#### CONFIDENTIAL



# Minutes of 322<sup>nd</sup> Meeting held on 08 December 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 G Ebanks - virtual

Mr H B Ebanks Mrs L Ryan-phone

Mrs I Simms

Secretary: Dr G Frederick-van Genderen

Apologies: Mr D Ebanks

Ms A Owens Mr W Welcome

Prior to the Call to Order, the Chairman welcomed Water Authority HoDs to the Board's Christmas Luncheon. He then invited Mr N DaCosta to bless the food and open the meeting with prayer. The Chairman took the opportunity to thank the Board and management for the successes of 2021 in the midst of the re-emergence of COVID-19 transmission in the Cayman Islands. After the meal, the Chairman wished all HoDs the best for the Holiday Season as they left the luncheon.

#### Call to Order

The Chairman welcomed all members and called the meeting to order at 2:06pm after ascertaining that there was a quorum. The Chairman noted apologies for Mr D Ebanks, Ms A Owens, and Mr W Welcome.

# Confirmation of Minutes of the 321st Meeting held on 27 October 2021

The Chairman asked for confirmation of the Minutes of the 321st Meeting held on 27 October 2021. Mr N Dacosta then moved the motion to accept the Minutes, Mrs I Simms seconded the motion and the motion passed unanimously by members able to vote.

# **Declaration of Conflicts of Interest**

No declarations of interest were made.

# **Matters Arising**

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

The Secretary reported that to date pipelaying in Cayman Brac had not been affected by COVID-19 related issues.

The New Works pipelaying crew continued with the installation of the 200mm (8-inch) water main along Dennis Foster Road. In November 2021 the crew installed 495 metres (1,620 feet) of 200mm (8-inch) pipe along Bight Road and installed tees/valves at 3 side roads along the way. Pipelaying has now progressed past Frigate Drive.

As of 06 December 2021, the Superintendent, Jack Hunter will spend less time on Cayman Brac. Tafari Young (a Cayman Bracker) has been appointed Foreman (Designate) and the Superintendent will visit Cayman Brac on the first workday of each week to check on progress, deal with any issues that may have arisen, and go over the week's schedule.

In November 2021 this crew also installed 2 meter boxes and a section of 63mm PE service line at Georgiana Drive.

# West End Water Works Pump House

In late November 2021 two new water distribution pumps arrived on Cayman Brac. These pumps 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.

The Secretary reported that over the first ten months of 2021 the cumulative water sales in Cayman Brac still show a significant (17.3%) increase, compared to the same period in 2020, comprising a 15.5% increase in truck water sales and

a 18.6% increase in pipeline sales. This increase is most likely caused by an 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)

# b) 31 December 2020 & 31 December 2021 Audits of Consolidated & Divisional Statements - Update

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

#### Annual Report 2020

The Secretary reported that the Water Authority awaits confirmation from the Ministry on whether the report will be tabled in Parliament during the December 2021 sitting. 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 Chief Financial Officer (CFO) reported that the Audit Kickoff meeting was held on 02 December 2021 and the interim audit commenced immediately thereafter. KPMG and the Water Authority have agreed on office protocols that will be followed by KPMG staff when they are on the Authority's premises (i.e., Daily Lateral Flow Tests, social distancing, masks, etc.). The CFO expects that KPMG will be working on the engagement until the Christmas break and then resume again in late February / early March 2022.

# 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

At the 321st Board meeting held on 27 October 2021, Board members decided not to renew the above policy as the Cayman Islands tourism market is to be reopened in November 2021 and the request for the discount has dwindled significantly.

In November 2021 one customer submitted belated requests for a sewerage fee discount for the six months of April through September 2021, but only three months were approved.

The table below summarises the final status of this policy:

<u>Month</u>	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	5	3	CI\$10,500.86
May 2021	3	2	CI\$9,873.50
June 2021	3	3	CI\$10,385.30
July 2021	3	3	CI\$9,804.21
August 2021	3	3	CI\$10,795.64
September 2021	3	2	CI\$10,119.15
Total to date			CI\$265,971.30

The Secretary noted that Water Authority will advise customers that the COVID-19 related Sewerage Discount Policy has not been extended beyond September 2021 and that any requests for the temporary discount of sewerage charges for commercial sewerage customers for the period April 2020-September 2021 must be received no later than 31 December 2021.

# • COVID-19 Temporary Deferral of Water Disconnections

The Secretary reminded members that it was reported at the 321st Board meeting on 27 October 2021, that in order to assist persons required to be in mandatory isolation by Public Health/HSA, the Water Authority agreed to temporarily cease disconnections due to non-payment during the period 12 October 2021- 16 November 2021.

The Secretary reports that disconnections were reinstated on 17 November 2021. As the usual practice, there are no cycle disconnections in December, only the occasional accounts where there are breached agreements or exceptional circumstances.

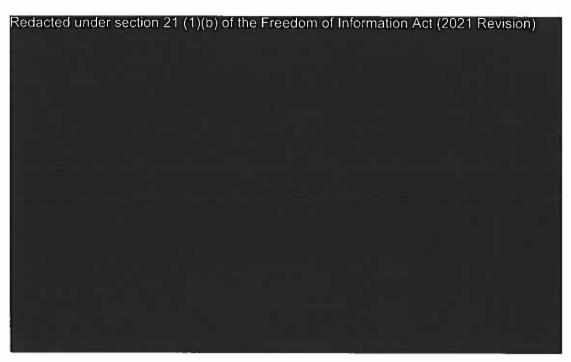
# • COVID-19 Acquisition of Lateral Flow Test Kits (LFTs) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

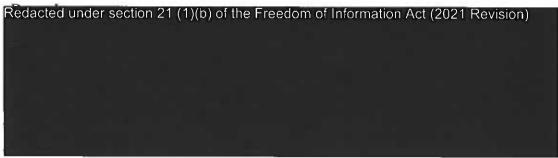
At this time there is sufficient stock on hand that the Authority will not be making any additional purchases for the foreseeable future. Management will continue to monitor stock levels and make additional purchases as needed and will keep an adequate supply on hand acknowledging potential supply challenges.

#### COVID-19 Masks

The Secretary reported the Authority has approximately 33k KN95 masks that are due to expire in April 2022, the Health Services Authority (HSA) advised that they would like to have them. The HSA will pick up them up during the week of 01 November 2021. The Authority also has 17.4k 3-ply masks that will expire in March

2022, these will be distributed on a weekly basis to employees until they are gone. The Authority will rotate 5,000 masks in stock until the severity of the COVID-19 pandemic is less of a health threat.





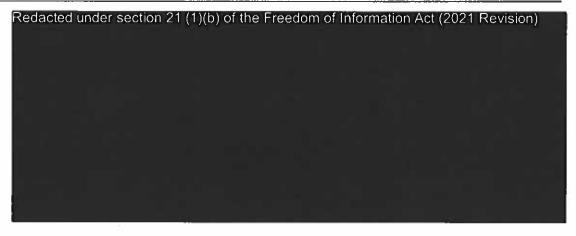
#### CWWA Finance

The Secretary advised that the CFO had completed the Water Authority's portion of the financial statements and will discuss with Caribbean Water and Wastewater Association (CWWA) and the Secretary on the best way to move forward and close these accounts. It may be more feasible to have the review of the accounts carried out by the CWWA Trinidad main office due to the cost of professional auditing services in the Cayman Islands. Members had no objection to the Authority moving the review of the accounts by professional auditing services to CWWA's Secretariat in Trinidad as the materiality of the conference finances was considered negligible to the Water Authority's operations.

#### Ownership Agreement 2022-2023

The Secretary reported that the appropriate documents were signed and sent to the Ministry.

#### Cash Management



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

# d) Miscellaneous Updates.

a) *In-House Pipelaying Crews* – The Secretary reported that progress was significantly affected by COVID-19 related issues as 2-3 crew members were in quarantine, either due to being tested positive and/or having been in close contact with a COVID positive staff or family member.

In early November 2021 the remaining crew members assisted Operations-Wastewater Collections with raising sewer manhole covers in Crystal Harbour, in anticipation of manhole investigations using the CUES SPIDER camera.

The CUES SPiDER manhole scanning system is a wireless 3D scanning system specific for manhole inspections. The manhole scanner (weighing around 14 kg (30 pounds) requires no entry into the manhole, and scans the internal dimensions of the manhole to an accuracy of 1 to 5 millimetres, at a vertical speed of 10 feet per second and presents the data in a file format delivery which can be converted to AutoCAD format.

This information is then compared to the original design and constructed dimensions of each manhole. The difference in these dimensions can be used to determine the extent of deterioration within the manhole and the appropriate corrective action.

This crew also assisted Operations-Water Supply with raising valve box covers in the Serenity Lane, Rossini Street area (off Frank Sound Road).

\* Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 revision) In late November 2021 the New Works pipelaying crew installed approximately 50 metres (175 feet) of 150mm (6-inch) pipe from Domino's Pizza (Savannah) to the new subdivision

and then pressure tested the entire 80 metres (250 feet) of 150mm (6-inch) pipe from the southside of Shamrock Road to the entrance of the This new pipeline was then connected to the pipeline within the development (total length approximately 700 metres (2,300 feet) of 100mm (4-inch) pipe) and disinfected both pipeline sections. The pipelines were flushed on 06 December 2021, following which Operations will install service connections to the 40 residential lots in Phase 1. The Secretary was asked about the management of dust complaints during the project. The Secretary advised that she was not aware of any specific complaints but would enquire from the Engineering Services Department.

- b) Water Supply Division The Secretary reported that 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.
  - The installation of the new 80mm (3-inch) main line along Success Circle was completed in early November 2021. Approximately 760 metres (2,500) feet of 100mm (4-inch) pipes have been laid along Palm Dale Avenue from the entrance at Crewe Road to the junction of Nevard Close. New 80mm (3-inch) pipes have also been installed along Damascus Close and Nevard Close. Customer connections will be completed once the pipeline along Palm Dale Avenue has been completed. This project is expected to be completed before the Christmas break.
- c) Wastewater Division The Secretary reported that during the 2-month period 01 October 30 November 2021, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on fifty-eight days (or 95% of the time). The average daily wastewater inflow from West Bay Road during that period was 2.93 mgd (or approximately 117% of the design treatment capacity). This is 1.4% more than the average influent measurement during the same period the previous year (2.89 mgd). The increased inflow is likely related to the almost daily rainfall during most of that two-month period.

A manhole at Bay Town Plaza was replaced during the week of 15 November 2021. In November 2021 new pump pedestals and Flygt (NP3127-MT) pumps were installed at Pump Stations 6 and 9.

The final training will be scheduled in the 2022 as it involves somewhat minor issues such as how to set up trending, an overview of the various screens etc. There are no outstanding technical (control) issues, and staff is fully trained in the use of the WWTP SCADA system.

d) Airport Connector Road - The Secretary reported that during the week of 27 November 2021 the contractor Sanpik Contracting Cayman Ltd, installed the 600mm (24-inch) HDPE sewer force main across the MRCU canal and connected it to the 750mm (30-inch) HDPE sewer force main in the MRCU dyke road, north

of the George Town Landfill. The Authority's sewerage work related to the Airport Connector Road construction has now been completed. Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision) f) g) h)

- i) FOI updates The Secretary reported that no new FOI questions were received since the 21 July 2021 Board meeting.
- j) Professional Well Drilling Substandard Installation Procedures for Effluent Disposal Wells – The Secretary reported that under Part VIII of the Water Authority Act (2018 Revision), the Authority licenses Well Drillers. The Authority has issued specifications for effluent disposal wells, these specifications are on the website.

In October 2021 staff of the Water Resources and Quality Control Department found out that the effluent disposal wells installed by Professional Well Drilling

(PWD) were installed in a manner that substantially deviated from the Authority's specifications.

When this issue came to light, PWD decided not to drill effluent disposal wells any longer. On 09 November 2021 the Authority issued a notice to PWD and both of their licensed well drillers that it requested complete records of the wells that they had installed; that the staff of PWD had to attend a training seminar of the Authority on the installation procedures for effluent disposal wells; that PWD needed to have the sufficient materials and equipment in stock to install effluent disposal wells in accordance with the Authority's specifications; and, that they needed to demonstrate their capability to install effluent disposal wells in accordance with the specification.

The Authority did not receive the requested records by the deadline of 26 November 2021 and no attempt has been made by PWD to arrange attendance at the training seminar. The person responsible for PWD's administration did however call the Water Authority to apologise for the manner in which the effluent disposal wells were installed and clarified that only one of their two licensed well drillers was responsible for these wells, as the other licensed well driller did not install effluent disposal wells.

The Authority's notice stated that failure to comply with the conditions of the notice may result in the Authority not renewing the Well Driller's Licences of both licensed well drillers that work for PWD.

Noting that Well Driller's licences are issued on an annual basis by the calendar year and are due for renewal on 01 January 2022, the Water Authority will proceed as follows:

- Per section 50 of the Water Authority Act (2018 Revision), the Authority may revoke a Well Driller's Licence, provided the Authority has given notice giving the holder of the Licence an opportunity to make representation;
- The Authority writes the well driller that he has 14 days to make such representation, but that failing to do so and to cooperate with the requirements of the Authority will result in his Well Driller's Licence not being renewed;
- In respect of the other licensed well driller of PWD, since he did not install effluent disposal wells, his licence will be renewed;
- In respect of the PWD as a company in its entirety, they will not be allowed to drill effluent disposal wells until they have complied with the requirements of the Notice of 09 November 2021.
- k) Siemens Transformer Oil Spill at CUC premises The Secretary reported that further to the report at the 321st Board meeting, Siemens submitted a remediation plan to excavate and treat the soil that was impacted by the transformer oil spill in November 2020. The Water Authority has agreed to the execution of the plan, but has asked for clarification on the disposal of the oil that is recovered and also to clarify the disposal and treatment of groundwater that may have been impacted by the spill.

- 1) Spill of Diesel Fuel at temporary Generator at CUC The Secretary reported that on 28 October 2021 the Water Authority was notified by CUC that they had discovered a diesel fuel spill at their temporary generator on the CUC main compound. The volume was estimated at 208 Imperial Gallons (250 US Gallon). The Water Authority made several site visits as CUC conducted investigations to determine whether soil and groundwater in the vicinity of the generator were impacted by the spill. CUC's investigations confirmed that the spill has impacted soil and groundwater. CUC has commenced remediation of the impacted area. The Authority has a regulatory role in respect of 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) Meeting with residents of Parkway Drive Area The Secretary reported that on 18 November 2021, the Deputy Director and the Water Resources Engineer, on behalf of the Water Authority, attended a virtual meeting organised by the residents of the Parkway Drive Area about the proposed Integrated Solid Waste Management Project. Dart presented the project at the meeting. Residents asked whether the solid waste project would affect the Wastewater Treatment Works (WWTW), what plans there were for the WWTW and what was going to be done about the hydrogen sulphide (H<sub>2</sub>S) emissions.

The Water Authority explained that there were plans to expand the treatment capacity of the WWTW within the footprint of the current facility. In respect of the H<sub>2</sub>S issues, it was explained that the headworks and the pipe discharging into the north-west pond were sources of H<sub>2</sub>S and that the proposed works at the facility would also address odour issues. In addition, it was explained that the Authority was conducting monitoring to determine how much the WWTW in addition to other sources, such as the canals, wetlands and the landfill were contributing to the problems experienced by the residents.

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

- o) Laboratory External A2LA Audit The Secretary reported that the external audit of the Water Authority Laboratory took place from 29 November 02 December 2021. This audit is conducted every 2 years as part of the accreditation process. Due to the COVID-19 situation and challenges to arrange traveling, the audit was virtual. The auditor determined 14 deficiencies. The Laboratory has 30 days to respond a plan for the proposed corrective actions and 60 days to implement the corrective actions.
- p) 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)

#### **Current Business**

# a) Management Accounts October 2021.

The Secretary reported that the CFO is pleased to present the 31 October 2021 management accounts.

The Statement of Financial Position continues to show a strong cash balance with high liabilities due to Pension and Health obligations. As noted above the financial plan is to shift operating cash to Fixed Deposits until the funds are needed for Capital Expenditure.

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

Sales are in line with prior years, keeping in mind that the statutory fees, included in the sale balance in 2020 have been extracted and are now shown under Other Income. Operating and administrative expenses are within expectation.

Overall the financial position of the Authority remains robust with a strong net income (before health and pension provisions) and sufficient cash reserves to move forward with scheduled capital projects.

b) Request for Bill adjustment re Customer

\* Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision) The Secretary reported that on 03 November 2021 the Authority received an email from requesting that consideration be given to adjusting their water bill. A copy of the correspondence and the report from Customer Service has been provided to members.

A review of the account was undertaken and the Authority's findings are that during meter reading on 16 September 2021, the Meter Reader found the meter dial spinning very fast. The valve was shut off to avoid further water loss.

On 17 September 2021, a Customer Service Representative tried to contact the customer via phone however, the numbers on file were either out of service or not for An email was sent to the address on file regarding the Authority's findings to which the customer replied with new contact details. She advised that she was off island with her ill husband, and that the helper would look into the leak.

On 24 September 2021, the Customer Relations Supervisor contacted the helper to follow up on the higher than usual reading and to confirm that action was taken by the customer to resolve the leak. The helper explained the property was an empty lot on which no one lives and that she was having issues finding evidence of the leak. She was advised to have a plumber assist with locating the leak as the valve was shut off for some time therefore there would be no physical evidence of the water at the time of her visit.

The monthly bill was issued on 30 September 2021. This bill totalled \$7,768.72 for the period 17 August 2021 – 16 September 2021 (30 days).

The 31 October 2021 bill showed that either the leak was fixed or the customer had kept the valve off as there was no consumption for that month.

On 03 November 2021, the customer wrote to the Board requesting leniency on their higher-than-normal bill. The customer explained that the damage to their pipeline was due to Tropical Storm (TS) Grace causing trees to uproot and break their pipe. The customer is asking for consideration as her husband is facing ongoing cardiac health issues.

On 11 November 2021, the customer paid \$3,888.00 and signed a Special Payment Agreement (SPA) for the outstanding balance of \$4,079.18.

In summary, movement on the meter dial was reported by the Meter Reader during the monthly meter reading process and it was confirmed by the customer that broken pipes due to damage from TS Grace were the cause of the high bill for the 30 September 2021 bill. The customer does not reside at this property, as it is used solely to dock their two small boats. The customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. The customer made an effort to address the higher-than-normal bill by making a large payment of \$3,888.00 and signing a SPA for the remaining amount. The Secretary advised that the bill is valid and payable. The Secretary respectfully sought the Board's decision on the request from the customer to reduce the bill due to the exceptional circumstances.

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 it was unfortunate that the customer had received damage due to TS Grace which caused a leak, however the customer should be reminded that all plumbing downstream of the meter is the customer's responsibility. The customer should be encouraged to regularly monitor their own water usage. Members also noted that the customer had paid approximately 50% of the bill and had signed an SPA to pay the remaining amount over an extended period of 9 years. Members advised that the SPAs should not extend to such a long

period unless there are extremely extenuating circumstances. The Secretary advised that she will review the SPA criteria with the HoD for the Customer Service Department.

# **Any Other Business**

# a) Scholarships.

2020 Scholarship Recipient

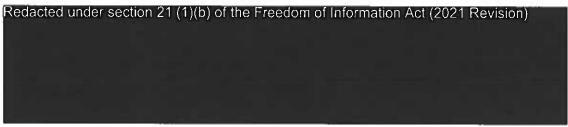
The Secretary advised that D'Vonte Joseph is scheduled to come home for the Christmas holidays and return to the University of Leeds in January 2022 to finish his second year, Master of Engineering (Chemical) degree. He has no recent grades as he will sit his first semester exams in January 2022.

# UCCI Local Scholarships

The Secretary reported that the Authority received 2 reports from UCCI and both were been provided for members' records.

#### In summary:

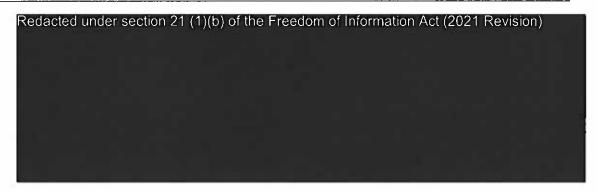
- Three UCCl students were awarded a Water Authority-Cayman STEM scholarship of CI\$2,000 each for the Fall 2021 semester – Dannielle Bryan, David Harris and Caleb McFarlane.
- All are currently enrolled in the Associate of Science (AS) programme in Engineering Technology.
- UCCI reviewed applications received for Spring 2022, however, no students were shortlisted for interviews as they did not meet the criteria for the WAC STEM Scholarship.
- For the Work-Based Learning (WBL) Programme, UCCI is working to identify Water Authority sponsored students to participate in Phase I of the programme in Spring 2022. UCCI has said they will provide a report of the expenditure of the WBL programme after Phase I is completed at the end of Spring 2022.



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







# COVID-19 - Impact on staffing

The Secretary reported that community spread of the COVID-19 coronavirus since September 2021 has had an impact on the Water Authority and its employees, particularly those who were directly impacted by contracting the virus or by being primary contacts.

The Authority closed to the public and employees in the Admin Building in Grand Cayman were unable to work in the building on 28 October 2021 due to an employee testing positive and as deep cleaning and sanitisation was carried out. The Cayman Brac Office was also closed that day as several employees were unavailable due to contact tracing and testing occurring in Cayman Brac due to a local outbreak on the Sister Islands.

The Admin Building (GCM) closed again for half-day on 02 November 2021 due to another employee testing positive.

To date, about 25% of employees were directly impacted by COVID-19 and were partially or wholly unavailable to attend work due to being positive, primary contacts or awaiting test results. The situation has gradually improved and as of 06 December 2021 only 3% of employees were directly impacted, with most persons attending work on the lateral flow test (LFT) 10-day monitoring programme.

As of 06 December 2021, 79% of Water Authority employees are vaccinated.

The Secretary advised that the Water Authority has in place various policies to manage the continuity of staffing and operations.

#### **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 - CI Humane Society Cayman Brac-Bike/Walkathon.

- b) Ratify Lions Club of Tropical Gardens 24th Annual Breast Cancer Awareness Campaign.
- c) Ratify CI Meals on Wheels 6th Annual Turkey Trot.
- d) Ratify Ministry of Planning, Agriculture, Housing & Infrastructure.
- e) Ratify The Department of Counselling Services International Men's Day.
- f) Ratify John Gray High School Social Appreciation Evening.

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

The Chairman explained proposed changes he would like to see regarding the structure of the agenda. He would like to see reports from each departments/divisions featured permanently on the agenda. Members had no objection and the Secretary said she would send a revised format for the Chairman's review before the next meeting.

There being no other business the Chairman thanked members, wished everyone Season's Greetings and all the best for the New Year. The meeting was then adjourned at 4:32pm.

This is a true and accurate account of the proceedings.

The Charman DARREL RIGHKINE

he Secretary