

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 328th Meeting held on 20 July 2022
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
	Mrs I Simms
	Ms A Owens
	Mr M Scotland
	Mrs L Ryan - <i>telephone</i>
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr D Ebanks
	Mr H B Ebanks
	Mr W Welcome

Call to Order

The Chairman welcomed all members and called the meeting to order at 1:36pm after ascertaining that there was a quorum. The Chairman noted apologies for Mr D Ebanks, Mr H B Ebanks, and Mr W Welcome. He then invited Mrs L Ryan to open the meeting with prayer.

Confirmation of Minutes of the 327th Meeting held on 11 May 2022

The Minutes having been circulated, taken as read and no amendments offered, the Chairman asked for confirmation of the Minutes of the 327th Meeting held on 11 May

2022. Mr N DaCosta then moved the motion to accept the Minutes, Mr M Scotland seconded the motion and the motion passed unanimously by members able to vote. Members requested that the Secretary ensure that the Board package is made available earlier in order for members to have time to read through the information.

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 pipelines in Surf Lane (comprising 240 metres (790 feet) of 100mm (4-inch) pipe) and its three side roads (i.e., Cliff Avenue, Coral Avenue and Beach Drive, totalling 300 metres (1,000 feet) of 80mm (3-inch pipe)) have been tested, disinfected and flushed.

The New Works pipelaying crew completed the installation of approximately 190 metres (620 feet) of 100mm (4-inch) pipe along Waides Road. This pipeline was tested, disinfected and flushed in mid-June 2022.

Additionally, the crew completed the installation of 100mm (4-inch) pipe along Frigate Drive (total length 230 metres (750 feet)), and approximately 400 metres (1,200 feet) of 80mm (3-inch) pipe in the three side roads off Frigate Drive (i.e., Skiff Lane, Sloop Way and Brig Street). These pipelines were tested, disinfected and flushed in early July 2022.

Two new water service connections were installed in June 2022, and to date one in July 2022.

During the week of 11 July 2022, the crew commenced the installation of an 80mm diameter (3-inch) pipeline along an un-named road west of Frigate Drive (total length approximately 170 metres (550 feet)).

The Secretary reported that in early July 2022 the Water Authority's trencher was used to cut a trench (190 metres (625 feet) total length) at the Home Gas Ltd's Cayman Brac facility (at Terminal Road, Cayman Brac) for their firefighting water main. Home Gas Ltd will reimburse the Water Authority the cost of the trencher (including an operator and one labourer, for guiding the trencher operator) and the cost to transport the trencher to and from the site. The trenching took two days to complete during which time the remainder of the crew installed a water meter, repaired a leaking service line and assembled a washout that will be installed along the un-named road west of Frigate Drive.

Members discussed the advancement of the Brac project and requested that the Engineering Services Department provide a presentation to update members on

the different phases of the project as they wanted a better understanding of the challenges to faster progress. A timeline to reach the Watering Place Park should be included in the presentation. The Secretary noted and advised that the presentation would be arranged for the August 2022 Board meeting.

West End Water Works Pump House

During the first six months (January - June) of 2022 the total water sales in Cayman Brac were approximately 5.5% less than during the same period last year. Pipeline sales were up 4.6%, but trucked water sales were down 18.3%, compared to the same period last year. The reduction in trucked water sales were likely due to the relatively 'wet' months of March through June compared to previous years, as well as the slight increase in piped water customers.

Brac Bluff Water Works

The Secretary reported that there have been no further developments.

b) New Red Gate RO Plant - Update.

The Secretary reported that Ocean Conversion Cayman Limited, the contractor for the Procurement of and Operating Agreement for a Sea Water Desalination Plant at the Red Gate Water Works, commenced the planning approval process for the building. The site was cleared of vegetation in mid-June 2022 by Power Flower Ltd.

c) New Water Storage Tanks at North Side Water Works - Update.

The Secretary reported that Jairam Ltd, the contractor for the supply and erection of two bolted steel tanks for water storage at the North Side Water Works, provided for review a site layout plan (for the Office Container, Lunch Shed and Temporary Toilet). Jairam Ltd has also forwarded several formal submittals for review and approval. Grading for the base slabs will likely start later in July 2022.

d) 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 reported that the Authority provided the draft Divisional Statements on 19 May 2022 and the Islands Statements on 09 June 2022 to KPMG for their audit and review. KPMG requested signed engagement letters on 27 June 2022 and indicated that the statements would be completed within the next two months. The Chief Financial Officer (CFO) followed up with KPMG in regards to timing and was notified that KPMG had allocated time to work on these statements starting on 25 July 2022. The CFO and Financial Manager are available to answer any questions and will continue to follow up.

