

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 333rd Meeting held on 07 December 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>virtual</i> Mr G Ebanks Mr H B Ebanks Mr M Scotland Mrs I Simms Mr W Welcome
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr D Ebanks Ms A Owens Mrs L Ryan

Prior to the Call to Order, the Chairman welcomed Water Authority HoDs as well as the Executive Secretary to the Board's Christmas Luncheon. He then invited Mr M Scotland to bless the food and open the meeting with prayer. The Chairman took the opportunity to thank the Board and management for the successes and achievements of the Water Authority in 2022. After the meal, the Chairman and Board members wished all HoDs as well as the Executive Secretary the best for the Holiday Season as they left the luncheon. Mr N DaCosta left the luncheon and joined the Board meeting virtually shortly after.

Call to Order

The Chairman welcomed all members and called the meeting to order at 2:03pm after ascertaining that there was a quorum. The Chairman noted apologies for Mr D Ebanks, Ms A Owens, and Mrs L Ryan.

Confirmation of Minutes of the 332nd Meeting held on 23rd November 2022

The Minutes having been circulated and with amendments made, the Chairman asked for confirmation of the Minutes of the 332nd Meeting held on 23rd November 2022. Mr M Scotland then moved the motion to accept the Minutes as amended, 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

The Chairman revisited the matter of the book about the Geology of the Cayman Islands from the 23rd November 2022 Board Meeting Minutes. He noted prudence regarding the Water Authority purchasing a large volume of the books for resale to the public. Members discussed and agreed with the purchase of the books for donations to schools and Government organisations. Members discussed that having the book available for the general public to purchase would be helpful in sharing the knowledge/research studies about the geology of the Cayman Islands. The Secretary advised that the Water Authority will coordinate with the National Trust to have some books available for the public to purchase on a smaller scale and that the Water Authority itself will not be selling the books to the general public. Members noted and had no objections.

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

The Secretary reported that with the help of two men from the Cayman Brac Public Works Department assigned to the Water Authority to assist with traffic management, the significantly reduced New Works Pipelaying Crew continued pipelaying along Bight Road. By 26 November 2022 the crew had installed approximately 760 metres (2,500 feet) of 200mm (8-inch) pipe, 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). It is still anticipated that pipelaying will be completed to the in-line valve before the Christmas break (the last working day for the New Works pipelaying crew will be 16 December 2022).

The New Works Crew continued to assist the Cayman Brac Operations with leak detection on the water distribution system, mainly working at night, and repairs (on service lines only).

Unfortunately, the Assistant Operator-WS from Grand Cayman who is relocating with his family to Cayman Brac and who was to join the New Works Crew in Cayman Brac on 05 December 2022, tested positive for Covid. Consequently, he will not join the crew until at least one week later than planned.

Extension of Waiver of Connection Fees in Cayman Brac

The Secretary respectfully requested members' consideration regarding the extension of the waiver for connection fees for the Cayman Brac Piped Water Expansion Project up to Watering Point. The previous approval by the Water Authority Board at the 304th Meeting held on 13 November 2019 expired on 31 December 2021. The Secretary advises that, inadvertently, she overlooked making the request to extend the waiver for 01 January 2022-31 December 2022 and respectfully sought member's formal retroactive approval for that period. Going forward, members were respectfully requested to consider at least another 2-year period to 31 December 2024.

Members discussed and agreed to extend the waiver of connection fees in the main and side roads in the area up to Watering Place for the two-year period 01 January 2023 through to 31 December 2024. Members also retroactively approved the waiver extension for the period 01 January 2022 to 31 December 2022 as Board approval had been overlooked for this period. The motion for both decisions was moved by Mr N DaCosta, seconded by Mrs I Simms and passed unanimously by all members able to vote.

West End Water Works Pump House

During the first eleven months (January – November) of 2022 the total water sales in Cayman Brac were approximately 1.9% higher than during the same period last year. Pipeline sales were up 12.8%, but trucked water sales were down 13.8%, compared to the same period last year.

West End Water Works RO Plants

In November 2022 the overall water production in Cayman Brac averaged 543 cubic metres per day, which equates to approximately 71% of the overall water production capacity at West End Water Works.

Brac Bluff Water Works

The Secretary reported that there had been no further developments.

b) New Red Gate RO Plant – Update.

The Secretary reported that Ocean Conversion Cayman Limited (OCL)'s building contractor, Phoenix Construction, continued work on the foundation for the new Red Gate RO plant building with progress as follows:

- Foundations for the main building have been installed.
- Sub-floor masonry has been constructed and grouted to underside of ground floor slab level.
- Sub-floor pipework and duct routes have been installed.
- Compacted fill has been placed to ground floor slab level.
- Vapour membrane, reinforcement and formwork have been installed for the ground floor slab which is anticipated to be placed later this week.

Well drilling (for the feed water abstraction and brine disposal) is not expected to commence until mid-January 2023.

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

The Secretary reported that during the week of 28 November 2022 week two containers with the sections for the aluminium geo-dome roofs, shipped from Spain, arrived on island. The shipment of the steel tank panels, from China, has been delayed through transit points and is not expected to arrive in Cayman until mid-December 2022.

As reported previously, due to the shipping delays, Jairam Ltd, the contractor for the supply and erection of two bolted steel tanks for water storage at the North Side Water Works, temporarily ceased all activities at the site, and will resume work after the Christmas break on 03 January 2023.

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

31 December 2021 Non-Defined Benefits (DB) Employees Post-Retirement Healthcare
The Secretary reported that there was nothing new to report.

31 December 2022 Audit of Consolidated, Island, & Divisional Statements

The Secretary reported that interim work for the 31 December 2022 audit continues with the audit of IT controls. The Audit Kick-off meeting with KPMG, OAG, the Director, Deputy Director, and CFO from the Authority is scheduled for 12 December 2022. The Finance Department is prepared and ready for when KPMG comes on site.

Annual Report 2022

The Secretary reported no further updates from previous report.

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

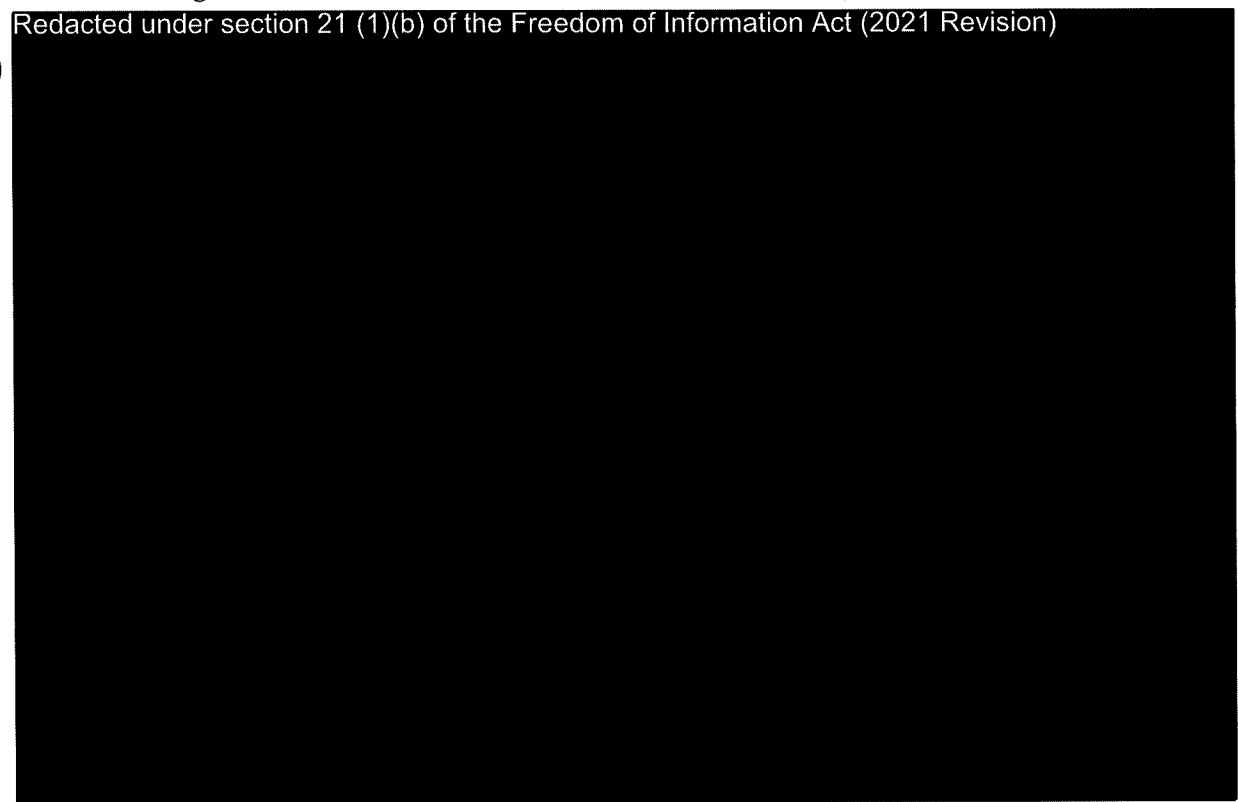
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g)



Department Updates

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b) Engineering Services

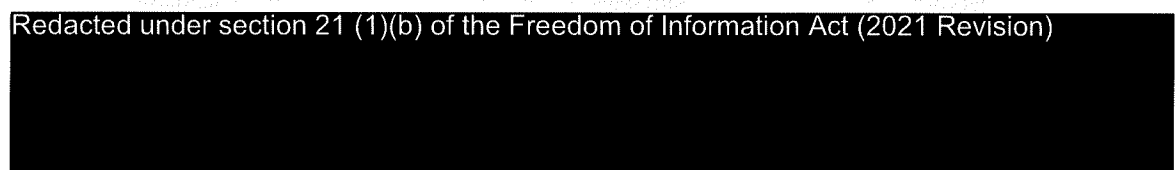
1) Engineering

The Secretary advised that the installation of the SPiDER web viewer is proceeding, albeit at a much slower rate than originally envisaged. The IT team is liaising closely with the CUES specialists to get everything installed. Several errors were found which the CUES team is currently working to resolve on their end. All programmes have been installed and all raw data is now hosted on the Water Authority' IT system. As soon as the errors have been resolved, the data will be available for viewing.

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Valve Exercise Programme - The Engineering Services Department is preparing the contract documents to uncover and raise 400+ valves which have been covered over by the NRA's extensive paving programme in 2021 and 2022. A standard detail drawing and specification has been prepared for internal review, and a preliminary cost estimate will be prepared soon. Ideally this project will be started in early 2023 and be completed before the end of May (the start of the 2023 hurricane season).

2) *New Works Division*

As reported previously, pipelaying along the new section of the Linford Pierson Highway was temporarily halted, as the NRA was still working on the construction of the new roundabout and the preparation of the new road northwards along Bobby Thompson Way towards Smith Road. Pipelaying at the roundabout resumed during the week of 21 November 2022.

The crew installed approximately 100 metres (350 feet) of 300mm (12-inch) pipeline at the new Bobby Thompson Way roundabout up to the next in-line valve/washout installation. The entire pipeline section, approximately 765 metres (2,500 feet) of 300mm (12-inch) pipe, from the Agnes Way roundabout to this in-line valve will be tested/disinfected and flushed by the end of this week and will be tied-in soon thereafter. Thereafter, the new Buttonwood development can be connected.

The New Works pipelaying crew also installed approximately 80 metres (250 feet) of 300mm (12-inch) pipe from the aforementioned 300mm in-line valve/washout installation at the Bobby Thompson roundabout towards Rene Hislop's warehouses (heading towards Outpost Street). It is anticipated that this entire pipeline section (totalling 120 metres (400 feet) of 300mm (12-inch)) will be installed, tested, and disinfected before the Christmas break (the last working day for the New Works pipelaying crew will be 16 December 2022). Additionally, a 200mm (8-inch) pipeline will be installed from the roundabout towards the south (Fern Circle).

The crew completed the installation/testing/disinfection/flushing of approximately 140 metres (450 feet) of 200mm (8-inch) pipeline and 15 metres (50 feet) of 100mm (4-inch) pipeline along Lake Destiny Drive (near Cox Lumber, Bodden Town). They also carried out temporary cold mix reinstatement where they cut across an existing section of road (for a 100mm (4-inch) branch to a future side road).

3) *Water Distribution & Treatment Division*

Leak detection investigations continue along Water Cay Road, Sand Point Road and Finger Cay, and additional leaks have been identified along these roads.

Work along Marina Drive, comprising relaying of approximately 1,200 metres (4,000 feet) of 150mm (6-inch) pipe, has been halted until the leak location and repair work near Water Cay Road has been completed, and will now resume in early 2023.

On 30 November 2022 Operations-Water Supply commissioned (disinfected, flushed and connected) the last phase of the Periwinkle Development in Grand Harbour) including the installation of water service lines to fourteen individual lots.

As reported previously, Operations-WS installed service lines to thirty-four individual lots at the first phase of the new sub-division for Charles Watler off Beach Bay Road. On 19 November 2022 a contractor installing electrical lines damaged the 6-inch water main, and the water supply to the development was shut off. The contractor has now completed all utility installation work and repaired the pipeline. Pressure testing of the entire pipeline within this phase of the sub-division began on 30 November 2022.

Four new DMA units were received on 01 December 2022. At least three of the units will be installed right away and it is expected that all units will be in service by the end of December 2022.

During the first eleven months (January - November) of 2022 the total water sales on Grand Cayman were approximately 2.8% higher than during the same period last year.

4) *Water Production Division*

Samples for detailed testing of the LVRO Plant's feed well were taken on 01 December 2022 to collect data on TDS, TSS and Biological Activity Reaction Test (BART). The sample test results are awaited.

5) *Wastewater Collection & Treatment Division*

In November 2022 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on eight days (or 26.6% of the time). The average daily wastewater inflow from West Bay Road during November 2022 was 2.30 mgd (or 92% of the design treatment capacity). This is approximately 18.7% less than the average influent measurement during the same month in the previous year (2.83 mgd).

Last week SanPik Contracting Cayman Ltd completed the replacement of a main line manhole north of Governor's Square, on the east side of West Bay Road. Additionally, a 200mm (8-inch) diameter HDPE pipe was used to line the 250mm (10-inch) diameter Vitrified Clay gravity sewer between this manhole and the upstream manhole further east, eliminating the groundwater infiltration in this pipeline section.

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6) *Cayman Brac Water Works*

Updates under Current Business on the Agenda.

c) Customer Service

Customer Statistics

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

	Jan22	Feb22	Mar22	Apr22	May22	Jun22	Jul22	Aug22	Sep22	Oct22	Nov22
GCM piped water	19,828	19,859	19,884	19,928	20,006	20,094	20,121	20,207	20,276	20,316	20,340
GCM Septage	9	9	9	9	9	9	9	9	9	9	9
CYB Trucked	704	685	688	715	726	676	666	465	489	665	453
GCM Sewer	467	471	472	472	474	474	470	472	472	482	478
CYB piped water	446	448	453	457	460	460	462	474	476	476	475

There were 340 accounts disconnected in November 2022 of which 296 were reconnected. There are currently 145 agreements outstanding for a total of \$153,187.82. As usual practice, no disconnections are scheduled in December.

Customer Portal

The Secretary advised that the Customer Service Manager had returned to work (remotely for the remainder of December 2022). The Customer Service (CS) and Information Services (IS) Departments met on 30 November 2022 to review the NetClues portal. During the meeting it was determined that there are still some adjustments required but these appear to be mostly related to terminology and consistency rather than functionality. The IS Department is currently having comprehensive testing completed by CS and Finance over the next week to be able to accept the portal. After that process is completed, the departments will agree on a roll-out date.

Call for your Balance

The Secretary reported that for the month of November 2022, the system handled 856 calls. The highest number of calls were 97 received on 15 November 2022.

Promotions

Promotion is ongoing regarding 'do not restrict access to the meter' as recently the Meter Readers have been finding a lot of issues with customers restricting access to meters by way of fence construction.

Review of the promotion of 'Cayman Brac Piped Water being cheaper than trucked water' is underway based on the Water Authority Board's suggestions from the November 2022 Board meeting.

d) Human Resources

Recruitment & Staffing

The Secretary reported that the successful candidate for the Operator-Wastewater Treatment start date is pending WORC approval. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Interviews were held for the Senior Operator-WWTP, a job offer was made, and we are awaiting the candidate's decision. Interviews were held for Lab Technologist and Lab Technician I / II and the selection process is ongoing.

The transfer of the Assistant Operators-WS in Grand Cayman to the position of Assistant Operator-NW (CYB) has been delayed due to COVID-19. The due diligence process is ongoing by HR for the two candidates who accepted the Labourer-NW (CYB) positions.

Interviews were held for the Learning & Development Coordinator during the week of 05 December 2023. Recruitment for the Civil Engineer and Assistant Operator-WW and WS positions are ongoing.

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 celebratory event originally planned for 01 December 2022 to provide an opportunity to meet the 4 successful recipients of the grants from the Authority's Scholarship funds that were donated to institution in 2020 to assist students in STEM-related subjects, has been postponed to early in 2023.

[REDACTED under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)]

COLA

The second cost of living adjustment (COLA) of 2.5% for non-executive (HOD) personnel was made and will be paid out to eligible employees in the December 2022 payroll.

COVID-19

The Secretary reported that on 06 December 2022, 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 23 November 2022 Board meeting as indicated in the report provided to members.

e) Information Services

Telephone System Upgrade

The Secretary reported that the upgrade continues to progress well. There remain several outstanding issues to be resolved by Mitel/Flow. All the programming on the old system has been installed in the new one, the next step after the outstanding issues are resolved will be to change the old handsets for new handsets and redirect them to the new PABX. All the voice prompts, caller greetings etc. will remain the same. The users will have a new handset however all incoming and outgoing calls would appear the same to them. Pending resolution of the outstanding issues, the IS Department will be in the position to facilitate the changeover the weekend of 16 December 2022.

The next phase will be to roll out the additional features such as the Mitel MiCollab and softphones.

Building Access Control

The Secretary reported no change regarding the delivery of the Fobs from reported at the November 2022 meeting.

f) Water Resources & Quality Control

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During the period 28 - 30 November 2022, Mitzi Miller of MQC conducted the internal lab audit for 2022, this audit is an accreditation requirement. She found 10 deficiencies, which were relatively minor and more of a practical rather than structural nature. The Lab will have to address these, but it is not expected to be onerous.

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g) Director's Office

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

The Secretary advised that there nothing new to report.

Water Authority's 40th Anniversary in 2023

The Secretary advised of the following updates regarding activities and events surrounding the Water Authority's 40th Anniversary in 2023:

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Current Business

a) Management Accounts October 2022.

The Secretary reported that due to the short timing between the November and December Board meetings (two weeks) the 31 October 2022 Management Accounts are not yet completed. Regular reporting will continue in January 2023.

Any Other Business

a) Special Board Meeting to review/discuss responsibilities under Public Authorities Act (PAA).

The Chairman explained that he asked for this item to be placed on the agenda. He noted that as members have been working together as a Board over the last year and have a good understanding of the Water Authority's function, he felt it would be a useful exercise for the voting members to meet to review and discuss the Board's responsibilities under the PAA and Procurement Act. Mr W Welcome advised that the DG's Office provides familiarisation sessions for new board members of Public Authorities that cover both pieces of legislation. He promised to reach out to the DG's Office to enquire about when the sessions will be available again. Members were invited to familiarisation sessions during the 4th quarter of 2021, but the uptake was minimal likely due to the re-emergence of COVID-19 in September 2021.

b) Building Resilience (as we grow) – A strategic goal and priority.

The Chairman explained that the Water Authority's theme at the last ASM was one that he believed the Water Authority should take on as a strategic goal and a priority. Members agreed and the Secretary confirmed that the theme would be used as focal point in the preparation of the Water Authority's 2024-2025 budget cycle when the 10-year development plan is revised during 2023. The plan will include a focus on the development of human resources as well as the physical plant of the Authority's operations.

c) Key Performance Indicators (KPIs') implementation.

The Chairman noted that the presentation of KPIs would be helpful for members to monitor performance in key areas of the Authority's operations and had been

mentioned at the Brac Board meeting in October 2022. The Secretary reported that the CFO and herself have been working on preparing a KPI sheet to capture some of the data reported on during Board meetings. The data will be visual, will provide a quick update on key indicators over time, and will help to reduce time spent giving verbal updates. This is the first step in a comprehensive benchmarking exercise using criteria relevant to the Water Authority from the American Water Works Association Utility Benchmarking for performance management of water and wastewater utilities. The initial KPI sheet will be presented at the January 2023 meeting and will be flexible and adjusted over the course of the next couple of months based on feedback from the Board.

The Water Authority is a member of the Caribbean Water & Sewerage Association Inc (CAWASA), a regional organisation of water utilities dedicated to serving the growth and development of its members. CAWASA also plans to introduce a utility performance benchmarking programme between its member utilities in the near future.

d) Staff Engagement Survey.

The Chairman explained that he believed that this would be a useful exercise to gauge employees' perspective on their work environment, training, well-being, communication, motivation, etc. The Secretary advised that she will work with the CHRO to carry out a Staff Engagement Survey in 2023. The CHRO is familiar with various tools and options to carry out such surveys. The results will be helpful in identifying areas/issues that the Water Authority can address to improve engagement and show areas the organisation is doing well in. Mr W Welcome noted that the Portfolio of the Civil Service utilises a standard staff engagement survey for Civil Servants and suggested the Authority may consider enquiring about utilising what they have.

e)

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- f) **Water Connection for Agricultural Land Lease Programme - Ministry of Planning Agriculture, Housing, & Infrastructure (PAHI).**
The CO (Acting) from Ministry of DAL, asked to note the above item as a request is expected to come to the Water Authority Board regarding the extension of the public water supply to the area slated for the Agricultural Land Lease Programme. As the area is likely over the East End freshwater lens, the Secretary suggested it may be less expensive to utilise the groundwater under controlled management. Mr W Welcome advised that he will suggest that the Project Leader in the PAHI Ministry contact the Water Authority to discuss.

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* - Cayman Airways - Christmas Function.
- b) *Ratify* - Public Works Dept - Christmas Function.
- c) *Ratify* - Cayman Airways - Cayman Brac Staff Party.
- d) Ministry of PAHI - National Housing Development.
- e) Academy Sports Club - Super League.
- f) Special Olympics Cayman Islands - 12th Annual Golf Classic.
- g) Cabinet Staff Christmas Function.

There being no other business the Chairman thanked all members and guests for attending and the meeting was then adjourned at 4:20pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary