

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 331st Meeting held on 26 October 2022
at the Cayman Brac District Administration Office

Members Present:

Chairman:	Mr D Rankine
Members:	Mr H B Ebanks Mr G Ebanks Mrs L Ryan Mr M Scotland Mrs I Simms Mr W Welcome
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr N DaCosta Mr D Ebanks Ms A Owens
Guests:	Honourable Juliana O'Connor-Connolly JP, <i>Minister of District Administration & Lands (DAL)</i> Mr Mark Tibbetts, <i>District Commissioner</i> Mrs Chelsea Whittaker, <i>Deputy District Commissioner</i> Mr Tom van Zanten, <i>WA Deputy Director</i> Ms Lori Bergman, <i>WA Chief Financial Officer</i> Ms Rhonda Webster, <i>PA for Minister of DAL</i> Ms A Smith, <i>WA Executive Secretary & PA</i>

Call to Order

The Chairman welcomed all members and then proceeded to call the meeting to order at 9:00am after ascertaining that there was a quorum. The Chairman noted apologies for Mr N DaCosta, Mr D Ebanks, and Ms A Owens. The Chairman welcomed special guests, the

Honourable Juliana O'Connor-Connolly JP MLA, Minister of DAL, Mr Mark Tibbetts, District Commissioner, Mrs Chelsea Whittaker, Deputy District Commissioner, Ms R Webster, PA for Minister of DAL, as well as Water Authority Deputy Director, Chief Financial Officer, and Executive Secretary.

The Chairman noted that the District Commissioner and the Deputy District Commissioner would only be present in the meeting for the updates on the Cayman Brac Expansion Project. The Chairman then invited Mr Mark Tibbetts to open the meeting with prayer.

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

The Chairman noted that members agreed to defer discussion on the Trucked Water Rate Modification Proposal item (b) on the agenda under Current Business to the November 2022 Board Meeting.

Confirmation of Minutes of the 330th Meeting held on 21st September 2022

The Minutes having been circulated and taken as read with no amendments made, the Chairman asked for confirmation of the Minutes of the 330th Meeting held on 21st September 2022. Mr M Scotland then moved the motion to accept the Minutes, Mr G Ebanks 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 & Presentation.**

The Secretary reported that by 11 October 2022 the New Works Pipelaying Crew had installed approximately 600 metres (2,000 feet) of 200mm (8-inch) pipe along Bight Road, from Surf Lane towards Watering Place, out of a total of approximately 950 metres (3,000 feet) to the next in-line valve at Blazer Drive (Watering Place). Pipelaying has progressed up to Tibbetts Turn Road.

Mrs L Ryan joined the meeting at this point and was welcomed by the Chairman and members.

As mentioned previously, as of mid-October 2022 the crew has been reduced to only three men, which significantly affects the pipelaying rate particularly along the main road. The Authority is seeking suitable candidates to fill the vacant Heavy Equipment operator and labourer positions. In the meantime, the Authority has arranged with PWD to have two men assigned to the Water Authority to assist with traffic management, particularly as work is now taking place near Tibbetts Turn Road where the view of the road ahead is completely obscured, and proper traffic management is essential for safety reasons. The Secretary thanked the District Commissioner's Office for their support in getting assistance from the Brac Public Works Department to help the New Works Crew with traffic management. The Secretary also noted the Water Authority's appreciation to the District Commissioner's Office for circulating the job vacancies within the Brac community. Mr M Tibbetts noted that his office was pleased to be able to assist.

West End Water Works Pump House

During the first nine months (January - September) of 2022 the total water sales in Cayman Brac were approximately 0.2% more than during the same period last year. Pipeline sales were up 10.3%, but trucked water sales were down 14.0%, compared to the same period last year. The reduction in trucked water sales were likely due to the relatively 'wet' months of March through August compared to previous years, as well as the slight increase in piped water customers.

West End Water Works RO Plants

In September 2022 the overall water production in Cayman Brac averaged 556 cubic metres per day, which equates to approximately 73% of the overall water production capacity at West End Water Works).

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



b) New Red Gate RO Plant - Update.

The Secretary reported that Ocean Conversion Cayman Limited (OCL), the contractor for the Procurement of and Operating Agreement for a Sea Water Desalination Plant at the Red Gate Water Works, continued work on site. Batter boards have been installed beyond the corners of the RO building, and the excavation for the foundation commenced.