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Annual Report 2021

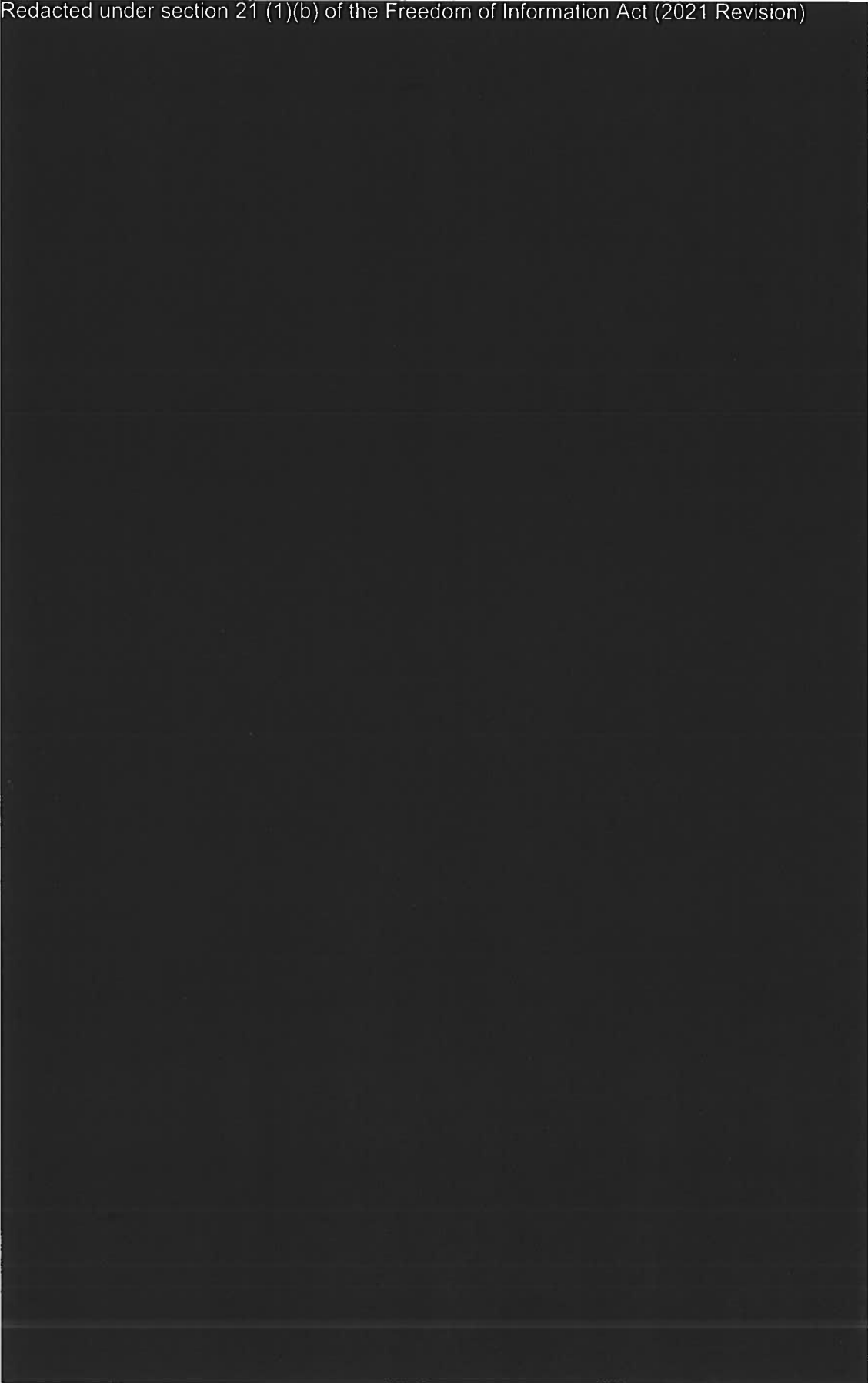
The Secretary reported that the Board approved 2021 Annual Report was uploaded to KPMG and the Office of the Auditor General on 19 May 2022. On 23 May 2022, the Deputy Auditor General confirmed that his office had no comments on the report and on 08 June 2022, the Audit Manager at KPMG confirmed the same. The CFO sent the 2021 Annual Report to the attention of the Acting Chief Officer at the Ministry of District Administration & Lands (DAL) on 24 June 2022, with confirmation of receipt on 29 June 2022.

The Water Authority awaits confirmation from the Ministry that the 2021 Annual Report has been tabled in Parliament. When this process is complete it will become a public document and will be posted on the Water Authority's website.

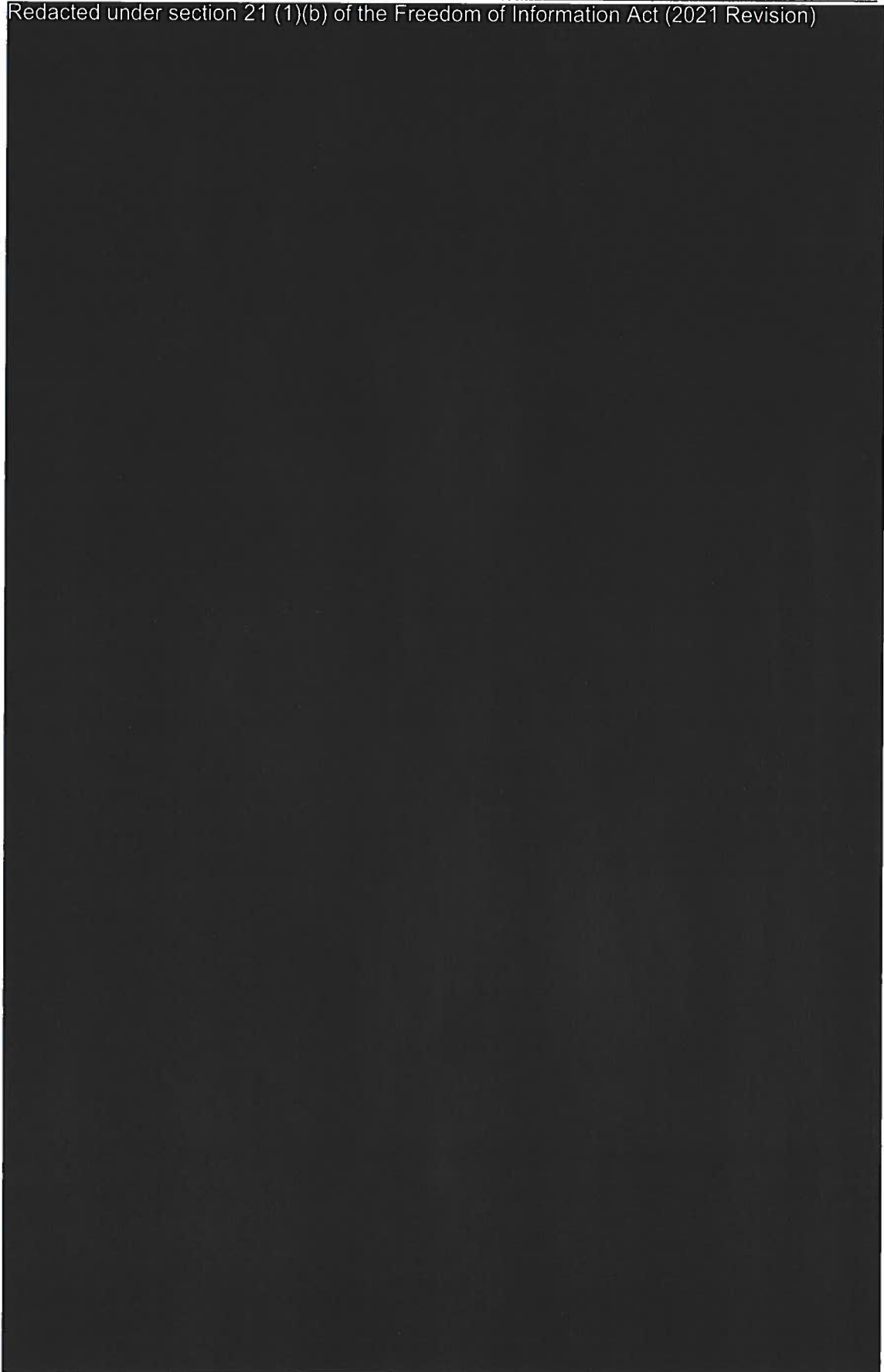
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g) National Cyber Risk Assessment - Update.

