

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 312th Meeting held on 14th October 2020

Members Present:

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

Call to Order

The Chairman welcomed members to the Water Authority's first Board meeting conducted in-person since February 2020 due to the COVID-19 pandemic. After ascertaining that there was a quorum, the Chairman declared the meeting open and called to order at 1:34pm. The Chairman noted apologies for Mr H B Ebanks, Ms A Owens, and Mr W Welcome. The Chairman then asked Mrs L Ryan to open the meeting with prayer.

Confirmation of Minutes of the 311th Meeting held on 19th August 2020

The Chairman asked for confirmation of the Minutes of the 311th Meeting held on 19th August 2020. Mr C Randall moved the motion to accept the Minutes as amended, Mr

M Rankine 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 the months of August and September 2020, the LVRO Plant produced, running one RO train only, on average 1,287 and 1,375 cubic metres per day respectively, or approximately 43% and 46% of the plant's design water production capacity.

Well #1 appears to be performing fine with the larger well pump (installed on 17 August 2020), and after the well rehabilitation. Prefilter fouling appears to be mainly due to particulate fouling rather than biological fouling. Prefilters continue to require changing every 4 weeks, and membranes need to be cleaned every 4 weeks as well. Membrane cleaning of Train #1 was carried out on 22 September 2020.

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

The Chairman reported that the New Works pipelaying crew completed the installation of 935 metres (3,075 feet) of 200mm (8-inch) pipe along Dennis Foster Drive (between Scarlett Drive and Coastal Way) and 120 metres (400 feet) of 80mm (3-inch) pipe along one of the side roads (Terrace Drive). Both pipelines were commissioned (tested, disinfected and flushed).

The crew also installed 350 metres (1,150 feet) of 200mm (8-inch) pipe along Dennis Foster Drive between Coastal Way and Cape Drive. It is anticipated that this section (total length 850 metres (2,800 feet)) will be completed before the end of October 2020.

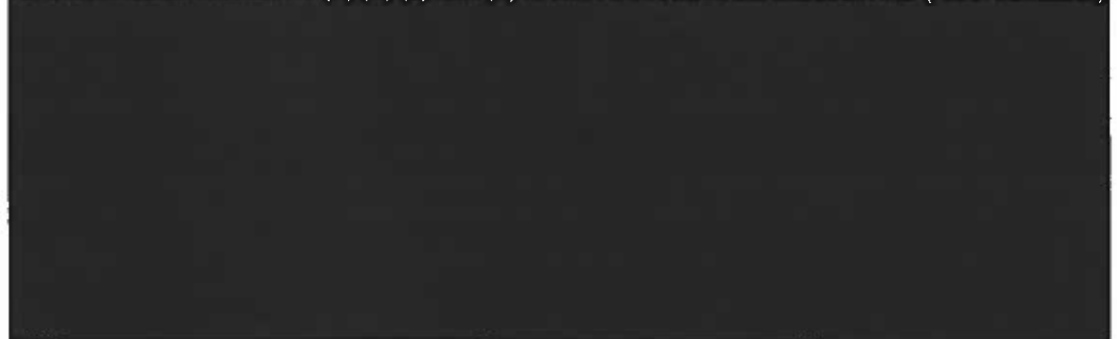
In order to connect as many customers as possible to the pipeline, the Chairman noted that the Authority would prioritise the pipelaying along the ten (10) side roads off Dennis Foster Drive, between Scarlett Drive and Coastal Way, before commencing the final section of 200mm (8-inch) main along Dennis Foster Drive to Ashton Reid Drive (total length 685 metres (2,250 feet)), as this last section will have very few potential customers. Members supported this approach.

