

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 360th Meeting held on 16 July 2025
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road

Members Present:

Chairman:	Mr D Rankine
Members:	Mrs D Ebanks Mr G Ebanks - <i>virtual</i> Mr H B Ebanks Mr K Conolly Ms A Owens Mrs L Ryan - <i>phone</i> Mr M C Campbell - <i>virtual</i> Mr M Scotland Ms Elsie Kynes - <i>virtual</i>
Secretary:	Dr G Frederick-van Genderen
Apologies:	Mr M Ebanks
Absent:	

Call to Order

The Chairman called the meeting to order at 1:42pm after ascertaining there was a quorum. He noted apologies for Mr M Ebanks who is the new Ministry representative on the Board as Chief Officer (Acting) in the Ministry of District Administration. The Secretary advised that the Honourable Minister Nickolas DaCosta also sent his apologies and that he will endeavour to attend the meeting in August 2025. The Chairman then invited Ms A Owens to open the meeting with prayer.

Confirmation of Minutes of the 359th Meeting held on 21 May 2025

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 359th Meeting held on 21 May 2025. Mr M Scotland moved the motion to accept the Minutes, Ms E Kynes seconded the motion, and the motion passed unanimously by members able to vote.

Declaration of Conflicts of Interest

None.

Matters Arising Director's Updates/Department Reports**a) Cayman Brac Infrastructure Upgrade & Expansion Project - Update.**

The Chairman requested that data regarding the number of outstanding requests for water connections in Cayman Brac be included in the reporting under this section of the agenda.

Pipelaying for new Cayman Brac High School

No matters raised.

West End Water Works Pump House

No matters raised.

West End Water Works RO Plants

No matters raised.

Brac Bluff Water Works

Members noted that the successful bidder's Tender Amount (CI\$778,800) for the project "Cayman Brac & Little Cayman Exploratory Drilling Contract (2025)" is higher than the amount budgeted (CI\$750,000) in the 10-year capital development plan. Members also acknowledged that this is a critical project for the Water Authority's water supply infrastructure in the Sister Islands. After discussion members approved the additional CI\$50,000 required for this project by re-allocating this amount (CI\$50,000) from the budget of CI\$2.0M for the Grand Cayman design budget for the Wastewater Treatment Plant (WWTP) Expansion Project planned for this fiscal period. It was noted that the Authority does not expect to spend that entire budget allocation for the WWTP Expansion Project in 2025. The 10-year capital development will be revised as part of the new budget process which is expected to take place in the fall of 2025. The motion was moved by Mr M Scotland, seconded by Mrs D Ebanks and passed unanimously by all members able to vote.

b) 31 December 2024 Audit of Island & Divisional Statements - Update.

31 December 2024 Audit of Consolidated, Islands & Divisional Statements

No matters raised.

2024 Annual Report

No matters raised.

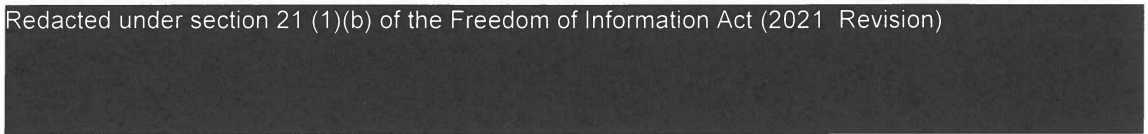
c) **Key Performance Indicators (KPIs) - Update.**

The Chairman requested the removal of the words “(NEW - IBNET)” from the KPI document, as the data has been reported for over a year.

d) 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)



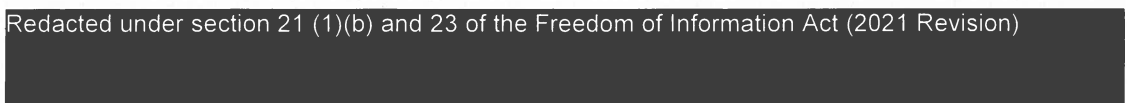
Department Updates

a) **Finance**

Fixed Deposits

No matters raised.

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



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

b) Engineering Services

1) *Engineering*

Business Cases – Projects

Advanced Metering Infrastructure (AMI) Pilot Project

No matters raised.

Addition WA Main Office Building

No matters raised.

Procurement of a Crane Truck (for Wastewater Division)

No matters raised.

Red Gate Operations Building AC Replacement

No matters raised.

Red Gate Operations Building External Re-painting

No matters raised.

Lower Valley Pipe Rack

No matters raised.

Procurement of 2 Water Trucks for Cayman Brac

No matters raised.

The Chairman queried the lead time for the procurement of heavy equipment. The Secretary advised that it was difficult to be precise as it would depend on the procurement process as well as the production/availability when orders are placed.

2) *New Works Division*

No matters raised.

3) *Water Distribution & Treatment Division*

No matters raised.

4) *Water Production Division*

No matters raised.

5) *Wastewater Collection & Treatment Division*

No matters raised.

c) Customer Service*Projects*

Bill Template – Members agreed to have discussion on the proposed bill templates after completing the Department Updates section of the agenda.

The Chairman queried the relationship between NetClues, Cogsdale, and Great Plains. The Secretary explained that these are different software that are integrated to provide management of the Authority's customer information (Cogsdale), financial management (Great Plains), and website (NetClues).

Promotions

No matters raised.

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

No matters raised.

Customer Portal/Bulk Messenger/Ombudsman No matters raised.

No matters raised.

Hurricane Tabletop Exercise

No matters raised.

d) Human Resources*Recruitment & Staffing*

No matters raised.

Learning & Development

No matters raised.

Scholarship Programme

2025 Scholarship Awards - Members considered the Interview Panel's Report and their request for the Board to make the decision on whether to award the 2025 scholarship. Members agreed with the Interview Panel's recommendation to award two scholarships for 2025. The awardees are Marco Lopez-Francis who will study Chemical Engineering in the UK, starting Fall 2025; and Liam Benson, who will study Mechanical Engineering, in Ireland, starting in Fall 2025. Members also requested that the Water Authority is notified if the awardees receive and accept other scholarships.

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

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

HR Management System

No matters raised.

Compensation Review

No matters raised.

Staff Performance Awards

No matters raised.

Staff Engagement/Social Activities

No matters raised.

Staff Health Checks

No matters raised.

Hurricane Season Preparation Awareness

No matters raised.

Job Evaluation – Portfolio of Civil Service

No matters raised.

FOI updates

No matters raised.

e) Information Services

Cogsdale and Great Plains upgrades

No matters raised.

Receipt Printer Issues

No matters raised.

Vista Software

No matters raised.

f) Water Resources & Quality Control

Environmental Impact Assessment (EIA) – East West Arterial

No matters raised.

Airports EIA

No matters raised.

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

g) Director's Office

Awaiting Revised Draft from OfReg, Proposed Water Sector Regulation (Licences and Fees) Regulations, 2022

No matters raised.

Water Authority's 40th Anniversary in 2023

- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
The Chairman reported he had contacted District Administration (DA). Subsequent email communications were operational in nature and included the Water Authority's staff, Kodie Scott for ongoing dialogue/clarification. The Chairman suggested that this item could be removed from the agenda going forward.
- *Posterity/Legacy Donation*
No matters raised.
- *Other Upcoming Activities*
No matters raised.

Water Authority's 35th Anniversary of Service in Cayman Brac 2026

No matters raised.

Discussion then returned to the bill template as follows:

c) Customer Service

Projects

- *Bill Template* - The Chairman opened discussion on the proposed bill templates after completing the Department Updates section of the agenda. The Secretary requested permission for the Chief Business Relations Officer (CBRO) and the Corporate Communications Supervisor (CCS) to join the meeting to present a short PowerPoint to highlight the proposed changes. The CBRO and the CCS joined the meeting and presented the key changes from the current bill template to the proposed bill template. Members discussed the new template and made several recommendations. The main recommendations were:
 1. Move the blue highlight from "Total New Charges" to "Total Due".
 2. Add the conversion formula for cubic metres to US gallons on the back page of the bill.
 3. The wording under the "SBU" section of the Septage bill should be updated to include the Septage Rate.

Members were advised that the implementation process will take approximately 6 weeks after it commences.

Members thanked the CBRO and the CCS for the presentation and explanations. Subsequently, members agreed for the Authority to move forward with the new bill template with the amendments discussed at the meeting.

Current Business

a) **Management Accounts May 2025.**

The Secretary was pleased to share a full set of management accounts for the period ending 31 May 2025. This document includes comparisons to prior year as well as to the approved 2025 budget. Members were reminded that the 2025 budget was prepared over 2 years ago with the best estimates at the time and will be updated as part of the next CIG budget process, which is expected sometime in fall 2025.

As members will note from the Financial Information, sales and expenses are both down in 2025 as compared to the 2025 Budget. Sales for the first five months of 2025 have shown a negligible increase of 0.4% compared to the same period in 2024, with water sales primarily stagnant in Grand Cayman showing a modest decrease of 1.0% compared to 2024, and a 10.9% increase in Cayman Brac in 2025 as compared to the same period in 2024.

Operational expenses are down by 8.7%, with the biggest decreases reflected in the decrease in Repairs and Maintenance and Supplies. Repairs and Maintenance is down from 2024 as there were fewer remediations done on the collection system in 2025 as compared to 2024 and the reduction in supplies is largely attributed to the reduced road reinstatement 2025.

Administrative expenses have remained relatively stable, with a slight increase of 4.0% compared to 2024. The expenses are below budget as the Authority made the best estimates at that time.

The Secretary is pleased to report that the Authority's financial performance remains consistent with expectations and below the 2025 budget. The Authority continues to maintain a strong financial position, ensuring the ability to meet daily operational costs while supporting major capital projects.

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

* [REDACTED]
The Secretary reported that on 03 June 2025 the Water Authority received a letter from * [REDACTED] requesting that his water bill be reduced as he does not accept the adjustment that was made based on the Meter Testing Policy. A copy of the correspondence and the report from Customer Service were 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 customer's meter was read on 17 March 2025 for the March 2025 billing cycle and showed a higher-than-normal usage. A reading of 371.4 was obtained, which resulted in the consumption of 270.4 cubic metres. A Fail Audit inspection was issued and completed on 25 March 2025 with notes from the Meter Reader stating: "THERE IS NO MOVEMENT ON THE DIAL. THE READING IS CORRECT". The reading was recorded as 377.7. The customer received a bill in the amount of \$1,817.73 for the period of 13 February 2025 to 25 March 2025 (40 days). The daily average cost for this bill was \$45.44. The daily average consumption during this period was 6.92 cubic meters with a total of 276.7 cubic meters.

On 28 April 2025 the customer requested for the meter to be tested. The meter was removed on 29 April 2025 and sent off for testing on 08 May 2025. On 12 May 2025 a letter was sent to the customer to confirm that the old meter had been removed and replaced with a new one.

On 21 March 2025 a letter indicating the meter test results and a meter testing brochure were sent to the customer. The results showed that the meter did not meet the test criteria for all test flow rates: *'The meter was determined to be inaccurate and slow at one of the test flow rates and accurate at the two other test flow rates. Therefore, no adjustment will be made.'* The fee of \$50.00 was refunded to the customer's account on 23 May 2025.

On 03 June 2025 the customer provided his letter for submission to the Authority's Board.

In the letter the customer said that there were no leaks, and no work had been carried out on the house in March 2025. Additionally, the letter included daily readings from 09 April 2025 to 03 June 2025 which showed that usage was less than 1 cubic meter a day. He was given the option to have the meter retested by an independent testing facility, but he refused the offer. The customer paid \$264.00 towards the March bill and has asked for the past due balance of CI\$1,605.45 to be waived on his account.

In summary, no leaks were identified during the Fail Audit Inspections on 25 March 2025. The customer requested for the meter to be tested, and the results showed that the meter was under registering at one of the test flow rates and accurate at the two other test flow rates. Therefore, in accordance with the Water Authority's Meter Testing Policy, no adjustments were made, and the Meter Testing Fee was credited to the account. The customer has disputed the Meter Testing results and declined the offer to have the meter retested by an independent testing facility. The customer claimed that there were no leaks, and no work had been carried out at his house. Additionally, he recorded daily readings which showed that he used approximately 1 cubic meter of water per day.

The customer has paid all bills except the current past due balance of \$1,605.46 which he has requested for the Board to consider waiving as he is not able to afford

it. The customer stated that he is trying to amicably resolve the matter with the Authority; however, the matter will be escalated to the OfReg should a reasonable solution not be received. While the Authority empathises with the customer, the customer should be reminded that all plumbing downstream of the meter is the responsibility of the customer. As such, the Authority encourages all customers to regularly check the reading on the meter and monitor their water usage. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the circumstances of the customer. Subsequently, members 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 meter was tested as they requested, and the Water Authority's Meter Testing Policy was applied correctly. Members also noted that the customer did not accept the offer to have the meter re-tested by a suitable meter testing service of their choice. In accordance with the approved Meter Testing Policy, the customer was reimbursed for the testing cost. However, the bill was not adjusted because the meter was found to run slow only at the maximum flow rate and remained within the acceptable accuracy range at the intermediate and minimum flow rates. The customer should be offered a Special Payment Agreement to help pay off the outstanding balance. The customer should be reminded that all plumbing downstream the meter is their full responsibility.

Any Other Business

a) Staff Retirement.

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



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

b) Quarterly Report – Sponsorship Assessment Subcommittee (SAS).

The Secretary noted the SAS Quarterly Report had provided to members for their information. Members noted and had no further comment.

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

d) Commission for Standards in Public Life.

Following a letter received from the Commission with respect to low submissions from Water Authority Board members, the Chairman reminded members that it is imperative that they file their submissions before the deadline of 31 July 2025. Based on conversations, it appears the Commission letter was a generic letter distributed to all government entities.

Donation Requests (to be dealt with by Sponsorship Assessment Sub-committee (SAS) after Board Meeting.

1. University College of the CI – 50th Anniversary.
2. Lions Club of Tropical Gardens – 28th Annual Breast Cancer Awareness.
3. Lions Club of Grand Cayman – PACCE Prostate & Colon Cancer Event.
4. Rhema Global Impact Ministries – Annual Back-to-School Fun Day.

Indigent Assistance Fund

None.

Any Other Business

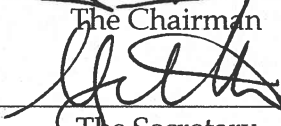
None.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 3:32pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

Water Authority of the Cayman Islands

360th Meeting to be held at 1:30pm on Wednesday, 16 July 2025

Director’s Updates/Report

a) **Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**

- In May through June 2025 the New Works Pipelaying Crew (NWPC) installed approximately 829.1 metres (2720 feet) of 80mm (3-inch) of PVC pipeline along several side roads, plus installed 53.3 metres (175 feet) of 63mm (2-inch) PE pipeline, 158.5 metres (520 feet) of 32mm (1-inch) PE pipeline, and 87.8 metres (288 feet) of 25mm (3/4-inch) PE pipeline for 35 service connections
- The weekly progress report for May 2025 is as follows:
 - Week 19 (starting 06 May): NWPC commenced pressure test of the pipeline in Dixon’s Road. The team undertook miscellaneous maintenance and improvement works; they also attended a training session regarding the role and function of Quality Assurance in pipe and meter installations. Installed 54.9 metres (180 feet) of 80mm (3-inch) PVC pipeline along Crab Tree Lane. Screen excavated material.
 - Week 20 (starting 12 May): Installed 146.3 metres (480 feet) of 80mm PVC pipeline in Crab Tree Lane and commenced pipelaying in Lighthouse Road. Installed 4 service connections.
 - Week 21 (starting 20 May): Installed 176.8 metres (580 feet) of 80mm PVC pipeline in Lighthouse Road.
 - Week 22 (starting 26 May): Installed 15 service connections.
- The weekly progress report for June 2025 is as follows:
 - Week 23 (starting 02 June): NWPC installed 5 service connections and installed 128.0 metres (420 feet) of 80mm PVC pipeline in Bryan’s Road. Located and repaired a leak and repaired 4 crossings with cold mix.
 - Week 24 (starting 09 June): NWPC installed 106.7 metres (350 feet) of 80mm PVC pipeline in Bryan’s Road and installed 1 service connection.
 - Week 25 (starting 16 June): NWPC commenced and completed 216.4 metres (710 feet) of 80mm PVC in Porter’s Road, commenced installation in Scott’s Avenue.
 - Week 26 (starting 24 June): NWPC installed 10 service connections.

As part of the systematic leak detection process, step exercises for the south side of the Cayman Brac Water Distribution System were carried out on 13 June and 20 June 2025. The results were somewhat inconclusive, as the flow rates were relatively low (i.e., any leaks would be relatively small) but they did indicate that the side roads off Gerrard Smith Avenue may require further attention.

Pipelaying for new Cayman Brac High School
No update.

West End Water Works Pump House

- January-June 2025 the total water sales on Cayman Brac compared to the same period in 2024 were:
 - Total water sales up approximately 15.4%
 - Pipeline sales up 10.5%
 - Trucked water sales up 24.0%

West End Water Works RO Plants

- During the month of May 2025, the overall water production in Cayman Brac averaged 828 cubic metres per day, which equates to approximately 64% of the overall design water production capacity at West End Water Works.
 - During the month of May 2025, the expanded RO plant (Plant #1) was operational for 31 days and when operational produced on average 828 cubic metres per day (approximately 78% of the plant’s design water production capacity). During this same period the containerised plant was not operational.
 - During the month of May 2025, there was 1 planned plant shutdown to change pre-filters (12 May 2025). There were 3 unplanned plant shutdowns, due to high reservoir level (17, 20, and 27 May 2025).
- During the month of June 2025, the overall water production in Cayman Brac averaged 756 cubic metres per day, which equates to approximately 59% of the overall design water production capacity at West End Water Works.
 - During the month of June 2025, the expanded RO plant (Plant #1) was operational for 30 days and when operational produced on average 705 cubic metres per day (approximately 67% of the plant’s design water production capacity).
 - During the month of June 2025, there was 1 planned plant shutdown to change pre-filters (03 June 2025). There were 4 unplanned plant shutdowns, 2 of which were due to high reservoir level (01 and 28 June 2025). One of the unplanned plant shutdowns was due to low voltage on VFD (03 June 2025) and the other was due to a power outage (25 June 2025).
 - During this same period the containerised plant was operational for 10 days and, when operational, produced on average 154 cubic metres per day (approximately 67% of the plant’s design water production capacity).

Brac Bluff Water Works

As reported previously only one submission was received for the Cayman Brac & Little Cayman Exploratory Drilling Contract (2025). This submission has been evaluated, and it was recommended that this contract be awarded to Brewster Well Drilling for a contract amount of US\$934,600.00 (CI\$778,800).

On 25 June 2025 the Water Authority’s Procurement Committee (WAPC) agreed with the recommendation in the ESTAR and recommended to the Director that the procurement can proceed once approval has been received for additional funding.

The overall cost (including shipping and testing of cores and miscellaneous other costs) will be significantly higher than the Engineer’s Cost Estimate in the Business Case for this project. The Project Cost, as included in the Business Case, was estimated at CI\$600,000 (US\$720,000).

This project was included in the Water Authority's 10-year Capital Development and Maintenance Plan for Fiscal Years 2024 -2033 (dated May 2023), which was approved by the Water Authority Board on 25 May 2023. However, the Capital Expenditure as per the Water Authority's 10-year Capital Development and Maintenance Plan for Fiscal Years 2024-2033 included a total cost of CI\$750,000 (US\$900,000) for this project (comprising CI\$600,000 under Strategic Goal #3 CYB - Water Distribution Extension and Water Works Facility and CI\$150,000 under Strategic Goal #5 Little Cayman - Provide Potable Water).

As the Water Authority Board has already approved the Water Authority's 10-year Capital Development and Maintenance Plan for Fiscal Years 2024-2033, and the capital expenditures therein, additional funds in the amount of around CI\$50,000 (US\$60,000) need to be approved. In discussion with the Chief Financial Officer (CFO), the additional funding for this project can be reallocated from GCM design budget for the WWTP expansion, which was originally set at \$2 million for 2025. The Authority does not expect to spend that entire budget allocation in 2025. The 10-year capital development will be revised as part of the new budget process expected to take place in the fall of 2025. The Secretary respectfully requests the Board's consideration to approve the additional CI\$50,000 required for this long-awaited project.

b) 31 December 2024 Audit of Consolidated, Island & Divisional Statements - Update.

31 December 2024 Audit of Consolidated, Islands & Divisional Statements

The Secretary is pleased to report that the Authority has signed off the supplemental statements, inclusive of the Divisional and Islands on 30 June 2025, the 2024 audit is officially completed. The Secretary acknowledges the CFO and her team for their dedication and efforts in completing the audit process in a timely manner and without major issues.

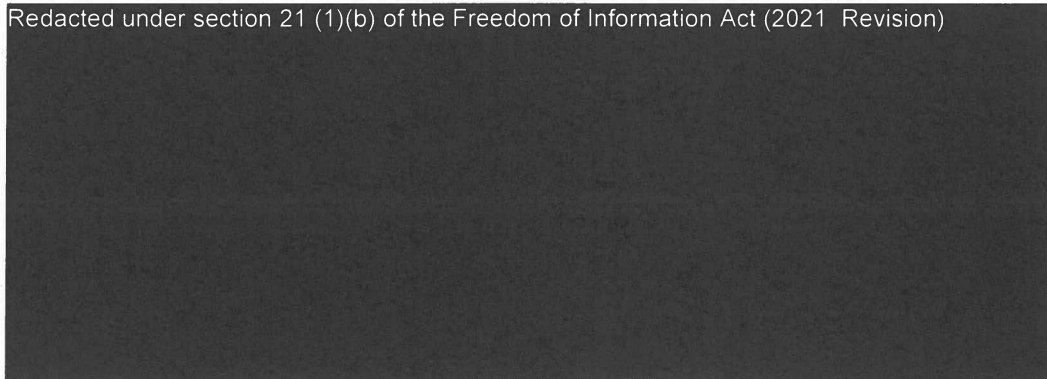
2024 Annual Report

The Authority reached out to Chief Officer, Mr Michael Ebanks, who has taken over at the Ministry from Mr Wilbur Welcome on 26 June 2025 to introduce the CFO and to coordinate delivery of the approved 2024 Annual Report.

c) Key Performance Indicators (KPIs) - Update.

Copies of the May 2025 KPIs have been provided to the Board for their review.

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



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



e)

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



Department Updates

a) **Finance**

Fixed Deposits

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



Redacted under sections 21 (1)(b) and 23 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*
No update.

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

Procurement of a Crane Truck (for Wastewater Division)

The truck should have been delivered to the Authority's freight forwarder in Miami, FL by 23 June 2025. In late May 2025 the supplier indicated that that the truck construction is expected to be completed by mid-July 2025.

Red Gate Operations Building AC Replacement

On 02 June 2025 the contract and notice to proceed was issued to the successful contractor, Otis Air, who received the highest score for the Evaluation Criteria. The contractor has placed the order for the AC equipment. This contract is expected to be completed by 22 September 2025.

Red Gate Operations Building External Re-painting

Paint Pros completed this project on Tuesday 10 June 2025.

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

- 2) *New Works Division*

- In May 2025, the NWPC in GCM connected the new pipeline along Royal Palm Drive to the water distribution system on the west side of the Sunrise Landing subdivision and installed 20 new service connection lines in May 2025. The new pipeline has been commissioned. Two additional service line installations will be installed during the week of 14 July 2025. NCB will be invoiced for the cost incurred by the Authority as soon as all work has been completed
- In June 2025 the crew installed approximately 293 metres (960 feet) of 200mm (8-inch) diameter pipe along the King’s Gym connector road (between Crewe Road and Edgewater Way). This pipeline has been successfully tested, and will be disinfected, flushed and commissioned later this week.

3) *Water Distribution & Treatment Division*

- During the first six months (January-June) of 2025 the total water sales on Grand Cayman were approximately 2.31% more than in the same period last year.
- Subdivision in Survivor’s Road, East End (72C-275) 5 Lots: Ongoing, awaiting disinfection efficacy results. Samples collected on 24 and 25 June 2025.
- Prive Subdivision in South Sound (21C-164): Disinfection in progress.
- Water storage reservoir maintenance: Reservoir 2 at Lower Valley - Resealing work on the dome and exterior side walls was completed on 30 May 2025. This reservoir has been returned to normal operation.
- Water storage reservoir maintenance: Reservoir 1 at Red Gate - This reservoir has been inspected, and new cathodic protection has been installed. The process to return this reservoir to normal operation is on-going.
- The DMA at the Frank Sound Junction remains in normal operation.
- The DMA at Agricola Drive is operational.
- The 2 DMAs at Poindexter are operational.
- The Grand Cayman leak study has not yet commenced. The required items have been ordered and will be installed on a designated truck. The truck is presently being used by one of Quality Assurance Inspectors as his vehicle is out of service due to a part related to airbags and which is on order by Vampt Motors.

4) *Water Production Division*

- During the month of May 2025, the Lower Valley RO Plant produced on average 2,515 cubic metres per day, or approximately 84% of the plant’s design water production capacity.
- During this same period, there was 1 planned (partial) plant shutdown to accommodate high pH cleaning of the Train #1 RO membranes (12-13 May 2025).
- During this same period, there were 2 unplanned plant shutdowns due to VFD faults caused by CUC power fluctuations (13 May and 27 May 2025).
- During the month of June 2025, the Lower Valley RO Plant produced on average 2,640 cubic metres per day, or approximately 88% of the plant’s design water production capacity.
- During this same period, there was 1 planned plant shutdown to accommodate a pre-filter change-out (10 June 2025).

- During this same period, there was 1 unplanned plant shutdown due to VFD fault caused by CUC power fluctuations (23 June 2025).

5) *Wastewater Collection & Treatment Division*

- In May 2025, 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 this same period was 1.60 mgd (or 64% of the design treatment capacity). This is approximately 5% less than the average influent measurement during the same month in the previous year (1.69 mgd).
- In June 2025, 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 this same period was 1.75 mgd (or 70% of the design treatment capacity). This is approximately 11% less than the average influent measurement during the same month in the previous year (1.97 mgd).
- ASD Blower #2 has a small oil leak. Parts were ordered and received. Work will be scheduled as soon as possible.
- SBR Blower #2 Motor was replaced on 20 June, and a new spare motor has been ordered.
- As reported previously, the contractor, Sanpik Contracting Cayman resumed work to refurbish the deteriorated and leaking manhole M2460 (in front of Burger King on West Bay Road). This work was first started in early May 2024, but had to be abandoned as the groundwater table could not be lowered sufficiently to carry out the work. On 07 April 2025 the contractor injected additional epoxy grout in the area around the manhole and excavation started on 10 April 2025. Unfortunately, the amount of groundwater was still unmanageable. A revised plan has now been developed comprising drilling one additional disposal well, installing sheet piles across 2 abandoned sewer lines (16-inch and 6-inch diameter) and then injecting more epoxy grout (which has arrived) into the ground. Although the preliminary activities are in progress, no decision has been made on when the actual refurbishment work will commence, as the Authority does not want to have a large excavation just off West Bay Road during the peak of the Hurricane Season. Therefore, work will either be carried out in late November 2025 or after the Christmas period (the peak tourism season).
- Upgrade of Control Network at the Wastewater Treatment Plant (WWTP): Nothing new to report.

c) **Customer Service**

Projects

- *New Bill Template:* Bill template customisation questions have been presented to Cogsdale, and both Cogsdale and Netclues confirm that the requests are doable. The current template includes a water cost graph; however, the new template will present a consumption graph instead. The Chief Business Relations Officer and the Corporate Communications Supervisor will present a short PowerPoint to highlight this and the other proposed changes. Members have been provided with copies of the bill templates.

- *Cogsdale Upgrade:* Due to ongoing issues experienced by Finance with cash receipt printing, it was agreed – following consultation with Cogsdale – to proceed with the system upgrade to access additional cash receipt printing related options. The upgrade was implemented on 13 June 2025. As a result, the planned enhancements for bill template, automatic reconnection, collection process automation have been delayed. The upgrade, however, did not resolve the cash receipt printing issues and the IS Department is working with Cogsdale and the Authority’s IT consultant. The following tasks and updates are associated with the upgrade:
 - *Bill Proration Testing:* Customer Service staff will conduct testing in the test portal to determine readiness for deployment to the live environment.
 - *Automatic Reconnection:* A quote was received from Cogsdale to automate the service status update during reconnections, eliminating the need for manual input by a CSR.
 - *Collections Automation:* Continued testing of the messaging system is required to ensure automatic message creation for all customers with an email address or portal access. For accounts with only a phone number, the goal is to send SMS or WhatsApp messages via the Communications module.
 - *Bill Template:* Customisation queries were submitted to Cogsdale, and both Cogsdale and Netclues have confirmed the requested changes are feasible.
 - *CSR Nexus Platform:* IS will consult with Cogsdale to assess the platform’s suitability for CSR use. If appropriate, testing will follow.
 - *Communications Server Deployment:* IS will review deployment options and seek a solution for Twilio/testing or WhatsApp messaging to support outage notifications.
- *Website update:* Meeting with Netclues was held on 27 June 2025. Netclues will submit an updated proposal incorporating the 3 discussed phases. The quote is to be presented to the Director for approval within the next two weeks. Netclues has been advised that this is a priority, with the expectation that Phase 1 will be completed within 4 months of contract signing.
- *Customer Survey:* The Customer Survey was rolled out on 22 June, to 500 customers who were randomly selected by the Information Systems (IS) Department. The survey email was sent to all customers with email and those customers with only postal address were sent letters. Because the survey was by invitation only, promotion of the survey was limited to social media, Lobby Messages, the website and a PSA at the launch of the survey. Additionally, Radio Cayman did a story on the launch of the survey following the release of PSA. Reminder emails/letters were sent 24 June and 01 July 2025. Survey submission closed on 03 July 2025. A report will be drafted and submitted in the next weeks.

Promotions

- *Hurricane Campaign:* Will be launched in July 2025. This campaign will be a revamped educational campaign focused on new messages of “Store Before the Storm” and “Protecting Our Assets”. This change in focus was developed following response after Hurricane Beryl in 2024.
- *Plastic Free Month:* Will be launched in July 2025. This is a social media campaign that focuses on the reasons why people should stop using single-use plastic water bottles and instead drink tap water from reusable bottles: this is being tied to the Authority’s “Take Back the Tap” campaign.

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

Customer Portal/Bulk Messenger/Ombudsman

Netclues has set up the change to the portal that enables customers to manage their preferences for communications from the Authority. This change is currently being tested by the relevant staff. Several issues were identified with the bulk email messaging functionality, which Netclues is actively resolving. The aim is to roll this out by the end of July 2025, with confirmation to be sent to Ombudsman upon completion.

Hurricane Tabletop Exercise

Following the initial meeting on 02 April 2025 with key staff to discuss the 2025 event, plans have somewhat stalled. It is expected to get this exercise back on track over the next couple of weeks with an event to take place in August.

d) Human Resources

Recruitment & Staffing

- Assistant Operator-CYB - selected candidate commenced work 01 July 2025
- Assistant Operator-WS - selected candidate commenced work 01 July 2025
- Assistant Operator-WW - selected candidate commenced work 01 July 2025
- Fleet Supervisor - selected candidate commenced work 08 July 2025
- Customer Service Representative - recruitment process ongoing.
- Engineer-Wastewater - recruitment process ongoing
- HR Manager - recruitment process ongoing
- Hydrogeologist - recruitment process ongoing
- Laboratory Technologist - recruitment process ongoing
- Laboratory Technician II - recruitment process ongoing
- Labourer-NW (CYB) - recruitment process ongoing
- Labourer-CYB - recruitment process ongoing
- Water Truck Driver-CYB (renamed/revised position) - recruitment process ongoing

Learning & Development

- Summer Internship Programme - at least 113 applications were received for the 2025 programme. Internship placements began at the began the first week of June 2025. Twenty persons have been placed throughout the Water Authority to date.
- Quality Assurance (QA) Training for Cayman Brac Staff - a 3-day training was conducted by the Engineering Manager and Quality Assurance Inspector, Colin Barnaby and George Forrester, on 07-09 May 2025 for 9 staff in New Works (CYB), Operations-CYB and Customer Service-CYB. The aim was to familiarise staff with established QA procedures in Grand Cayman and to modify as needed to implement similar procedures for Cayman Brac to deal with new connections/installations and outstanding service orders.

- CUC 2025 Women in Energy Conference – 20 Water Authority employees, mainly women, attended the conference at the Indigo Hotel, Grand Cayman on 23 May 2025. The theme was *Emerging Embracing Energising - Championing Energy Efficiency for a Brighter Future*. Director was a guest panellist on the discussion topic about the impact of reliable electricity on the Cayman community and the value of a strong energy sector. Other Water Authority staff (Lab Manager, Corporate Communications Supervisor, Sr Development Technologist, and Sr Engineering Manager-Operations) led breakout sessions/presentations on *Take Back the Tap: What It Takes To Keep Your Tap Water Flowing*.
- Other Staff Training – several persons participated in a variety of training in May and June 2025:
 - Private/Public Sector Disaster Management Workshop 2025, Kimpton Seafire Resort GCM, 28 May 2025 - Procurement Officer, W Ebanks.
 - AWWA 2025 ACE Conference & Expo, Denver, Colorado, USA, 8-11 June 2025 – Water Treatment & Distribution Supervisor (B Martinez) and Foreman-WS (J Whittaker).
 - AML Device Pro Series training (online), 17 June 2025 – Engineer (B Maloney) and Graduate Engineer (D Hoyte).
 - 8th CAWASA Operators Conference (2025), St Vincent & the Grenadines, Jun 2025 – Heavy Equipment Operator-WS (N McField), Operator-WWTP (A Khan) and Assistant Operator-WS (M Hodgson). At this conference, Ms Amina Khan was pinned and awarded the Professional Operator (PO) certification at the conference, the first female operator awarded this designation in Wastewater in the Caribbean and the only PO in Cayman.

Scholarship Programme

- Interviews for the 2025 Water Authority Scholarship were held 28 May 2025. Two candidates were found suitable for the scholarship, and it is recommended that two scholarships are awarded this year if possible. Members have been provided with the scholarship interview report. The Secretary respectfully seeks members support for the interview panel’s recommendation.

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

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HR Management System

- The implementation process is ongoing with regular meetings between the PDS Vista implementation lead and Water Authority’s implementation team (HR & IT).
- The implementation team has been working diligently with Vista to finish set up and troubleshoot issues as they arise and providing training to the other HR Admin users. It is now expected that the first phase of the implementation project will “go live” in

mid-July 2025. This will involve the HR Admin Team working in the programme and testing processes in preparation for the Employee Self Service phase.

Compensation Review

- McConnell HR Consulting Inc (MHRC) was selected to conduct the Authority’s compensation review project this year.
- The introductory meeting was held on 10 June 2025 and the project is on the way with the sharing of relevant documents to facilitate job evaluations and the custom compensation survey.

Staff Performance Awards

- Performance awards based on the 2024 year-end staff performance appraisals were processed and included with May 2025 payroll.

Staff Engagement/Social Activities

- The Food Truck for lunch on 13 June 2025 was appreciated by all staff participating; Fathers were also celebrated as part of the event.
- Summer Bash 2025 – The annual Summer Bash is set for 16 August 2025 at the Cayman Turtle Centre. This social event is open to all staff and their immediate family members, offering a fantastic opportunity to socialise and enjoy a fun day together.

Staff Health Checks

- The Authority will be hosting health checks for staff in Grand Cayman on the mornings of 12 and 13 August 2025. For Cayman Brac-based employees, health checks will be held on 06 August 2025. This initiative is in partnership with the Authority’s health insurance provider, Aetna.

Hurricane Season Preparation Awareness

- The annual Staff Hurricane Preparation Awareness information session was held in the form of 2 Lunch & Learn meetings in Grand Cayman on 06 June 2025.
- A similar preparation awareness event was held for Cayman Brac-based employees on 20 June 2025, at The Alexander Hotel. The date chosen ensured it was mutually convenient for the Customer Service, Operations, and New Works divisions, ensuring maximum participation and attendance.

Job Evaluation –Portfolio of Civil Service.

No update.

FOI updates

Two new FOI requests were received since the 21 May 2025 Board meeting as shown in the FOI report provided to members.

e) **Information Services**

Cogsdale and Great Plains upgrades – Based on Cogsdale’s recommendation, the upgrade was expedited in an effort to resolve the receipt printer issues. However, the upgrade did not resolve the problem.

Receipt Printer Issues – This issue is affecting the timely printing of cash receipts for customers. While Cogsdale has attributed the problem to a local network issue, the IS Department has already replaced the cabling, printers, and switches, however the issue persists. A video conference was held with Cogsdale, during which screenshots and video footage from the cashier cage were shared. These demonstrated that print jobs sent directly to the printer were successful every time, but jobs coming from Cogsdale’s end did not always print. The Authority’s IT Consultant is working together with Cogsdale to review the setup at the switch level. If no issues are identified there, the next step will be to examine the firewall for possible communication blocks. Meanwhile, Cayman Brac has also begun experiencing similar cashier printing issues. Cogsdale is currently working on a temporary workaround using Crystal Report, but this solution is still in development.

Vista Software – IS Department continues to work with the HR Department. No issues reported thus far.

f) **Water Resources & Quality Control**

Environmental Impact Assessment (EIA) – East West Arterial

- The Environmental Advisory Board (EAB) has completed its review of the Environmental Statement (ES) of the East West Arterial and on 28 May 2028 submitted the review to the National Conservation Council (NCC). To the Water Authority’s knowledge, the NCC has not had a meeting yet to discuss the EAB’s review and that the review has not yet been released to the public.
- The EIA covered a wide range of topics, and the ES produced a substantial volume of information, consequently the EAB’s review is broad. The EIA process has provided a wealth of information about environmental and other impacts of the EWA and ways to mitigate these impacts. It is clear from the ES and the EAB’s review that when the project progresses from further design to implementation additional studies and reviews will need to be carried out to ensure that environmental impacts are properly managed. For example, during the EIA project the consultant indicated that the EIA brings the design to 10%, which is indicative that additional design work will need to be carried out. It is proposed that the Environmental Management Plan will determine the ongoing interaction of the EAB with the NRA as the project moves from design to implementation.

Airports EIA

- The Cayman Islands Airports Authority (CIAA) is the proponent of the three major projects for Grand Cayman, Cayman Brac and Little Cayman as outlined in the 2041 Airports Master Plan. The public meetings to review the draft Terms of Reference (TOR) for the Environmental Impact Assessment for the three airport projects took place on 27, 28 and 29 May 2025 in Grand Cayman, Cayman Brac and Little Cayman respectively. The projects are:
 - Grand Cayman - Owen Roberts Airport Runway extension into the North Sound.
 - Cayman Brac - Charles Kirkconnell Airport runway extension.
 - Little Cayman - Edward Bodden Airport relocation.
- The public has been provided with the opportunity to submit comments on the draft TOR to the DOE from 16 May to 06 June 2025. The comments have not yet been provided to the EAB.

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



g) Director's Office

Awaiting Revised Draft from OfReg, Proposed Water Sector Regulation (Licences and Fees) Regulations, 2022

No further update.

Water Authority's 40th Anniversary in 2023

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

- *Water Filling Stations for Cayman Brac Community Parks and Bluff Sports Facility*
Nothing new to report.
- *Posterity/Legacy Donation*
The draft sketches provided by the Botanic Park for the Kiosk are under review.

- *Other Upcoming Activities*
Work is ongoing to facilitate and organise the following:
 - Commemorative Booklet will be worked on as Edlyn's schedule allows based on priority.

Water Authority's 35th Anniversary of Service in Cayman Brac 2026

The Secretary advises that the staff-led Cayman Brac 35th Anniversary Planning will provide an outline of plans for the August 2025 Board meeting.