

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 361st Meeting held on 20 August 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 H B Ebanks Mr M Ebanks (<i>CO, Ministry of DA&HA</i>) Mr M Campbell Mrs L Ryan - <i>phone</i> Ms Elsie Kynes - <i>virtual</i>
Secretary:	Dr G Frederick-van Genderen
Apologies:	Ms A Owens Mr G Ebanks Mr M Scotland Mr K Conolly
Absent:	
Guests:	Hon Nickolas DaCosta, JP, <i>Minister of District Administration & Home Affairs</i> Mr Tom van Zanten, <i>Deputy Director</i> Ms Lori Bergman, <i>Chief Financial Officer</i>

Call to Order

The Chairman called the meeting to order at 9:21am after ascertaining there was a quorum. He apologised for the late arrival as he had diarised the meeting for 9:30am. He noted

apologies for Ms A Owens, Mr G Ebanks, Mr M Scotland, and Mr K Conolly. The Chairman then invited Mrs L Ryan to open the meeting with prayer.

The Chairman welcomed the Honourable Minister and Chief Officer M Ebanks to the meeting on behalf of the Board and invited the Honourable Minister to address the members.

The Minister DaCosta thanked the Board for the invitation and noted that it was good to be "back," having previously served as a Water Authority employee, then as a Board member, and now in his new capacity as Minister with responsibility for the Authority. He reaffirmed his commitment to supporting the Water Authority and highlighted the importance of ensuring the Authority's ability to generate funding for medium and long-term projects through timely and proportionate rate adjustments. He also expressed his appreciation for the opportunity to attend this meeting, particularly given its focus on the upcoming fiscal year 2026-2027 budget and the revised 10-year Capital Development & Maintenance Plan. The Honourable Minister informed the Board that he and the Chief Officer would need to leave the meeting at approximately 10:45 am to attend another budget-related engagement.

The Chairman welcomed the Honourable Minister's comments and expressed appreciation for his support regarding the rate adjustment proposal.

The Chief Officer also addressed the Board, stating that he was pleased to be working with the Water Authority for the first time, was eager to learn more about its operations, and would provide his full support.

Confirmation of Minutes of the 360th Meeting held on 16 July 2025

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 360th Meeting held on 16 July 2025. Mr M Campbell moved the motion to accept the Minutes, Mrs D Ebanks seconded the motion, and the motion passed unanimously by all members present and able to vote.

The Chairman then moved the meeting on to the next item.

Declaration of Conflicts of Interest

Mr H B Ebanks noted that although not a matter under the agenda, he wanted to declare that his company had received a contract to replace the roll-up metal doors at one of the RO plants at Red Gate Water Works from Ocean Conversion.

Matters Arising Director's Updates/Department Reports

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project - Update.**
The Secretary reported that further to the Chairman's request for data regarding the number of outstanding requests for water connections in Cayman Brac, the information was provided below:

Group	Number
Awaiting clarification	18
No contact with customer	4
Service not yet available	6
Pending data entry	11
Waiting on customer action	45
Waiting on WA to install	40
Total	124

The Secretary noted that approximately 32% of the outstanding total of 124 are awaiting on the Water Authority to install the service. Members discussed ideas to accelerate the water service installation process in Cayman Brac. Minister DaCosta suggested that to increase the human resources needed the Water Authority could consider collaborating with the District Administration Office to access persons working in the Brac's NICE roadside clean-up crew/s. The Secretary suggested that, as a first step, persons on the crew could be encouraged to apply for the currently vacant Water Authority positions in Cayman Brac. This would be conveyed to the District Administration Office through the Ministry. The Chairman stated that the more connections installed/made would encourage others to sign up for services especially if the wait time to get a water connection was not excessive.

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

The Honourable Minister noted that he was pleased to see progress being made on the hydrogeological investigations with the award of the exploratory drilling contract.

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

31 December 2024 Audit of Consolidated, Islands & Divisional Statements

Members agreed that discussion on the *Report to Those Charged with Governance on the 2024 Audit* to the Water Authority's management and Board in July 2025 by the Office of the Auditor General (OAG) be deferred to the September 2025 Board meeting.

2024 Annual Report

Mr M Ebanks advised that the 2024 Annual Report would be tabled in Parliament during the September/October 2025 sitting.

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

No matters raised.

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

Department Updates

a) **Finance**

2025 (Revised) & 2026-2027 Budget

No matters raised.

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

The Secretary noted the Water Authority would continue to follow-up with the Clerk of Courts.

b) **Engineering Services**

No matters raised during meeting as discussion was deferred to the September 2025 meeting due to the focus on agenda items in Current Business and Any Other Business unless indicated otherwise below.

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.

Maintenance contracts to be renewed
No matters raised.

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

No matters raised during meeting as discussion was deferred to the September 2025 meeting due to the focus on agenda items in Current Business and Any Other Business unless indicated otherwise below.

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

Promotions
No matters raised.

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)

Hurricane Tabletop Exercise
No matters raised.

d) Human Resources

No matters raised during meeting as discussion was deferred to the September 2025 meeting due to the focus on agenda items in Current Business and Any Other Business unless indicated otherwise below.

Recruitment & Staffing

No matters raised.

Learning & Development

No matters raised.

Scholarship Programme

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



HR Management System

No matters raised.

Compensation Review

No matters raised.

Staff Engagement/Social Activities

No matters raised.

Staff Health Checks

No matters raised.

Job Evaluation – Portfolio of Civil Service

No matters raised.

FOI updates

No matters raised.

e) Information Services

No matters raised during meeting as discussion was deferred to the September 2025 meeting due to the focus on agenda items in Current Business and Any Other Business unless indicated otherwise below.

Cogsdale and Great Plains upgrades

No matters raised.

Receipt Printer Issues

No matters raised.

Vista Software

No matters raised.

Incoming calls to IVR

No matters raised.

f) Water Resources & Quality Control

No matters raised during meeting as discussion was deferred to the September 2025 meeting due to the focus on agenda items in Current Business and Any Other Business unless indicated otherwise below.

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)

Laboratory – Staff Changes

No matters raised.

g) Director's Office

No matters raised during meeting as discussion was deferred to the September 2025 meeting due to the focus on agenda items in Current Business and Any Other Business unless indicated otherwise below.

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

No matters raised.

Water Authority's 40th Anniversary in 2023

- *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.

Current Business

a) **Management Accounts June 2025.**

The Secretary was pleased to share a full set of management accounts for the period ending 30 June 2025. This report includes comparisons with both the previous year and the approved 2025 budget. Members were reminded that the 2025 budget was prepared more than 2 years ago based on the best information available at the time. The Authority has prepared a new budget, which will update the 2025 figures and provide forecasts for 2026 and 2027. Once complete, the revised budget will be reflected in the remaining 2025 management accounts.

For the first half of 2025, sales increased marginally by 0.1% compared to the same period in 2024. Net water sales in Grand Cayman remained largely unchanged, however consumption has increased, offset by a decrease in EAF showing a modest decline of 0.8%, while Cayman Brac experienced a notable 15.4% increase over the same period in 2024.

Operational expenses fell by 8.8%, driven primarily by significant reductions in Repairs and Maintenance and in Supplies. Repairs and Maintenance costs declined due to fewer remediations on the collection system in 2025 compared to 2024. The reduction in Supplies is mainly attributed to a decrease in road reinstatement activities in 2025.

Administrative expenses remained relatively stable, with a modest increase of 5.4% compared to 2024, and remain below budget, reflecting the Authority's conservative estimates at the time of budget preparation.

The Secretary is pleased to confirm that the Authority's financial performance is in line with expectations and remains below the 2025 budget. The Authority continues

to maintain a strong financial position, ensuring its capacity to meet daily operational requirements while supporting major capital projects.

b) **Request for Bill adjustment re Customer Account** *

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

The Secretary reported that on 09 August 2025 the Water Authority received an email from * requesting that his water bill be reduced as it is his opinion that the Water Authority failed to inform him in a timely manner that there was a leak on his side of the meter. 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 customer's meter was read on 09 May 2026 for the May 2025 billing cycle and showed a higher-than-normal usage. A reading of 2,740.2 was obtained, which resulted in the consumption of 311.2 cubic meters. A Fail Audit Inspection was issued and completed on 02 June 2025 with notes from the Meter Reader stating: "NO LEAK NO MOVEMENT FOUND". The reading recorded was 2,818.9. The customer received a bill in the amount of \$2,577.89 for the period of 10 April 2025 to 02 June 2025 (53 days). The daily average cost for this bill was \$48.63. The daily average consumption during this period was 7.35 cubic metres with a total of 389.9 cubic metres.

On 02 June 2025, the Customer Service Representative (CSR) emailed the customer to advise, "that during the meter reading conducted by the meter reader he found the consumption was higher than normal but nothing consistent with a possible leak was detected."

The customer responded to the email on 03 June 2025 to advise that he had reported a leak on the road outside of his property on 03 May 2025. He had inspected the property prior to calling, and did not find a leak inside his property, but water was observed on the road next to where the Water Authority had recently carried out road works.

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

The Senior Engineering Manager-Operations confirmed that "The Authority extended the 80mm water mains along * The connection for the extension was made after the service connection for the property. Regarding any additional work that may have been carried on the service line or meter at the property by Water Supply, the leakage event database does not show any emergency leak event occurring at the location from the period of March 2024 until 03 May 2025.

The customer further explained that the Water Authority's crew came to the property that night and 'dug up the road'. The crew left between 10:00 and 11:00pm without informing him that no leak had been found, nor did they check the meter or turn off the valve to prevent further water loss. The customer is concerned that

water continued to leak for an additional 12 hours after reporting the issue to the Water Authority, and the crew only notified him around 10:00am the following day that the leak was on his side. The customer has requested that the Water Authority consider a compromise on usage and cost.

The CSR investigated the customer's claim of reporting the leak by doing multiple follow-ups with the relevant staff and subsequently received the Call Out Leak Report on 01 August 2025. The Call Out Leak Report confirmed that the on-call Water Supply crew arrived on site on 03 May 2025 at 8:00pm and left at 9:30pm. A trench was excavated near the service line, but they were unable to identify the source of the leak due to inadequate lighting conditions, and the Foreman made the decision to postpone further troubleshooting.

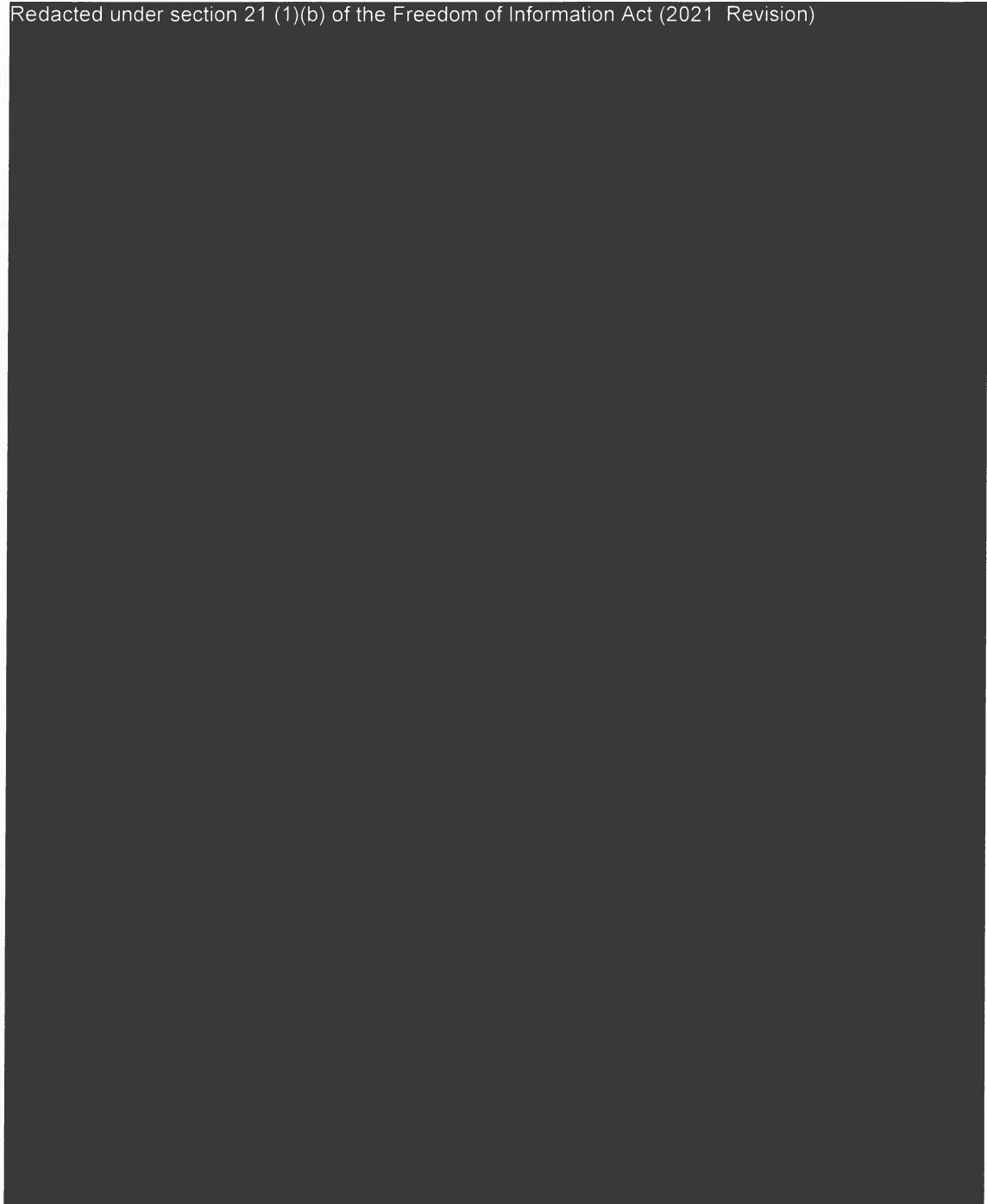
The crew returned to the location on 04 May 2025 at 8:15am to continue their assessment. Upon inspection, water was observed accumulating on the roadway and in the vacant lot adjacent to the southern boundary of the customer's property. The meter was then checked and movement on the dial was observed. The reading was taken at 8:16am and recorded as 2,726.1 cubic meters. The origin of the leak stemmed from a component of the irrigation system located within the customer's property. Once identified, a resident of the address was then informed of the leak, and the crew departed at 8:25am.

In summary, no leak was identified during the Fail Audit Inspection on 02 June 2025 as the customer had already repaired the leak. However, the customer advised that he had reported the leak on 03 May 2025 at 7:06pm. The on-call Water Supply crew arrived and excavated a trench near the service line but were unable to identify the source of the leak due to inadequate lighting. The customer said that when the crew left the property he was not advised if the leak was fixed or not. The Call Out Leak Repair Report confirmed that the team returned to the site the following morning and immediately observed water in the roadway and in the vacant lot adjacent to the customer's property. The report showed that the meter was not checked until the next morning, at which time movement on the dial was observed and the leak's origin was confirmed as being on the customer's side of the meter. The customer argues that had the meter been checked on the first visit, he would not have endured an additional 12 hours of water loss and has requested for the Board to consider a compromise on the usage and cost to minimise his financial burden.

The on-call crew did not follow the Water Authority's procedures, which include checking the meter when the call-out is due to a leak. As the customer is responsible for all pipework downstream of the meter, members may wish to consider whether to proportionally waive the estimated costs of the leak for the 12hr period during which the leak continued after the Water Authority's on-call crew first visited the site and returned the following morning. The Secretary respectfully sought the Board's decision on the request from the customer. Members agreed that the customer should be advised that they reviewed the request. All members present

and able to vote decided that the customer's bill for the month of May 2025 should be the calculated average of the previous 6 months before in view of the Authority's failure to follow its own procedures. Members also observed that it took a substantial time for Customer Service to receive the Call Out Leak Repair Report noting that all efforts should be made in Operations to ensure the timely production and submission of reports when requested for the investigation of customers' complaints.

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



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- Any Other Business**
a) **Staff Retirement.**

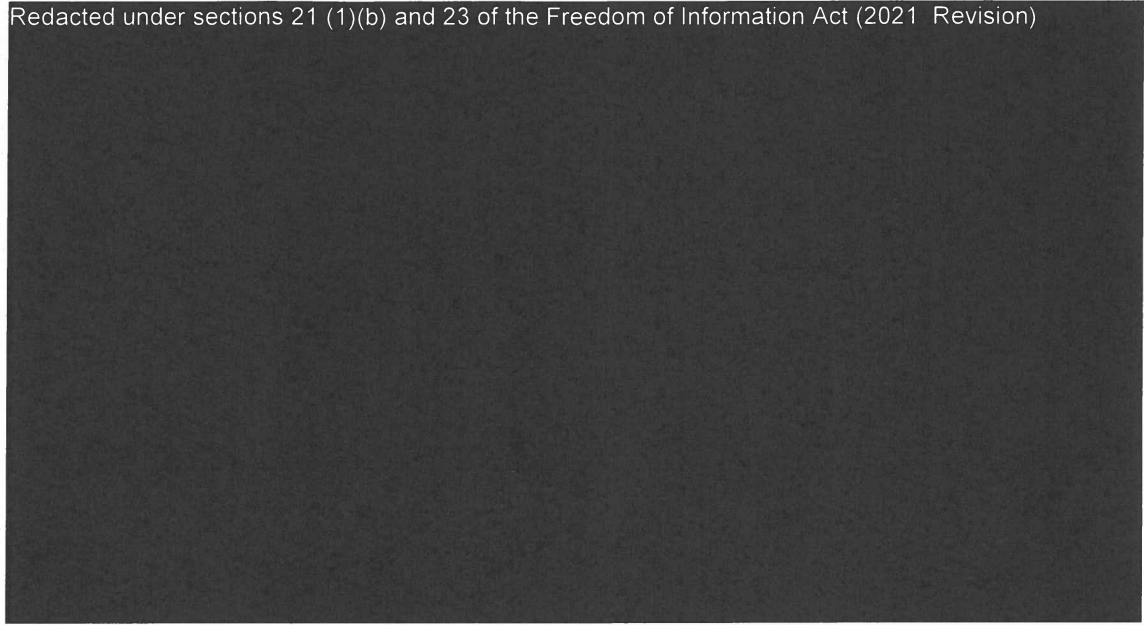
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b)

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



c) **Commission for Standards in Public Life.**

The Secretary sought confirmation from members that they have made their submissions. The Secretary reached out to the Commission and was advised that although the declaration period officially closed 30 July 2025, there is a 30-day grace period where submissions may still be made without being marked late or penalised.

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

1. The CI Cancer Society - CB & LC Cancer Survivors Dinner, Public Health Fair & Cayman National Stride Against Cancer.
2. The CI Cancer Society - CIBC Caribbean 2025 Walk for the Cure.
3. Caribbean Elite Soccer Ltd - Portugal Gap Year Programme.

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Any Other Business

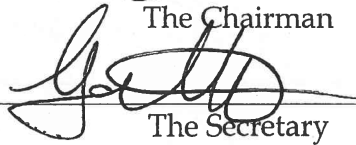
None.

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 12:13pm.

This is a true and accurate account of the proceedings.



The Chairman



The Secretary

Water Authority of the Cayman Islands

361st Meeting to be held at 9:00am on Wednesday, 20 August 2025

Director’s Updates/Report

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

- In July 2025 the New Works Pipelaying Crew (NWPC) installed approximately 13.7 metres (45 feet) of 150mm (6-inch) PVC pipeline, 488.6 metres (1,603 feet) of 80mm (3-inch) of PVC pipeline along several side roads, plus installed 10.7 metres (35 feet) of 63mm (2-inch) PE pipeline, 17.4 metres (57 feet) of 32mm (1-inch) PE pipeline, and 47.6 metres (156 feet) of 25mm (3/4-inch) PE pipeline for 14 service connections.

- The weekly progress report for July 2025 is as follows:
 - Week 27 (starting 30 June): NWPC installed 54.9 metres (180 feet) of 80mm PVC pipeline in Scott’s Avenue, completing the pipelaying in this road. The crew also installed 152.4 metres (500 feet) of 80mm PVC pipeline in Walton Drive.
 - Week 28 (starting 08 July): NWPC installed 30.5 metres (100 feet) of 80mm PVC pipeline in Walton Drive and installed 11 service connection.
 - Week 29 (starting 14 July): NWPC screened material and moved waste rocks from the screen machine area to the Bluff site while some staff assisted Brac Operations. The crew installed 96.0 metres (315 feet) of 80mm PVC pipeline in Brac Drive, completing the pipelaying in this road. The crew also installed 79.3 metres (260 feet) of 80mm PVC pipeline in Sylvina Avenue.
 - Week 30 (starting 21 July): NWPC commenced and completed preparations for scheduled 3-night valve replacement work based on the results of the leak detection programme. Replaced faulty 150mm valve at Cross Road/ West End Rd intersection, road repaired with cold mix. Replaced faulty 150mm valve at Terrace Drive/ Dennis Foster Road intersection, road repaired with cold mix. Replaced faulty 150mm valve at Cross Road/ West End Road intersection.
 - Week 31 (starting 28 July): NWPC installed 73.2 metres (240 feet) of 80mm PVC pipeline in Sylvina Avenue, completing the pipelaying in this road. The crew also installed 3 service connections, capped 6 saddles at different side roads, installed 3 valve box covers, and screened material.

After a hiatus of several years, the Public Works Department (PWD) in Cayman Brac has commenced road reinstatement. Sections of the mainline approaching Spott Bay have been paved.

Pipelaying for new Cayman Brac High School
No update.

West End Water Works Pump House

- During the first seven months (January-July) of 2025 the total water sales on Cayman Brac compared to the same period in 2024 were:
 - Total water sales up approximately 17.5%

- Pipeline sales up 12.0%
- Trucked water sales up 27.4%

West End Water Works RO Plants

- During the month of July 2025, the overall water production in Cayman Brac averaged 736 cubic metres per day, which equates to approximately 57% of the overall design water production capacity at West End Water Works.
 - During the month of July 2025, the expanded RO plant (Plant #1) was operational for 31 days and when operational produced on average 736 cubic metres per day (approximately 70% of the plant’s design water production capacity). During this same period the containerised plant was not operational.
 - During the month of July 2025, there was 1 planned plant shutdown to change pre-filters (19 July 2025). There were 5 unplanned plant shutdowns, 3 due to high reservoir level (05, 12, and 20 July 2025), 1 due to a leak on the high pressure pipework (25 July), and 1 due to a power outage (28 July 2025).

Brac Bluff Water Works

On 07 August 2025 the Public Procurement Committee (PPC) approved the recommendation in the Evaluation Summary and Tender Award Recommendation (ESTAR) report to award the Cayman Brac & Little Cayman Exploratory Drilling Contract (2025) to Brewster Well Drilling for a Contract Amount of US\$934,600.00.

The successful contractor has been notified of the outcome, and the Contract Documents will be finalised soon.

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

31 December 2024 Audit - OAG Report to those Charged with Governance - Water Authority 2024

The Office of the Auditor General (OAG) issued its *Report to Those Charged with Governance on the 2024 Audit* to the Water Authority’s management and Board in July 2025. The report highlighted several matters:

1. *Unfunded Defined Benefit Retirement Liabilities*
 - The OAG recommended that the Authority begin setting aside funds to address these liabilities.
2. *Non-Compliance with Procurement Regulations*
 - There was a difference in interpretation between Water Authority management and the OAG regarding certain procurement reporting requirements.
 - The Water Authority will seek formal clarification in order to ensure full compliance with the regulations in 2025.
3. *Performance Awards*
 - The Board approves annual performance awards in line with the annual budget process.

This report will be discussed at the September 2025 Board meeting.

2024 Annual Report

The Authority’s expectation is that the 2024 Annual report will be tabled in Parliament during the September 2025 sitting.

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

Copies of the June 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)

Department Updates

a) **Finance**

2025 (Revised) & 2026-2027 Budget

On 01 August 2025, the Authority received an email from Budget Management Unit (BMU) containing a memorandum from the Ministry of Finance regarding the commencement of the budget and SPS process for 2026–2028 and the 2026–2027 Budget. The submission deadlines outlined were 11 August 2025 for the Excel template and 29 August 2025 for the Ownership Agreement.

The Authority requested an extension of the submission deadline to 21 August 2025 to allow sufficient time to prepare the budget and present it to the Board for approval. The Authority emphasised the importance of Board review, particularly in relation to the 10-year capital development budget, which outlines project priorities for the next decade with an estimated cost exceeding \$220 million.

BMU approved the extension for all submissions but requested preliminary figures for Net Income, Dividend, and Net Worth by 15 August 2025. The Secretary notes that the CFO will provide these estimates on 15 August 2025, with a clear caveat that the figures remain subject to Board approval. This matter is further represented within the agenda for this 361st Meeting of the Water Authority Board under Current Business, item c) 2026-2027 Ownership Agreement & 10-Year Capital Development Plan 2026-2035.

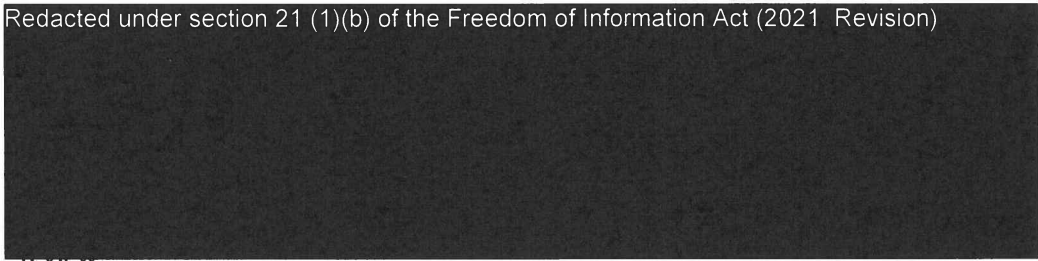
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b) **Engineering Services**

1) *Engineering*

No update.

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Review.

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. On 04 August 2025 the supplier indicated that the truck construction is expected to be completed by late August 2025.

Red Gate Operations Building AC Replacement

Nothing new to report. Otis Air 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.

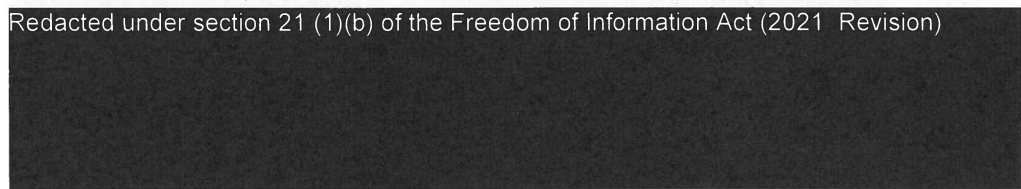
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- b) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
- c)
- d)

2) *New Works Division*

- In July 2025, the NWPC in GCM completed the pipeline installation (200mm (8-inch) pipe) along the King's Gym connector road (between Crewe Road and Edgewater Way). This pipeline was fully commissioned on 11 July 2025.
- The NWPC also installed approximately 128 metres (420 feet) of 100mm (4-inch) pipe along Arundel Lane (off Smith Road, George Town), replacing the existing 63mm OD PE pipe. The new pipeline has now been fully commissioned: it was successfully pressure tested, disinfected and flushed and all customers have been connected to the new pipeline.

3) *Water Distribution & Treatment Division*

- During the first seven months (January-July) of 2025 the total water sales on Grand Cayman were approximately 3.6% more than in the same period last year.
- Prive Subdivision in South Sound (21C-164): Disinfection completed. Installed 32-3/4" meters.
- Tonie Brown Subdivision, Off Queen's Highway (69A 1/2/84): 12 lots: Ongoing, awaiting disinfection efficacy results.
- Silver Thatch Heights, Noreen Way (Newlands) (28B 390): 10 lots: Completed.
- Water storage reservoir maintenance: Reservoir 1 at Red Gate - This reservoir has been inspected, and new cathodic protection has been installed. This reservoir was returned to service on 16 July 2025.
- The DMA at the Frank Sound Junction remains in normal operation.
- The DMA at Agricola Drive is operational.
- The 1 DMA at Poindexter are operational.
- The 2nd DMA at Poindexter: Logger and pressure transducer are operational, but Flow Sensor stopped working on 05 July 2025. Sensor and logger were removed on 27 July 2025, and sensor will be shipped overseas for testing soon.

4) *Water Production Division*

- During the month of July 2025, the Lower Valley RO Plant produced on average 2,589 cubic metres per day, or approximately 86% of the plant's design water production capacity.
- During this same period, there were no planned shutdowns.
- During this same period, there were 2 unplanned plant shutdowns, 1 to replace a blown fuse on the power supply to one of the well pumps (08 July 2025) and the second was due to a VFD fault caused by CUC power fluctuations (25 July 2025).

5) *Wastewater Collection & Treatment Division*

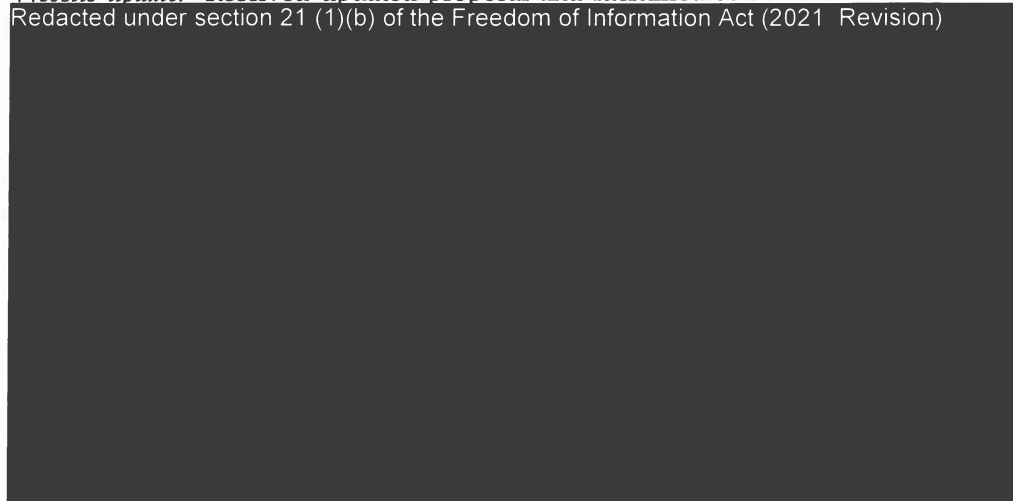
- In July 2025, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was not exceeded on any day. The average daily wastewater inflow from West Bay Road during this same period was 1.72 mgd (or nearly 69% of the design treatment capacity). This is approximately 3.7% higher than the average influent measurement during the same month in the previous year (1.66 mgd).
- SBR Blower #2 Motor was replaced on 20 June 2025, the new spare motor has been received.
- In May 2025 the Water Authority ordered 75 polyethylene manhole inserts. These inserts are sandwiched between the ductile iron manhole cover and its frame and eliminate rainwater from entering the wastewater collection system at the manhole cover, thus reducing overall infiltration. Operations-WWC has now installed 63 of these manhole inserts (dishes) in the various manholes at the Crystal Harbour development. If successful, additional inserts will be ordered and installed.
- Operation and maintenance training for the recently ordered Reid Porta Gantry system, including winch, was conducted on 05 July 2025. This equipment will allow safe entry for up to two employees at once into the Authority’s manholes and wet wells.
- The preliminary activities necessary to resume work on the refurbishment of the deteriorated and leaking manhole M2460 (in front of Burger King) are progressing well: i.e., an additional disposal well has been constructed, a proposal for the supply and installation of sheet piles across 2 abandoned sewer lines has been received, and the additional epoxy grout is on island. However, the actual refurbishment work will most likely commence in late November 2025 or in early 2026 (after the Christmas/New Year peak tourism season).
- Upgrade of Control Network at the Wastewater Treatment Plant (WWTP): Nothing new to report.

c) **Customer Service**

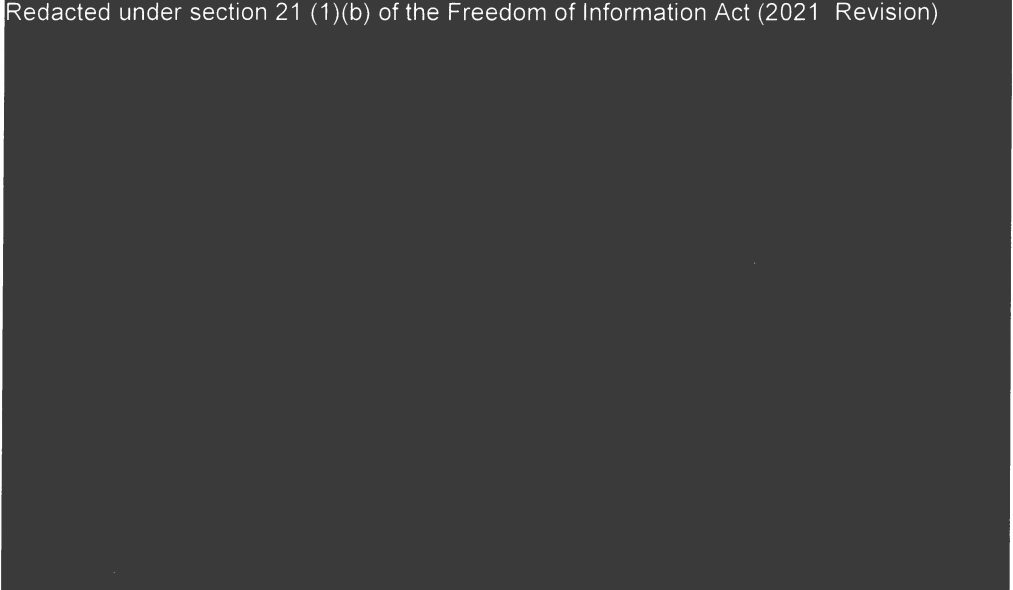
Projects

- *Cogsdale Upgrade:*
 - *Cash Receipt Printing:* Cash receipt printing still being worked on.
 - *Bill Proration Testing:* This testing took place on 12 August 2025.
 - *Automatic Reconnection:* Quote approved 27 July 2025 and development in progress with Cogsdale.
 - *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:* The changes requested by the Board at the 360th Meeting on 16 July 2025 were completed and has been submitted to Cogsdale for development.
 - *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:* Received updated proposal and identified some additional issues. Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



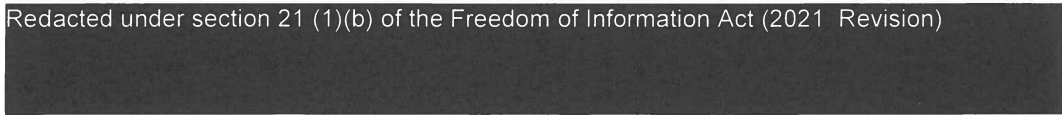
- Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



Promotions

- *Hurricane Campaign:* Continues with social media posting and feature in newsletter; radio ads started on 04 August 2025; the messaging on assets and store before will also be boosted. Printed ads and customer email scheduled for early September 2025 as season peaks.
- *Celebrating our Interns 2025:* During the period 01 August to 31 August 2025; an intern is featured each day on social media for the month of August.
- *World Water Week:* During the period 24-28 August 2025; messaging will focus on groundwater protection and customer actions geared towards 'Drink Tap Water'.

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)

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Hurricane Tabletop Exercise

Meeting with staff planning the event had to be postponed due to staff being on leave. Due to the unexpected absences of several key staff in August and September it is likely that this exercise will have to be postponed until next year.

d) **Human Resources**

Recruitment & Staffing

- Customer Service Representative – interviews held on 17 July 2025, selection process ongoing
- HR Manager - recruitment process on hold. Considering a different approach due to the lack of success in filling the role, even temporarily
- Engineer-Wastewater – recruitment process ongoing
- Hydrogeologist – recruitment process ongoing
- Laboratory Technologist – interviews held 25 July 2025, selection process ongoing
- Laboratory Technician II - interviews held 28 July 2025, selection process ongoing
- Labourer-NW (CYB) – recruitment process ongoing
- Labourer-CYB – recruitment process ongoing
- Water Truck Driver-CYB (renamed/revised position) – recruitment process ongoing
- Junior Corporate Communications Officer – vacancy due to resignation in July 2025, recruitment process ongoing

Carlos Norbert Scott - a member of the Authority’s Cayman Brac Operations Division, retired after 25 years of service on 31 July 2025. A retirement celebration was held on 31 July 2025 at the Cayman Brac Reef Resort, which brought together Cayman Brac staff, along with colleagues from the Authority’s Grand Cayman office, including the Water Authority Board Chairman, Director, Deputy Director, and other senior managers. The event was honoured by the presence of Hon Nicholas DaCosta, Minister for District Administration & Home Affairs, who has ministerial responsibility for the Water Authority.

Learning & Development

- Summer Internship Programme – the 2025 Summer Internship Programme ends on 31 August 2025. This year, the Water Authority offered 27 summer internship placements to young Caymanians ages 14–23 across various departments.
- Six employees sat the Operator Certification Examinations on 08 August 2025 online.
- Additionally, 3 of recently employed Assistant Operators have been enrolled in the California State (Sacramento) – Office of Water Programs (OWP) self-study certification programme. They will subsequently sit the ABC/WPI/CAWASA certification examinations.

Scholarship Programme

- The Board supported the recommendation of the Scholarship Interview Panel to award scholarships to Liam Benson and Marco Lopez-Francis. Both candidates have accepted the scholarship offers.
- 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)
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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 & IS).
- HR went live with Vista on 15 July 2025. This initial soft launch allows the HR administration team to thoroughly test the system and provide valuable feedback. This will ensure a smooth transition for everyone before the move to the next phase, which will involve rolling out the Employee Self-Service features and user training. It is anticipated that the full rollout to all staff will now take place in late August/ mid-September 2025.

Compensation Review

- McConnell HR Consulting Inc (MHRC) was selected to conduct the Authority’s compensation review project this year.
- The project is on the way with the sharing of relevant documents and information to facilitate job evaluations and the custom compensation survey. Training for the JEC is being finalised.

Staff Engagement/Social Activities

- Ice cream Day was held on the 25 July 2025; staff in Grand Cayman enjoyed the flexibility of collecting their free ice cream from the ice cream truck at the Water authority’s Red Gate parking lot between the hours of 2:00pm – 4:00pm, while the Brac staff collected their free choice of ice cream from the Brac Customer Service office between the hours of 1:30pm to 2:30pm.
- 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 hosted health checks for staff in Grand Cayman on the mornings of 12 and 13 August 2025. For Cayman Brac-based employees, health checks were held on 06 August 2025. This initiative is in partnership with the Authority’s health insurance provider, Aetna.

Job Evaluation –Portfolio of Civil Service.

No update.

FOI updates

No new FOI requests were received since the last report to the Board at the 360th Meeting held on 16 July 2025; however an updated FOI report dated 23 July 2025 has been provided to members.

e) **Information Services**

Cogsdale and Great Plains upgrades – The last upgrade was successful, and an upgrade schedule will to be implemented to prevent falling too far behind on the software versions.

Receipt Printer Issues – Still awaiting fixes from Cogsdale. Same applies to software for automatic reconnect after disconnect, and some minor issues with the new Customer Portal.

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

Incoming calls to IVR - Flow resolved call issue for Digicel customers on 18 July 2025; this is reflected in the call numbers for July which are up to 636.

f) **Water Resources & Quality Control**

Environmental Impact Assessment (EIA) – East West Arterial

- No further updates - to the Water Authority’s knowledge the Environmental Advisory Board’s (EAB) review of the Environmental Statement and the Environmental Management Plan have been submitted to the National Conservation Council (NCC). The NCC has not had a meeting yet to discuss the EAB’s review, and the review has not yet been released to the public

Airports EIA

- The EAB held a meeting on 25 July 2025 to review the public comments on the draft Terms of Reference (TORs) for the EIAs for the proposed projects in Grand Cayman and Cayman Brac. The EAB’s review has been submitted to the project consultant Royal Haskoning and to the Cayman Islands Airports Authority. The consultant has submitted the revised draft TOR for the Cayman Brac project, and the revised draft TOR for the Grand Cayman project is expected to be submitted shortly. The EAB will review both so that they can be finalised.
- The EAB has not yet reviewed the public comments on the draft (TORs) for the EIAs for the proposed Airport relocation in Little Cayman.

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

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Laboratory – Staff Changes

- Erica Shim, Lab Technician II and Rickeem Lashley, Lab Technologist have resigned from the Authority to pursue further studies. Both will leave later this month. The recruitment process for new staff is in progress, however the loss of 2 staff members and transition to new staff will impact the laboratory. The Lab Manager has prepared a transition plan to address these impacts.

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:

- *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 September 2025 Board meeting.