

CONFIDENTIAL



Water Authority of the Cayman Islands

**Minutes of 326th Meeting held on 20 April 2022
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road**

Members Present:

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

Call to Order

The Chairman welcomed all members and called the meeting to order at 1:38pm after ascertaining that there was a quorum. The Chairman noted apologies for Ms A Owens, Mr D Ebanks, Mr H B Ebanks, and Mr W Welcome. He then invited Mrs L Ryan to open the meeting with prayer.

The Chairman welcomed new Water Authority Board member, Mr Mark Scotland who was appointed on 22 March 2022. Mr M Scotland was then invited by the Chairman to give a brief overview of his background. Mr M Scotland welcomed the opportunity and

thanked members for their warm welcome. Mr Scotland noted that he was pleased to be part of the Water Authority Board and believed that his road engineering and infrastructure project management background would be a useful skillset addition to the Water Authority Board. He also, in the spirit of transparency, advised that he periodically does consultancy work with the National Roads Authority (NRA) on project management. He noted that this relationship may also benefit the Water Authority. The Chairman thanked Mr M Scotland and said on behalf of all Board members that everyone looked forward to working with him.

The Chairman enquired of Mrs L Ryan the type of device she was using to communicate during the meeting and was advised that she uses an ordinary hand phone that does not have an external speaker. The Secretary was requested to source a more suitable phone with a speaker and microphone so that it does not need to be held up the entire time of the meeting.

Confirmation of Minutes of the 325th Meeting held on 16 March 2022

The Minutes having been circulated, taken as read and no amendments offered, the Chairman asked for confirmation of the Minutes of the 325th Meeting held on 16 March 2022. Mr N DaCosta then moved the motion to accept the Minutes, Mr G Ebanks seconded the motion and the motion passed unanimously by members able to vote.

The Secretary advised that a minor correction was needed to the last paragraph of the January and February Minutes (323rd and 324th meetings) to remove the reference to "*Season's Greetings and all the best for the New Year*". Members had no objection to the corrections.

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 the main 200mm (8-inch) pipeline along Bight Road, from the Bluff road (Ashton Reid Dr) up to Surf Lane (total length 1,067 metres (3,500 feet)), had been pressure tested. Disinfection and flushing of this water main will take place after the Easter break (i.e., starting on 25 April 2022).

The New Works pipelaying crew completed the installation of approximately 105 metres (340 feet) of 80mm (3-inch) pipe in Beach Drive (off Surf Lane). Pipelines have now been installed in Surf Lane and its three side roads (i.e., Cliff Avenue, Coral Avenue and Beach Drive). These pipelines will be tested, disinfected and flushed after the Easter break.

The New Works pipelaying crew also completed the installation of approximately 300 metres (900 feet) of 100mm (4-inch) pipe along Waides Road, which is west of Surf Lane.

The Secretary reported that the New Works pipelaying crew had moved to Frigate Drive, where they will be installing approximately 230 metres (750 feet) of 100mm (4-inch) pipe along Frigate Drive and 400 metres (1,300 feet) of 80mm (3-inch) pipe in the three side roads off Frigate Drive (i.e., Skiff Lane, Sloop Way and Brig Street).

Four new water service connections were installed in the period between 16 March 2022 and 11 April 2022.

West End Water Works Pump House

During the first three months of 2022 the total water sales in Cayman Brac were approximately 5.1% less than during the same period last year.

Brac Bluff Water Works

The Secretary reported that there have been no further developments.

b) 31 December 2021 Audit of Consolidated & Divisional Statements - Update

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 at this time, barring no unforeseen circumstances, she fully expects to meet the 30 April 2022 audit sign off deadline. The next week and a half will be extremely busy as is expected just prior to the deadline but the expectation is to sign off the 31 December 2021 financial statements by 30 April 2022. The Secretary noted that Board approval for the sign off will need to be done via round-robin.

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



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Annual Report 2021

The Secretary reported that upon sign-off of the 31 December 2021 audit, the 2021 Annual Report will be completed and the final draft presented at the May 2022 Board meeting.

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)



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

Department Updates

a) Finance

COVID-19 Acquisition of Lateral Flow Test Kits (LFTs)

The Secretary reported that the Authority maintains adequate supply on hand, cognizant of potential supply challenges.

COVID-19 Acquisition of Hand Sanitisers

Since COVID-19 emerged in 2020 the Authority purchased bulk hand sanitiser and hence has significant inventory on hand. Management, in discussion with COCORT has distributed the individual bottles to staff members, keeping a small inventory for future distribution and will donate the excess to the Ministry of Education. Although there is an expiration date of April 2022 on the small pump bottles management is of the opinion that the hand sanitiser does not “go bad” but rather may have less effectiveness with time. Members agreed for the Authority to donate some of the boxes to the East End Primary School through the Chairman and to schools in Cayman Brac through Mr N DaCosta. The remaining boxes will be donated to the Ministry of Education.

b) Engineering Services

1) Engineering

The Secretary reported that the Engineering Services Department completed the manhole investigations using the CUES SPiDER camera. Final maps are being prepared that will become part of the report on this project and which will be used to prioritise remediation work to address the saline groundwater infiltration. The Chairman reported that he went on a site visit to see the CUES SPiDER camera in action in a manhole as well as on a tour of the wastewater collection system and the wastewater treatment plant. He reported that it was very enlightening to have the demonstration and to see the wastewater infrastructure in action. The Chairman encouraged members to participate in similar tours.

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

Red Gate Operations Building Roof Renovation (2021) – The Secretary reported that the contractor confirmed he would start the work on the roof immediately after Easter (19 April 2022). Materials (roofing membrane, insulation, etc.) were brought on site 16 April 2022. Due to the inclement weather actual work has not yet started.

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



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North Side RO Plant - The Secretary reported that on 21 March 2022 Ocean Conversion started the installation of the new degassifier at the North Side RO plant. Work was completed, as anticipated, on 25 March 2022. Some minor temporary adjustments were required to the water distribution pump station to

ensure that water supply to the Authority's customers was not interrupted. The Water Distribution System was placed back into normal operation on Saturday 26 March 2022.

The Secretary noted that Water Authority staff had to put in many manhours to monitor, sample and test the product water at the North Side RO Plant, as issues with coliforms in the product water (i.e., prior to treatment by Water Authority) were experienced for about two weeks after the new degassifier was commissioned. However, no coliforms were found in the water being distributed to the Water Authority customers. This issue has now been resolved.

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



Valve Exercise Programme - There were no updates.

2) *New Works Division*

The Secretary reported that on 18 March 2022 the New Works crew completed the pressure testing and disinfection of approximately 155 metres (500 feet) of 300mm (12-inch) pipe at the North Side Water Works. These will be the future (product water and suction) pipelines to the two proposed large water storage tanks at the North Side Water Works, construction of which will commence later this year.

In late March 2022 the New Works crew commenced the installation of approximately 215 metres (700 feet) of 150mm (6-inch) pipe along Oliver's Way (off Rex Crighton Boulevard (East-West Arterial)), which will eventually connect to the existing development at the west end of Colby Drive, providing a loop which will improve the water pressure in, and water supply reliability to, the entire Newlands area. Unfortunately, the ground conditions are very poor, as, in addition to this road being relatively low, the 'road base' consisted of mud, garbage, rotting tree trunks, metal scraps, etc, that must all be removed from the pipe trench. The crew completed about half of the total pipeline length and will return to complete this work site as soon as the work on Cardinal Avenue has been completed.

The Secretary reported that on 11 April 2022 the New Works crew commenced the relaying of approximately 120 metres (350 feet) of 100mm (4-inch) pipe along Cardinal Avenue, between Seafarer's Way and Albert Panton Street. This work is required to accommodate the redevelopment plans for Cardinal Avenue as part of the George Town Revitalisation Project. The pipelaying in Cardinal Avenue was completed before Good Friday (except for the connection to the

water distribution system at both ends). This pipeline will be pressure tested, disinfected and flushed and subsequently connected to the water main in Seafarer's Way and Albert Panton Street after the crew's return to work 25 April 2022.

3) *Water Distribution & Treatment Division*

The Secretary reported that on 25 March 2022 Operations-Water Supply completed the relaying of approximately 240 metres (800 feet) of 150mm (6-inch) pipe along Anthony Drive from the intersection at Andy Drive to the intersection at Williams Drive.

On 31 March 2022 Operations-Water Supply started the relaying of approximately 150 metres (500 feet) of 150mm (6-inch) pipe along Devonshire Drive, from the junction of Moonbeam Drive to the junction of Democracy Drive. This work was completed on 08 April 2022.

During the first three months of 2022 the total water sales on Grand Cayman were approximately 3.3% higher than during the same period last year.

4) *Water Production Division*

Nothing to report.

5) *Wastewater Collection & Treatment Division*

During the month of March 2022, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on twenty-seven days (or 87% of the time). The average daily wastewater inflow from West Bay Road during February 2022 was 2.62 mgd (or approximately 105% of the design treatment capacity). This is 15.9% more than the average influent measurement during the same period the previous year (2.26 mgd).

The replacement of the leaking discharge pipework for pump #2 at Pump Station #12 (Watler's Road area) was completed on the week of 28 March 2022. All Ductile Iron discharge pipework (i.e., for both pumps) has been replaced with HDPE pipework. This wastewater pump station is now fully operational.

The replacement of the decant pipework in the three SBR basins is scheduled to start during the week of 19 April 2022 (after Easter).

6) *Cayman Brac Water Works*

Updates under Current Business on the Agenda.

c) **Customer Service**

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



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Customer Statistics

The Secretary reported that as of 31 March 2022, the Authority had the following active accounts:

	Jan22	Feb22	Mar22
GCM piped water	19828	19859	19884
GCM Septage	9	9	9
CYB Trucked	704	685	688
GCM Sewer	467	471	472
CYB piped water	446	448	453

There were 129 accounts disconnected in March 2022 of which 129 were reconnected. There are currently 124 Special Payment Agreements (SPAs) issued for a total of \$135,619.67.

Customer Portal

The Secretary noted that work on the portal is underway and depending on testing, the expected delivery is end of June 2022.

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

Customer Feedback Survey

The Secretary reported nothing new to report.

Public Promotions

CYB Trucked Water Ordering - The Secretary reported that as is usual, prior to the Easter holidays the Authority reminded customers to make sure they made appropriate arrangements for the long holiday period with regards to trucked water service.

Fuel Prices Impact on EAF - The Secretary reported that rising fuel prices will result in a higher EAF so customers should be mindful of the impact this could have on their water bills. The Water Authority advised customers that they should manage their consumption by being mindful of usage: monitoring their plumbing for leaks, check the usual sources of leaks e.g., toilets and sprinkler

systems; customers can expect continued support from the Water Authority by being informed as soon as a meter reader identifies usage indicative of a possible leak. The Authority will also continue to offer payment agreements for customers experiencing financial hardships. The Authority's Corporate Communications Officer will be on Cayman Marl Road on 21 April 2022 to speak about the awareness and tips for customers to manage their usage.

Check Your Balance Over the Phone - The Secretary reported that upon completion of the testing of the option for customers to check their balance over the phone is finalised, the customer and staff education on the service will be officially launched.

d) **Human Resources**

Recruitment & Staffing

The Secretary reported that recruitment for the Senior Engineering Manager position and the Civil Engineer position/s, are on-going. Recruitment is also on-going for six other junior positions.

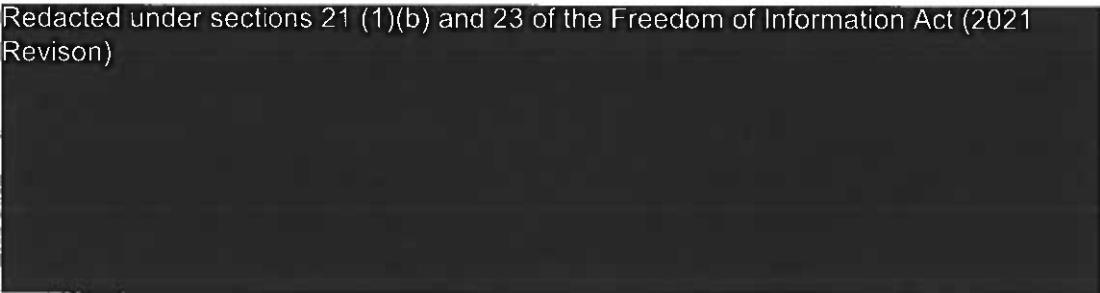
As reported at previous Board meetings, these vacancies significantly impact the Authority's progress on major projects and priority will continue to be given to critical infrastructure projects that impact water and wastewater

Scholarship Programme

The Secretary reported that the 2022 Water Authority-Cayman Scholarship application process is underway. The online application platform Good Grants, went live on 21 March 2022 as planned. There are currently nine scholarship applications at various stages of completion.

The Secretary advised that Mr H B Ebanks was the Water Authority Board's representative on the Water Authority's Scholarship Interview Committee last year and she respectfully sought confirmation whether members are in agreement for him to continue in this role. Members discussed and agreed for Mr N DaCosta to be the Board's representative on the Water Authority's Interview Committee. The interviews are expected to take place during the week of 23 May 2022.

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



Summer Internship Programme

The Secretary reported that as of 14 April 2022, there are eleven placements available for interns in various Water Authority departments. As of 19 April

2022, there were twelve summer internship applications submitted online and six by email.

COVID-19

The Secretary reported that the Authority continues to see a decline in the number of employees that are impacted by the virus, either by testing positive or being primary contacts of positive cases.

As of 19 April 2022, only 0.7% of employees were COVID-19 positive.

Job Evaluation –Portfolio of Civil Service.

No further information.

FOI updates – No new FOI questions were received since the 21 July 2021 Board meeting.

e) Information Services

Great Plains Software Upgrade

The Secretary noted that the IS department continues to coordinate with Cogsdale as they are building out the test environment and the VPN connection through which the applications will be accessed should be complete and ready another two weeks, after which testing can begin. The Finance staff is unable to commit to testing until after the 2021 audit has been completed which means testing is now expected to begin by the second week of May 2022.

Scanning System

The Secretary reported that the SharePoint server has been upgraded and all technical glitches have now been resolved. All of the scanned documents, including old KeyFile documents, are available for viewing in Cogsdale. When the Networks & Security Manager is back from leave, he will give demonstrations of the various options for moving the information directly into SharePoint, after which the Customer Service Manager will document the procedures to be used by Customer Service staff at various points to ensure the integrity of the database, and scanning can resume with input coming from multiple locations.

Telephone System Upgrade

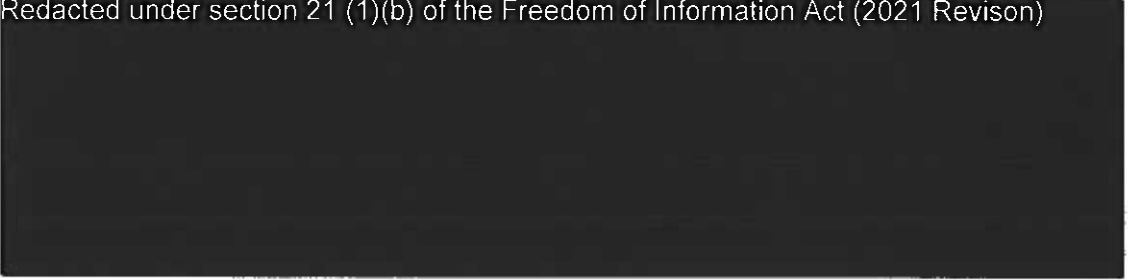
Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

In the last month the IS department was working to activate a locally developed account balance query software to allow customers to call in to check their balance over the phone.

- o set up includes the balance inquiry option allows 4 customers simultaneously, during one call, a customer can query up to 5 accounts prior to having to call back but this can be increased if needs be, customer

- must enter their account number correctly for access, customer is allowed 3 tries to enter the account number before the system aborts;
- there are some additional adjustments needed to ensure that the data for tenants is available.
 - expected launch within the next two to three weeks; launch date is dependent on tenant data resolution by the IS department.

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



Mr N DaCosta requested to be excused and advised that he would rejoin the meeting via zoom shortly.

f) Water Resources & Quality Control

Further environmental investigation of Ivan hurricane debris site in Frank Sound

The Secretary advised that the test results of the comprehensive set of groundwater, soil and surface water samples that were collected from this site and from various reference locations were received on 13 April 2022 from TestAmerica, an accredited laboratory in the USA. The results are under review.

Update of specifications for effluent disposal wells

In 2015 the Water Authority introduced the current specifications for effluent disposal wells. These specifications address well construction methods and specifically the grouting of wells. The Water Resources and Quality Control Department recently started a review of these specifications. Under consideration is to prescribe the diameter of the well casing, based on the anticipated volume of treated effluent that the development generates. As of recent, issues have come up with wells that do not have sufficient drainage capacity. Therefore, the introduction of requirements to test the drainage capacity of effluent disposal wells are under consideration.

Scranton Community Park and Pond Development

The Secretary noted that the Water Authority has been contacted by the committee that is developing the Scranton Park to assist with the development of the pond that forms an integral part of the park. The park is located north of the Government Administration Building. The committee would like to develop the pond into an attractive water feature. The Water Authority has developed a programme to monitor the pond for the next 12 months.

g) Director's Office

Review of proposed Water Sector Regulation (Licences and Fees) Regulations, 2022

The Secretary advised there is nothing further to report on this matter.

Water Authority's 40th Anniversary in 2023

The Secretary advised that the Senior Development Control Technologist and the Corporate Communications Officer have identified a group of Authority employees representing a cross section of the Authority's departments, to coordinate the 40th Anniversary activities next year. A draft of activities is expected to be available at the May 2022 Board meeting.

COCORT

The Authority's COVID-19 Coordinating Response Team (COCORT) has substantially completed the Living with COVID Plan and it will be rolled out to employees shortly.

Mr N DaCosta rejoined the meeting virtually at this point.

Unveiling of the Miss Annie Huldah Bodden Animatronic

The Secretary reminded members that they have been invited to attend the unveiling of Miss Annie Huldah Bodden Animatronic which was sponsored by the Water Authority as part of its 35th Anniversary in 2018. This special unveiling is to recognise the Water Authority's contribution and will take place on Thursday 12 May 2022, 6pm-8pm. The public unveiling will take place the following week.

Current Business

a) Management Accounts February 2022.

The Secretary reported that the attention of the Finance Department continued to be the 2021 audit and that the 28 February 2022 comprehensive management accounts are not available at this time. The CFO is pleased to provide a draft income statement for 28 February 2022 but is cognizant that these are very draft figures due to the timing within the 2022 fiscal period and the departmental focus on the audit.

At the March 2022 meeting, members had some specific queries in regards to the January 2022 management accounts which the Finance department is pleased to address:

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

Operating Electricity - continues to be high, showing an increase of 56.3% over prior year. It should be noted that 74% of the increase [REDACTED] is attributable to the increase in fuel costs reflected on the monthly CUC invoice. This is a direct cost recorded off the invoice and outside the control of the Authority.

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

Administrative Miscellaneous - Within this line item on the Income statement items such as Bank Fees, Charitable Donations, and Board Member fees are recorded. The 2022 expense is up by 58.7% * [REDACTED] over 2021. The most [REDACTED] recorded in 2022 and NIL in 2021 and the bank fees increase of * [REDACTED]. The increase in bank fees is within expectation as more customers are using the convenience of online and web-based payments to make their monthly payments, however this does come at a cost to the Water Authority.

Administrative Telephone and Utilities - Consistent with the explanation above, the increase in the fuel component of the CUC (and CYB Power & Light) invoices for the administration offices (GCM and CYB) is attributed to part of the increase in Telephone and Utilities, but the main component is the increase in postage as the Water Authority pays for bulk mail in lumps sums of [REDACTED] on an as needed basis. A periodic payment of [REDACTED] was made in the first two months of 2022 but not in 2021 for the same period.

Sales for the first two months of 2022 is slightly higher than the same period in 2021 showing an increase of 7% with the most notable increase in GCM water sales. Consistent with the explanation above the increase is primarily attributed to the EAF component of the water bill which makes up [REDACTED] of the increase. Overall sales are within expectation.

The Authority's net income is estimated at * [REDACTED] for the two months ended 28 February 2022, with expected increases in Salaries and Benefits as the staff at the Authority continues to grow to meet the expanding demands.

In summary, the Water Authority continues to have sufficient funds for scheduled capital projects and working capital.

Mrs L Ryan asked to be excused from the meeting at this point.

b) 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)



Any Other Business

None.

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* - John Gray High School PTA - JGHS Elite Basketball Team.
- b) Annual DG 5K Challenge 2022.
- c) Batabano (Cayman) Limited - Batabano Sponsorship Deck 2022.
- d) CI Seafarers Association - 2023 Annual Calendar.

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

This is a true and accurate account of the proceedings.



The Chairman


The Secretary