The Chairman reported that twelve new water meters had been installed this year: nine pre-COVID-19, and an additional three in September 2020. There are currently twenty requests for new water services outstanding, five of which are outside the available service area. The status of the remaining fifteen are:

- 1#: Process ongoing, Service will be installed once customer is ready.
- 2#: Meter box and service line installed, awaiting customer pipework.
- 1#: Awaiting customer (lives off island) to give authorisation for someone to act on their behalf. Correspondence sent, no response to date.
- 1#: Customer still hasn't paid application fee, despite reminders to do so by customer service.
- 1#: Customer made arrangements to meet a long time ago, but he never showed up. Stated he will call when on island, this has never happened. The construction on the property has not progressed and is now overgrown.
- 2#: Customer is not ready to proceed yet as the location of meter will be a long distance and customer currently does not have the means to install that much pipe.
- 1#: This service will be installed in conjunction with the ongoing construction of four (4) new government buildings at the same location to avoid duplicating work (Government Administration Building).
- 6#: Nearest Water Authority pipeline is a long distance from service location. Each will require the installation of long sections of 80mm (3-inch) or 100mm (4-inch) diameter pipe. These are not considered priorities due to the large amount of work and the small number of potential customers.

The Chairman noted that there are 376 active piped water accounts in Cayman Brac.

Redacted under section 21 (1) (a) (ii) and (b) of the Freedom of Information Law (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 all 2018 (Divisionals and Islands) statements had been completed and before the Board. Copies were available for members. Members were respectfully asked to approve the documents and that the Chairman, Director, and Financial Controller be approved to sign off. Members approved the documents as well as for the Chairman, Director, and Financial Controller to sign off on the documents.

Annual Report 2018

The Secretary reported that the 2018 Annual Report was sent to the Ministry on 25 September 2020 for submission to the Legislative Assembly.

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

The Secretary reported that all 2019 Divisional statements had been completed and before the Board. Copies were available for members. Members were respectfully asked to approve the documents and that the Chairman, Director, and Financial Controller be approved to sign off. The 2019 Island statements are expected to be available at the November 2020 meeting.

Annual Report 2019

The Secretary reported that the 2019 Annual Report is being finalised and will be sent to the Office of the Auditor General (OAG) and KPMG for final approval, this report to be sent to the Board via round robin for approval if the approval process is completed before the November 2020 meeting.

COVID-19 Actions and Impact -Update

The Secretary reported that the Water Authority continues to provide all services and continues with the measures (promotion of appropriate hygiene practices, physical distancing, etc.) required to keep the COVID-19 under control.

- *Office Reopening*

The Secretary reported that some staff continue to work in 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 15-minute breaks. Admin staff may work reduced hours in the office and some continue to work remotely from home. The Secretary advised that the Authority's management prepared formal policies for Work from Home and Flexible Hours, these will be noted further under Staff Matters at this meeting.

All COVID-19 practices continue to be maintained: physical distancing, customer line up outside to control the number of customers in the lobby and hand sanitising. The mandatory requirement for face masks was dropped in August 2020.

The Water Authority's COVID-19 Coordinating Response Team ("COCORT") continues to be active providing reminders for staff and making recommendations on various aspects of the Authority's response.

- *COVID-19 Sewerage Discount Policy*

The Secretary reported that to date the Water Authority had received requests from 24 customers, one of which was not deemed eligible under the

policy as the request was made for a Residential Account and one did not provide the required documentation.

For the April billing, 22 requests were processed as they provided the required documentation and out of these, 15 were approved and 7 did not meet the criteria (i.e., water consumption was not less than the historical (annual average) water consumption for 2019) and hence did not qualify for the discount. The total discount for the 15 approved customers for the April bill cycle was \$16,674.07.

For the May billing, 15 requests were processed as they provided the required documentation and out of these, 13 were approved and 2 did not meet the criteria and hence did not qualify for the discount. The total discount for the 13 approved customers for the May bill cycle was \$17,939.83.

For the June billing, 10 requests were processed as they provided the required documentation and out of these, 8 were approved and 2 did not meet the criteria and hence did not qualify for the discount. The total discount for the 8 approved customers for the June bill cycle was \$10,267.00

For the July billing, 5 requests were processed as they provided the required documentation and out of these, 4 were approved and 1 did not meet the criteria and hence did not qualify for the discount. The total discount for the 4 approved customers for the July bill cycle was \$8,595.03.