The Secretary reported that there was no response from the Chief Information Security Officer's Office (CISO) to the Water Authority's submission of the signed Non-Disclosure Agreements. If there is no further development, this item will be removed from the agenda for the next Water Authority Board meeting.

Department Updates

a) Finance

ILI Calculation (Non-Revenue Water)

The Secretary noted that at the 325th Water Authority Board meeting, members requested this report to be produced every 6-months, hence another report would be due for the period 01 January 2022 - 30 June 2022. In discussion with the Engineering Services Department, it was noted that the 6-month periods should be December to May and June to November. The reason for this is that December and January months should be in the same period analysis given the length of the billing periods. December is a very short billing month while January is consequently a much longer period making the comparison more complicated as water production is reported by the month. The Secretary advised that the report is expected to be available for the September 2022 Board meeting.

2021 ESO Submission

The Authority received the annual request on 11 April 2022 from the Economic Statistics Office (ESO) for the Annual National Accounts Survey. This information was complete and forwarded back to the ESO on 10 May 2022 well in advance of the 30 June 2022 prescribed deadline. The CFO has made herself available should any questions arise.

CWWA Conference 2021

The Secretary reported that the CFO met with President of the Caribbean Water & Wastewater Association (CWWA) on 20 May 2022 and confirmed that CWWA will undertake the audit for the 2021 Conference and that the Water Authority is available to answer any questions as they arise.

b) Engineering Services*1) Engineering*

The Secretary noted that as reported previously, the Authority is still awaiting the processed data results from CUES.

North Side Water Works Chemical Storage – No further update from the last meeting.

Red Gate Operations Building Roof Renovation (2021) – On 25 May 2022 the contractor Cayman Islands Roofing Ltd completed the roof renovation of the Water Authority's Red Gate Operations Building. The internal renovations to the ladies' restroom are almost completed.

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Valve Exercise Programme - There were no updates.

2) *New Works Division*

The Secretary reported that on 15 May 2022 the New Works crew connected the new 150mm (6-inch) diameter water main along Cardinall Avenue to the water main in Seafarer's Way and Albert Panton Street. This pipeline was upgraded to accommodate the redevelopment plans for Cardinall Avenue as part of the George Town Revitalisation Project.

In late May 2022 the New Works crew completed the installation of approximately 230 metres (750 feet) of 150mm (6-inch) pipe along Oliver's Way (off Rex Crighton Boulevard (East-West Arterial)). This pipeline now connects the existing development at the west end of Colby Drive directly to the water main along Rex Crighton Boulevard, providing a loop which will improve the water pressure in, and water supply reliability to, the entire Newlands area.

Since early June 2022 the New Works pipelaying crew completed a number of short sections of pipeline:

- Approximately 80 metres (250 feet) of 100mm (4-inch) pipeline off Smith Rd, (beside Tropical Plaza) to accommodate a proposed new development
- Approximately 80 metres (250 feet) of 100mm (4-inch) pipeline off Austin Conolly Drive (East End) to accommodate a proposed sub-division
- Approximately 170 metres (560 feet) of 80mm (3-inch) pipeline off Crewe Road (near Valencia Heights)
- Approximately 40 metres (120 feet) of 80mm (3-inch) pipeline along an unpaved public road off Spice Drive in Bodden Town

3) *Water Distribution & Treatment Division*

The Secretary reported that on 19 April 2022 Operations-Water Supply started the upgrade of approximately 230 metres (750 feet) of 100mm (4-inch) pipe along Grackle Road (off Godfrey Nixon Way), and Greenwood Drive. This work was completed on 01 July 2022.

On 05 July 2022 Operations-Water Supply started the relaying of approximately 460 metres (1,500 feet) of 100mm (4-inch) pipe along Maple Road (George Town). This work is expected to be completed by early September 2022.

On 27 June 2022 Operations-Water Supply completed the connection of the new Allure development, comprising 16 apartments, off Tropical Gardens Road.

In the first week of July 2022 Operations-Water Supply started the work to connect the next phase of the Imperial Estates sub-division (off Hutland Road). This work, which includes installing water service lines to nineteen individual lots, is expected to be completed during the week of 18 July 2022.

The Secretary reported that during the first six months (January - June) of 2022 the total water sales on Grand Cayman were approximately 3.0% higher than during the same period last year.

4) *Water Production Division*

The Secretary reported that the RO membranes at the LVRO Plant are nearing the end of their useful life, as evidenced by the reduction in permeate flow and increased differential pressure. The RO membranes must be replaced as soon as possible in order to ensure the reliable operation of the LVRO Plant.

Therefore, on 22 June 2022 invitations were sent to four vendors requesting a quote, and approximate delivery time, to provide 275 Sea Water Reverse Osmosis membrane elements and 46 Brackish Water Reverse Osmosis membrane elements. This being a full replacement of the first pass and second pass membrane elements plus approximately 10% additional membranes for spares. By the end of last week, quotes had been received from three vendors, and these quotes are now being evaluated. It is anticipated that an order for these RO membranes will be placed by the end of this week.

5) *Wastewater Collection & Treatment Division*

The Secretary reported that in May 2022 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on nine days (or 29% of the time). The average daily wastewater inflow from West Bay Road during May 2022 was 2.43 mgd (or approximately 97% of the design treatment capacity). This is 13% more than the average influent measurement during the same period the previous year (2.15 mgd).

In June 2022 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on twelve days (or 40% of the time). The average daily wastewater inflow from West Bay Road during May 2022 was 2.49 mgd (or nearly 100% of the design treatment capacity). This is 2% more than the

average influent measurement during the same period the previous year (2.44 mgd).

The Secretary reported that Operations-Wastewater installed three sewer disconnect valves and new sewer pipelines both upstream (customer-side) and downstream to a new sewer manhole on Watler's Drive, thus improving the sanitation in the vicinity of Block 13E Parcel 43. Some of the sewer pipelines and manholes in the Watler's Drive area that were installed in the late 1980's, have since been damaged, removed, diverted, and/or blocked. Some of the residences have been built over these pipelines, and generally there is barely enough space between these buildings to walk, making it impossible for the Water Authority to address collapsed pipes or deteriorated manholes, which may cause issues for customers upstream of the collapsed pipes, and this may become a public health issue which may have to be dealt with by Department of Environmental Health.

6) *Cayman Brac Water Works*

Updates under Current Business on the Agenda.

c) **Customer Service**

Customer Statistics

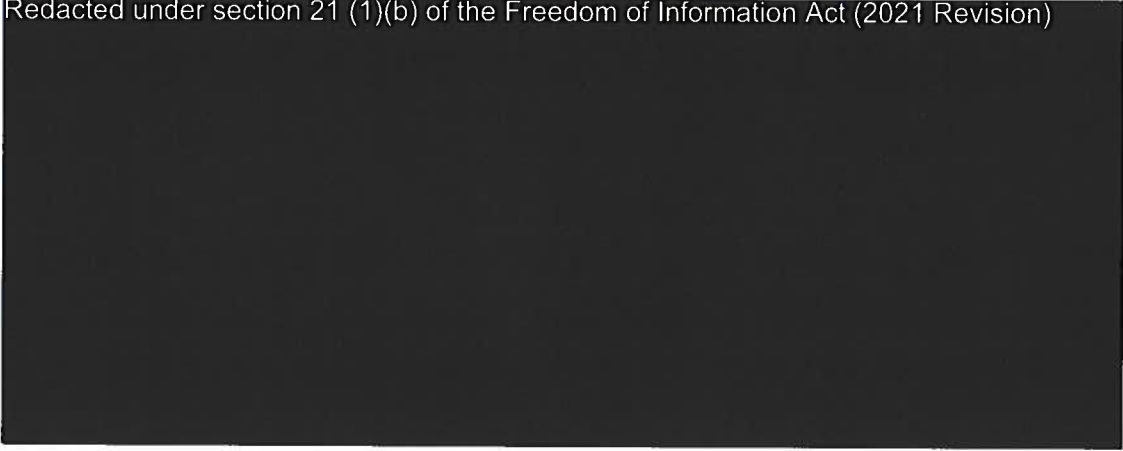
The Secretary reported that as of 30 June 2022, the Authority had the following active accounts:

	Jan22	Feb22	Mar22	Apr22	May22	Jun22
GCM piped water	19828	19859	19884	19928	20006	20,094
GCM Septage	9	9	9	9	9	9
CYB Trucked	704	685	688	715	726	676
GCM Sewer	467	471	472	472	474	474
CYB piped water	446	448	453	457	460	460

There were 154 accounts disconnected in June 2022 of which 144 were reconnected. There are currently 65 Special Payment Agreements (SPAs) issued for a total of \$46,638.58.

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Customer Portal

The Secretary noted that work on the portal was underway and depending on testing, the expected delivery has been pushed to mid-August due to personnel medical issues on the developers' end and availability of key staff on the Water Authority's end due to leave.

Water Authority Procurement Committee (WAPC)

The WAPC requested additional two rotating members and one more permanent member. This was facilitated.

Customer Feedback Survey

Nothing new to report.

Call for your Balance

The Secretary reported that for the month of June 2022, the system handled 730 calls. These are calls that the Receptionist and Customer Service Representatives did not have to field for persons just wishing to know the amount owed on their account.

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d) Human Resources
Recruitment & Staffing

The Secretary reported that the new Senior Engineering Manager commenced working on 18 July 2022. Recruitment for the Civil Engineer positions is on-

going. The position of Superintendent-Water Supply was readvertised, candidates shortlisted, and interviews are to be completed by end of July 2022. Recruitment is also on-going for six other positions with some being already shortlisted for interview. Of these, three positions are re-advertisements because no suitable candidate was available.

The Learning & Development Coordinator resigned effective 29 July 2022 and the Customer Relations Supervisor post was vacated in June 2022 as the postholder agreed to take up another position in Customer Service.

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.

As requested by the Chairman, a copy of the Water Authority's organisational chart is available for members. The Chairman requested members to review the chart and further discussions would be done at a future meeting.

Scholarship Programme

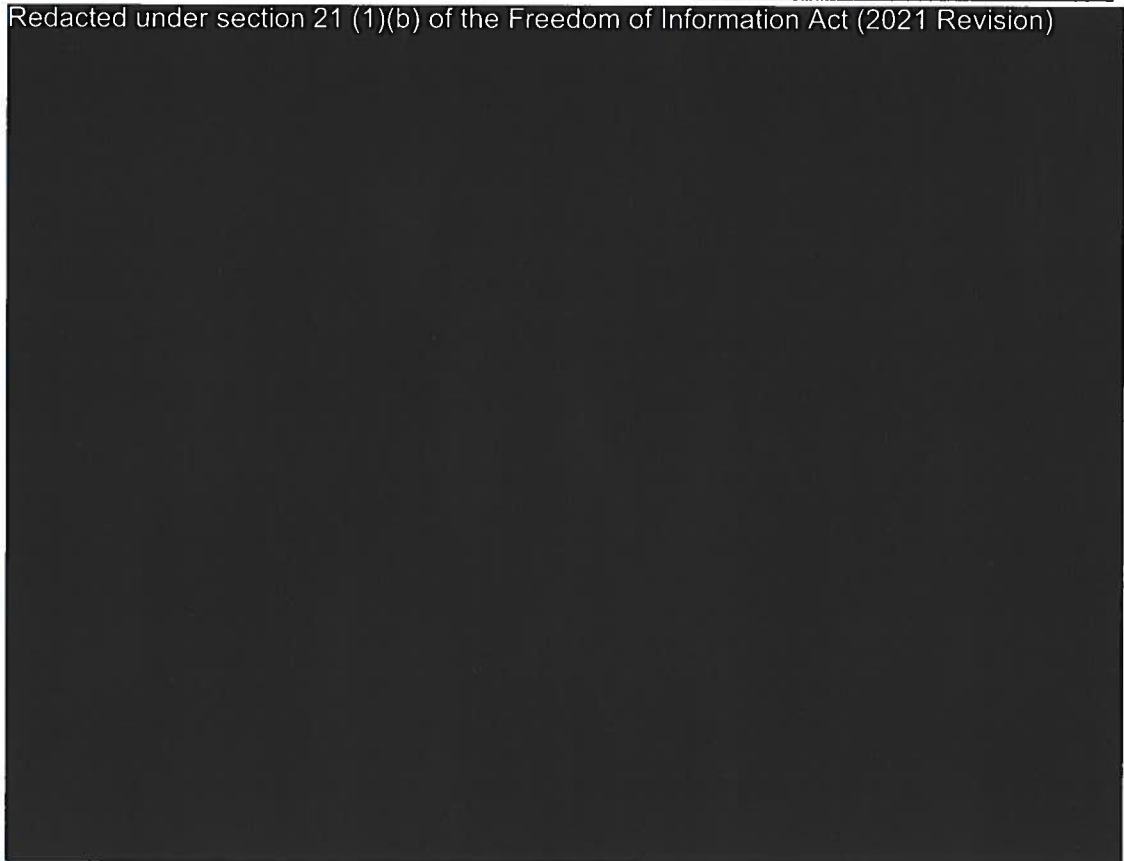
The Secretary reported that four candidates were interviewed for the 2022 Water Authority-Cayman Scholarship on 27 May 2022. The scholarship was offered to two candidates, both to study engineering as approved by the Water Authority Board via round robin on 03 June 2022. Both candidates initially accepted the offer, however, one candidate later declined and accepted a scholarship from Dart instead. This candidate had accepted the CUC/Peter Thomson scholarship prior to accepting the Water Authority scholarship.

Levi Superville, the remaining candidate, has signed the Authority's scholarship bond agreement to study for a BSc in Chemical Engineering at McMaster University in Canada, commencing in Fall 2022.

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Summer Internship Programme

The Secretary reports that the Authority will be able to provide a total of 14 internship spaces this summer. One person has completed their internship and three will be commencing in the coming weeks.

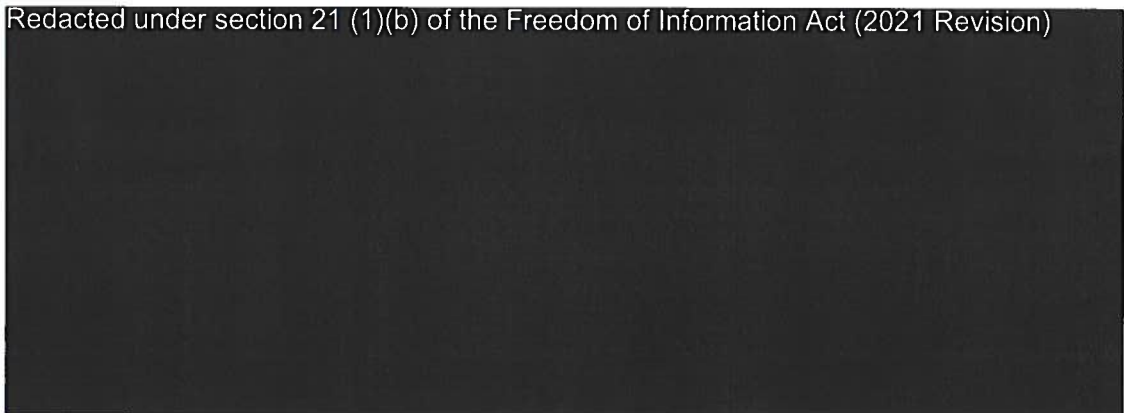
COVID-19

The Secretary reports that the 18 July 2022, 0.7% of employees were COVID-19 positive.

Job Evaluation –Portfolio of Civil Service.

No further information.

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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 testing platform was made available to the Finance Department on 09-10 July 2022 and staff came into the office to conduct the testing in a dedicated time frame. There were no major issues identified and the reports and functionality worked as expected. However, the IS Department has recommended additional testing be conducted by Customer Service and other Departments to be sure that any work that updates Finance records can be reviewed. Several key employees have been on leave, are on leave, or will be going on leave shortly. The go live date is expected to be mid-August 2022.

Scanning System

As previously reported, the SharePoint server has been upgraded to the latest release and all data migrated. Customer Service Representatives and others can view all of the files, including the old Keyfile data, and data can be sent to the server from multiple sources if required. The key sticking point was getting the new files indexed, similar to what Kofax did, before the data is moved to the respective folder(s). The aim is to have an automated process, with as little manual intervention as possible from Tara, and the purchase of software from SimpleIndex was identified as the solution. The software was purchased and the installation process is ongoing.

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Locally Developed IVR System

This is the "Call for your Balance" service that was deployed to answer account balance queries since the end of May 2022 and appears to be answering over 700 calls per month, mostly on weekdays/nights, with a high of close to 50 calls on the busiest days. This is providing some relief and allowing Customer Service Representatives to have more time for more complex customer queries. The bill reminder part of the service will be deployed next which should be able to call a lot of calls to customers to assist the Debt Collection Officer.

Building Access Control

The Secretary reported that regarding the Verex Access Control Replacement, Island Electronics advised on 16 July 2022 that they will continue to work with their suppliers to provide updates on the order. This is consistent with information received that equipment was back-ordered because of supply chain issues and there would be delays in getting the product to Cayman, even though the order was placed and the deposit paid in May 2022.

f) Water Resources & Quality Control*Pedro Quarry – Oil Spill*

The Secretary reported that on 25 May 2022 the Water Authority was notified by the Department of Environment (DOE) that an oil spill had been discovered in the Pedro Castle Quarry. The Water Authority contacted Island Paving and OfReg Fuels to conduct a site visit on 27 May 2022. The property (Block 32E, Parcel 44) is owned by Mr Barry Bodden and is used by Island Paving to store derelict heavy equipment and explosives that are used for blasting.

Island Paving staff was not aware of the spill until they were contacted by the Water Authority, they said that a former employee had sent the drums to Department of Environmental Health (DEH) for disposal through their waste oil recycling programme, but they assume that it was not accepted by DEH as the drums may have contained waste oil and hydraulic oil mixed with engine coolant. The employee, who left the company some 4 or 6 years ago, then placed the drums in the quarry without informing his superiors. There were 25 drums of 55 gallons each, over time they have rusted out and part of the content has leaked onto and into the ground. Based on drone footage provided by Department of Environment an area of approximately 520 square feet has been impacted. The spill is not over the Lower Valley fresh water lens and is also outside of the 1,500 ft buffer zone around the lens.

Island Paving completed an initial response by making the area accessible for equipment, transferring the remaining oil from the compromised drums to storage totes and spreading fill in the affected area. They also obtained suitable membrane material from Rubis to construct cells for the remediation of the contaminated soil.

The Water Authority emailed all concerned advising that under the Water Authority Act the Authority is responsible for the protection of groundwater, that Island Paving is held responsible for causing the spill and that the spill has to be remediated by Island Paving in accordance with the standard developed by the Authority and that any costs incurred by the Water Authority will be charged to Island Paving. The Authority will continue to monitor the remediation.

Incorporation of Water Authority Requirements in CPA Decision Letters

The Secretary reminded members that the Water Authority reviews plans for proposed development that are submitted to the Planning Department and communicates its requirements for water supply, wastewater treatment and disposal, excavations and other activities that impact groundwater to the Planning Department. The specific requirements for wastewater treatment and disposal are determined by the Development Control staff of the Water Resources and Quality Control Department in accordance with standard practices, guidelines, the Authority's policies and the Water Authority Act and Regulations.

Historically the Water Authority's requirements for wastewater treatment and disposal were incorporated in the permission granted by the Central Planning Authority (CPA) and communicated to the developer in the CPA decision letter so that the developer provides the plans for the Water Authority's review in order to obtain approval from the Building Control Unit. Upon completion of the construction of the development the Water Authority then inspects the works as a condition to obtain Certificate of Occupancy (CO).

On 03 May 2022 the Senior Development Control Technologist noted that the Water Authority's requirements for wastewater treatment and disposal were no longer included in the CPA decision letters and he emailed the Deputy Director of Planning to ask clarification. From the Water Authority's position, this would have serious impact on its Development Control function as the Authority is at risk to lose any leverage over developers to ensure that the requirements for wastewater for new developments are met.

On 06 May 2022 the Deputy Director of Planning replied that the CPA had taken the position that they do not want to include conditions of approval for technical requirements for other agencies where those agencies have their own Acts and Regulations to cover those technical requirements. He promised to follow up with the Director of Planning. On 09 May 2022 the Water Authority responded that this approach would create serious issues as it would create a challenge to enforce the Water Authority's requirements for new developments. In addition, the Water Authority asked for a meeting with the Director of Planning to discuss the matter further.

On 13 May 2022 the Water Authority followed up with another email to the Director of Planning reiterating the request for a meeting and formally requesting that the following requirement be included in the letter granting CPA Permission: "*Construction drawings for the proposed wastewater treatment system and disposal system shall be submitted to the Water Authority for review and approval. The Central Planning Authority must receive confirmation of the Water Authority's approval.*" The Authority's email also explained that under the Water Authority Regulations the CPA is obligated to adopt the Authority's requirements for wastewater treatment, disposal and water supply.

The Secretary reported that on 19 May 2022 the Director of Planning replied that he would take the matter to the CPA. The Authority asked several times for an update and on 06 July 2022 the Director of Planning responded that the CPA had agreed to include the requirement from the Water Authority in its pre-permit submission condition.

Mrs L Ryan advised that she would have to leave the meeting at this point due to other commitments.

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 Water Authority's 40th Anniversary Celebration Committee had prepared a briefing document with logo, events and activities for the Authority's 40th anniversary throughout the year 2023. The document was shared with members for their feedback. The committee would like to proceed as soon as possible to put the various elements in place. Members discussed the programme and accepted the plan noting that it was a very

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COCORT

The Authority's COVID-19 Coordinating Response Team (COCORT) has updated the Living with COVID Plan based on the Public Health regulations related to COVID-19 released the end of June 2022.

Unveiling of the Miss Annie Huldah Boddan Animatronic

The Secretary reported that Chairman and the Director attended the preview reveal of the Miss Annie Huldah Bodden Animatronic on 12 May 2022. The Water Authority received a plaque recognising the Water Authority's contribution. The public unveiling took place on 18 June 2022 as part of the Queen's Jubilee celebrations. The Corporate Communications Officer said a few words at the event on behalf of the Water Authority.

Current Business

a) **Management Accounts May 2022.**

The Secretary reported that a copy of the financial statements for the five-months ended 30 May 2022 was available for members' review.

Although sales are 7.6% higher than the same period in 2021, the Authority's overall net income is down by 14.4%. This decrease is within management expectation given the significant increase in the cost of business (i.e., electricity, fuel) as well as the repairs and maintenance done on the wastewater collection system. As previously noted, remediation costs are being expensed as incurred. The Authority continues with ongoing IT projects (Mitel, GP Upgrade, SPMR (Smart Phone for Meter Reading), Netclues Powerpay, etc.), road reinstatement and routine operating expenses inclusive of increased staff numbers and rising health insurance costs. Legal costs have increased as the Authority works with Mourant in the discussion with OfReg regarding the annual rate adjustments.

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30 May 2022. The June 2022 statements will reflect a health and pension provision for 2022 as there is considerable uncertainty around these figures and hence prudent to provide a provision mid-year.

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

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

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The Secretary reported that on 31 May 2022 the Authority received a letter from [REDACTED] requesting that consideration be given to adjusting his water bill. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken and the Authority's findings are that the initial meter reading for the billing cycle for March 2022 that was read on 25 March 2022 was higher than normal thus triggering a Fail Audit inspection. This Fail Audit inspection was completed on 29 March 2022 at which time the meter reader noted "(no leak) no movement found".

The customer received a bill in the amount of \$5,682.42 for the period 25 February 2022 - 29 March 2022 (32 days).

On 20 April 2022 the customer contacted a Customer Service Rep (CSR) to query payments on the account. The call was transferred to Metering Supervisor as concerns shifted to meter readings and the assumption that the meter was not being read. The Metering Supervisor reassured the customer that the meter was being read and reviewed various possibilities for a high reading. A service order was issued to check the meter reading.

The check was completed on 20 April 2022 at which time the Meter Reader noted "*possible leak movement on meter turn valve off in meter box*". Evidence in the form of a video showing the meter dial movement was created and submitted by the Meter Reader.

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The Metering Supervisor contacted the customer immediately and noted: "*was called and advised. He was also advised of the high reading*". The customer stated that they recently did pool repairs and drained the pool and filled it back. He informed the Metering Supervisor that they had tried to fix the crack prior but had to drain the pool to fix it and are still having issues. He was also advised that the valve was turned off.

On 29 April 2022 the customer contacted CSR and it was noted "*Customer contacted me and was looking to dispute bill as he states he had a high reading in March and wasn't informed. He was informed that we didn't find any leaks while we did our audit but was still upset he wasn't informed of the high consumption until we identified movements in April. He also confirms that while he looked into issue further he realized it was actually his irrigation system and not the issue with his pool.*

He is insisting to escalate this matter higher and was informed he would have to write to the board. In the main time he states he would pay \$500 and wait until the April bill generated and able to get a SPA for both March and April's bill".

On 30 April 2022 the initial meter reading for the billing cycle for April 2022 on 20 April 2022 was higher than normal; even though a possible leak was recorded on the account, the Utility Billing Administrator requested a Fail Audit inspection. This Fail Audit inspection was completed on 30 April 2022 at which time the meter reader noted "*Reading is correct no leak detected*".

On 10 June 2022 the customer signed a payment agreement for 48 months.

In summary, although the initial reading for the billing cycle for March 2022 was higher than normal, there were no leaks or movements identified on the meter dial during the Fail Audit inspection. The Authority does not restrict the amount of water a customer can consume therefore if there is no evidence of a possible leak, it is considered legitimate consumption. Customers are contacted immediately only upon discovery of a possible leak.

The Authority did inform the customer as soon as evidence of a possible leak was identified on 20 April 2022, however the customer justified this movement to be related to the ongoing pool works/issues. The customer later found that there was also an issue with his irrigation system.

All customers are encouraged to regularly review readings from the meter at their location to monitor their consumption. While the Authority empathises with the customer, the customer should be reminded that all consumption and plumbing downstream of the meter is the responsibility of the Customer. The Customer has established an extended payment agreement (for 48 months) to settle the account balance.

The Secretary respectfully sought the Board's decision on the request from the customer to be refunded based on his average bills. Members able to vote agreed that the customer should be advised that they reviewed the request and decided not to discount or waive the bill as the Authority's records show that the bill is valid and payable. The customer confirmed that there was a leak at the property. All plumbing downstream of the meter is the customer's responsibility. Members agreed that an extended Special Payment Plan Agreement should be offered for a reasonable period to the customer with the usual discounting of late fees (providing payments are made regularly according to the agreement). 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 his own water usage.

c) **Request for Bill adjustment re Customer Account#** [REDACTED]

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

The Secretary reported that on 05 May 2022 the Authority received a letter from [REDACTED] requesting that consideration be given to adjusting his water bill. A copy of the correspondence and the report from Customer Service was provided to members.

A review of the account was undertaken and the Authority's findings are that on 13 April 2022 the initial meter reading for the billing cycle for April 2022, was taken on and was higher than normal thus triggering a Fail Audit inspection.

The Fail Audit inspection was issued on 14 April 2022 and completed on 20 April 2022 at which time the Meter Reader noted "*Reading is correct. No leak detected (no movement found)*".

The Metering Supervisor was questioned regarding the time difference between issuance and execution of the Fail Audit. It was explained that the Fail Audit was scheduled based on holidays and the work priority:

- Meter reader read route 12-14 April 2022

- 15 April 2022 was Good Friday holiday
- 16-17 April 2022 was the weekend
- 18 April 2022 was Easter Monday holiday
- 19 April 2022 was Disconnections
- 20 April 2022 was Fail Audits

During the month end billing process on 30 April 2022, the Utility Billing Administrator questioned the higher-than-normal reading and due to concern of there being a possible reading error, requested yet another reading *"The bill is very high, please re-check the meter reading and attach a picture of the meter reading"*.

This second Fail Audit inspection was completed 11:55am on 02 May 2022, at which time that meter reader noted *"Meter has movement door bell was rang and no answer valve was turned off notice was left for customer and a video of movement on meter was sent to George Miller"*. The Meter Reader took a video of the movement on the meter dial for the record.

The Metering Supervisor contacted the customer to inform him of the findings of movement and noted *"I contacted the customer and advised him of the issue. I recommended that an auditor visit the location to see what the issue could be as he stated that he did not have any leaks inside"*. The customer agreed to an Audit so that the location of the possible leak could be identified.

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

The Audit inspection was completed 1:35pm on 02 May 2022 at which time the Utility Auditor noted *"GM and AA visited this location along with [REDACTED] to see if we could identify the issue."*

During the checks. AA discovered a heavily leaking PVC elbow where the PVC pipe enters the customer house. The customer turned off his valve and the leaking stopped.

GM took a video which is attached to this service order. Video from Curtis fail audit is also attached to this service order.

Customer was advised by AA to see customer service to discuss his payment options".

Subsequently, the customer received a bill in the amount of \$11,028.45 for the period 15 March 2022 - 2 May 2022 (48 days). On 04 May 2022 a payment agreement for 48 months was established.

In summary, although the initial reading for the billing cycle for April 2022 was higher than normal, there were no leaks or movements identified on the meter dial during the initial Fail Audit inspection. The Authority does not restrict the amount of water a customer can consume therefore if there is no evidence of a possible leak, it is considered legitimate consumption. Customers are contacted only upon discovery of a possible leak.

While it can be queried why a possible leak was not identified during the first Fail Audit inspection, it is reiterated that unless movement on the meter dial (which is indicative of a possible leak) is found, no contact/report is made to the customer regarding the reading.

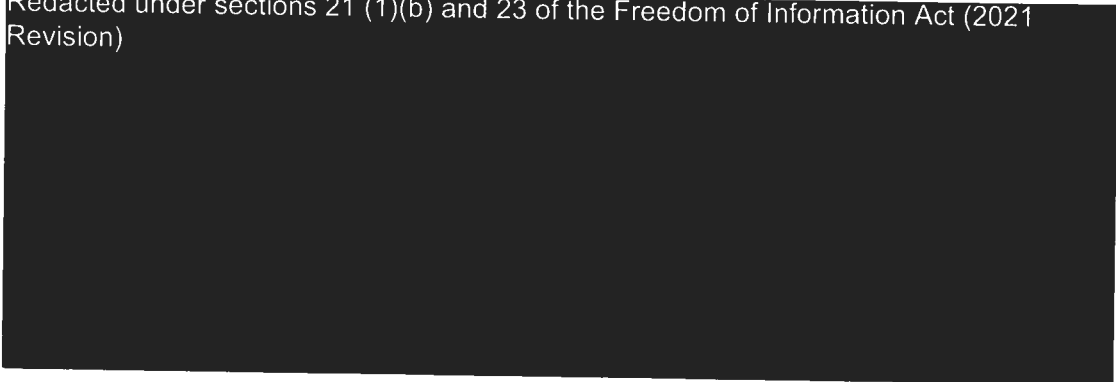
While the second Fail Audit inspection did indicate movement on the meter, it is noted that the movement seen on the video is not extremely fast. As there was no answer to the door when the doorbell was rung, the Meter Reader assumed no one was home and concluded that the movement could be a possible leak. According to the procedure, the valve on the meter was turned off to reduce impact on the customer and a notice was left for the customer. The Metering Supervisor was also advised and informed the customer.

Multiple checks may be made to the location of a meter during a given billing period if there is concern about the accuracy of the reading, as was done in this case. The Authority did inform the customer as soon as evidence of a possible leak was identified.


All customers are encouraged to regularly record readings from the meter at their location to monitor their consumption. While the Authority empathises with the customer, the customer should be reminded that all consumption and plumbing downstream of the meter is the responsibility of the Customer. The Customer has established an extended payment agreement (for 48 months) to settle the account balance.

The Secretary respectfully sought the Board's decision on the request from the customer to be refunded based on his average bills. Members able to vote agreed that the customer should be advised that they reviewed the request and decided not to discount or waive the bill as the Authority's records show that the bill is valid and payable. The customer confirmed that there was a leak at the property. All plumbing downstream of the meter is the customer's responsibility. Members agreed that an extended Special Payment Plan Agreement should be offered for a reasonable period to the customer with the usual discounting of late fees (providing payments are made regularly according to the agreement). 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 his own water usage.

Any Other Business

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

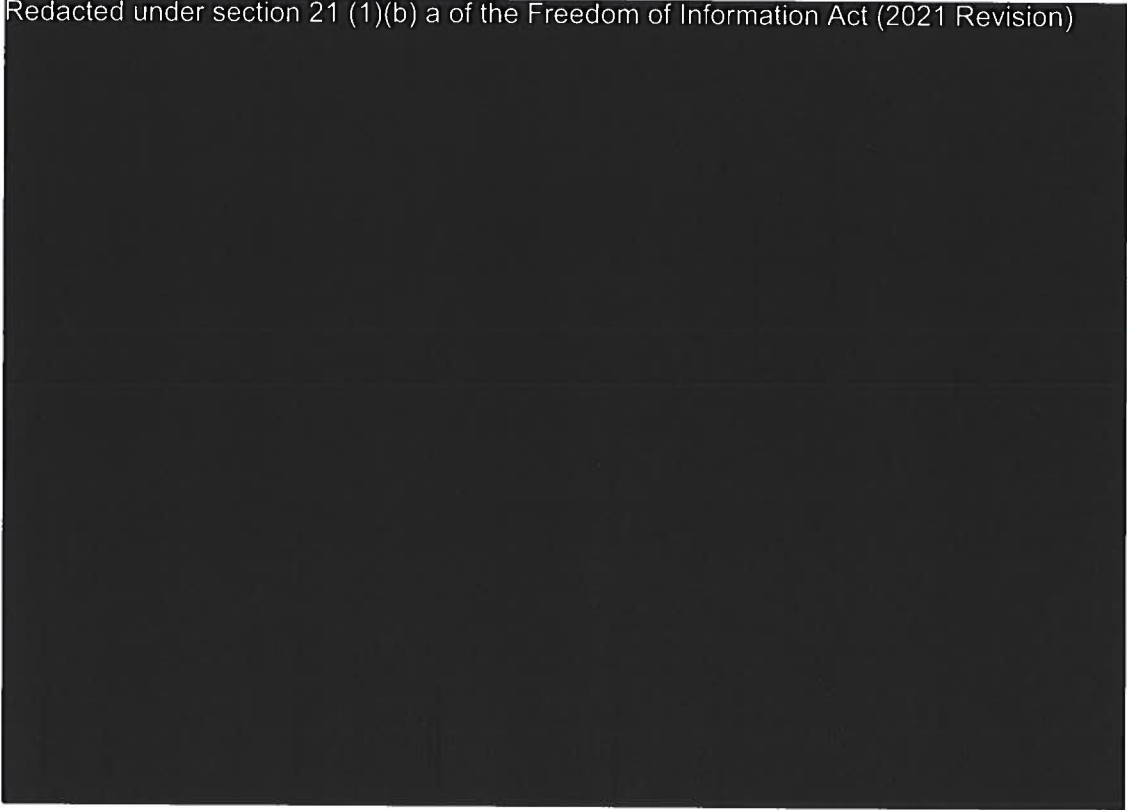


b) Redacted under section 21 (1)(b) a of the Freedom of Information Act (2021 Revision)



with the Ministry. The motion to approve the above was moved by Mr N DaCosta, seconded by Mr G Ebanks and unanimously approved.

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




Donation Requests

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


- a) *Ratify* - Academy Sports Club - USA CUP Football Tournament.
- b) *Ratify* - Boyz2Men - Locked in Sponsor-thon.
- c) Walkers Cayman Islands Marathon (Beneficiaries - Cayman Cadets & Cancer Society).

There being no other business the Chairman thanked members and the meeting was then adjourned at 5:31pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary