2020. The new pipeline has now been installed and pressure tested. Disinfection of the pipeline is scheduled for this week. It is anticipated that all affected customers along Elgin Avenue will be connected to the new water main by 24 July 2020.

- d) Redacted under section 21 (1) (a) (ii) and (b) of the Freedom of Information Law (2020 Revision)

- e) **North Side Pump House** - The Chairman reported that the Automatic Transfer Switch (ATS) for the North Side Pump House was found damaged. The controller inside of the ATS had blown up, caused by either lightning or lizards (two lizards were found dead across 2 of the phases). A replacement controller has been ordered. In the meantime, the power can only be manually transferred to the emergency generator, which may cause water pressure issues in the eastern districts in the event of a power failure.

- f) Redacted under section 21 (1) (a) (ii) and (b) of the Freedom of Information Law (2020 Revision)

- g) **Wastewater Division** - The Chairman reported that during the month of June 2020, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on twenty-four (24) days. The average daily wastewater inflow from West Bay Road during that period was 2.72 mgd (or approximately 109% of design capacity). This amount is 19.3% more than the average influent measurement during the same period the previous year (2.28 mgd). This increase may be attributed to rising infiltration within the wastewater collection system caused by the earthquake in late January 2020 as well as the onset of the rainy season.

A new blower (SBR Blower 3) will be installed at the wastewater treatment plant. A rebuilt blower (SBR Blower 1), is expected to arrive on island on 12 July 2020 and will be installed soon thereafter (tentatively scheduled for 18 July 2020).

Negotiations are underway with a contractor (Forbes Contracting) to construct a concrete pad at the Control Building to elevate AC units Control Building (to mitigate against flooding in the event of a hurricane).

Operations -Wastewater has scheduled the following at the wastewater collection system:

- Installation of 180 ft of 3" PVC force mains along Jacada Close (off Marbel Drive), which is scheduled for week of 20 July.
- New service connection at Hoya Quay (Crystal Harbour) scheduled for week of 27 July.
- Connection of new sewer force main at Cook Quay (Governor's Harbour) scheduled for week of 03 August.

On 30 June 2020 the Water Authority finally received details from NRA for the Airport Connector Road, design of the new sewer main and the related tender documents and the business case will be prepared in due course.

h) Redacted under section 21 (1)(b) of the Freedom of Information Law (2020 Revision)



The Secretary advised that the Water Authority has a number of significant major projects that are reaching a critical point to commence and that she was recommending that the Water Authority set up a Major Projects Unit in the Engineering Services Department to provide the necessary support to prepare business cases and management of the projects. Members had no objection to the Authority proceeding in this direction.

- i) *FOI updates* - The Chairman reported that no new FOI questions were received since the June 2020 Board meeting.

Current Business

a) **Management Accounts May 2020.**

The Secretary reported that comprehensive management accounts for the period ending 31 May 2020 had been prepared and provided by the Finance Department for the Board's review.

The balance sheet now reflects the impact of the change in accounting policies as noted for the 31 December 2019 financial statements, most notable the presentation of the Cayman Brac land lease as the asset is now reflected in the land balance with the corresponding liability reflected in loans payable. The Financial Controller recommends to modify the line item name from "Loans Payable" to "Land Lease Liability" to clearly reflect that the Authority no longer has any traditional loans. This modification will be reflected on the next set of presented Management Accounts.

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Sales continue to be strong, with water showing an increase of 3.9% over last year and Sewerage Fees up 1.9% over prior year. It is within expectation that Septage Disposal, connection fees and agency fees are lower than 2019 as the Water Authority has been substantially shut down since mid-March to mid-June.

Both Operational and Administrative expenses are within expectation with the most notable change being in overall staff costs as the Authority recognises the 5% COLA effective 01 January 2020. Lower energy costs are reflected in water purchases/production.

Members will note that with the current uncertainty in the Health Insurance Industry (and associated huge increase in premiums), combined with the market volatility in regards to COVID19, the Financial Controller plans to accrue substantial estimates for the year-end Health and Pension obligations. These adjustments will be included in the next set of presented Management Accounts.

In summary, *

* the Authority continues to be in a strong financial position that reflects prudent management and effective payment methods.

b)

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The initial response from the canvassed insurance providers was not good as the rates were higher than Generali's. However, Marsh was able to negotiate better rates from two of the providers* [REDACTED] A late submission from another provider* [REDACTED] offered much lower rates but the benefits do not match up with the Authority's current comprehensive plan. Subsequently, an even later submission was received by Marsh from [REDACTED] in which they said they had a "plan match" with Generali. The Secretary reported that CINICO was invited to submit a quote but declined, stating they were unable to do so due to the COVID-19 pandemic.

Ms A Owens left the meeting at this point to attend to prior commitments.

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The Secretary advised that given the fast-approaching renewal deadline and the need to give Generali notice if the contract with them is to be terminated, the Authority will need to continue with Generali for August 2020. If so decided, the

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

*Redacted under section 21 (1)(b) of the Freedom of Information Law (2020 Revision)

The Chairman reported that on 24 April 2020, 28 April 2020 and on 22 May 2020 the Authority received emails from [REDACTED] 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 during the COVID lockdown (Water Authority's office closed on 23 March 2020 and with staff working remotely, phone system was set to go to Emergency Services), the customer left a message on Authority's Emergency Line at 10:15am reporting that he had no water and there was a lot of water in the area of the meter box. The customer was advised the same day by the Operations Foreman of a possible leak on the customer's side as the meter was spinning and that the customer needed to get a plumber.

The customer left message on the emergency line at 1:45pm the same day indicating that his plumber said the issue was on Water Authority's side. The

Operations Foreman returned to site to further investigate. Due to the customer being elderly and it was the height of COVID, the Foreman did extra work to locate the leak in the customer's yard, the leak was verified as being on customer's side and the area of leak exposed.

On 24 April 2020 the customer emailed to pre-empt discussion regarding possible high bill from the identified leak. The customer commended Authority's Operations Crew on their attitude and the assistance they provided, noting "*their attitude was commendable and were a credit to the Authority*". At this time the customer requested an agreement for the bill that would be issued at end of April 2020.

On 28 April 2020 the customer was offered a payment agreement for a 12-month period. The customer responded and requested that the matter be presented to the Board "*to half the bill*" due to circumstances of the high bill being due to a major leak and the fact that he is a pensioner of 84 years old. The Customer Service Representative confirmed that matter would be presented to the Board.

On 30 April 2020 the customer's bill was for the amount of \$2,749.77 for the period 19 March 2020 - 28 April 2020 (40 days). The daily average cost for this bill was \$68.74. The daily average consumption during this period was 10.77 cubic meters with a total of 430.9 cubic meters.

On 25 May 2020 the customer was provided with a payment plan however nothing has been signed off as yet by the customer as he awaiting the Board's decision on his request to "half the bill" (\$1,374.89).

In summary, the Water Authority assisted the customer regarding identification of the leak. The customer acknowledged that the leak was his responsibility as it was on his side of the meter. The customer should be reminded that all plumbing downstream of the meter is the responsibility of the customer.

The Board may wish to consider a discount due to the special circumstances being faced by the customer. These are; the customer is elderly 84 years old and the leak was significant. An extended payment arrangement may also be offered to settle the balance.

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 customer confirmed that the high bills were due to a leak which was repaired when found. All plumbing downstream of the meter is the customer's responsibility. Members agreed that an extended Special Payment Plan Agreement should be offered for a period convenient to the customer with the usual discounting of late fees (providing payments are made regularly according to the agreement).

d) Request for Bill Adjustment re Customer Account [REDACTED]

*Redacted under section 21 (1)(b) of the Freedom of Information Law (2020 Revision)

The Chairman reported that on 08 July 2020 the Authority received a letter from [REDACTED] requesting that consideration be given to adjusting 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 15 November 2019 a Fail Audit Check was issued; the meter reading was found to be correct and no indication of a leak was detected.

On 30 November 2019 the customer was issued a bill in the amount of \$795.60 for the period 11 October 2019 – 17 November 2019 (37 days). The daily average cost for this bill was \$21.50. The daily average consumption during this period was 3.35 cubic meters with a total of 124.0 cubic meters.

Subsequently on 05 December 2019, the customer requested a site visit by the Utility Audit. A site visit was conducted by the Utility Auditor on 06 December 2019 and the findings of the Audit indicated no movements on the meter dial, therefore no leaks at the time of the visit and the customer was informed accordingly.

On 13 December 2019 the customer requested that the meter be removed for accuracy testing. The meter was removed and replaced with a new meter on 16 December 2019 and arrangements were made for the removed meter to be sent for independent accuracy testing.

On 21 January 2020 the Customer was informed of the meter testing results; that as per the results, the meter met the test criteria at all flow rates. The meter was found to be functioning properly therefore the Authority made no adjustments to the customer's account. It was noted that there was a slight leak through the register glass and the non-return valve was out of placement (which does not affect meter accuracy).

In summary, there was no indication of a possible leak when the Utility Auditor visited the property and this was communicated to the customer. According to S35(3) Water Authority Regulations (2018 Revision), readings are proof of quantities of water delivered to premises unless the meter is proved as defective. This meter met all the ISO accuracy standards at all flows and therefore the slight leak at the register glass did not have any impact on the testing. The customer should be reminded that all consumption and plumbing downstream of the meter is the responsibility of the customer. The customer has already established a 6-month payment agreement for the past due balance of \$865.18; this agreement should stand and customer offered the standard penalty waiver if payments are maintained.

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 independently tested as per the customer's request and found to be functioning properly at the required flow rates therefore no adjustments are required. The meter is the instrument used by the Authority to measure water usage. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. Members agreed that an extended Special Payment Plan Agreement should be offered for a period convenient to the customer with the usual discounting of late fees (providing payments are made regularly according to the agreement).

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

*Redacted under section 21 (1)(b) of the Freedom of Information Law (2020 Revision)

The Chairman reported that on 18 May 2020 the Authority received an email letter from [REDACTED] requesting that consideration be given to adjusting their 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 11 February 2020 a Fail Audit check was carried however no movement on meter dial or leaks were found. On 29 February 2020 the customer was issued a bill in the amount of \$1,171.63 for the period 08 January 2020 - 12 February 2020 (35 days). The daily average cost for this bill was \$33.48. The daily average consumption during this period was 5.23 cubic meters with a total of 183.0 cubic meters.

On 17 March 2020 the customer requested a site visit by the Utility Auditor. The site visit was conducted by the Utility Auditor on 23 March 2020 and the findings of the Audit indicated no movements on the meter dial, therefore no leaks at the time of the visit and the customer was informed accordingly.

On 04 April 2020 the customer sent an email querying regarding the bill amount of \$1,171.63. The customer noted that they understood that the matter would not be resolved right away due to the COVID-19 related lockdown however the customer expressed have deep concerns with the high jump in cost for their bill. The customer was informed in writing on 21 April 2020 of the audit findings. It should be noted that the Utility Auditor verbally advised the customer of the outcome on 23 March 2020.

On 07 May 2020 the customer followed up asking for further investigation, the Customer Service Representative reiterated the findings of the Audit and offered the option of having the meter tested. Subsequently the customer submitted a letter to the Board on 18 May 2020 requesting that the bill for February 2020 be adjusted (discounted).

Upon receiving a collections courtesy email on 01 July 2020 from the Authority, the customer replied advising that they had previously sent a letter to have the matter addressed by the Board. On 02 July 2020 the customer was informed that matter did not make the June 2020 Board meeting but was scheduled for the next meeting. At this time a payment agreement was offered if the payment could not be made in full while the matter was pending a Board decision. The customer replied asking that the bill for February 2020 be averaged based on previous usage or payment of \$200 be accepted as settlement of the February 2020 bill.

On 08 July 2020 the Customer Service Manager responded to customer, confirming that no Water Authority employee is authorised to discount/waive a bill. The customer was also advised that S40 of The Water Authority Law (2018 Revision) states that 'default in payment' may result in discontinuation of service and S35 of The Water Authority Regulations (2018) Revision states 'unless a meter is proven defective, the readings thereon shall be proof of the quantities of water delivered to the premises'. A payment agreement offered for 6 months with initial payment of \$200, the customer proceeded to pay \$200.00 towards payment agreement.

In summary, there was no indication of a possible leak when the Utility Auditor visited the property and this was communicated to the customer. While the bill for February 2020 was higher than normal, all other bills (March, April May, June 2020) were normal. A meter does not go faulty and correct itself. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. The customer should also be reminded that according to S35(3) Water Authority Regulations (2018 Revision) 'readings are proof of quantities of water delivered to premises unless the meter is proved defective' and as the customer was offered meter testing on two different occasions but declined, the bill is payable.

The Secretary respectfully sought the Board's decision on the request from the customer. Members agreed that the customer should be advised that they reviewed the request and decided not to discount or waive the bill as the Authority's records show that the bill is valid and payable. Members also noted that the customer had chosen not to have the meter tested, the meter is the instrument used by the Authority to measure water usage. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. Members agreed that an extended Special Payment Plan Agreement should be offered 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

a) 2020 Scholarship.

The Secretary reported that the Scholarship Interview Panel, which comprised of Mr Alfonso Wright, Mrs Mellony Bryan-Waugh, with Mr Hendrik van Genderen [REDACTED] and Mr Tom van Zanten [REDACTED] assisting with candidates proposing to study in their respective field of expertise, interviewed two candidates for the 2020 Water Authority's Scholarship on 25 July 2019. The interviews for both candidates were conducted via the online meeting platform, GoToMeeting. A copy of the interview panel report was provided to members.

The Secretary reported that the Authority received five applications for the 2020 scholarship of which two were selected for interviews based on their area of study and its relevance to the Water Authority. Of the two candidates interviewed, it was felt that the candidate who planned to study Chemical Engineering was most suitable for the scholarship.

The interview panel recommended [REDACTED] for the Water Authority-Cayman's 2020 Scholarship as his area of study is a priority area for the Authority. [REDACTED] has received a conditional acceptance from the University of Bath in the UK to study Chemical Engineering. Members had no objection to the Scholarship Interview Panel's recommendation to award the 2020 Scholarship to [REDACTED]. Members wished [REDACTED] all best in his studies.

Mrs L Ryan left the meeting at this point to attend to prior commitments.


b) Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Law (2020 Revision)



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Senior Operator-WWTP Recruitment Challenges

The Secretary advised that the Wastewater Division of the Operations-Grand Cayman Department is in desperate need of adequate and effective staffing and

supervision. The Operations Manager-Wastewater position has been vacant since the former postholder resigned in August 2018. Prior to that the Operator-Wastewater Treatment Plant (WWTP) position was vacated in May 2017. Additionally, the Wastewater Engineer resigned to go work at the Cayman Turtle Farm in February 2020. These are all key positions that remain vacant. The current staff at the Wastewater Treatment Plant are all Assistant Operators and have to be directly supervised by the Senior Engineering Manager-Operations who is responsible for Water Supply and Wastewater Divisions. As a result, key projects and improvements that are necessary to be done have to be delayed or done at a slower pace due to the required skill set for supervision and oversight not being available. The Water Authority has sought to recruit suitably qualified personnel to effectively manage and operate wastewater collection and treatment services for several years. Due to the specialised nature of the work involved suitably qualified candidates will most likely need to be recruited from very competitive overseas labour markets.

*Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Law (2020 Revision)

After an extended period, the Water Authority has identified a well-qualified and experienced candidate. [REDACTED] responded to the Authority's overseas ad campaign [REDACTED]. [REDACTED] She interviewed in Cayman in February 2020 and was recommended for the Senior Operator-WWTP position by the interview panel.

*Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Law (2020 Revision)



Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Law (2020 Revision)

The Secretary respectfully sought members guidance and consideration on this matter [redacted] to take up the Senior Operator-WWTP position. The Water Authority desperately needs skilled and experienced operators at the wastewater treatment plant.

Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Law (2020 Revision)

[Large redacted area]

Donation Requests

The Secretary reported that there are no requests for the Sponsorship Assessment Sub-committee.

There being no other business the Chairman thanked members and the meeting was adjourned at 1:49pm.

This is a true and accurate account of the proceedings.



The Chairman


The Secretary