For the August billing, 2 requests were processed as they provided the required documentation and out of these, all 2 were approved. The total discount for the 2 approved customers for the August bill cycle was \$7,222.14. The total discount on the sewerage bills at the end of August 2020 as a result of this policy is \$60,698.07.

Members were respectfully asked whether they wished to extend the temporary relief for commercial customers along the West Bay Road tourist strip for an additional 3 months (October, November, December). Members agreed to extend the COVID-19 Sewerage Discount Policy for an additional 3 months (October, November, December) to provide the temporary relief for commercial customers along the West Bay Road tourist strip.

- *Accounts Receivable and Online Payments*

The Secretary reported that online payments, both through the bank portals and the Authority's website continue to be strong, with a 44% increase in the number of transactions for the period 01 March – 31 August 2020 over the same period in 2019. While the strong upward trend of the number of transactions appears to have plateaued, both Customer Service and Finance remain pleased with the number of customers that have transitioned to online payments and are optimistic that while the monthly numbers may not

increase that customers will continue to use electronic payment methods and not revert to previous payment methods that brings them physically back into the office.

The number of cashier payments for the period when the office re-opened in early June to 31 August 2020 are 32% lower than in 2019. Consistent with the observations for online payments utilisation of the drop box has also increased in volume by 59% (July - 55%). The Finance and Customer Service Departments remain encouraged with the continued trend where-by customers have transitioned to online payment methods over the last 5-months.

QWUIC - Caribbean Water Utility Insurance Company

The Secretary reported that on 01 October 2020 the Financial Controller attended a virtual meeting that introduced QWUIC to stakeholders in the Caribbean. The focus of the presentation was on the three components of the programme:

- 1) Response Programme - provide assistance for early recovery among participating water utilities (restore and rebuild water utilities in the wake of climate related events).
- 2) Insurance Vehicle - provide multiple layers of insurance coverage including reinsurance to effectively address substantial and catastrophic losses.
- 3) Investments - provide financial support to invest in resilience infrastructure.

To better assist the QWUIC program to understand the needs of the Caribbean community, the Authority completed the survey on 25 September 2020 which was a high-level overview of the Authority's operations and existing insurance coverage.

The Financial Controller reported that she found the information interesting and confirmed the Authority's assumptions that comprehensive insurance is not readily available throughout the Caribbean and hence a programme like this could be very key for many of the islands.

Cayman is fortunate in that it has access to A-Rated insurance companies (by AM Best), internal cash flow to afford the annual premiums and cash reserves to invest in resilient infrastructure. While the Authority is not convinced that QWUIC will be a beneficial insurance or capital project partnership for the Authority, it is a Caribbean initiative that will impact our friends and neighbours and the Water Authority may be in a position to assist other islands during difficult times.

Cogsdale Upgrade

The Cogsdale upgrade from build 36.2 to build 45.2 is planned for 16 October 2020. To facilitate this upgrade, the Water Authority's offices will be closed to the public on 16 October 2020. This will result in limited Customer Service as there will be no access to the Customer Information System. Customers will still

be able to place trucked water orders and obtain deliveries in Cayman Brac. Online customer access will be down from 6:00am 16 October to 6:00am 19 October. Payment options via website, online banks, and drop box will still be available. Notices were sent to customers with email addresses and will also be published on website, social media, in newspaper and on radio. KPMG has been made aware of this upgrade and invited to observe the process as part of the 2020 audit procedures.

d) Employee Health Insurance - Update.


The Secretary reported the Water Authority signed on with Generali for another year as approved at the August 2020 Board meeting. The Secretary noted that amendments will need to be made to the criteria used for the 2020 actuarial reports.

e)

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



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



f) **Miscellaneous Updates.**

- a) ***In-House Pipelaying Crews*** - The Chairman reported that the New Works pipelaying crew installed 120 metres (400 feet) of 150mm (6-inch) pipe between Democracy Drive and the East West Arterial Highway to replace an old (30 years) pipeline which crossed the highway from Meadowlark Rd, Newlands. This pipeline section had been isolated from the water distribution system earlier this year (after the 7.7 magnitude earthquake in late January 2020) as it was found to have a major break in it. There are no customers connected to this section of pipeline.

After satisfactorily pressure testing this new pipeline section, it was subsequently discovered that the integrity of the older pipeline section across the East West Arterial Highway was uncertain (this pipeline section was installed in 1989, before the construction of the East-West Arterial), and it was deemed prudent to replace this remaining section of pipeline as well (45 metres (150 feet)). As this work will entail crossing the median strip of the East-West Arterial, the National Roads Authority (NRA) was asked to install a berm (constructed to NRA road-base specifications) across the median so that the replacement pipeline section can be installed with no need for NRA to work near this pipeline in the future when the median is going to be used by additional east- and west-bound lanes, similar as was done further west (near the Chrissie Tomlinson Roundabout). NRA completed their work by 03 October 2020, and the New Works crew will start work on the final section of pipeline very soon.

The New Works pipelaying crew also assisted Operations-WS with locating and raising several valve box covers that had been covered over by the recent extensive road paving carried out by NRA. During September 2020 twenty-six work orders were submitted to uncover and raise valves.

The New Works crew also carried out a temporary repair to the Operations Building's roof. The roof was power-washed, obvious roof membrane damage was patched, and the entire roof was sealed using a silicone roof coating. After the recent heavy rains, it appears that this temporary leak repair was successful. In early 2021 the entire roof's single-ply roofing membrane and close cell polyisocyanurate insulation, which was installed in 2008, will be replaced. The business case for this project has been prepared and is currently being reviewed by the Engineering Services Department.

Last week this crew also started the installation of 55 metres (180 feet) of 80mm (3-inch) nominal diameter PVC sewer force mains along Jacada Close (off Marbel Drive). Inclement weather has delayed progress, but this project is expected to be completed later during the week of 14 October 2020.

On 11 October 2020 this crew installed two road crossings in Walker's Road, in anticipation of the NRA milling and paving this section of Walker's Road later this month. This work was necessary in order to upgrade the pipelines in these side roads (Middle Road and Dorset Lane).

- b) ***Water Supply Division*** - The Chairman reported that in September 2020 the Operations crew completed the replacement of 150 metres (500 feet) of 150mm (6-inch) pipe along Belford Drive (Bodden Town), as well as 460 metres (1,500 feet) of 150mm (6-inch) pipe along Woodstock Road.

As mentioned previously, the NRA has scheduled to pave/overlay North Sound Road, between Jacques Scott and the Butterfield Roundabout. They have agreed to pave the northbound (westernmost) lanes first, as the Authority's 200mm (8-inch) pipeline is situated in the southbound (easternmost) lane, and will be upgraded to 300mm (12-inch). On 29 September 2020 the crew started work on this pipeline upgrade in North Sound Road, between the intersection with Shedden Road and the intersection with Portland Road). Total pipeline length is approximately 550 metres (1,750 feet).

Initially the intent was to install the larger pipe in the outer south bound lane, and for work to be carried out during the day, as the inner south bound lane and the turn lane could be used for southbound traffic. Unfortunately, as the CUC duct bank was found to be in the outer south bound lane and not under the sidewalk as indicated previously by CUC, work was delayed by more than one week while the Water Authority had to reconsider its options. As the Water Authority's work would now be further into the road, both south bound lanes would be blocked. This would be very disruptive to traffic flow and endanger the safety of Water Authority staff. Therefore, it was decided to carry out the work at nights/early mornings, with the south bound lanes closed from the Butterfield Roundabout to the North Sound/Shedden Road Intersection), and traffic being diverted to Godfrey Nixon Way or along North Sound Road to the Dorcy Drive intersection.

It is anticipated that this difficult project will be completed by mid-November 2020, which will ensure the NRA's paving schedule is not disrupted. The NRA has scheduled the paving of the Northbound lanes to commence in mid-November, with the Southbound lanes following immediately thereafter.

- c) Redacted under section 21 (1) (a) (ii) and (b) of the Freedom of Information Law (2020 Revision)
- d) **North Side Pump House** - The Chairman advised that as reported previously, the Automatic Transfer Switch (ATS) for the North Side Pump House was found damaged. The replacement controller was ordered and installed by the local agent Corporate Electric. Unfortunately, during the programming of the controller there was a short on the lines behind the contactor of the ATS, causing the transfer switch assembly to blow. Due to the fact that the transfer switch contactor needs to be removed and replaced, Corporate Electric advised that the best way forward was to replace the entire (12-year old) ATS. The Engineering Services Department is currently reviewing the available options for replacing the ATS. 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.
- e) Redacted under section 21 (1) (a) (ii) and (b) of the Freedom of Information Law (2020 Revision)

- f) **Wastewater Division** - The Chairman reported that during the months of August and September 2020, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on thirty-nine (39) days. The average daily wastewater inflow from West Bay Road during that period was 2.62 mgd (or approximately 105% of design capacity). This amount is 11.5% more than the average influent measurement during the same period the previous year (2.35 mgd). The increase is most likely due to additional leaks within the wastewater collection system caused by the earthquake in late January 2020 and the onset of the rainy season.

The daily wastewater inflow from West Bay Road before Operations-WWC isolated a collapsed section of gravity sewer in Whitehall Gardens was around 0.1 mgd higher than afterwards. It is unclear whether this was a coincidence or whether the collapsed pipe had increased the infiltration by that much.

As reported elsewhere, last week the New Works pipelaying crew commenced the installation of 55 metres (180 feet) of 80mm (3-inch) nominal diameter PVC sewer force mains along Jacada Close (off Marbel Drive). Inclement weather has delayed progress.

In early September 2020 Operations-WWC commenced the replacement of approximately 45 metres (150 feet) of 100mm (4-inch) gravity sewer in Whitehall Gardens. A portion of this pipeline section had collapsed.

Unfortunately, the project could not be completed due to issues with keeping the trench dewatered. A disposal well will be installed and will be used to evacuate groundwater during trench excavation to accommodate the replacement of

sewer pipes. The well will allow the use of a larger capacity pump and will minimise flooding of the surrounding area. The project will be restarted as soon as the well has been constructed. It is anticipated that Industrial Services will install the well early next week.

The new blower (SBR Blower 3) was installed and commissioned in late September. Unfortunately, the motor pulley cracked and the blower will be out of operation until a new pulley has arrived, which is expected to arrive early next week.

The rebuilt blower (SBR Blower 1) was commissioned. However, it was taken out of operation after a mere 10 hours out of an abundance of caution as a knocking noise was heard coming from inside the blower. The Authority is waiting on United Blower, the blower supplier, to provide direction on how to proceed.

The contractor (Forbes Contracting) completed the construction of a concrete pad at the Control Building to elevate AC units for the Control Building (to avoid flooding in the event of a hurricane). The AC units were relocated in late 2019 when the electrical conduits were installed between the Control Building and the SBR cluster. Arrangements are being made with Andro to have the AC units moved on to the new concrete pad.

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



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



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

- i) *FOI updates* - The Chairman reported that one new FOI question was received since the August 2020 Board meeting and is shown in the FOI report provided to members.
- j) *Laboratory Scope of Accreditation Expanded for Legionella* - The Chairman reported that in August 2020, the Laboratory Manager submitted to the A2LA (American Association for Laboratory Accreditation) the information for the Laboratory's annual review. The submission included a request to expand the scope of accreditation to include Legionella pneumophila by the Idexx's enzyme substrate method. On 10 September 2020 the Authority received confirmation that the request had been approved.

Legionella pneumophila is the bacteria that causes Legionnaires Disease, a severe form of pneumonia, which spreads through water droplets in the air. There are no known cases of Legionnaires Disease in the Cayman Islands, but from time to time the Authority is contacted by people who have concerns. The science and understanding of Legionnaires Disease continue to develop. The

main concern is that older people who are in poor health are especially at risk from exposure to droplets originating from stagnant and warm water systems, such as showers or air-conditioning and misting systems. The accreditation provides the lab with additional versatility to conduct reliable testing.

The relatively quick turn-around of the request to expand the accreditation is a testament to the excellence of the Laboratory team and the robust quality system of the Laboratory. A press release was issued on this accomplishment. Members commended the Laboratory on this achievement.

- k) *Tropical Storm Warning: Delta* - The Chairman reported that the Water Authority carried out a full activation of Water Authority-Cayman Hurricane Plan. The plan was executed reasonably well in consideration of the very short time in which to prepare.

Current Business

- a) **Management Accounts July 2020.**

The Chairman reported that the Finance Department is pleased to present the 31 July 2020 comprehensive management accounts to Board members, scheduled vacation and unexpected schedule changes to the Board meeting did not facilitate the presentation of more recent statements.

As members will note in the Financial Statements there are no surprises in regards to the performance of the Authority, with revenue coming in 2.3% higher than the same period in 2019 and the Profit for the year before the Health and Pension adjustments showing a 15% increase. The cash position remains strong, with [REDACTED] being added to the bank accounts in the first seven months of 2020, which will provide sufficient funds to pay for capital projects while maintaining a conservative reserve. On 20 August 2020 an additional \$5 million was placed on deposit with the Treasury department which will be reflected in the August management accounts.

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

As mentioned in previous meetings it is important that Board members consider both the Profit for the year and the Total Comprehensive Income for the year to gauge financial performance as the Authority has estimated that the Post-Retirement Health Obligation [REDACTED] at 31 July 2020. This amount may vary significantly depending on the outcome of the Actuary Reports and the current uncertainty in the Health Insurance Industry (and associated huge increase in premiums to which the Authority was subject) associated with the market volatility in regards to COVID19.

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


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

b)

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

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

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

The Chairman reported that on 27 July 2020 the Authority received a letter from  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 on 30 June 2010 a Fail Audit Check was issued as the meter reading was found to be higher than normal during the billing process. The bill totalled \$854.81 for the period 8 May 2020 – 01 July 2020 (54 days). The daily average cost for this bill was \$15.83. The daily average consumption during this period was 2.51 cubic meters with a total of 135.4 cubic meters.

On 07 July 2020, the Fail Audit Check was carried out, movement was found on the meter indicative of a leak. The customer was at home when the meter was being checked. He was advised by the meter reader of the possible leak. The customer acknowledged this information and confirmed that he would get a plumber to further investigate.

On 09 July 2020, the customer came to the Water Authority office to question his June bill as it was double the amount of his regular bills. He requested an audit be carried out.

On 10 July 2020, the Utility Auditor conducted a site visit and the findings of the Audit reported that there was no movement on the meter dial indicative of a leak. The customer was informed of the findings and advised should he have further doubt, a meter test or changing of the meter could be done. The customer stated that he would arrange for a plumber to visit the house and requested that Water Authority's Utility Auditor be present. A few days later the customer contacted the Utility Auditor as the plumber was on site. Upon the second visit, the plumber stated to have found no leaks, however the Utility Auditor noticed that the plumber had changed a few fittings that were said to have not impacted a leak.

On 27 July 2020, the customer submitted a letter to be reviewed by the Board requesting "*an abeyance of the past due bill and possible refund of previous invoices*".

In summary, movement was found during the fail audit which was indicative of a leak, the customer was informed by the Meter Reader of the findings. The customer at a later date requested another audit in which the Utility Auditor conducted and found no movement. On the second visit conducted by the Utility Auditor, it was found that fittings had been changed at the property and the Utility Auditor stated these fittings would not have affected the possibility of a leak.

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. A testing of the meter was offered but not accepted. The customer should be reminded 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 customer was advised of a possible a leak during a Fail Audit Check. As per S35(3) Water Authority Regulations (2018 Revision), meter readings are proof of quantities of water delivered to premises unless the meter is proved as defective. The option to have the meter tested was offered to the customer but was not accepted by the customer. All plumbing downstream of the meter is the customer's responsibility. Members agreed that a 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)

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



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



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



HR Policies

The Secretary advised that as a result of the COVID-19 Pandemic and the impact it has on travel as well as the flexibilities in working from home shown to be workable during the lockdown, the Authority's HR Department had put forward several policies. The Flexible hours and Work from Home Policies were developed from those used in the Civil Service.

- *Employee Leave Due to Travel-related COVID-19 Quarantine/Isolation Policy Guidelines*

Effective 01 October 2020, the Cayman Islands Government will gradually ease the restriction on travel due to the coronavirus pandemic, in place since March 2020. It is expected that as more people travel, some Water Authority employees will be affected by the requirement for persons coming/returning to the islands to quarantine/isolate for specified periods. This policy addresses how the time-off related to quarantine/isolation due to travel will be dealt with.

- *Flexible Working Hours (Non-emergency Conditions) Policy*

The Water Authority adopted flexible working arrangements to ensure business continuity at the height of the COVID-19 pandemic. In the context of strict shelter-in-place and social distancing requirements, changes in how business activities were carried out, including timing of service delivery, resulted in the need for more flexible and/or different hours of work. With the reopening of businesses and the easing of restrictions due to the pandemic, the Water Authority and its employees have generally returned to regular working arrangements and established business hours.

Prior to the pandemic the Water Authority allowed some measure of flexibility of work hours, mainly at the beginning and end of the workday, for employees whose jobs allowed such flexibility. Now that pandemic

restrictions have eased flexible working hours will remain as one of the ways we can conduct the work of the Authority going forward. In making future decisions about flexible working arrangements it will continue to be important to strike the right balance between the need for effective delivery of service, teamwork and high productivity levels with the need of individual work/life balance benefits, such as traffic avoidance. This policy addressed how the flexible working arrangements will work during non-emergency conditions.

- *Remote Working (Non-emergency Conditions) Policy*

The Water Authority adopted flexible working arrangements to ensure business continuity at the height of the COVID-19 pandemic. In the context of strict shelter-in-place and social distancing requirements, employees whose work allowed, could work remotely wherever possible to address health and safety concerns. With the reopening of businesses and the easing of restrictions due to the pandemic, employees are now able to operate more comfortably in the workplace without the requirements of social distancing and wearing of masks.

Consequently:

- Under the current, non-emergency conditions the default position is that Water Authority employees will perform their work in their assigned workplace.
- However, Remote Working is retained as one of the ways employees may work, provided they satisfy the necessary criteria.
- The use of remote working must be assessed against how well it optimises customer outcomes.
- In applying for and approving remote working in the future, it will be important to strike a balance between the need for face-to-face collaboration for effective teamwork and delivery of customer services, with the productivity gains and social benefits (e.g. reduced traffic) achieved by allowing employees to work remotely.
- Remote working is not expected to be the exclusive way our teams work; rather, a healthy mix should exist for work produced within the office and from outside the office.

This policy addressed how Remote Working will be managed during non-emergency conditions. Members had no objections to the Secretary implementing the HR Policies as presented.

b) CWWA Conference 2020 and 2021.

The Secretary advised that the 29th Annual Conference of the Caribbean Water and Wastewater Association (CWWA) would commence on a virtual platform on 19 October 2020. Members were reminded that the Water Authority will host the conference in Grand Cayman next October providing the COVID-19 pandemic is under control.

Members then returned to deal with item (b) under Current Business.

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



Donation Requests

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

- a) Humane Society - Water Donation.
- b) Rotary Club of Cayman Brac - Pipe Donation.
- c) Ministry of Commerce - Home Energy Efficiency Competition.
- d) Ministry of Education - Staff Appreciation Retreat.

- e) CI Tourism Association – Restaurant Month.
- f) The Anglican Church in the CI – PIN Programme.
- g) National Drug Council- Arrive Alive 345 Campaign.
- h) Pirates Week Cayman Islands – 2020 Festivals.
- i) YMCA of the Cayman Islands Limited - Field of Dreams Renovation.

There being no other business the Chairman thanked members and the meeting was adjourned at 4:45pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary