

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 317th Meeting held on 17th March 2021

Members Present:

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

Call to Order

The Chairman welcomed members to the meeting and after ascertaining that there was a quorum, the Chairman declared the meeting open and called to order at 1:40pm. The Chairman advised members that Mr C Randall continues to be ill and asked members to keep him in their thoughts and prayers. The Chairman noted apologies for Mr H B Ebanks, Mr C Randall, Mrs L Ryan, and Mr W Welcome.

Confirmation of Minutes of the 316th Meeting held on 24th February 2021

The Chairman asked for confirmation of the Minutes of the 316th Meeting held on 24th February 2021. 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

The Secretary noted that Item (b) under Current Business has relevance to her property.

Matters Arising

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

The Chairman reported that during the month of February 2021, the LVRO Plant, running one RO train only, produced on average 1,336 cubic metres per day, or approximately 45% of the plant's design water production capacity.

There were no planned plant shut-downs during the month of February 2021, but the plant experienced control issues on 06, 13 and 14 February 2021 (downtime totalling 68 hours). The PLC (Programmable Logic Controller) power supply was found to be the cause of these recurring issues, and was replaced on 04 March 2021.

The replacement of 25% of the SWRO membranes for train #2 is planned for the third week in March 2021.

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

The Chairman reported that the New Works pipelaying crew completed the installation of 175 metres (575 feet) of 100mm (4-inch) pipe along Limestone Drive and 335 metres (1,100 feet) of 100mm (4-inch) pipe along Plover Crescent. These pipelines will be pressure tested this week.

This week the New Works pipelaying crew will commence the installation of 250 metres (800 feet) of 80mm (3-inch) pipe along Moray Drive.

Cayman Brac RO Plants

The old RO plant is generally meeting the water demand. The containerised plant was started up on 17 February 2021 to top up the reservoirs, but remains off-line most of the time with the RO membranes properly preserved.

The Secretary advises that there has been an increase in trucked water and pipeline demand since December 2020. Historically, water demand in the first quarter of each calendar year is significantly higher as this is typically the drier period.

The average trucked water sales in January 2021 were 50% higher, and in February 2021 30% higher, than the average trucked water sales in 2020. However, over the first two months of 2021, the trucked water sales were only 1% higher than the trucked water sales in the same period in 2020.

The pipeline demand increased by more than 20% in January 2021 and February 2021 compared to December 2020. Unfortunately, as the water meters are read

earlier in December than in other months (due to Christmas), and the water sales data for January 2021 includes a significant portion of the actual pipeline sales in December 2020, it is difficult to accurately determine the extent of the pipeline losses. However, the pipeline sales in February 2021 only increased by less than 1% compared to the average of the previous 12 months.

Therefore, it is likely that the increased pipeline demand is due to leaks on the water distribution network, and investigations were carried out. A sizeable leak was found and repaired on Lily's Lane on 12 February 2021. A more detailed investigation was carried out at night on 23-24 February, which identified two possible areas of concern. Another investigation is planned for the last week of March 2021.

Redacted under section 21(1)(b) of the Freedom of Information Act (2021 Revision)

c) **31 December 2018, 2019 and 2020 Audit of Consolidated & Divisional Statements - Update**

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

Annual Report 2018

As reported previously, this report is with the Ministry of Education Youth, Sports, Agriculture and Lands (EYSAL) and will be laid on the table in the House of Parliament during the first sitting of 2021.

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

Annual Report 2019

As reported previously, this report is with the Ministry of Education Youth, Sports, Agriculture and Lands (EYSAL) and will be laid on the table in the House of Parliament during the first sitting of 2021.

31 December 2020 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

The Secretary reported that the audit is progressing as planned, and barring any unforeseen challenges the Authority, with the cooperation of KPMG and the Office of the Auditor General (OAG) will meet the 30 April 2021 deadline. The CFO met with representatives from KPMG on 16 March 2021 and both parties agreed that the audit was progressing well and information was being provided in a timely manner.

Annual Report 2020

The Secretary reported that the CFO expects to meet the 30 April 2021 deadline to have both the 2020 Consolidated Financial Statements and 2020 Annual Report completed and signed off.

Non-Revenue Water (NRW) Calculations

The Secretary reported that the Deputy Director prepared a report regarding the NRW calculations for the fiscal period January 2020-December 2020, a copy of which was provided to members. In summary, the report highlights that the Board approved an Infrastructure Leakage Index (ILI) of 3.0 as a benchmarking leakage performance indicator for the Water Authority at the 213th Board Meeting held on 16 March 2011. However, the calculation for the current fiscal period (January 2020-December 2020) shows an ILI of 4.25, that is 1.25 in excess of the agreed upon ceiling. In response to the high ILI the Authority will continue with current policies as well as take a more aggressive and focused approach in order to reduce non-revenue water. There was limited opportunity to address most of these strategies due to the pandemic. Current strategies and planned activities for the 2021 fiscal period are:

1. A total of four (4) bulk (electromagnetic) meters have now been installed at strategic places within the water distribution system. Although there are still some minor communications signal issues to be resolved, data is being collected and the setups appear to be working satisfactorily. These have created four distinct zones where the net inflow can be compared against water sales and thus potential problem areas isolated and identified:
 - One bulk meter has been installed at the Frank Sound/Seaview Road intersection and has been operational since October 2018.
 - Two bulk meters have been installed at Poindexter Road (one near the Prospect Primary School Roundabout, and another one at the intersection with Shamrock Road).
 - One bulk meter has been installed in Lower Valley, just east of the Shamrock Road/Agricola Drive intersection.
2. Additional bulk (electromagnetic) meters will be installed within the water distribution system to increase the number of distinct zones, and to better identify potential problem areas.
3. A dedicated leak detection crew will be established, which will be tasked to methodically inspect the entire water distribution system to identify leaks, a time-consuming process, requiring the collaboration of various departments (i.e., Engineering Services, Operations – Water Supply, Customer Service). The requisite pipeline testing equipment, which will be mounted on a truck, has been purchased and the testing procedure has been prepared.
4. Leak Noise detectors, which can detect sounds emitted from a leak, will be sourced and installed on a semi-permanent basis in the water distribution network. These can monitor the entire network continuously and theoretically can identify leaks faster and automatically.
5. Under the meter replacement programme all water meters with accumulated registered consumption of 1,800 cubic metres are removed from service. This practice, which was adopted several years ago, has eliminated worn, and therefore inaccurate (i.e., under-registering), water meters from the water distribution system. Approximately 600+ water meters are replaced annually (in

2020: 627). For 2021 to date, only 72 water meters have been replaced, it was decided to temporarily stop the meter replacement programme due to the delay in the shipment of new water meters. The remaining meters have been set aside for new meter installations.

6. In accordance with the Physical Service Removal Policy, which was approved by the Water Authority Board at its 236th Meeting held on 20 March 2013, any service that has been inactive for one year or longer will be removed from the water supply network: Operations will remove the installation from the property and cap off the service line outside the boundary of the property. Over the last few years implementation of this policy has resulted in the discovery of several illegal service connections, and although, as mentioned in the NRW report, unauthorized consumption is not believed to be excessive, this will assist in the reduction of NRW, and thus the ILI.

Members were respectfully requested to accept the report. Members considered the document and subsequently members able to vote accepted the report and approved for it to be provided to the auditors.

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 in the Front Lobby, etc.) required to keep the COVID-19 under control.

- *Office Reopening*

The Secretary reported that there are no changes to what was reported at the February 2021 Board meeting.

- *COVID-19 Sewerage Discount Policy*

The Secretary reports that to date the Water Authority has received requests from 27 different sewerage customers, one of which was not deemed eligible under the policy as the request was made for a Residential Account. The table summarises the status of this policy to date:

<u>Month</u>	<u>Requests processed</u>	<u>Requests approved</u>	<u>Total Discount</u>
April 2020	24	18	CI\$20,115.17
May 2020	19	17	CI\$22,097.60
June 2020	12	11	CI\$14,020.05
July 2020	10	10	CI\$16,657.77
August 2020	9	9	CI\$16,551.75
September 2020	9	8	CI\$16,903.93
October 2020	9	9	CI\$17,759.93
November 2020	9	9	CI\$19,487.58
December 2020	9	8	CI\$15,329.46
January 2021	5	4	CI\$12,302.30
February 2021	1	1	CI\$1,538.82
Total to date			CI\$172,764.36

The Secretary reminded members that requests processed are those requests that provided the required documentation. Requests approved are those requests that met the criteria for a sewerage discount (i.e., the water consumption was less than the historical (annual average) water consumption for 2019).

- *Accounts Receivable and Online Payments*

The Secretary reported that Finance Department fully expects that the comparison to last year will be minimal going forward as the comparison period in which customers were utilising online and electronic payment options coincide with the period last year when the office was closed to the public. Going forward the Finance Department will provide this information on a quarterly basis to confirm where the trend is moving, or whether the payment methods used by customers has shifted.

The percentage changes are indicated in the table below:

	Online Payments	Web Payments	Drop Box	Front Line
MAR – DEC 2020	32% higher	57% higher	52% higher	45% lower
JAN - FEB 2021	40% Higher	23% Higher	20% Lower	38% Lower

Cogsdale and GP Upgrades

The Secretary reported that the Authority's Customer Service Team commenced testing the newest version of Cogsdale Customer Web 3 during the month of February 2021. With the feedback from Customer Service, IT is working with Cogsdale regarding missing components. Additionally, Cogsdale has to work with FAC (payment vendor) to create a solution for the express payment functionality.

Government Asset Valuation

The Secretary reported that the Deputy Director, CFO, and herself met with representatives from the Lands and Survey Office on 25 February 2021. The meeting was short but during the discussion the Lands & Survey (L&S) department indicated that they would be taking the lead and bearing the cost of the new valuations and will coordinate the tendering process. The Authority was requested to provide the floor plans for all Water Authority buildings, which was provided to L&S on 15 March 2021. At this point the Authority will wait to hear back from L&S and will facilitate the process as requested.

Pre-Election Economic and Financial Update (PREFU)

The Secretary reported that the PREFU has been consolidated by the Budget Management Unit (BMU) and presented to the public. At this time there are no outstanding requests from the BMU, however should additional information be needed the CFO will respond accordingly.

Cayman Brac Rates

The Secretary will advise the Ministry of the Board's decision on this matter this week.

Redacted under section 16 (b) and 21 (1)(b) of the Freedom of Information Act (2021 Revision)

d) The Utility Regulation and Competition Office (OfReg) – Update.

Statutory Fees

The Chairman reported that the Statutory fee set up on the Authority's billing system was completed on 26 February 2021. With the media rollout, there were only 4 negative comments on CMR (Cayman Marl Road) when they published the Water Authority's press release but since then, nothing further. It seems that the public quickly realised that there was no increase in rates. Public education will continue until the end of March 2021.

Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

Redacted under section 18 and 21 (1)(b) of the Freedom of Information Act (2021 Revision)

e) Redacted under section 21(1)(b) and 23 of the Freedom of Information Act (2021 Revision)

f) Miscellaneous Updates.

- a) ***In-House Pipelaying Crews*** - The Chairman reported that the New Works crew had completed the extension of the 150mm (6-inch) sewer force main Canal Point Drive to the new Canal One development, including the installation of a new plug valve at the Southampton/Somerset Gardens development. Operations - Wastewater Collections will install the 100mm plug valve for the Canal One development at the end of the extended pipeline.

This crew also replaced a short section of 100mm (4-inch) clay sewer pipeline with 100mm (4-inch) PVC, and installed two (2) Sewer Disconnect valves in Marbel Drive. This work was required as the boundary between two adjacent properties had changed, resulting in an existing sewer pipeline for one property being situated in the adjacent property, and the Authority requires that a sewer line from one property can be shut-off without affecting another.

Additionally, this crew raised valve box covers in advance of NRA paving works as well as exposing the 24", 16" and 10" sewer pipelines along the MRCU dyke road so that they could be accurately GPS'd and the top of pipe elevations (and depths) recorded. This latter work was required to determine the possible location of the proposed 750mm (30-inch) HDPE sewer force main so that it can be installed without affecting the normal sewer operations.

- b) ***Water Supply Division*** - The Chairman reported that the upgrade of approximately 600 metres (2000 feet) of 200mm (8-inch) water mains, replacing the exiting 150mm (6-inch) pipeline, along Anthony Drive from the intersection with Andy Drive to the intersection with Smith Road commenced on 22 February 2021. This project is expected to be completed by 09 April 2021.

- c) Redacted under section 21(1)(b) of the Freedom of Information Act (2021 Revision)

- d) Redacted under section 21(1)(b) of the Freedom of Information Act (2021 Revision)

- e) ***Wastewater Division*** - The Chairman reported that during the month of February 2021, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on fourteen (14) days. The average daily wastewater inflow from West Bay Road during that period was 2.49 mgd (or approximately

100% of design capacity). This amount was 11.4% less than the average influent measurement during the same period the previous year (2.81 mgd).

The project to replace approximately 45 metres (150 feet) of 100mm (4-inch) gravity sewer in Whitehall Gardens is now scheduled for later this month.

Several replacement parts have been ordered for the wastewater treatment plant (e.g., membrane diffusers, cyclone for the headworks) and will be installed upon arrival. The new SBR blower arrived on 12 March 2021, and will be installed later this week.

- f) ***Airport Connector Road*** - The Chairman reported that on 03 March 2021 representatives of Dart, Apec, and the Water Authority met in person to discuss the various outstanding, in particular the practical and logistical, issues.

Following the meeting, the Water Authority carried out a survey of the existing pipelines (24-inch HDPE, and 10-inch and 16-inch Ductile Iron pipe) in the MRCU road to ensure that the proposed 750mm (30-inch) HDPE sewer force main can be installed without affecting the normal sewer operations. It was confirmed that, subject to successfully passing a pressure test, the old (abandoned) 400mm (16-inch) Ductile Iron pipe can be used to bypass raw wastewater during the installation of the proposed 30-inch sewer force main (any alternative will be very costly and/or time-consuming).

- g) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

- h) ***FOI updates*** - The Chairman reported that no new FOI questions were received since the February 2021 Board meeting. On 25 September 2020 an email was received that contained an attachment addressed to someone outside the Water Authority. It was read by two senior managers and the IM (Information Manager) and no FOI request was determined. No further action was taken.

On 28 October 2020 a voicemail was received by the IM from the author of the hand written attachment asking about the request and the lack of acknowledgement. The IM responded to the initial email (only method of communication with applicant) with apologies for not responding and requesting clarification of what the intended request was as it could not be determined from the initial email attachment received.

Several emails were exchanged between the IM and the applicant during the period 30 October 2020 and 06 November 2020 to clarify what was being requested of the Water Authority.

On 11 November 2020 after a complete search and review of the archived records the requested record "Pre-Excavation Evaluation with the topographical survey of Block 67 A Parcel 5" was not found. However, a record labelled, Survey Elevations in Parcel 5, Block 67A from February of 1998 was found and was sent via email to the applicant.

On 12 February 2021 an email was received from the Senior Appeals and Policy Analyst, Ombudsman stating that an appeal had been received and asking if an internal review had been conducted by the Director. The IM replied informing the Office of the Ombudsman of the receipt of the internal review and notification of the Director but that at point there was no FOI on record. It was explained that the request was handled outside of FOI as it was information that would have been provided during the course of normal work.

A second email was received on 23 February 2021 from the Senior Appeals and Policy Analyst advising of a receipt of appeal and that both parties would be contacted to resolve any outstanding issues. The Senior Appeals and Policy Analyst was also informed that a second search was done by both the IM and Water Resources Engineer and further records were identified as being possibly of interest to the applicant but not the requested document. The Senior Appeals and Policy Analyst stated her appreciation for the proactive response of the Authority to a reasonable search appeal.

It was arranged for the Senior Appeals and Policy Analyst to inspect the records on 11 March 2021. Several records were flagged and are to be scanned and sent to her for further review. She will advise if any should be sent to the applicant. The Authority has a right to still object to the release of any record suggested for release. She was pleased with the inspection and the assistance received.

It is expected that the Water Authority will receive a closing letter in due course.

- i) ***Use of public tap at the East End Reservoir Site*** - The Chairman reminded members that the East End Reservoir Site and Wellfield were established in 1985, the facility continues to provide potable water to the water trucking companies. The facility also includes a public tap that provides water free of charge to the public. The tap is accessible 24 hours per day by the public to obtain potable water, the farming community also uses the public tap to obtain water for farming purposes. The Authority does not conduct full-time monitoring of the use of the public tap, as that would take substantial resources.

In the past there have been issues with the public using the public tap to wash vehicles at the reservoir site. The facility was not designed nor intended to wash cars, as there is no proper drainage and the area around the tap turns into a pool of mud when cars are washed. The Water Authority staff member who maintains the facility has discouraged people from washing cars at the site.

An emerging issue is that mobile car wash companies use water from the public tap to fill their tanks. In management's view this is use of the public tap for commercial purpose, which was not intended use of the facility.

The Chairman reported that the Authority's management proposes to install a sign at the facility and use the website to clarify the intended and unintended use of the public tap:

- The public can take water for potable and personal use.
- The public can take water for non-commercial use such as farming.
- The public tap is not intended to provide water for commercial use, such as mobile car washes.
- The public cannot wash cars or equipment at the site.

- Respect the neighbours and the environment – do not play loud music and do not litter.

The placement of the proposed sign may result in questions from the public; therefore, the Chairman advised that the Board was asked to endorse the proposed approach. It is acknowledged that the placement of the sign may not necessarily address the unintended use of the facility, but it conveys the message to the public. If use of the public tap for unintended purposes continues, other measures may be considered such as restricting hours or some form of monitoring. Members had no objection to the Authority placing signage at the East End Reservoir to clarify to the public what the public tap may be used for and what it should not be used for. Members also requested that the Authority set up a CCTV on the location and include signage that the site is monitored.

- j) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

Current Business

a) **Management Accounts January 2021.**

The Secretary noted that the CFO thanked the Board members for their consideration, acknowledgement and acceptance of the request from the Finance Department for submission of Management accounts one month in arrears.

*Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

The initial 31 January 2021 draft financial statements presented to the Board at the 17 February 2021 meeting showed a decrease in sale and the statement presented today concur with the initial documents, with CGM and CYB both coming in lower than prior years at 15.6% and 1.2% respectively. Upon further evaluation 30% of the decrease* is attributable to lower EAF for January 2021 vs January 2020 with the majority of the remaining difference of* (68% of difference) is due to consumption. As Board members are aware, January is a unique month in that meter reading is often done early in December and hence the January reading periods are not the traditional month.

Operating expenses are within expectation, with the exception of supplies, the 167% increase over prior year is due to a shipment of laboratory consumable supplies that were paid for and received in January 2021 from IDEXX.

Administrative expenses are slightly higher than in prior years, but within expectation as salaries are up and minor changes in other areas such as

Information Technology with the purchase of two larger servers in early 2020 that increased the 2020 figures.

Moving forward into February, members will see the breakout of the Statutory fees in the financial statement presentation.

The Authority continues to be in a strong position and will continue to monitor the monthly sales.

b) Request to Waive Policy Regarding Meter Location - *

The Chairman reported that in early February 2021 the Authority received an application for a water service connection to * in Bodden Town. *

*Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revison)

A Board note summarising the situation was provided to members as well as the Water Authority correspondence to * and his letter of 17 February 2021 to the Water Authority Board. Also provided is a letter from the proprietors of * providing permission for the meter and waterlines to be installed in the right of way (ROW) of their property.

The Chairman reminded members that the Water Authority requires that any meter box must be installed on the property it serves. Unfortunately, this parcel is landlocked, but there is a very narrow (6 feet wide) ROW which is part of * There is a wall along * but not one separating parcel * from the adjacent *

A pipeline could be installed in the private ROW but if in the future a wall or fence is erected on the boundary with * the Authority will not have access to its pipeline (the Authority is responsible up to the water meter). Additionally, when carrying out this work Water Authority equipment will likely encroach on that property.

The Authority initially advised the customer that it would need at least an 8 feet wide access road to be able to install, and later maintain, this water service line, and therefore it would not be possible to install a water meter on * as required by the Authority's policy.

Subsequently, it was determined that the property owner of * had already hand dug and installed the pipeline that will connect to the water meter, if situated outside of that property. The property owners upon whose property the private ROW is situated * are willing (in writing) to allow the owner of * to install his pipes on their property, and the water meter can be installed just outside of the boundary with *

*Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revidsion)

Alternatively, the water meter can be installed on the adjacent property* and onto which the private ROW extends, either immediately off Bodden Town Road or near the boundary of* (both as indicated on the attached drawing), provided that that property owner has no objection to having the water meter box installed there (which will need to be confirmed in writing by that property owner).

In terms of the Water Authority laying the water service pipeline on the property* the Water Authority would serve a notice on that property owner. In any event, the Water Authority will have ready access to the water service line and the water meter, whether the meter box is installed at the boundary of* or immediately off Bodden Town Road.

The Chairman reported that the property owner was then advised that he should write to the Water Authority Board requesting permission to waive the policy regarding locating the meter on his property due to the only access being a 6ft private ROW. Unfortunately, the letter was misplaced and consequently not placed on the agenda for the 24 February 2021 Board meeting.

The Chairman noted that that* has a meter box immediately off Bodden Town Road and which was installed several years ago, in contradiction of the aforementioned policy, due to an unfortunate oversight by Water Authority staff. The Secretary respectfully sought the Board's decision on this matter. Members discussed and considered the request from* regarding a waiver of the Water Authority's policy regarding the location of meters on the customer's own property. Members noted* predicament and members able to vote approved for the Water Authority to waive the policy (without setting a precedent) due to the improbability of any other option at this time. Members noted that the decision of the property on which to locate the meter should be determined by the Authority based on the location considered the most appropriate by the Authority.

c) **Request for Bill adjustment re Customer***

*Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revidsion)

Mr J Gill left the meeting at this time to attend to previous commitments.

The Chairman reported that on 14 December 2020 the Authority received a letter from* 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 12 November 2020 the meter reading was found to be higher than normal thus prompting a Fail Audit Check as a part of the billing procedure. On 13 November 2020 the Fail Audit Check was carried out and the meter reader confirmed that the "reading was correct" and that "no leak was detected".

For the period 08 October 2020 – 12 November 2020 (35 days) the total amount billed was \$389.30. Subsequently on 12 December 2020, the customer submitted a letter to be reviewed by the Board requesting consideration for a reduction in the bill because their property had been affected by Hurricane Eta. There was debris and flooding for approximately five days at the residence and the customer acknowledges that, unbeknownst to them at the time, a broken pipe caused a leak. The customer has since fixed the pipe.

In summary, no movement was found during the Fail Audit Check. The customer was offered a Special Payment Agreement (SPA) and has maintained payments towards the SPA and current bills. The customer has fixed the broken pipe and the bills have returned to normal. 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 able to vote 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 there was a leak at the property possibly due to Hurricane Eta. 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** * [REDACTED]

* [REDACTED] The Chairman reported that on 25 June 2020 the Authority received a letter 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 on 07 May 2020 the customer's meter was read and the meter reading was found to be higher (66.1m³) than normal thus prompting a Fail Audit Check as a part of the billing procedure. On 11 May 2020 the Fail Audit Check was carried out and the meter reader confirmed that "no movement was found on meter". The reading on the meter, as reported by this meter reader, showed total usage of 75m³ for the period 08 April - 11 May 2020. Subsequently the customer was billed \$472.50 for that period.

On 25 June 2020, the customer submitted a letter to be sent to the Water Authority Board. He was requested to submit additional information which he did later in the year. The customer keeps daily readings of his water meter and provided a copy of an Excel Spreadsheet with his records as well as copies of voice recordings. The customer noted that his garden hose had been left on

during the period 08-10 April 2020 and acknowledged that would have caused his usage to spike. The meter reading recorded by the Authority's meter reader on 07 May 2020 corresponds with the customer's reading for that same date, indicating usage of 66.1m³. However, it appears that the meter reader carrying out the Fail Audit Check made an error in recording the reading (1220.1). This is clear as when the bill was read for the next reading cycle on 09 June 2020, the reading was only 1222.9 which would mean that the customer only used 2.8m³ during that period.

As the customer would have paid the higher rate for usage over 12m³ for the month of May 2020, he is requesting to be reimbursed for the amount he paid over the 12m³ usage tier. The customer has used the meter reading on 09 June 2020 and subtracted his own recorded reading done on 11 May 2020. This amounts to 9.76m³. However, as he was billed based on the incorrect reading of 1220.1 recorded by the Authority on 11 May 2021 and his estimated reading on the same day is 1213.1, the difference between these two amounts (7.0m³) is the appropriate calculation. Therefore, in the bill paid for the period 08 April 2020 - 11 May 2020 is where he would have incurred the charges at the higher rate tier. The charge for the period 11 May 2020 - 09 June 2020 is based on 2.8m³ usage (meter reading of 1220.1 - 1222.9) and therefore the higher tier would not have been charged.

It is suggested that the customer be charged at the lower tier rate of \$4.56 per m³ for the 7m³ based on the likely erroneous reading by the Authority during the Fail Audit Check. He paid for these 7m³ at the higher tier rate (i.e., \$5.79 per m³) in his May 2020 bill. If these 7m³ had been reflected in the June 2020 bill, his total usage would have been below the 12m³ of the higher rate tier. Therefore, the reimbursement should only be the difference between the two tiers for his May 2020 bill.

The calculation is as follows:

Paid in May 2020 Bill

7m³ at rate of \$5.79 = (7 x 5.79) = \$40.53

Calculated at Lower Tier Rate

7m³ at rate of \$4.56 = (7 x 4.56) = \$31.92

Customer paid	\$40.53
Recommended charge	<u>\$31.92</u>
Difference	\$8.61

Additionally, the energy adjustment for the month of May 2020 was 0.6401, while the energy adjustment for June 2020 was 0.5953; it is suggested that the customer be reimbursed the 0.0448 cents on each m³ for the 7m³ billed on the May 2020 bill.

This calculation is as follows:

May 2020 EAF per m ³	0.6401 cents
June 2020 EAF per m ³	<u>0.5953 cents</u>
Difference	0.0448 cents per m³

0.0448 cents per m³ x 7m³ = 0.3136 cents

Credit for customer	\$8.61
Credit for EAF	<u>\$0.3136</u>
Total Credit	\$8.92

In summary, movement was not found on the meter during the Fail Audit Check. The customer admits to a garden hose being left on and the Customer has since paid the bill in full. The recommendation is to reimburse the customer based on him being charged at the higher tier rate for usage that possibly occurred during the June 2020 billing period and where he would not have paid at that higher rate as his usage would have been below the 12m³ threshold. It appears that the meter reader doing the fail audit check recorded an erroneous reading, this has been addressed by his supervisor. In consideration of the circumstances, it is recommended that the customer be reimbursed/credited \$8.92 which is explained in the calculations above. The Secretary respectfully sought the Board’s decision on the request from the customer.

Members able to vote agreed that the customer should be advised that they reviewed the request and agreed to refund the customer for the 7m³ that were charged at the higher rate tier (12 and more cubic meters charged at \$5.79/ per cubic meter) in his May 2020 water bill due to an erroneous reading by the Authority during a fail audit check. The reading on the June 2020 water bill was verified as correct and the 7m³ would have been included in the reading for that month (June 2020). As the customer’s usage (inclusive the 7m³) for June 2020 did not exceed the higher rate tier charged for 12 or more cubic meters, the 7m³ should be charged at the lower tier rate of \$4.56 for usage below 12m³. The refund due to the customer is \$8.92 which includes the difference between the EAF charged in May 2020 vs EAF charged in June 2020).

e) **Request for Bill adjustment re Customer** [REDACTED]

*Redacted under section 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)

The Chairman reported that on 06 March 2021 the Authority received a letter 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 meter reading period of 06 February 2020 – 01 April 2020 (55 days) the customer was billed a total of \$727.46. A Fail Audit Check was carried out on 01 April 2020 and the meter reader confirmed that “slow movement was found”

on the meter register. The meter reader also confirmed that the customer was at the house and was notified of the movement. The customer then found a valve that wasn't fully turned off. Once the customer shut the valve off, movement on the meter stopped.

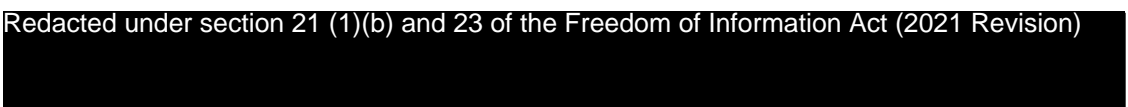
On 24 June 2020 the customer requested to have an Audit completed. The Utility Service Auditor confirmed he did not find any leaks at the property. On 20 July 2020, the customer requested to have the meter tested. The meter was sent off for testing on 31 August 2020 and the results indicated that the meter was reading below the accuracy which means that it was under registering and thus based on the Water Authority's Meter Testing Policy, no adjustments were made to the customer's bill.

On 06 March 2021, the customer submitted a letter to be reviewed by the Board requesting a fair reading as he claims to have the city water turned off during the period the high bill occurred.


In summary, movement was found during the Fail Audit Check on 01 April 2020. The customer was made aware at the time of the audit and then found a valve was left on. When this valve was closed, the movement on the meter ceased. The customer requested an audit which indicated no leaks at the time of the audit. The customer also requested to have the meter tested, the meter test came back to with no issues of over registering on the meter. 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 able to vote 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 noted that during a fail audit check, movement was found on the meter in the customer's presence and ceased when the customer turned off a valve. The meter was independently tested as per the customer's request and found to be under registering therefore no adjustments are required as per the Water Authority's Meter Testing Policy. 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)  Redacted under section 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)

Redacted under section 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)



b) Staff Matters.

The Secretary advised that the Authority held its first Annual Staff Meeting (ASM) in many years. It was well organised and successful event with very special remarks by the Honourable Minister, the Chairman as well as the keynote speaker. One of the exercises was a polling process to have staff participate in determining the Values of the Water Authority. In order of importance to staff these were, Honesty, People, High Standards, Service, and Process. The Secretary noted that the Authority would be doing the 2020 performance adjustments for staff in April 2021. The Water Authority Scholarship campaign continues including attendance of Corporate Communications with HR at multiple school fairs over the past couple of weeks, including the Chamber of Commerce Career Fair.

The Secretary noted that there had been some verbal discussion with the Authority's lawyers regarding the Director signing documents under seal for cesspool emptier permits, well drillers licences, groundwater abstraction/disposal wells licences, quarry and canal permits. From inception of the Authority in 1983, the Director signed off on all of these technical documents. The first meeting of the Authority on 09 June 1983, only has notes to the agenda

but indicates that “*new licences issued by the Director in the name of the Authority*”. The Water Authority Act on Section 3 (5) that “*...the seal shall be authenticated by the Chairman and one of the members authorised by the Authority in that behalf; and documents not required by law to be under seal may be signed by the Chairman or the secretary.*” The Public Authority Act is overarching legislation to the Water Authority Act and states in Section 20 that “*All document issued by a public authority that are required by law to be issued under seal of the public authority, shall be signed by the chairperson, another board member or an officer of the public authority authorised by the board to do so.*” The Secretary respectfully sought members guidance regarding a resolution authorising the Director to sign technical licences and permits in First Schedule (Standard Contents of Licences and Permits) that are required to be issued under seal of the Water Authority Act to ensure the Authority remains in compliance. Members requested the Secretary to send out a round-robin accordingly.

c) **CWWA 30th Annual Conference & Exhibition.**

The Secretary advised that the MOU between Water Authority and CWWA for the conference is under review by the Authority.

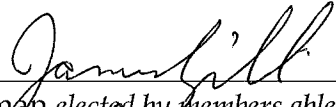
Donation Requests

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

- a) *Ratify* - Alex Panton Foundation – Symposium 2021.
- b) *Ratify* - The New Self-Help Community Foundation – 19th Annual Talent Exposition of the Arts.
- c) *Ratify* - Wind of Hope – 6th Annual Run/Walk.
- d) *Ratify* - CI Cancer Society – Golf Tournament.
- e) *Ratify* - National Trust Cayman Islands – Hatitude.
- f) *Ratify* - CI Chamber of Commerce – Candidate Forum Decisions 2021.
- g) *Ratify* - Rotary Club of Grand Cayman Sunrise – Honduras Relief.
- h) Ministry of Commerce, Planning & Infrastructure – Car Free Week.

There being no other business the Chairman thanked members and the meeting was adjourned at 3:46pm.

This is a true and accurate account of the proceedings.


The Chairman elected by members able to vote at
the 318th Meeting held on 02 June 2021


The Secretary