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

The Secretary reported that on 19 October 2022 Jairam Ltd, the contractor for the supply and erection of two bolted steel tanks for water storage at the North Side Water Works, poured the concrete for the fourth quadrant of the base slab for the first tank.

Jairam Ltd has completed the grading and compaction for the base slab and the perimeter footer for the second tank, and on 13 October 2022 concrete was placed in the perimeter footer for the second tank. Fixing of the reinforcement for the first quadrant of the base slab for the second tank has been completed, and on 26 October 2022 concrete was placed in the first quadrant of the second tank.

Progress to date has been as per the construction schedule. The Contractor confirmed that he expects the shipment of the tank panels to arrive on island by mid-November 2022.

d) **31 December 2021 and 2022 Audit of Consolidated, Island & Divisional Statements - Update**

31 December 2022 Non-Defined Benefits (DB) Employees Post-Retirement Healthcare

The Secretary reports that there is nothing new to report.

Annual Report 2021

The Secretary reported that the Authority's 2021 annual report was approved in Parliament on 07 October 2022 and uploaded to the Authority's website on 17 October 2022. This matter is now considered completed.

31 December 2022 Audit of Consolidated, Island & Divisional Statements

The Secretary reported that interim work for the 31 December 2022 audit is expected to start in November 2022, however as at the date of this meeting there was no definitive timeline. The Authority expects an Audit Kick-off meeting to be scheduled with KPMG, OAG, the Director, Deputy Director, and Chief Financial Officer (CFO) from the Authority at some point in the coming weeks. The Finance Department is prepared and ready for when KPMG comes on site.

Audit Tendering Process

The Secretary reported that the CFO was a member of the evaluation team at the request of the Office of the Auditor General (OAG).

e)

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



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

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

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

Department Updates

a) Finance

CWUIC – Caribbean Water Utility Insurance Company

The Secretary reported that the Water Authority was introduced to the CWUIC program in October 2020 when the CFO attended a virtual meeting which introduced the program to potential stakeholders in the Caribbean. The case was made for CWUIC as a response to Caribbean utilities who need more and better insurance and to take advantage of economies of scale and increased resilience.

The CWUIC initiative is moving forward, and the Director and CFO attended a virtual pre-conference CWUIC workshop on 16-17 October 2022 prior to the 31st CWWA Conference in the Bahamas. As a hybrid option was available, the Director and CFO attended the meeting virtually and confirm that the information presented was consistent with that from 2020. The Secretary reports that CWUIC is a solid initiative and will be a welcome insurance option for countries that do not have access to comprehensive insurance and cash reserves.

In summary, the Secretary reported that CWUIC will be known as CWUIC SP (Segregated Portfolio) and will exist under the umbrella of the Caribbean

Catastrophic Risk Insurance Policy (CCRIF SPC) which has segregated portfolios that offer parametric insurance products.

- CWUIC SP will be established as a new segregated portfolio (SP) within CCRIF SPC.
 - Other CCRIF SPs only offer parametric insurance, however CWUIC SP will offer parametric insurance plus two additional components:
 - Component 1: The CWUIC Response Program will provide support for early recovery assistance among participating water utilities.
 - Component 2: Parametric insurance will provide coverage against natural hazards and provide quick liquidity after a qualifying natural hazard event
 - Component 3: The CWUIC Resilience Program will facilitate access to funding from development banks and other financial institutions for priority resilience projects.

The Secretary reported that the CWUIC SP will bring together water utilities to create economies of scale with diversified geographic risk to cover natural hazard risk. CWUIC SP will be a first-of-its-kind facility providing Caribbean water utilities with access to a formalised response programme and emergency preparedness training, parametric insurance, and funding for investments through Caribbean Development Bank (CDB), Inter-American Development Bank (IDB), and other funding institutions for priority resilience projects. Together, it is expected that these components will build the resiliency of the water utilities and the communities they serve.

The Secretary advised that the Water Authority is fortunate that it has access to an A Rated insurance companies (by AM Best), internal cash flow to afford the annual premiums, and cash reserves to invest in resilient infrastructure. While the Authority is not convinced that CWUIC will be a beneficial insurance or capital project partnership for the Authority, it is a Caribbean initiative that will impact regional utilities and the Water Authority may be able to assist other islands during difficult times.

b) Engineering Services

1) Engineering

The Secretary reported that CUES provided the MACP (Manhole Assessment Certification Protocol) report (both in hard copy and electronic format) for each manhole inspected by the Water Authority, including SPiDER Webviewer files (including measurements and notes) and various other deliverables.

The large amount of information was provided on a portable hard drive, and which has now been installed on a server at the Water Authority. This will facilitate hyperlinking of the data. The Deputy Director advised that the Authority is waiting for CUES to provide the SPiDER web viewer software, which will be installed on various machines within the Engineering Services

Department, and training provided to ensure the Authority is able to get the most out of the ArcGIS dataset (e.g., querying the data, viewing the Webviewer files and videos from various angles etc.). The Deputy Director further explained that analysis of the data will result in a project to replace and repair manholes identified

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Valve Exercise Programme - Nothing new to report on the contract to uncover and raise 400+ valves which have been covered over by the NRA's extensive paving programme in 2021 (and which continues). The Deputy Director explained to members how the valve boxes are raised. He also noted that the project may be separated into several smaller contracts.

2) *New Works Division*

The Secretary reported that the New Works pipelaying crew commissioned the new 80mm (3-inch) pipeline along Dorset Drive (off Walkers Rd), an upgrade from the existing 32mm PE pipeline, and all existing customers have now been connected to the new pipeline.

By 10 October 2022 the New Works crew had installed approximately 670 metres (2,200ft) of 300mm (12-inch) pipe along the new section of the Linford Pierson Highway from the intersection with Agnes Way towards the new roundabout at Bobby Thompson Way, or approximately 400 metres (1,200 feet) since the last reporting period. The pipeline has been installed across Bobby Thompson Way towards the new roundabout. Pipelaying has temporarily been halted, as NRA is still working on the construction of the new roundabout and the preparation of the new road northwards along Bobby Thompson Way towards Smith Road. It is anticipated that pipelaying work will not resume until mid-November 2022. Mr M Scotland noted that the NRA was on schedule for the Water Authority to return to the project at that time.

The crew also installed approximately 170 metres (550 feet) of 80mm (3-inch) pipe along Evco Tours Lane (off Mangrove Avenue, Prospect).

The New Works pipelaying crew also installed an additional in-line 300mm (12-inch) valve (and replaced an existing 100mm (4-inch) valve) along Rum Point Dr at the entrance to "The Cays At Rum Point" Development. This work coincided with the repair work by Operations-Water of the 300mm (12-inch) pipeline along Water Cay Road (Rum Point).

3) *Water Distribution & Treatment Division*

The Secretary reported that on 12 September 2022 Operations-Water Supply started the relaying of approximately 1,200 metres (4,000 feet) of 150mm (6-inch) pipe along Marina Drive. This work continues and is expected to be completed by early December 2022.

Work on the aforementioned project was interrupted to carry out the relaying of approximately 100 metres (320 feet) of 300mm (12-inch) PVC main pipeline along Water Cay Road from the Retreat to Sand Point Road. Multiple leaks were found along this section of pipeline after the passing of Hurricane Ian on 25 September 2022. This pipeline section has been pressure tested, disinfected, and has been placed back in service.

Four new DMA units were shipped on 21 October 2022. It is expected that all units will be in service by the end of November 2022. The Deputy Director explained that three of the units will be replacing existing units.

During the first nine months (January - September) of 2022 the total water sales on Grand Cayman were approximately 2.3% higher than during the same period last year.

4) *Water Production Division*

As mentioned previously, the replacement RO membranes were delivered to the Lower Valley RO Plant on 09 September 2022. The first train membrane replacement is tentatively scheduled to take place in mid-November 2022.

5) *Wastewater Collection & Treatment Division*

In September 2022 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on eight (8) days (or 27% of the time). The average daily wastewater inflow from West Bay Road during September 2022 was 2.45 mgd (or 98% of the design treatment capacity). This is approximately 4.3% more than the average influent measurement during the same month in the previous year (2.35 mgd).

On 13 October 2022 the replacement of the decant pipework in SBR #2 basin was completed. On 20 October 2022 Operations - Wastewater installed a new decant valve and actuator for SBR #3, in anticipation of the replacement of the decant pipework in the SBR #3 basin.

6) *Cayman Brac Water Works*

Updates under Current Business on the Agenda.

c) **Customer Service**

Customer Statistics

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

	Jan22	Feb22	Mar22	Apr22	May22	Jun22	Jul22	Aug22	Sep22
GCM piped water	19,828	19,859	19,884	19,928	20,006	20,094	20,121	20,207	20,276
GCM Septage	9	9	9	9	9	9	9	9	9
CYB Trucked	704	685	688	715	726	676	666	465	489
GCM Sewer	467	471	472	472	474	474	470	472	472
CYB piped water	446	448	453	457	460	460	462	474	476

There were 179 accounts disconnected in September 2022 of which 166 were reconnected. Due to Tropical Storm Ian, later Hurricane Ian, no disconnections for cycle 1 took place; disconnections for the month of October were scheduled for 10, 18, and 25 October 2022. There are currently 110 agreements outstanding for a total of \$141,426.66.

Customer Portal

The Secretary noted that Netclues Customer Portal delivered the test product for the Customer Portal on 15 September 2022. Testing was carried out as a team effort by Customer Service, IS and Finance and feedback provided to Netclues on 29 September and again on 07 October 2022. The latest feedback addressed issues with the way the portal works for tenants, SPA displays, E-bill notifications, and graph display. Once GP upgrade and Cogsdale move to Cloud environment is completed on 21 October 2022, Customer Service and IS will focus on moving to live.

Call for your Balance

The Secretary reported that for the month of September 2022, the system handled 758 calls. The highest number of calls were 69 received on 12 September 2022.

d) Human Resources

Recruitment & Staffing

The Secretary reported that the successful Superintendent-Water Supply candidate commenced work on 10 October 2022. The successful candidate for the Customer Relations Supervisor commenced work on 10 October 2022 and the IT Help Desk Technician commenced work on 24 October 2022. The successful candidate for the Operator-Wastewater Treatment accepted the position and start date is pending relocation arrangements and WORC approval.

The second round of interviews was recently held for Labourer and Heavy Equipment Operator for New Works, Cayman Brac with a possible candidate for the HEO position being identified.

Recruitment for the Civil Engineer positions; Operations Manager-Wastewater; Senior Operator-Wastewater Treatment Plant; Learning & Development Coordinator, Lab Technologist, Lab Technician I/II, Assistant Operator - WW and WS are all on-going.

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.

UCCI STEM Scholarship Programme

The Secretary reported that UCCI advised on 11 October 2022 that it planned to award 4 students grants from the Authority's Scholarship funds that were donated to the institution in 2020 to assist students in STEM-related subjects. The amounts ranged from \$500 to \$1,500 per person, dependent on their financial needs; a total of \$4,500 for the 4 students. The programmes of study included 2 certificate programmes (in Electrical Technology and Computer Technology) and 2 associate degree programmes (in Science and Computer Science). Two of the students recently completed a summer internship with the Water Authority.

COLA

The Secretary reported that the 2% cost of living adjustment (COLA) to salaries approved by the Cabinet of the Cayman Islands Government for Water Authority employees, effective 01 September 2022 was processed and paid to staff via the October 2022 payroll. Salary grade scales have been adjusted as well to reflect the 2% COLA. Performance adjustments will be processed shortly. Members noted that the performance reviews should take place earlier. The Secretary committed to completion by end of March in 2023.

COVID-19

The Secretary reported that on 20 October 2022, zero employees were COVID-19 positive.

Job Evaluation –Portfolio of Civil Service.

No further information.

FOI updates – Two new FOI questions were received since the 21 September 2022 Board meeting as indicated in the report provided to members. The FOI question received in July 2022 was resubmitted as a new question. Members noted that one of the FOI was requesting a broad scope of information. The Secretary advised that the Water Authority's FOI Manager will provide records based on what relevant records are held by the Authority.

e) Information Services

Great Plains Software Upgrade

The Secretary advised that the long-awaited Great Plains upgrade was successfully completed on 21 October 2022. The Administrative office was closed to the public on 21 October 2022 to facilitate the upgrade, all signoffs were received by 1:00pm after which the Finance Department resumed entering normal business transactions and opened regular hours to the public on 24 October 2022 with minimal challenges. The Finance Department identified several issues, however none of these were related to data integrity and will be resolved with the IS Department. The main challenge with regards to the upgrade was the speed in which the Finance Department could extract reports, which was incredibly slow. The IS Department responded to the speed challenges by increasing the download speed from the Cloud. Speed continues to be addressed by the IS Department and the Cogsdale support team. The IS Department is dealing with work arounds for the Service Order module and the Letter Writer until Cogsdale can complete their fix.

Telephone System Upgrade

The Secretary reported that the upgrade is progressing well, all the major modules are in place and basic information loaded. Work continues with the Mitel Border Gateways (MBG) which included restructuring of the switches within the Water Authority's IT Network with a new Virtual Voice LAN dedicated to Mitel traffic. The Mitel tech currently believes that everything will be in place for a cutover before the end of November.

Locally Developed IVR System

No further work was done on this project since the last meeting.

Building Access Control

The Secretary reported that regarding the Verex Access Control Replacement, Island Electronics advised that they do not expect to receive Fobs until November 2022.

f) Water Resources & Quality Control*Geology Education Week*

The Secretary reported that Geology Education Week is taking place during the week of 24 October 2022. On 24 October 2022 Dr Brian Jones presented a one-day geology course to high school teachers, Water Authority, Department of Environment, and National Roads Authority staff. The course was well received. School visits to give geology lessons to high schools will take place during the rest of the week. This includes a geology lesson and a field trip for high school students at Layman E Scott High School in Cayman Brac on 26 October 2022. A press release was issued to announce the week, and, in the week, further media exposure is planned.

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



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Siemens Transformer Oil Spill at CUC Premises

The Secretary reported that further to updates provided to the Board in the earlier part of the year, Siemens provided a Draft Remediation and Post-Remediation Sampling Plan for the various elements of the remediation of the transformer oil spill at CUC that occurred in November 2020. The plan was developed by Elevar, the environmental consultant for Siemens. On 20 October 2022, the plan was reviewed and discussed with all stakeholders - Siemens, Elevar, CUC and Water Authority. The overall approach of the plan was accepted by all parties with a few clarifications and amendments to be included in the final plan. The plan provides a clear roadmap for further environmental testing and where necessary additional treatment to complete the remediation.

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



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Annual Staff Meeting

The Annual Staff Meeting (ASM) was held this year at the Harquail Theatre on 30 September 2022 after being delayed by the COVID-19 pandemic. It was attended by 115 staff members, roughly 82% of staff complement, including 7 from Cayman Brac.

A cultural performance was given by local poet/cultural performer, Nasaria Suckoo-Chollette, assisted by her husband, George Chollette. Other participants in the programme included the Water Authority Board Chairman, Mr Darrel Rankine, Minister the Honourable Mrs Julianna O'Connor-Conolly, and the Director, Dr Gelia Frederick-van Genderen.

A highlight this year was the team competition to assemble a water meter, accurately and in the fastest time. There were 5 teams of 8 persons participating on the theatre stage, to the delight of participants and audience alike.

CWWA's 18th High Level Forum (HLF-18) of Caribbean Ministers Responsible for Water The Secretary advised that she attended the HLF-18 at the Atlantis Resort, The Bahamas that was held in conjunction with the 31st Conference of the Caribbean Water & Wastewater Association. Further update on the meeting will be provided at the next Water Authority Board meeting.

Current Business

a) **Management Accounts August 2022.**

The Secretary reported that the financial statements for the eight-months ended 31 August 2022 were provided for members' review by the CFO.

In the presentation of the financial statements, sales continue to be strong, however with increasing operating and human resource costs it is within expectation that the profit for the year is down 21.2% from prior year.

Despite a 5.8% increase in sales the net income decreased by 24% over prior year as the cost of doing business has increased worldwide and across the island. Price

increases are reflected in all areas of the business, but notably in utility costs, gas prices and associated staff costs.

Operating repairs and maintenance increase is concentrated on emergency and routine sewer repairs (replacement on Slate Drive, manhole replacement, replacement on Camelot Dr, etc.). Administrative expenses increased by 11.1% which is consistent with prior months and within management expectation. The increase in information systems is the cost of the NetClues project and miscellaneous expense is high as the Finance Department inadvertently recorded a Jairam invoice to miscellaneous expense rather than to CIP. This anomaly has been identified, rectified, and will be reflected in the next month's financial statements.

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

The Authority's operating net income for the eight months ended 31 August 2022 is estimated at * and an overall loss of * after the health and pension provisions. The Health * and Pension * provisions are high level estimates as these numbers will only be finalised as part of the 31 December 2022 audit. Mr M Scotland sought clarity regarding the post-retirement healthcare liability carried by the Water Authority for different categories of employees. The CFO explained the differences between the non-defined benefits employees and the defined benefits employees with regards to post-retirement healthcare liability.

In summary, the Authority remains a robust and financially independent organisation with a strong operating income and cash reserves for essential capital and maintenance projects.

b) Trucked Water Rate Modification Proposal.

Members agreed to defer discussion on this item to the November 2022 Water Authority Board Meeting.

c) Request for Bill adjustment re Customer Account# *

The Secretary reported that on 16 September 2022 the Authority received an email from * requesting that consideration be given to adjusting her water bill. A copy of the correspondence and the report from Customer Service has been provided to members.

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

A review of the account was undertaken, and the Authority's findings are that the initial meter reading for the billing cycle for August 2022 that was read on 15 August 2022 was higher than normal. This triggered a Fail Audit inspection. The Fail Audit inspection was completed on 16 August 2022 at which time the meter reader noted: *"There is no movement on dial. The reading is correct"*.

The customer received a bill in the amount of \$908.29 for the period 12 July 2022 – 16 August 2022 (35 days). The daily average cost for this bill was \$25.95. The daily average consumption during this period was 3.8 cubic metres with a total of 133 cubic metres.

On 06 September a complaint of a high bill was submitted to Customer Service via email; a service order for an audit was created and arranged to assist the property managers with identifying any possible issues. The Utility Auditor met the property managers onsite. No movement on the meter dial was found, therefore, no possible leaks were identified. The option of meter testing was offered to the property managers, however they declined.

On 20 September 2022 one of the Water Authority's Customer Service Representatives contacted the customer and offered the option of having the meter tested. No response was received. The account was paid in full on 22 September 2022. On 07 October 2022 one of the Water Authority's Customer Service Representatives again followed up with the customer regarding having the meter tested; the customer declined the offer of testing the meter as '*...after speaking to a CSR*', the conclusion was '*that the meter was working fine*'. Due to the volume of water reflected on the August bill, the customer asked for consideration of a credit.

In summary, although the initial reading for the billing cycle for August 2022 was higher than normal, no movements were identified on the meter dial or any leaks during the Fail Audit inspection. There were also no issues identified during the Audit carried out by the Utility Auditor with the property managers.

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 meter is the instrument used by the Authority to measure all quantities of water purchased by the customer unless the meter is found to be over-registering. There were no errors in the calculation of the bill in question, accordingly, the bill is payable.

The Secretary respectfully sought the Board's decision on the request from the customer for consideration of a credit. Members able to vote agreed that the customer should be advised that they reviewed the request and decided not to discount or credit the bill as the Authority's records show that the bill is valid and payable. The customer's representatives declined to have the meter tested. All plumbing downstream of the meter is the customer's responsibility. 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.

Any Other Business

a) Vehicle Fleet Maintenance.

The matter of location for building of support infrastructure such as the Vehicle Fleet Maintenance Building was raised by Board members. The Secretary advised that the Business Case will look at the location options however there is considerable benefit to having the facility where a significant part of the fleet is operating.

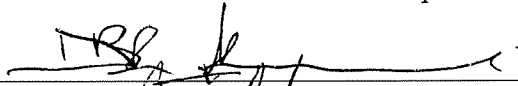
Donation Requests

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

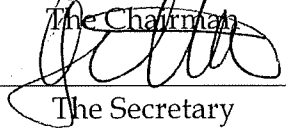
- a) *Ratify* - CI Cancer Society - Annual CB & LC Cancer Survivors Dinner & Stride Against Cancer.
- b) *Ratify* - Alex Panton Foundation - Symposium 2023.

There being no other business the Chairman thanked all members and guests for attending and the meeting was then adjourned at 11:18am.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

