

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 321st Meeting held on 27 October 2021
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road

Members Present:

Chairman:	Mr D Rankine
Members:	Mr N DaCosta Mr D Ebanks Mr G Ebanks - <i>virtual</i> Mr H B Ebanks Ms A Owens - <i>virtual</i> Mrs L Ryan- <i>phone</i> Mrs I Simms Mr W Welcome
Secretary:	Dr G Frederick-van Genderen
Apologies:	

Call to Order

The Chairman welcomed all members and called the meeting to order at 1:40pm after ascertaining that there was a quorum. The Chairman noted apologies for the Honourable Minister as she was unable to come and welcome the new Board members due to pressing national matters related to the COVID pandemic.

The Chairman then offered the opening prayer for the meeting and proceeded to invite all members to give a brief introduction about themselves and their professional background. After the introductions, the Chairman gave his apologies for the postponement of previous dates for the Board meeting which was due to personal circumstances beyond his control. He went on to state that he was pleased to take on the role as Chairman of the Water Authority Board and that he looked forward to building on the solid foundation of his predecessors and to working as a team with Board members. He reminded everyone that as Board members they should not get involved directly in staff matters and that respecting the confidentiality regarding matters discussed at the Board is the responsibility of all members. The Chairman thanked members for the demonstration of their interest in the Water Authority by agreeing to serve as a Water Authority Board member and he encouraged everyone to do their best in this role for the people and country.

The Secretary reminded members of a few housekeeping matters related to confidentiality forms, Standards in Public Life registration, Board Sensitisation Training, and Board appointments to Sponsorship Assessment Subcommittee (SAS). The Chairman then asked for persons who wished to serve on the SAS. Subsequently, Mr N DaCosta, Mrs I Simms, and Mr D Rankine agreed to serve on the SAS.

Confirmation of Minutes of the 320th Meeting held on 21 July 2021

The Chairman asked for confirmation of the Minutes of the 320th Meeting held on 21 July 2021. The Chairman noted that the only remaining Board member from the 320th Meeting who would be able to move the acceptance of the Minutes was Mr H B Ebanks because he was present at that meeting. The Chairman advised that Ms A Owens was also at the 320th Meeting, however she was not able to vote. Nevertheless, in the circumstances, the Chairman sought Ms Owens' confirmation on whether in her opinion the Minutes reflected an appropriate account of the meeting. Ms A Owens confirmed that in her opinion the Minutes reflected an accurate report of the 320th Meeting held on 21 July 2021. Mr H B Ebanks then moved the motion to accept the Minutes, Mr D Ebanks seconded the motion and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

Mr N DaCosta declared his affiliation with the Lions Club in regards to donation request (e) on the matters to be dealt with by the SAS.

No other declarations of interest were made.

Brief Presentation on Water Authority

The Secretary advised that as there were several new members, she had prepared a short PowerPoint presentation to introduce members to the Water Authority and provide a brief overview of the Authority's remit and facilities. The Secretary noted that there would be further details in the presentation on the 2-year (2022 and 2023 financial years) Budget related to the Ownership Agreement later in the meeting. After the

presentation, members noted their appreciation. At this point Mr H B Ebanks gave his apologies and advised the Chairman that he needed to leave the meeting to attend to urgent personal matters.

Matters Arising

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

The Secretary reported that in early August 2021 the New Works pipelaying crew completed the pipelaying along Cape Drive, comprising a total length of 160 metres (500 feet) of 80mm (3-inch) pipe.

The New Works pipelaying crew then continued with the installation of the 200mm (8-inch) water main along Dennis Foster Road. In August 2021 they installed 430 metres (1,400 feet) and the remaining 270 metres (800 feet) were installed in the first part of September 2021. On 23 September 2021 the last pipeline section (up to the intersection with Ashton Reid Drive) was successfully pressure tested. Disinfection is expected to be carried out during the week of 01 November 2021 and this pipeline section will be fully commissioned soon thereafter.

In September 2021 the crew installed 14 water meters. Progress on the Brac project was affected by two Tropical Storms (Grace and Ida) that occurred mid and late August 2021. There was no damage to the Authority's facilities in the Brac.

West End Water Works Pump House

The Secretary reported that two new water distribution pumps were ordered and are expected to ship to Miami in early November 2021. These pumps will have a larger pumping capacity than the currently installed pumps. The new pumps are required to ensure adequate pumping capacity will be available and to maintain adequate water distribution pressure to the furthest portions of the water distribution system as it expands.

Minor Project on South Side West Road

The Secretary noted that on 04 October 2021 the New Works pipelaying crew started work to extend the Authority's 200mm (8-inch) pipeline along South Side West Road from the intersection with Gerrard Smith Avenue to the west boundary of [REDACTED] (a distance of approximately 150 metres (490 feet)). This pipeline section has been pressure tested and disinfected during the week of 18 October 2021, and is now in service.

This work was required to rectify an anomaly within the existing water supply infrastructure in the area. On 12 November 1991, prior to the Authority's current policy requiring that a water meter must be installed on the property it serves, 3 water meters were installed on [REDACTED]. These 3 meters provided service to [REDACTED]. Over time various issues have arisen

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

and one of the affected customers petitioned the Authority to extend the main line along South Side West Road as his service line (downstream of the water meter) had leaks and he did not know where this service line was located outside his property. Two of the three water meters have been relocated; it was not possible to relocate the third water meter due to difficulties contacting the customer. The cost of this work (approximately \$40k) was absorbed by the Water Authority.

Now that these works are completed, the crew has resumed extending the water supply distribution network along the island's north coast.

The Secretary reported that over the first nine months of 2021 the cumulative water sales in Cayman Brac still show a significant (15.24%) increase, compared to the same period in 2020, comprising a 11.3% increase in truck water sales and a 18.2% increase in pipeline sales. This increase is most likely the impact of the increase in staycations on Cayman Brac as a result of the COVID pandemic.

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

c) **31 December 2020 Audit of Consolidated & Divisional Statements - Update**

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

The Secretary reported that the Chief Financial Officer (CFO) has advised that the 2020 Divisional and Island statements have been drafted and are ready for Board approval:

- 1) 31 December 2020 - Water
- 2) 31 December 2020 - Wastewater
- 3) 31 December 2020 - Statutory
- 4) 31 December 2020 - GCM Divisional Water
- 5) 31 December 2020- CYB Divisional Water

Copies were provided to members for their review and records. The Secretary respectfully requested Board approval for the statements and authorisation for the Chairman, Secretary and CFO to sign on behalf of the Authority. The motion to approve the abovementioned statements and for the Chairman, Director, and CFO to sign off on the relevant documents was moved by Mr N DaCosta. Mr D Ebanks seconded the motion and the motion passed unanimously by all members able to vote.

Annual Report 2020

The Secretary reported that the CFO uploaded a jump drive with the 2020 Annual Report and delivered to the Deputy Chief Officer with responsibility for the Water Authority on 11 August 2021 and confirmed receipt on 25 August 2021 (late receipt due to inadvertently not sending the receipt email and the passing

of Tropical Storm Grace). The Water Authority now considers this project complete but will continue to follow-up to ensure the report is tabled in Parliament for approval. Once the document is formally approved it will be made available to the public on the Water Authority’s website.

31 December 2021 Audit – Consolidated, Divisional and Island Financial Statements for Water, Wastewater and Statutory

The Secretary advised that the CFO confirmed that the Finance Department is in a good position with regards to audit working papers and will be ready for the interim audit work when it commences. At this point there is no definitive time frame for the audit to start but the CFO expects work to commence in mid/end of November 2021.

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

COVID-19 Actions and Impact -Update

The Secretary reported that the Water Authority continues to provide all services at all locations.

- *COVID-19 Sewerage Discount Policy*

Recognising that many businesses have been affected by the COVID-19 pandemic the previous Water Authority Board approved the Sewerage Charges Discount Policy – COVID-19 Pandemic, which would, upon request, discount wastewater bills for commercial wastewater customers. The sewerage fee adjustment is based on the monthly water usage for each development, compared to the historical (annual average) water consumption. The Water Authority Board had initially agreed to the Sewerage Charges Discount Policy for a period of three months (April-June 2020), but this period has been extended until the end of September 2021.

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 below summarises the status of this policy to date:

Month	Requests processed	Requests approved	Total Discount
April 2020	25	18	CI\$20,115.17
May 2020	20	17	CI\$22,097.60
June 2020	13	11	CI\$14,020.05
July 2020	11	11	CI\$16,826.04
August 2020	10	10	CI\$16,991.61
September 2020	10	9	CI\$17,023.52

October 2020	10	10	CI\$18,929.74
November 2020	10	10	CI\$20,656.72
December 2020	10	8	CI\$15,329.46
January 2021	8	6	CI\$14,293.26
February 2021	7	6	CI\$14,386.43
March 2021	7	5	CI\$13,823.06
April 2021	4	3	CI\$10,500.86
May 2021	2	2	CI\$9,873.50
June 2021	2	2	CI\$10,327.82
July 2021	2	2	CI\$9,756.71
August 2021	2	2	CI\$10,241.06
September 2021	2	2	CI\$10,119.15
Total to date			CI\$265,311.74

The Sewerage Charges Discount Policy was approved at the last Board meeting on 30 June 2021 for an additional 3 months, that is up to 30 September 2021. The Secretary noted that the discount policy has now expired and the recommendation of the Authority's Management is that it not be extended. The reason for this is that there was only one enquiry for October 2021 and that the Government has made the decision to reopen the Cayman Islands to the tourism market. Board members able to vote agreed not to renew the Sewerage Charges Discount Policy as the Cayman Islands tourism market is to be reopened in November 2021 and the request for the discount has dwindled significantly.

- *COVID-19 Payments Update*

The CFO reports that online payments continue to dominate customer payment methods. For comparative purposes the Authority is monitoring customer payment methods between 2019 and 2021 to compare periods of similar circumstances as 2020 was an anomaly. For the first 9-months of 2021 (Jan - Sept) the Authority's online bank payments were 22% higher in 2021 as compared to 2019 and the front-line cashier payments were 29% lower in 2021 as compared to 2019.

In summary, the payment methods established during the height of COVID-19 are being maintained by customers with fewer in office payments being made and higher online payments. The Finance Department will continue to internally monitor and will report on an annual calendar basis going forward unless requested otherwise by the Board.

- *COVID-19 Temporary Deferral of Water Disconnections*

The Secretary reported that Water Authority was requested by the Health Services Authority/Public Health Department to provide support to the many persons facing mandatory isolation at very short notice due to the recent COVID community outbreak. Originally, the Public Health Department offered to provide a certified letter for such persons in isolation and have Water Authority defer connections for 30 days. The Authority's management had various concerns around the handling of such confidential data, the process and volume of disconnections on hold for persons.

It should be noted that Water Authority already provides programmes such as online payment options and payment agreements which should provide the necessary assistance for persons in mandatory isolation. Additionally, the Authority has always worked with any customer who indicated they needed assistance and was in isolation. Considering the Authority's good position in collections, it was decided to hold off on disconnections for a 30-day period effective 12 October 2021 for all customers. In the meantime, to manage future public expectation, the Authority is focusing communications on encouraging customers who are facing financial hardships and/or who have been disconnected to seek an agreement; in the case of tenants, they should first speak to their landlords. This grace period is until 16 November 2021 when it will be re-evaluated.

Government Asset Valuation

The Secretary reported that nothing further has been requested or reported by Lands & Survey Office and this matter is now considered closed.

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



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Drone Insurance

The Secretary reported that the CFO is working with the Authority's insurance providers to secure drone insurance as required by the Civil Aviation Authority in order for the Authority's licensed drone pilots to be able to fly the Authority's drone.

CWWA Finance

The Secretary advised that the Caribbean Water and Wastewater Association's (CWWA) virtual conference was a great success! The Authority's invoices have been accumulated and by early November 2021 the CFO expects to have all the registration and invoices consolidated.

The Director and CFO will discuss the best way to audit/review the CWWA information and present back to the CWWA Trinidad main office. The CFO is optimistic that the final financial statements, at least from the Authority's perspective will be consolidated and complete by early November 2021.

Ownership Agreement 2022-2023

Members decided to complete the rest of the Meeting Agenda and then return to this item including the presentation. Discussion on this agenda item is located in these Minutes after discussion on the last item in Any Other Business on the Agenda, i.e., on page 22.

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



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



e) **Miscellaneous Updates.**

- a) ***In-House Pipelaying Crews*** – The Secretary reported that on August 2021 the New Works crew completed the upgrade of the pipelines in Bambi Close and Clayton Drive, both off South Church Street. This work comprised the installation of approximately 100 metres (350 feet) of 80mm (3-inch) pipe, and 215 metres (700 feet) of 63mm OD (2-inch) PE pipe, respectively.

The crew also installed approximately 60 metres (200 feet) of 100mm (4-inch) pipe along Bougainvillea Way and approximately 165 metres (550 feet) of 80mm (3-inch) pipe along Gloria May Drive (both in Savannah Acres). This work was done to replace a section of pipeline that had been erroneously installed within private property more than thirty years ago. Both pipeline sections have been commissioned (pressure tested, disinfected and flushed). Four meters were connected to the new pipeline along Gloria May Drive.

On 03 October 2021, the New Works pipelaying crew completed a road crossing at Shamrock Road in Savannah (near Domino's Pizza), which required the temporary closure of Shamrock Road between Hirst Road and the east entrance to Homestead Crescent. The new pipeline, which was installed along the future realigned Homestead Crescent/Shamrock Road intersection, is required to provide a piped water supply to a new subdivision for [REDACTED]

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

- b) ***Water Supply Division*** – The Secretary reported that the pipeline upgrade (from 200mm (8-inch) to 300mm (12-inch), in Dorcy Drive, between Maclendon Drive and the Airport Post Office, was completed (i.e., installed, pressure tested, disinfected and flushed) by late July 2021. The road reinstatement was completed three weeks ago. The reinstatement of Dorcy Drive, between Portland Road and Maclendon Drive, which was the responsibility of the NRA, was completed by Island Paving during the week of 11 October 2021.

In early September 2021 Operations started work on the Palm Dale/Success Circle project. This project comprises the replacement of approximately 915 metres (3,000 feet) of 100mm (4-inch) water main along Palm Dale Avenue and approximately 370 metres (1,200 feet) of 80mm (3-inch) water main along Success Circle. This project is expected to be completed by late November 2021.

Operations -WS has connected the new Oasis Signature sub-division off Seaview Road (Frank Sound), and installed service connections to 44 residential lots.

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- e) **Wastewater Division** – The Secretary reported that during the 3.5-month period 01 July 2021 – 15 October 2021, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on sixty-three days (or 59% of the time). The average daily wastewater inflow from West Bay Road during that period was 2.64 mgd (or approximately 106% of the design treatment capacity). This is 2.5% less than the average influent measurement during the same period the previous year (2.71 mgd).

The installation of the new WWTP SCADA system was completed on 24 August 2021, and the final training will be completed in due course.

The replacement of a leaking sewer service line at Whitehall Gardens was completed on 22 September 2021.


- f) **Airport Connector Road** – The Secretary reported that outstanding for this project is the connection of the 600mm (24-inch) HDPE sewer force main from Esterley Tibbetts Highway, across the MRCU canal, to the new 750mm (30-inch) HDPE sewer force main. The Water Authority, Dart and APEC are in discussion about the MRCU canal crossing.

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- h) **FOI updates** – The Secretary reported that no new FOI questions were received since the 21 July 2021 Board meeting however a copy of the FOI Report was provided to members.
- i) **Ground Water Abstraction Licence and Discharge Permit for cooling water for CUC** - The Secretary reported that on 25 June 2021 the Water Authority renewed CUC's Discharge Permit and Ground Water Abstraction Licence for the abstraction of groundwater to cool the electricity generators and the discharge of the cooling water into the North Sound. The abstraction takes place from 11 wells located at CUC's site and the cooling water is discharged via 2 marine outfalls into the North Sound. The permit and licence renew the previous permit and licence that were issued about 10 years ago for the same purpose of abstracting and discharging cooling water. The cooling water is pumped

through heat exchangers at the generators. Other than the heat from the generators, no other substances or contaminants are added to the cooling water. The licence and permit include updated and specific conditions for the volume of cooling water that is used, maximum temperature of the discharge and a programme for monitoring of the abstraction and discharge.

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



- k) *Disposal of waste material from stormwater well cleaning* - The Secretary reported that in 2018 the Water Authority, National Roads Authority (NRA), Department of Environmental Health (DEH) and the Department of the Environment (DOE) reviewed the practice of the NRA to dispose of the waste material from their stormwater well cleaning programme in wetland areas. Historically this waste material had been disposed in the ponds at the WWTW, but the Authority stopped accepting it due to concerns of the trucks impacting

the integrity of the embankments of the ponds. The waste was then disposed at the George Town Landfill, but permission was withdrawn by the previous Director of DEH around 2010/2011, at which time the NRA commenced disposal in wetland areas. In 2018 the Authority tested the waste material; whereas it did not find high levels of contaminants, it did not support disposal in wetlands without some form of treatment. In 2018 the DEH accepted disposal at the George Town Landfill.

With the upcoming closure of the landfill for the future Integrated Solid Waste Management Project an alternative solution to treat and dispose this waste needs to be found. Last summer the NRA approached DEH, DOE and the Water Authority as they wanted to identify another location in the eastern districts to dispose of this waste. The NRA has an issue with the time and resources it takes to transport the waste from the eastern districts to the George Town Landfill. With the expansion of the well maintenance programme in the eastern districts they are seeking an alternative disposal site.

In September 2021 the NRA, DEH, DOE and the Water Authority had a meeting to discuss this issue. An immediate solution was not found, but it was agreed that more information was needed to quantify the volume of water and solid material and that additional testing should be carried out to better characterise this waste material. The Authority committed to do further testing when its schedule allows it to do so. Also, it was agreed that DEH would contact Wood to review possible options. Wood is the consultant who advises Government on the solid waste project.


- l) ***Siemens Transformer Oil Spill at CUC premises*** - The Secretary reported that in November 2020 a spill of transformer oil was reported at the CUC compound. Siemens, the contractor of CUC, who is building several substations for CUC is responsible for the spill as they use this oil at the substations. The oil leaked from storage containers that were inside a shipping container. The volume that was spilled was estimated at 1,573 US Gallons. It should be noted that this oil does not contain PCB, which is a highly toxic chemical.

Elevar, an environmental consultant, has conducted the site investigations for Siemens and identified the area that has been impacted and that needs to be remediated. It is planned to excavate the impacted soil and treat it in a biopile. The Authority takes a regulatory role in this spill in providing oversight to ensure that the impacted soil and groundwater water are remediated to an acceptable standard protective of public and environmental health.

- m) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
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- n) **Laboratory - Annual testing of water supply by overseas laboratory** - The Secretary reported that the Laboratory arranged for the comprehensive testing of the Authority's potable water supplies by Eurofins Environment Testing America. The Water Authority Laboratory conducts the monitoring of the Authority's potable water supplies through a rigorous testing scheme, but it does not have the in-house capability and instrumentation to test for certain parameters and therefore samples are analysed by an overseas laboratory on an annual basis for a wide range of parameters. Due to the volume of samples, testing was spread out over the period July - September 2021. The test results did not indicate the presence of contaminants in the Authority's water supplies at levels that are of concern. By way of reference, the World Health Organization Guidelines for Drinking Water Quality (fourth edition, 2011) have been adopted in the Cayman Islands as the benchmark for drinking water quality.
- o) **Laboratory - External A2LA Audit** - The Secretary reported that the Water Authority Laboratory is accredited to the 2017 ISO Standard 17025 - *General Requirements for the Competence of Testing and Calibration Laboratories*. The accreditation was obtained in 2002. The American Association for Laboratory Accreditation (A2LA) is the agency that conducts the audits of the Laboratory and decides upon the grant and renewal of the accreditation. The accreditation process requires, among other things, a biennial independent external audit of the Laboratory. This audit will take place from 29 November - 02 December 2021. Due to the COVID-19 travel and quarantine requirements the audit will be virtual.
- p) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
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- q) **Tropical Storms Grace & Ida** - The Secretary reported that on 17 August 2021 the Cayman Islands was affected by the passage of Tropical Storm Grace and on 26 August 2021, by the passage of TS Ida. There was minimal impact on the provision of essential services however the offices in Grand Cayman and in Cayman Brac were closed during the events.

Current Business

a) **Management Accounts August 2021.**

The Secretary reported that the CFO was pleased to report to new Board members that the Authority continues to be a self-sufficient entity, with strong receivable policies and sufficient cash reserves to proceed with large capital projects and manage day to day operations and to provide the management accounts for the eight-months ending 31 August 2021.

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

The Statement of Financial Position (the Balance Sheet) shows the assets and liabilities of the organisation, that highlights the [REDACTED] and the [REDACTED]. The Secretary highlighted that the Authority does not carry any loans but has significant liabilities in regards to health and pension obligations.

The Statement for Comprehensive Income (the Income Statement) shows a strong comprehensive income for the first 8-months of operation in 2021. The profit for the year is down 29.8% over last year, most notably with slightly lower sales and increased staff costs. Water sales in Grand Cayman are down 4.9% from 2020, however it is important to note that Statutory fees previously included in sales figures have been extracted from sales figures and shown in "Other Income". When 2021 sales are normalised then the decrease is only 2.12%. While the expectation may be for water sales to increase, management at the Authority cross checked the decreased sales against production data and it was shown to be consistent. The Authority produced less water in 2021, customers used less water and hence the water sales were down. Management attributes the decrease to water conservation efforts to save money and also that the majority of customers are residential and were home more in 2020 than in 2021 due to island wide "stay at home" efforts. Going forward it is expected that the water sales will normalise over time in comparison to prior years.

Operating expenses increased from prior year, most notably in salaries due to new hires and the supplies category which is a direct result of road reinstatement on Woodstock Drive, Spinnaker Drive, Canal Point, Belford Drive and Smith Road. It is noteworthy to see that despite lower sales the water production costs increased, which is directly related to fuel (electricity) costs and not consumption.

Administrative expenses are up from prior year, due to the rising costs of doing business, additional staff members and significant increases in health insurance costs.

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

In summary, the Secretary noted that despite a slight decrease in sales over last year and increased staff costs the Authority remains in a strong financial position, recording a net income of [REDACTED] before pension and health

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estimates, generating [REDACTED] in cash over the first 8-months of the fiscal period and continue to be well situated to manage day-to-day operating expenses and future capital projects.

b) Request for Bill adjustment re Customer Account [REDACTED]

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

The Secretary reported that on 16 August 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 were provided to members.

A review of the account was undertaken and the Authority's findings are that on 12 February 2021 a Fail Audit Check was issued, the meter was found to have the correct reading and no leak was detected. On 28 February 2021 the bill was issued in the amount of \$1,013.41 for the period 05 January 2021 - 12 February 2021 (38 days). The daily average cost for this bill was \$26.67. The daily average consumption during this period was 4.30 cubic meters with a total of 163.4 cubic meters.

On 17 March 2021 the customer requested to have an audit completed. The Utility Service Auditor confirmed there were no leaks found at the property. The Auditor can only report findings at the time of their visit, when the customer was informed, he advised the Auditor he would wait to see the next bill and if need be, take further action from there.

The bill for 31 March 2021 was in the amount of \$68.22 for the period 12 February 2021 - 12 March 2021 (38 days). The daily average cost for this bill was \$1.80. The daily average consumption during this period was 0.33 cubic meters with a total of 12.4 cubic meters.

The Customer Service Representative repeatedly contacted the customer to advise that the Authority was waiting on the additional details he wanted to add to a letter dated 14 May 2021. The completed Board letter was then submitted on 16 August 2021 however the customer was not able to obtain a receipt from the third party showing that he received assistance to pay his bill. The customer is requesting a refund of the February 2021 bill as he feels the meter reader read the meter incorrectly.

In summary, the Secretary advised that there was no indication of a possible leak when the Fail Audit Check was done as well as when the Utility Auditor visited the property and this was communicated to the customer. While the bill for February 2021 was higher than normal, all other bills (up to September 2021) were normal. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. The customer's allegations of "drug smoking" meter readers being at fault is unfounded. It is not recommended that the Board waive or offer a discount as a meter does not go faulty and then correct itself.

The Secretary respectfully sought the Board's decision on the customer's request to be refunded based on his average bills. Members discussed the matter and noted that no movements indicative of a leak was found during the Fail Audit Check or during the visit of the Utility Auditor. There was no indication that the meter was read incorrectly. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. Additionally, the customer should be encouraged to monitor his own water usage regularly. Members able to vote agreed that the customer should be advised that they had 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.

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

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

The Secretary reported that on 23 August 2021 the Authority received a letter from * requesting that consideration be given to adjusting his water bill and reimbursing the payment made to pay off the bill. A copy of the correspondence and the report from Customer Service were provided to members.

A review of the account was undertaken and the Authority's findings are that on 21 June 2021 the account was disconnected for non-payment. The Water Authority reconnected the customer on the same day as he set up a Special Payment Agreement.

On 29 June 2021 a Fail Audit Check was issued, the meter was found to have the correct reading and no leak was detected. The meter reader left a door hanger in the customer's meter box detailing the findings.

The 30 June 2021 bill was issued for the amount of \$782.33 for the period 31 May 2021 - 30 June 2021 (31 days). The daily average cost for this bill was \$25.24. The daily average consumption during this period was 4.0 cubic meters with a total of 124 cubic meters.

The 31 July 2021 bill was issued for the amount of \$170.38 for the period 30 June 2021 - 28 July 2021 (29 days). The daily average cost for this bill was \$5.88. The daily average consumption during this period was 0.96 cubic meters with a total of 27.8 cubic meters.

On 23 August 2021 the customer submitted a letter to the Board requesting assistance as Tropical Storm Grace resulted in a broken pipe on his property along with causing damage to his house. It appears that the customer may have had a leak before and only found it when the storm broke the pipes as Tropical Storm Grace took place in August 2021.

The 31 August 2021 bill was issued in the amount of \$449.07 for the period 28 July 2021 - 28 August 2021 (31 days). The daily average cost for this bill was \$14.49. The daily average consumption during this period was 2.28 cubic meters with a total of 70.8 cubic meters.

In summary, the Secretary advised that there was no indication of a possible leak when the Fail Audit Check was done in June 2021. The customer appears to have had a leak or a spike in usage in June 2021. The customer acknowledged that he had house damage due to Tropical Storm Grace as well as a broken pipe. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. A Special Payment Agreement was offered however the customer has paid the bill in full.

The Secretary respectfully sought the Board's decision on the request from the customer. Members discussed the matter and noted that no movements indicative of a leak was found during the Fail Audit Check. The customer confirmed that there was a leak at the property and that his home had sustained damage due to Tropical Storm Grace. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. Additionally, the customer should be encouraged to monitor his own water usage regularly. Members able to vote agreed that the customer should be advised that they had 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.

At this point Mr D Ebanks gave his apologies and advised the Chairman that he needed to leave the meeting to attend to personal matters.

Any Other Business

a) **2021 Scholarship.**

The Secretary reported that the Authority received eight applications and shortlisted three applicants for the Water Authority's 2021 scholarship. However, in June 2021, one applicant received the annual CUC scholarship to pursue a Bachelor's degree in Mechanical Engineering. The list of applicants was revisited and an additional three for a total of five candidates were selected to be interviewed. Two candidates withdrew. One received other scholarships, and the other received his external examination results on the morning of his interview and was reconsidering his options.

All three candidates have received Cayman Islands Government scholarships for up to CI\$30,000 per annum. The interview panel recommended that no 2021 Water Authority-Cayman Scholarship should be awarded. The decision was made as there is currently limited capacity to give any candidate meaningful work in their respective area of study and utilise them effectively at this time. The three candidates were notified.

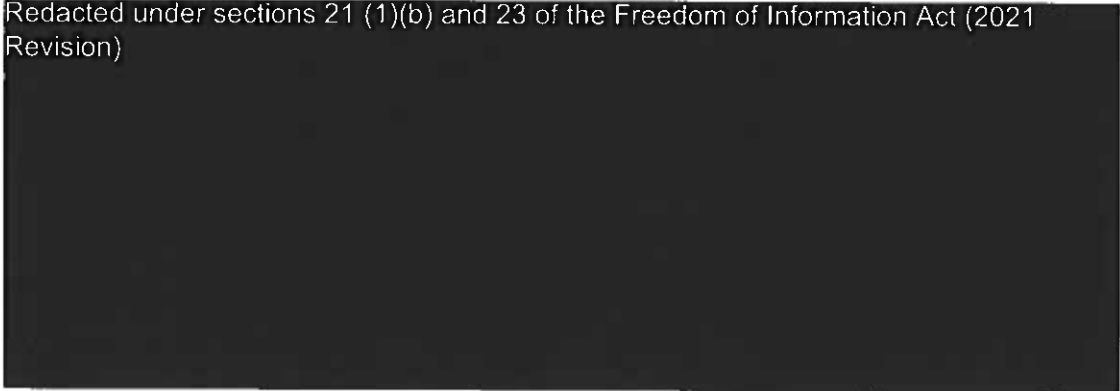
A copy of the Scholarship Interview Summary Report was provided to members for their records.

At this point Mrs L Ryan gave her apologies and advised the Chairman that she needed to leave the meeting to attend to personal matters.

2019 Scholarship Recipients

The Secretary reported that Kaled Giron completed his BSc in Information Technology (*Summa Cum Laude*) from Florida International University on 30 July 2021. He worked as a student intern during the summer and joined the Authority fulltime as Applications & Network Support Analyst (Designate) in the Information Systems Department on 01 September 2021.

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



2020 Scholarship Recipient

The Secretary reported that D'Vonte Joseph (2020 Scholarship Recipient) returned to the University of Leeds, UK, on 16 September 2021 to begin his second year Master of Engineering (Chemical) degree. He also worked with the Authority this summer as a student intern in the Engineering Services Department.

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



- The Secretary noted that the Authority received the report from UCCI late in the afternoon of 26 October 2021, the report will be provided at the next full Water Authority Board meeting.

b) CWWA 30th Annual Conference & Exhibition.

The Secretary advised that the virtual conference and the High-Level Forums for Caribbean Ministers with responsibility for Water and for Solid Waste over the following two weeks went exceptionally well.

The international conference targets everyone in the Caribbean involved in the production, treatment and supply of drinking water, wastewater collection, treatment and disposal, and solid waste management.

The Secretary served as Chair of the Local Organising Committee together with specific committees to carry out core functions. All staff worked hard to make it a success however the core team of the Authority's Corporate Communications Officer, Edlyn Ruiz-Stoll, Engineer-Water Production, Ahmed Elsheshtawy and Sr Development Control Technologist, Kodie Scott worked tirelessly to pull off the conference as a virtual event. Their outstanding technical and administrative management of the event ensured that everything met and even went beyond our expectations.

Cayman had 6 technical presentations out of 19 and of these 5 were from the Water Authority's staff:

1. Comparison of Methodologies for the Quantification of Hydrogen Sulphide Emissions, presented by Marcela Martinez-Ebanks and Jerry Dakota Banks
2. The Chemical Composition of Sargassum in the Coastal Waters of the Cayman Islands, presented by Kodie Scott
3. Onsite Wastewater Management Programme in the Cayman Islands - Where did we come from, where are we now, and where are we going, presented by Hendrik van Genderen
4. Drafting Project Specifications for SWRO Facilities: Best Practices and Lessons Learned, presented by Ahmed Elsheshtawy
5. Pipe Bursting in the Cayman Islands, presented by Breandan McDonnell
6. PPP Project for Integrated Solid Waste Management in the Cayman Islands, presented by Martin Edelenbos (not Water Authority but Dart Group)

The presentation on Sargassum by Sr Development Control Technologist, Kodie Scott tied for the award for People's Choice for best technical presentation. The winning presentation was determined by taking a vote from the audience.

The Cayman Islands was further represented at the Special Sessions with representatives from Hazard Management Cayman Islands, CUC, Cayman Water, the Department of Environment and the Department of Environmental Health serving as panellists and moderators.

Two employees of the Water Authority were awarded the CWWA's Gold Award, which honours stalwarts of the water and wastewater industry. Tom van Zanten, Deputy Director, was honoured for his 37 years of service. Walt Watler was posthumously awarded for his invaluable service to the development of the water infrastructure in the Cayman Islands.

The Honourable Julianna O'Connor-Connolly, Minister with responsibility for the Water Authority, provided the welcome remarks and the Honourable Wayne Panton, Premier, gave the keynote speech at the Opening Ceremony. The Honourable O'Connor Connolly and the Honourable Sabrina Turner, Minister with responsibility for Solid Waste gave addresses at their respective High-Level Forums for Caribbean Ministers.

The 31st Annual CWWA Conference and Exhibition will take place in Cuba in 2022.

c) **Staff Matters.**

COVID-19 Safety Measures

The Secretary reported that given the recent community spread of COVID-19 cases and in line with the Water Authority's Pandemic Plan and Return to Work Plan, the Water Authority's COVID-19 Coordinating Response Team (COCORT) was reactivated. The team acts as a cross functional team to recommend, coordinate, implement and oversee workplace protocols to control the spread of COVID-19. COCORT works with the senior management team on the various protocols and policies applicable to providing a safe and healthy workplace for all Water Authority employees, customers, and the general public.

The Water Authority is part of the Cayman Islands critical infrastructure providing the essential services required of a water utility. Therefore, it has to do its best to ensure employees are able to safely perform their duties in that regard.

As of 09 September 2021, for both GCM and CYB, all Water Authority frontline staff (Customer Service Representatives, Receptionist, and Cashiers) and customers were required to wear masks and adhere to social distancing by following the floor marking guidance.

Hand sanitising stations for customers and staff have remained in place from last year upon entering the Authority's facilities. Given the short notice, masks were temporarily provided to customers for the first few days.

On 13 September 2021, further measures were implemented which included increased working from home as much as possible for back-office staff. Social distancing reinstated in all Water Authority facilities including common areas; staff were provided with masks plus hand sanitiser and Clorox wipes; restrictions on the number of persons in vehicles; jobsite hand washing stations

were reactivated; customers are encouraged to use email and online features as much as possible; encouragement to get vaccinated; PCR snapshot testing of all employees; these are some of the many measures implemented to mitigate the risk of COVID-19 impacting the Authority's employees, customers, and services.

Supplemental plans and protocols are in place or under review, these are:

- Covid-19 Staffing Continuity Plan
- Covid-19 Testing & Vaccination Policy
- Workplace Protocols When Employees Test Covid-19 Positive

The Authority has also purchased 1000 Lateral Flow Test Kits which will be utilised under the Covid-19 Testing & Vaccination Policy.

d) Redacted under section 23 of the Freedom of Information Act (2021 Revision)



At this point members agreed to return to Item (b) **31 December 2020 Audit of Consolidated & Divisional Statements - Update under Matters Arising**

Ownership Agreement 2022-2023

The Secretary reported that the Authority presented the 2-year fiscal budget in conjunction with the Budget Management Unit (BMU) of the Cayman Islands Government (CIG) on 03 August 2021 and fielded several queries subsequent to that date. Currently, the BMU is awaiting Board's approval and confirmation of the Ownership Agreement in order to move it forward for signatures and approval.

The purpose of the Ownership Agreement is to ensure that ownership performance expectations for the year are clearly specified and agreed by both parties. Members were provided with a copy of the Ownership Agreement together with the financial statements showing the proposed budget numbers for the 2022 and 2023 financial years and the revised numbers for 2021. Members were also provided with the revised 10-year capital development plan which is revised every two years to coincide with the Government's 2-year budget cycle.

The Secretary advised that the Authority is respectfully seeking members' feedback and approval on the two documents, the 10-year capital development plan and the 2022-2023 Ownership Agreement which flows out of the 10-year plan.

The Secretary reported that the Authority had prepared and was ready to present the revised 10-year development plan for Board members discussion and feedback. The Secretary noted that it was important that members are aware that the information being presented is to highlight the numerous important projects that are expected to commence in the near future. It is also imperative to acknowledge that the numbers provided are the best professional estimate at this time and are subject to modification once the projects commence and more information is available. From the presentation, the vast scope of work that is in the planning stages will be evident as well as the importance of having sufficient financial resources to complete the identified projects. The Secretary also explained that a significant number of projects have been delayed due to the COVID-19 pandemic.

The Secretary noted that the 10-year Capital Development and Maintenance plan identifies and prioritises the capital assets and financial resources required over the next 10-years. The Secretary advised that the presentation was an overview of the 2021 financial performance and the 2022 and 2023 budget projections.

Before the PowerPoint presentation, the Secretary respectfully sought members' permission to ask the CFO to join the meeting for the presentation. The Secretary noted that the Deputy Director was unable to join as he had a previous engagement that could not be rescheduled. Members gave their approval for the CFO to join the meeting. The CFO joined the meeting and was introduced to Board members.

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



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



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



highlighted as well as fixed asset additions to equip a new, New Works Crew with the required heavy equipment such as trencher, backhoe, and dump truck.

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




The Water Authority will continue to maintain its financial independence through prudent and careful management and will continue to work under the borrowing moratorium to secure internal funds for essential capital projects. The annual rate adjustments have assisted in offsetting the inevitable increase in the cost of doing business (i.e., energy costs, insurance) as well as provide much needed funds for essential capital projects.

Members queried the increase in staffing and the associated costs, the CFO and the Secretary explained that the new staff and vacant positions are necessary in order to accomplish projects. It was also noted that current office limitations as well as possible overseas recruitment could delay some start dates. The restrictive recruitment and compensation packages as a result of the Public Authorities Act (PPA) may also impact the success of the Authority's recruiting process, which will further impact ability to commence and complete planned projects.

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



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



The Secretary explained the relationship between the Authority and OfReg with regards to the allocation of royalties paid to the Authority under the Cayman Water Company's (CWC) licence (now expired). CWC is allowed to operate under the same terms and conditions by OfReg while a new licence is being negotiated. In late 2020 the Authority and OfReg reached an agreement on the allocation of royalties and in January 2021, the Water Authority's Regulations were amended to allow for the Authority to carve out the cost of its statutory obligations from the base rate for water and to account for these funds separately. The formula agreed with OfReg to allocate royalties from CWC to the

Authority's statutory costs was applied effective January 2021 and the remainder of the royalties is paid to OfReg.

After discussion amongst members and satisfactory responses to members' queries, the Chairman advised that the Board was respectfully requested to approve the Ownership Agreement for the 2022 and 2023 fiscal years as well as the 10-year Capital Development and Maintenance Plan for the fiscal years 2021-2030.

Mr G Ebanks moved the motion to approve the Ownership Agreement for the fiscal years 2022 and 2023 as well as the 10-year Capital Development and Maintenance Plan for the fiscal years 2021-2030. Mr N DaCosta seconded the motion and it was passed unanimously by members present and able to vote. The Ownership Agreement will be signed by the Chairman and sent to the Ministry as soon as possible.

The Chairman thanked the Secretary, the CFO, and all other staff involved in preparing the documents.

Donation Requests

The Secretary advised that the Sponsorship Assessment Subcommittee would be requested to deal with the following requests for assistance via round robin due to the Board meeting ending after 5:40pm:


- a) Ministry of Youth, Sports, Culture & Heritage – Yes: Youth Empowerment.
- b) CI Humane Society Cayman Brac– Bike/Walkathon.
- c) The Bridge Foundation – Women's Facility.
- d) The National Drug Council (NDC) – Arrive Alive 2021.
- e) Lions Club of Tropical Gardens – 24th Annual Breast Cancer Awareness Campaign.
- f) The Department of Environment – Coral Fest.
- g) CI Meals on Wheels – 6th Annual Turkey Trot.
- h) Rubis Cayman – Rubis Pure Joy.

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


The Secretary enquired whether members would like to tour the Water Authority's facilities on the date of the November Board meeting, i.e., 17 November 2021. The Secretary advised that it would be an all-day tour and if there was time remaining, a

brief Board meeting could be held afterwards. Members present agreed to have the tour and the Secretary advised that arrangements would be made accordingly. There being no other business the Chairman thanked members and the meeting was adjourned at 5:43pm.

This is a true and accurate account of the proceedings.



The Chairman *DARRYL RANKINE*



The Secretary