

CONFIDENTIAL



Water Authority of the Cayman Islands

**Minutes of 334th Meeting held on 19 January 2023
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road**

Members Present:

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

Call to Order

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

Confirmation of Minutes of the 333rd Meeting held on 07th December 2022

The Minutes having been circulated, the Chairman asked for confirmation of the Minutes of the 333rd Meeting held on 07 December 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.

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 in early December 2022 (up to 16 December 2022, the start of their Christmas break), the New Works Pipelaying Crew installed a total of 165 metres (540 feet) of 200mm (8-inch) pipe along the main road to Blazer Drive. Last week they installed the in-line valve/washout etc at Blazer Drive (Watering Place).

The crew installed 1 water meter in early December 2022 and another 4 water meters during the week of 09 January 2023.

During the week of 09 January 2023, the Assistant Operator-WS, who relocated from Grand Cayman, joined the New Works Crew in Cayman Brac. During the Christmas period he worked with the Cayman Brac Operations assisting the water truckers with water deliveries. One additional labourer joined the crew on 09 January 2023 and another one on 16 January 2023. The crew now comprises 6 full-time members.

West End Water Works Pump House

In 2022 the total water sales in Cayman Brac were approximately 0.1% less than 2021. Pipeline sales were up 9.6%, but trucked water sales were down 14.0%, compared to the previous year.

West End Water Works RO Plants

In December 2022 the overall water production in Cayman Brac averaged 596 cubic metres per day, which equates to approximately 77% 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 (OCC)'s building contractor, Phoenix Construction, continues work on the foundation for the new Red Gate RO plant building with progress as follows:

- Foundations and ground floor slab have been constructed.

- The first lift of the reinforced concrete columns has been placed.
- Masonry construction has commenced, with the CMU infill for the first 5 no. courses placed on 09 January 2023.

Well drilling (for feed water abstraction and brine disposal) is not expected to commence until March 2023.

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

The Secretary reported that during the week of 09 January 2023 two containers with the sections for the aluminium geo-dome roofs were delivered to the North Side Water Works

The shipment of the steel tank panels, from China, arrived on island, and has been delivered to the North Side Water Works.

Jairam Ltd, the contractor for the supply and erection of two bolted steel tanks for water storage at the North Side Water Works, remobilised on site in preparation for the installation of the tank segments.

d) 31 December 2022 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 the Audit kick-off meeting was held on 12 December 2022 with representatives from KPMG, the Office of the Auditor General (OAG) and Water Authority in attendance. KPMG formally introduced the new audit manager, and partner on the engagement. The Finance Department received the PBC (Provided by Client) listing from KPMG and is working through the requested documents. As it is still early in 2023 many of the documents cannot be completed until late January/early February until all the 2022 invoices are received, etc. The Secretary reported that the Finance Department remained on target to meet the 28 February 2023 reporting deadline and will keep the Board apprised of any challenges as they arise.

Annual Report 2022


The Secretary reported that the 2022 Annual Report is being drafted and a solid draft will be made available to the OAG and KPMG by the 28 February 2023 deadline for 2022 reporting.

2022 Entire Public Sector (EPS) Consolidation Package

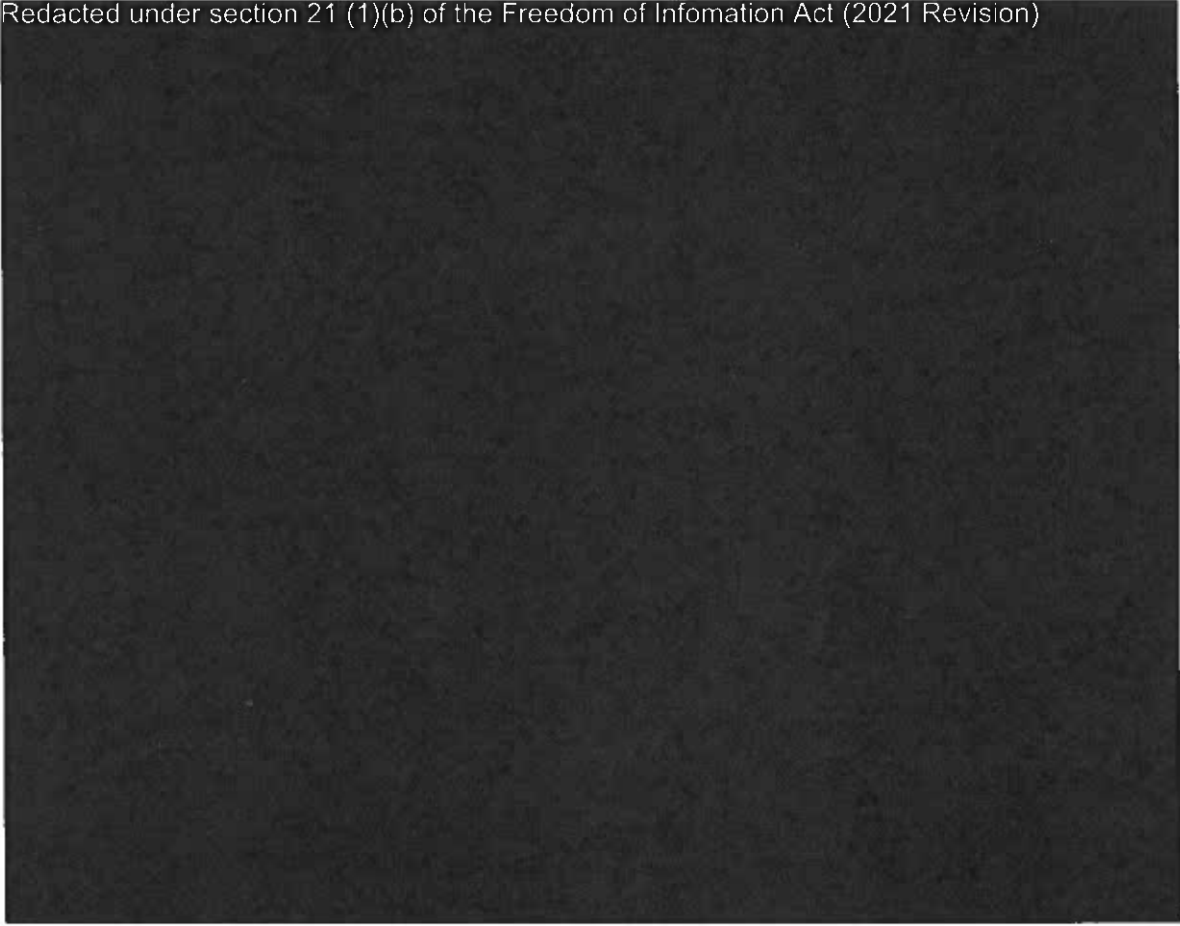
As part of the 31 December 2022 audit/year-end, the Government Treasury Department provided the annual submission list. This request was received on 17 January 2023 with a reporting deadline of 03 March 2023. The Authority will

initially concentrate on the audit working papers and upon completion will work on the EPS submission to meet the 03 March 2023 deadline.

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



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



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



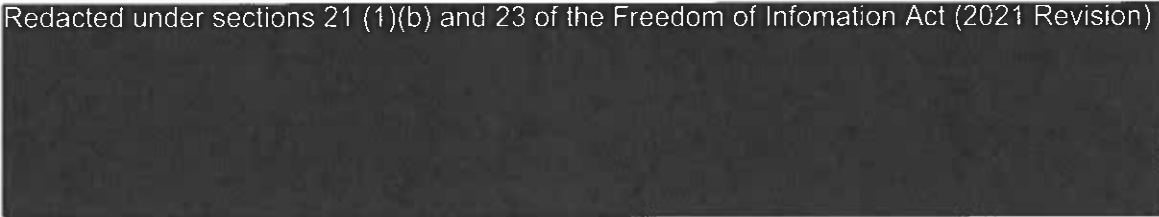
g) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



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



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



Department Updates

a) Finance

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



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



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



b) Engineering Services

1) *Engineering*

The Secretary advised that the installation of the SPiDER Webviewer is now complete. All the data related to the manhole inspections is stored on a single computer that any user can log into to use the viewer and access the data. The next steps are to link the SPiDER Camera files and MACP (Manhole Assessment Certification Protocol) reports to the ArcGIS dataset and to arrange training for the Authority's staff on how to manipulate and use the captured information to full effect.

North Side Water Works Chemical Storage – no change in status from the December 2022 update.

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



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



Valve Exercise Programme - no change in status from the December 2022 update.

2) *New Works Division*

In early December 2022 the crew installed 75 metres (240 feet) of 300mm (12-inch) pipe at the new Bobby Thompson Way roundabout, towards Rene Hislop's warehouses (heading towards Outpost Street).

Unfortunately, the pressure test of approximately 765 metres (2,500 feet) of 300mm (12-inch) pipe, from the Agnes Way roundabout to this in-line valves at the new Bobby Thompson roundabout failed. After unsuccessful attempts to locate the leak/s the decision was taken to split the pipeline into two halves. To date, after extensive investigative work, 6 leaks have been identified on the eastern half of this pipeline section, all appear to be a manufacturing issue at the bell end of the pipe causing the gasket to either unseat during pipe insertion or small pieces of plastic were found stuck behind the rubber gasket thus preventing a watertight seal. Additional repair couplings have been ordered, which are expected to arrive on island by the end of January 2023, after that the repairs can be completed.

3) *Water Distribution & Treatment Division*

The Secretary reported that on 06 January 2023 the leak repairs along Sand Point Road were completed: approximately 45 metres (150 feet) of 150mm (6-inch) water mains were re-laid. Additional leak investigations have determined that there is another leak within a 50 metres (160 feet) long section of 200mm (8-inch) water mains just west of the Sand Point Road/Water Cay Road intersection. Work to relay this section started on 16 January 2023.

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

On 18 December 2022 Operations installed one new DMA unit at Agricola Drive (Lower Valley) and on 06 January 2023 another one was installed at the Poindexter Roundabout. On 15 January 2023 another unit was installed at the Poindexter Road/Shamrock Road intersection.

On 19 December 2022 Operations-Water Supply commissioned (disinfected, flushed and connected) the last phase of the Stepping Stones development (Off Frank Sound Road) including the installation of water service lines to seventeen (17) individual lots.

On 09 January 2023 Operations-Water Supply commenced the installation of service lines to the next phase (Phase 3) of the Lookout Gardens development (comprising 41 individual lots).

In 2022 total water sales on Grand Cayman were approximately 3.8% higher than in 2021.

4) *Water Production Division*

Samples for detailed testing of the LVRO Plant's feedwell were taken on 01 December 2022 to collect data on TDS, TSS and Biological Activity Reaction Test (BART). However, because of unforeseen staff shortages due to annual, sick, and special leave, as well as the audit the Lab was not able to complete the necessary tests as requested. The tests will be repeated.

5) *Wastewater Collection & Treatment Division*

In December 2022 the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was not exceeded on any day. The average daily wastewater inflow from West Bay Road during December 2022 was 2.09 mgd (or 84% of the design treatment capacity). This is approximately 17.7% less than the average influent measurement during the same month in the previous year (2.54 mgd).

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



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

6) *Cayman Brac Water Works*

Updates under Current Business on the Agenda.

c) **Customer Service**

Customer Statistics

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

	Jan22	Feb22	Mar22	Apr22	May22	Jun22	Jul22	Aug22	Sep22	Oct22	Nov22	Dec22
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	20,429
GCM Septage	9	9	9	9	9	9	9	9	9	9	9	9
CYB Trucked	704	685	688	715	726	676	666	465	489	665	453	518
GCM Sewer	467	471	472	472	474	474	470	472	472	482	478	476
CYB piped water	446	448	453	457	460	460	462	474	476	476	475	478

As usual practice, there were no disconnections in December 2022. There are currently 103 agreements outstanding for a total of \$124,181.41.

Customer Portal

The Secretary advised that following comprehensive testing of the beta version of the customer portal in November and early December, the Information Systems (IS) Department submitted a very detailed document to Netclues on 14 December 2022. This document further finetuned the functions of the portal and included commentary from both Customer Service (CS) and Finance. The CS Manager met with the (IS) Department on 11 January 2023 to assess status of fixes required. Currently the Authority is awaiting an update on one issue from Cogsdale and several fixes from Netclues to sign off and agree on a roll-out date.

Call for your Balance

The Secretary reported that for the month of December 2022, the system handled 947 calls. The highest number of calls were 76 received on 12 December 2022.

Promotions

The Secretary reported that a "Customer Information Drive" is on-going. Customers are being reminded of the need to keep their information updated with the Authority and if there have been any changes, they should inform the Authority of those changes now. Mediums being used include radio ads, website, social media,

bill message and lobby tv. CSRs are also instructed to remind customers as they interact with them over the next month.

Mr N DaCosta left the meeting at this point to re-join virtually very shortly thereafter.

d) Human Resources

Recruitment & Staffing

The Secretary reported that the temporary work permit for the successful candidate for the Operator-Wastewater Treatment was approved and she is expected to arrive on island on 27 January 2023 and commence work on 01 February 2023. The Operations Manager-WW has tentatively accepted the position, but HR awaits his firm decision after his visit to the island and tour of facilities, which took place 13 January 2023. The successful candidate for the Senior Operator-WWTP position is expected to start 06 February 2023 pending work permit application.

Two Lab Technologist positions were filled, one is an internal promotion effective 01 January 2023 and the second is a young Caymanian who commenced work on 03 January 2023.

Two Lab Technician I's accepted the positions with one commencing to work on 03 January 2023 and the other successful candidate is expected to start work on 01 February 2023.

Two successful candidates for the Labourer-New Works (CYB) positions commenced working this month, one started on 09 January 2023 and the other started working on 16 January 2023.

Interviews were held for the Learning & Development Coordinator and the selection process is ongoing. Recruitment for the Civil Engineer, Graduate Engineer, and Assistant Operator-WW and WS positions are ongoing.

Recruitment for temporary coverage for the Corporate Communications Officer while she is on maternity leave is 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.

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



Scholarship Programme

The Secretary reported that the three current scholarship recipients - D'Vonte Joseph, Alexander Elias, and Levi Superville are all at university and appear to be progressing well, though no grades have been received for the Fall 2022 semester.

The online application process has been activated for the Water Authority's 2023 Scholarship. The deadline for scholarship applications is 28 February 2023.

COVID-19

The Secretary reported that as of 16 January 2023, 0.7% of employees were COVID-19 positive.

Job Evaluation –Portfolio of Civil Service.

No further information.

FOI updates – One new FOI question was received since the 19 January 2023 Board meeting as indicated in the report provided to members.

e) Information Services

Telephone System Upgrade

The Secretary reported that Cable & Wireless (C&W) set up a special testing Session Initiation Protocol (SIP) trunk for the Water Authority the night of 16 January 2023. The data captured by the test calls is still being analysed and further testing is expected to be carried out during this week of 17 January 2023. C&W suspects that faulty equipment in the hardware at C&W International Exchange may be causing the issues. The Commercial staff at C&W are pushing their Engineering staff to complete the cutover as soon as possible, but the Engineering staff are pushing to have the problem rectified rather than just putting Water Authority on a temporary solution.

Building Access Control

The Secretary reported that the delivery of the FOBs is now mid-February 2023.

f) Water Resources & Quality Control

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



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



Environmental Impact Assessment – East West Arterial

In October 2019 the Water Authority was appointed by the National Conservation Council (NCC) as a member of the Environmental Assessment Board (EAB) for the proposed Environmental Impact Assessment for the East-West Arterial Extension. Other EAB members are the Department of Environment (chair), the Department of Planning and the Public Works Department's Major Project Office. The proponent of the road project is the National Roads Authority. The EIA is conducted under the provisions of the National Conservation Act.

The road project comprises the extension of Rex Crighton Boulevard from Hirst Road to Frank Sound Road. The NCC determined that an EIA is not required for the first phase from Hirst Road to Woodland Drive, but that it is required for phases 2 and 3, which are from Woodland Drive to Lookout Road and from Lookout Road to Frank Sound Road respectively. Whitman, Requardt and Associates (WRA), a US based engineering, architectural, construction management and environmental firm, has been selected as the consultant. They provided the draft Terms of Reference (TOR) for review by the EAB. The EAB submitted its comments to WRA by 13 January 2023.

Areas of focus for the Water Authority are impacts on groundwater and especially on the Lower Valley and North Side freshwater lenses.

Environmental Impact Assessment – Integrated Solid Waste Management System

In December 2022 Dart commenced the hydrogeological investigation for the EIA for the Integrated Solid Waste Management System. The project includes an Energy Recovery Facility to burn waste to generate electricity. This facility will use groundwater to cool the generators. The hydrogeological investigation determines the feasibility and impacts of using groundwater for cooling purposes.

Dart has brought in Brewster Well Drilling from Canada to conduct the drilling of the test wells and to collect geological samples. The Water Authority observed the drilling in December 2022 and were satisfied that the company had good equipment and competent staff to do the drilling.

Randyke Gardens – onsite wastewater treatment plants not being maintained.

During the week of 09 January 2023, the Water Authority became aware that the onsite wastewater treatment systems at the Randyke Gardens Development have not been maintained since July 2022. This has now resulted in a wastewater overflow of one of the 8 systems resulting in a public health hazard.

Unfortunately, this is a repeat of earlier episodes of a non-functioning strata that does not pay service providers for upkeep and maintenance of the onsite wastewater treatment systems.

The wastewater issues go back to 1992 when a substandard onsite wastewater treatment system led to a host of issues. In June 2007, after several wastewater crises Government financed the replacement of the failing wastewater collection and treatment system at \$440,000 and directed the Authority to manage the contract for the provision and installation of the new system. The system became operational in December 2007 and, after being operated successfully for 1 year by the Authority, was handed over to the Strata.

Due to the Strata's lack of funds to pay service providers and CUC the systems were not operated and fell in disrepair. This again became a crisis in 2011, but it was hard to resolve as the Strata was not functioning. The Notices of Violation issued by the Water Authority were ignored and when the matter was referred to the Ministry for prosecution, Government decided that it would be better to assist the Strata with the necessary repairs to the systems, with the understanding that upon completion of the repairs the Strata would again be responsible for operation and maintenance of the systems. The Authority managed and executed the necessary repairs at a cost of \$90,000 (\$40,000 provided by Government and balance of \$50,000 provided by the Authority), and after one year of operation the system and responsibility for maintenance was handed back to the Strata.

Staff from the Water Resources Department will collect more details and the Strata will be notified of the public health issues and their responsibility to address the situation. Members discussed the situation and subsequently, Mr W Welcome requested that the Water Authority prepare briefing notes so that the Minister and Cabinet could be informed of the situation.

g) Director's Office

Review of proposed Water Sector Regulation (Licences and Fees) Regulations, 2022
The Secretary advised that there is 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:

- *Announcement*
The Water Authority's 40th Anniversary Celebrations was announced via a press release that shared the anniversary's logo and theme and outlined some of the key events coming up in the year.
- *Church Service*
As requested by the Board, the Authority commenced the yearlong 40th Anniversary celebrations with special church service at the Red Bay Church of God (Holiness) on 15 January 2023. Honourable Minister, Board members, staff, and the public were invited to attend the service. The service was broadcast live over Radio Cayman. The Minister responsible for the Water Authority, the Honourable Juliana O'Connor-Conolly gave remarks and prayed for the Authority and its staff. Minister Carlson Benjamin gave a very relevant, energising and timely message on the value of water to life and the value of the spiritual everlasting water of life. The theme of his sermon was "Do you want a drink?". Members noted that earlier notice of the event would have been helpful. The Secretary apologised and explained that she reached out to make arrangements in December 2022 but due to the holidays it was not possible to coordinate with the Church until January 2023 and the timeframe to secure the Minister for the service was very narrow.
- *January Community Service*
The Water Authority's first community service activity will support the Meals on Wheels Change for Change Coin Drive on 27 January 2023. Staff signing up will collect donations on behalf of the charity for 2 hours.
- *UN International Day for Women & Girls in STEM/Science*
This is a brunch format for women in STEM/Science related careers and girls who are studying STEM subjects. Unfortunately, the desired keynote speaker is not available due to health reasons and the format has been changed to panel discussion with senior women in STEM careers as well as a junior panel discussion with young ladies who are focussing on STEM subjects. The invites will go out before the end of this week to women and young ladies throughout relevant organisations and high schools. The Honourable Minister responsible for the Water Authority has also agreed to give remarks. The function will be held on 11 February, 10am-2pm at the Kimpton.
- *Other Upcoming Activities*
The Committee is preparing to update artwork in the lobby, launch the children's art competition, and coordinate the RO Plant and WWTP tour video.
- *Water Filling Stations for Government Primary Schools*

As agreed at the December 2022 Water Authority Board meeting, the Water Authority is working with the Department of Education to coordinate the donation of water filling stations at all Government Primary Schools as well as suitable, reusable plastic water bottles for each of the 2,688 students at the schools.

- *Posterity/Legacy Donation*

Discussions about the design of an education pavilion in a section of the Children's Garden of the QEII Botanic Park remain ongoing. The Water Authority's Engineering Services Department has identified suitable water bottle refill stations to be situated around the Children's Garden.

- *Cayman Brac High School Laboratory Donation*

The Authority has received all of the equipment for the Layman E Scott High School's laboratory. The presentation will be scheduled to coincide with the Brac Customer Appreciation Day.

- *Gala*

The Committee has commenced planning for the Gala at the Kimpton Seafire.

CWWA's 18th High Level Forum (HLF-18) of Caribbean Ministers Responsible for Water

The Secretary advised that topics covered during the meeting included review of the "*Regional Strategic Action Plan for the Water Sector in the Caribbean to Develop Resilience to the Impacts of Climate Change*" (RSAP). Funding is mainly through CDB and IDB. RSAP is built on work and studies carried out in the Caribbean and extensive consultation with national and regional water sector stakeholders. The RSAP is a response to the myriad of common challenges facing the Caribbean Water Sector and to identify the major challenges facing the sector. Cognisant of the challenges and grounded in the regional realities, the RSAP sets out a framework of action, at the national and regional levels. The 5 pillars are:

1. Water sector governance
2. Climate informed decision support
3. Climate-resilient water resources management
4. Climate-resilient water service provision
5. Capacity building and public sensitisation to build climate resilience

CWUIC was presented and discussed extensively as it is one of the products identified through RSAP as needed for the Caribbean water sector. CWUIC is a tool to provide parametric insurance for water utilities through the CWUIC programme as previously explained to the Board. It is expected to create a centre of excellence for disaster risk finance and will support water utilities in the Caribbean in increasing their resilience to natural hazards.

In relation to the RSAP, there was a presentation on the Global Non-revenue water (NRW) issue and how reducing NRW can help the world mitigate and adapt to climate change.

There was discussion and a presentation on a data sharing platform for water utilities in the Caribbean with the goal to implement a technological pilot programme for Caribbean water utilities to be able to share and access information on spare parts and supplies in real time. The idea is that this technology will help with decision making as well as potentially carve a way to pool procurement in the region through a technology platform. Presentation demonstrated AURSI, a unique platform for expediting emergency mutual aid among utilities that is used in the USA.

Current Business

a) **Management Accounts November 2022.**

The Secretary reported that the CFO was pleased to present the 30 November 2022 management accounts. Members were reminded that these statements are in draft form as the Finance Department works towards completing the 2022 reporting.

The Authority is in a solid financial position to end the 2022 financial period with a strong net income despite significant rising business costs. A 14.8% increase in sales is offset by increasing administrative and operating expenses, (18.5% and 6.4% respectively).

Operating repairs and maintenance increase is concentrated on emergency and routine sewer repairs (replacement on Slate Drive, manhole replacement, replacement on Camelot Drive, etc.).

Administrative expenses increased by 6.4% which is consistent with prior months and within management expectation.

The Authority's operating net income for the eleven months ended 30 November 2022 is estimated at [REDACTED] with an overall comprehensive income of [REDACTED] the estimated health and pension provisions. The Health and Pension [REDACTED] provisions are high level estimates as these numbers will only be finalised as part of the 31 December 2022 audit.

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

The Secretary reported that on 09 December 2022 the Authority received an email from [REDACTED] requesting that

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

consideration be given to adjusting her 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 November 2022 that was read on 22 November 2022 was higher than normal. This triggered a Fail Audit inspection. The Fail Audit inspection was completed on 24 November 2022 at which time the meter reader noted: *"There is movement on the dial. I knocked on the door and customer did not answer. The valve is turned off in the meter box. A notice was left on the door. Video was sent to GM."* The Metering Supervisor contacted the customer and informed him of the movement on the meter dial which was indicative of a possible leak.

The bill was issued on 30 November 2022 and the customer received a bill in the amount of \$1,257.63 for the period 26 October 2022 to 25 November 2022 (30 days). The daily average cost for this bill was \$41.92. The daily average consumption during this period was 6.2 cubic metres with a total of 187.0 cubic metres.

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

On 09 December 2022 the customer confirmed via email that a major leak was identified thankfully due to the Meter Reader's diligence, or the bill would have been significantly more. The necessary repairs were completed by the customer; however, a discount is being requested due to [REDACTED] being *'a senior citizen and doesn't have a monthly income or retirement'*.

In summary, the Authority informed the customer via phone as soon as evidence of a possible leak was identified on 24 November 2022. Action was taken during the Fail Audit to turn off the valve on the meter which limited the water loss. A door hanger notice was left on the customer's door.

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 used by the customer. There were no errors in the calculation of the bill in question, therefore the bill is payable unless the Board is indeed minded to allow a discount.

The customer was offered and has accepted a 12-month payment agreement to settle the account balance. 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 had 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 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 and if additional time is needed for the SPA, the Water Authority would be willing to consider.

Any Other Business

- a) **Proposed date to discuss responsibilities under Public Authorities Act (PAA).**
The Secretary noted that she reached out to the Chief Advisor in the Deputy Governor's Office on 14 December 2022 and on 17 January 2023 for the dates scheduled for Public Authorities Board Sensitisation Training expected to be held in the First Quarter of this year. To the date of this meeting there was no response to the Secretary's request.

The Chairman asked members able to vote to agree on a date to meet. Members agreed to have the Special (informal) Board Meeting on 01 February 2023 at 1:00pm at the Water Authority Board Room. The *Ex-officio* members were advised they could attend if they wished to do so but it was not necessary. The Secretary noted that she would send out the meeting invites and reserve the Board Room.

- b) **Poindexter Homeowners' Association.**
The Chairman advised that he had a matter to raise regarding a complaint he had received from the Poindexter Homeowners' Association about the state of the road in the Poindexter area. He reported that he had been approached by a homeowner in the area with concerns that water mains laid by the Water Authority several years ago was responsible for the poor condition of the road. The Secretary advised that she is aware of the complaints specifically through one person who had been in contact with the Water Authority several times. The Secretary noted that work was completed in that area in mid-2004, over 18 years ago and has been inspected by the Authority's Engineering Services Department. On completion of the pipelaying work the road was re-instated in 2005 according to NRA standards.

The Secretary suggested it would be helpful if the person with whom the Chairman had been in communication with, would formally write a letter with their concerns and request to the Board. This way the Water Authority's Engineering Services Department would be able to present the Water Authority's position and actions planned. The Chairman and members agreed that person should make their request to the Water Authority Board in writing rather than continuing with further discussion.

- c) **Phoenix Ltd Warehouse Construction Project.**
The Chairman advised that he had a matter to raise regarding the contractor, Phoenix Ltd about a warehouse construction project that they are building which is underway off the Linford Pierson Highway (LPH). The Chairman reported that he had been approached by a person from Phoenix Ltd for the Board's assistance in resolving an issue with the Water Authority regarding a new service connection for water supply to the property. The person he spoke to expressed frustration with the Water Authority's requirements as the NRA objects to the Water Authority cutting the public road to provide the service. Mr M Scotland informed members that he is aware of the situation through his consultancy work with the NRA. He explained that he understood that the NRA Board intended to consider whether they will continue the policy of not allowing any utility to cut the LPH.

The Secretary suggested it would be helpful if the person from Phoenix Ltd to whom the Chairman had been in communication with, would formally write a letter with their concerns and request to the Board. This way the Water Authority's Engineering Services Department would be able to present the Water Authority's position and explanation of the reasons thereof. The Chairman and members agreed that Phoenix Ltd should make their request to the Water Authority Board in writing rather than continuing with further discussion.

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) Batabano Cayman Ltd - Junior Cayman Carnival Batabano 2023.
- b) Lighthouse School PTA - 2023 Autism Awareness Event.
- c) Women of Valor Basketball Club - IEM Basketball Jamboree.
- d) Academy Sports Club - Super League.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 3:53pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary