

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 363rd Meeting held on 15 October 2025
at Cayman Brac Beach Resort Conference Room,
383 Channel Road, Cayman Brac

Members Present:

Chairman: Mr D Rankine

Members: Mr M Campbell
Mr K Conolly
Mrs L Ryan - *phone*
Ms Elsie Kynes
Mr M Scotland

Secretary: Dr G Frederick-van Genderen

Apologies: Mrs D Ebanks
Mr G Ebanks
Ms A Owens
Mr H B Ebanks
Mr M Ebanks

Absent:

Guests: Mr Tom van Zanten, *Deputy Director*
Ms Lori Bergman, *Chief Financial Officer*
Ms Amory Smith, *Executive Secretary & PA*

Call to Order

The Chairman called the meeting to order at 8:56am after ascertaining there was a quorum. He noted apologies for Ms A Owens, Mr H B Ebanks, Mrs D Ebanks, and Mr M Ebanks. The Chairman then invited Mrs L Ryan to open the meeting with prayer. The Chairman noted that neither the District Commissioner or his Deputy would be able to attend the meeting and noted their apologies.

Confirmation of Minutes of the 362nd Meeting held on 17 September 2025

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 362nd Meeting held on 17 September 2025. The Chairman proposed an amendment to agenda item b) **31 December 2024 Audit of Island & Divisional Statements - Update, bullet point 3 under Matters Arising Director's Updates/Department Reports** on page 2. He proposed to remove from the sentence in the bullet point the following phrase "...in line with the annual budget process and that..." and insert the following amendment "...in line with the annual budget process and within the budgeted amount and that..." Mr M Scotland moved the motion to accept the Minutes as amended, Mr M Campbell seconded the motion, and the motion passed unanimously by all members present and able to vote.

Declaration of Conflicts of Interest

None.

Matters Arising Director's Updates/Department Reports

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project - Update.**
Members queried what seemed to be an inordinate amount of sample taps in the Brac water distribution system. The Secretary confirmed that sample taps were installed at strategic locations within the distribution system. Members also noted that there appeared to be several roads without names especially in the Spot Bay area and suggested that the Authority communicate this situation to the Lands & Survey Department.

The Chairman enquired about the Memorandum of Understanding (MOU) with the Public Works Department in Cayman Brac regarding road reinstatement arrangements. The Deputy Director explained that in 2016 the Water Authority had an arrangement with the Brac PWD that they would carry out reinstatement after the pipelines were laid. For five years, no reinstatement took place as the Brac PWD had other commitments.

The Chairman enquired the reason for the number of customers categorised as "waiting on customer action". The Deputy Director explained that the majority of customers in that category may have had the 50 ft trench cut by the Water Authority but have not yet installed their own pipeline.

Mr M Campbell queried the establishment of a dedicated crew for water supply connections in Cayman Brac. The Secretary confirmed it was the intention of the Authority to establish such a crew.

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 Deputy Director explained that the next step will be the hand-clearing of the site and that the contract for core drilling should be completed by end of March 2026.

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

31 December 2024 Audit of Consolidated, Islands & Divisional Statements

Members reviewed and discussed the Office of the Auditor General's (OAG) "Report to Those Charged with Governance on the 2024 Audit" in which 3 matters were highlighted. Regarding the three matters highlighted in the report by the OAG, members decided as follows:

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



2024 Annual Report

No matters raised.

31 December 2025 Audit of Consolidated, Island & Divisional Statements

No matters raised.

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

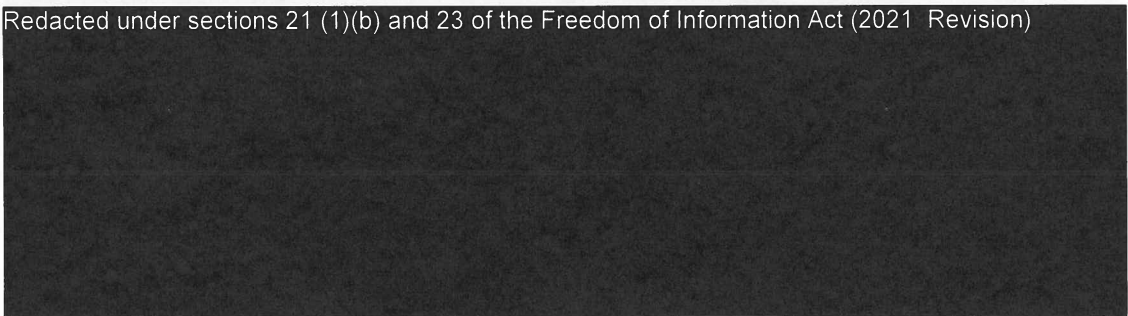
2025 (Revised) & 2026-2027 Budget

No matters raised.

Redacted under 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)



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)

Members noted the delayed delivery date. Modifications and contractual penalties were discussed, however, there is no apparent recourse.

Red Gate Operations Building AC Replacement

No matters raised.

Lower Valley Pipe Rack

No matters raised.

Procurement of 2 Water Trucks for Cayman Brac

No matters raised.

Procurement of 3 loader backhoes

No matters raised.

Procurement of 3 self-propelled trench compactors

No matters raised.

Procurement of 3 equipment trailers

No matters raised.

Maintenance contracts to be renewed

No matters raised.

Members queried the RFPs for the heavy equipment, the Deputy Director explained that these will be issued in the coming weeks.

2) *New Works Division*

No matters raised.

3) *Water Distribution & Treatment Division*

No matters raised.

4) *Water Production Division*

The Chairman queried the power fluctuation issues and wondered if any form of voltage regulation was possible. The Deputy Director explained that the VFDs have built in regulation but beyond the set threshold the system does not reset itself.

5) *Wastewater Collection & Treatment Division*

No matters raised.

c) Customer Service

Projects

No matters raised.

Promotions

No matters raised.

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

Customer Portal/Bulk Messenger/Ombudsman

No matters raised.

d) Human Resources

Recruitment & Staffing

No matters raised.

Learning & Development

The Chairman queried the Danfoss Technical Workshop, the Deputy Director explained that the Authority utilises their pumps, and the company provided the training for Water Authority staff as well as other private entities that use similar pumps. The Water Authority provided the training room and refreshments. The training was well received by all participants. Mr M Campbell enquired whether there would be additional opportunities for training such as this workshop. The Deputy Director noted that this has been done in the past with other companies and would continue.

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*HR Management System*

No matters raised.

Compensation Review

No matters raised.

Staff Engagement/Social Activities

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.

Cyber Security

No matters raised.

Vista Software

No matters raised.

f) Water Resources & Quality Control

Environmental Impact Assessment (EIA) – Quarry on 43A419/422

No matters raised.

Environmental Impact Assessment (EIA) – East West Arterial

No matters raised.

SOL Jackson Point Terminal – Impact of Historical Fuel Spill

No matters raised.

Geology Education Week 2025

No matters raised.

Laboratory – External Audit

No matters raised.

Cayman Islands Chamber of Commerce – Infrastructure Webinar Series

No matters raised.

g) Director's Office

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

No matters raised.

Current Business**a) Management Accounts July 2025.**

The Secretary was pleased to present the unaudited management accounts for the eight months ending 31 August 2025, with comparisons to both the prior year and the recently approved 2025 budget.

During this period, overall sales showed a modest increase of 1.2% compared with the same timeframe in 2024. In Grand Cayman, net water sales remained steady, rising slightly by 1.0%. Consumption rose by 4.8%, though this gain was offset by

a 16.8% reduction in EAF revenue. Meanwhile, Cayman Brac recorded a strong improvement, with sales climbing 17.5% over 2024 levels.

Operating expenditure declined by 8.3%, mainly reflecting lower spending on Repairs and Maintenance and Supplies. Fewer remediation works were required on the waste collection system this year, while reduced road reinstatement activity led to lower supply costs.

Administrative expenses rose by 6.4% year-on-year, though they remain under budget and reflect the Authority's prudent budgeting practices.

Overall, the Authority's financial results for the year to date are consistent with expectations and remain favourable against the 2025 budget. The Authority continues to demonstrate a sound financial position, with adequate resources to fund daily operations and progress key capital projects.

Any Other Business

a) Re-establishment of Operations Department.

The Secretary reported that as of 01 November 2025, the Water Authority would be re-establishing the Operations Department that was merged with the Engineering Services Department in 2010. Mr Juan Carlos Leiva-Vargas, who is currently Senior Engineering Manager-Operations will be promoted, effective 01 November 2025, to Chief Operations Engineer, Head of Department of the Operations Department with responsibility for Water Supply Operations, Wastewater Operations, and Cayman Brac Operations.

b) Polo Shirts for Board Members.

The Chairman reminded the Secretary that members had expressed the desire from last year to have Water Authority polo shirts. Members discussed and decided that they wished to have Dri-Fit, polo shirts with the Water Authority's logo on them. Members agreed that to show differentiation between official Water Authority staff uniforms that the colour of the shirts be different from those used by the Water Authority and that they had no objection to the label "Board Member" being included underneath the Water Authority's logo. Members requested that there should be no signage on the back of the shirts.

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

1. The Assemblies of God of the Cayman Islands - The Cayman Singing Christmas Tree.
2. Dept of Counselling - International Men's Day 2025.
3. CI National Museum - Anniversary Christmas Market.
4. Sister Islands Swim Club.

- 5. Lions Club of Cayman Brac - Breast Cancer Dress Down.
- 6. CI Crisis Centre - Met inspired Gala and Jingle Bell Walk/Run.

Indigent Assistance Fund

None.

Any Other Business

There being no other business the Chairman thanked all members for attending and the meeting was then adjourned at 10:44am.

This is a true and accurate account of the proceedings.



The Chairman JOSEPH ROWNTREE



The Secretary

Water Authority of the Cayman Islands

363rd Meeting to be held at 9:00am on Wednesday, 15 October 2025

Director’s Updates/Report

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**
- In September 2025 the New Works Pipelaying Crew (NWPC) installed approximately 310.9 metres (1,020 feet) of 80mm (3-inch) of PVC pipeline along several side roads, plus installed 94.5 metres (310 feet) of 32mm (1-inch) PE pipeline, and 25.3 metres (83 feet) of 25mm (3/4-inch) PE pipeline for 23 service connections.
 - The weekly progress report for September 2025 is as follows:
 - Week 36 (starting 01 September): NWPC installed 2 sample taps, 15 service connections including cutting customer’s trenches and repairing roads with cold mix.
 - Week 37 (starting 08 September): NWPC installed 99.1 metres (325 feet) of 80mm PVC pipeline along Neptune Drive. Pipelaying completed for Neptune Drive. The NWPC also installed 67.1 metres (220 feet) of 80mm PVC pipeline along unnamed road west of Neptune Drive.
 - Week 38 (starting 15 September): NWPC installed 12.2 metres (40 feet) of 80mm PVC pipeline and an 80mm washout along unnamed road west of Neptune Drive, completing the pipelaying in this road. Trencher required repairs, in meantime the crew moved waste from screening to the Bluff site, chlorinated Ryansville Lane and Sunny Drive. Crew also located and undermined telecommunication line in Magnolia Drive. NWPC installed 30.5 metres (100 feet) of 80mm PVC pipeline along Magnolia Drive.
 - Week 39 (starting 22 September): NWPC installed 35.1 metres (115 feet) of 80mm PVC pipeline in Magnolia Drive and an 80mm washout, completing the pipelaying in this road. Crew installed 67.1 metres (220 feet) of 80mm PVC pipeline and an 80mm washout along unnamed road west of Magnolia Drive. Crew also installed 8 service connections including cutting customers’ trenches and repairing roads with cold mix.
 - Public Works Department (CYB) has resumed road reinstatement of the roads affected by the Authority’s trenching works. They recently completed hot mix asphalt paving along Spot Bay Road, between Taylor Turn and Long Beach.
 - A Memorandum of Understanding (MOU) is being prepared to detail the formal agreement between the Water Authority and PWD (CYB) regarding road reinstatement in Cayman Brac.

The number of outstanding requests for water connections in Cayman Brac is as follows:

Group	Number
No pipeline down private Road	21

Pending to cancel application	7
Waiting on customer action	46
Waiting on WA to install	10
Total	84

Approximately 12% of the outstanding total of 84 are awaiting on the Water Authority to install the service.

Pipelaying for new Cayman Brac High School

No update.

West End Water Works Pump House

- During the first nine months (January-September) of 2025 the water sales on Cayman Brac compared to the same period in 2024 were:
 - Total water sales up approximately 22.3%
 - Pipeline sales up 19.0%
 - Trucked water sales up 28.2%

West End Water Works RO Plants

- During the month of September 2025, the overall water production in Cayman Brac averaged 649 cubic metres per day, which equates to approximately 50% of the overall design water production capacity at West End Water Works.
 - During the month of September 2025, the expanded RO plant (Plant #1) was operational for 28 days and when operational produced on average 623 cubic metres per day (approximately 59% of the plant's design water production capacity). During this same period the containerised plant was operational for 9 days and when operational produced on average 225 cubic metres per day (approximately 98% of the plant's design water production capacity).
 - During the month of September 2025, there were 2 planned plant shutdowns to replace a 1" air valve on Train 1A (05 September 2025) and to replace a 1" air valve on Train 1B (06 September 2025). In addition, there were short plant shut-downs (30-60 mins) when alternating between the two trains on the expanded RO plant (Plant #1), and between Plant #1 and the containerised plant to ensure none of the membranes are sitting idle too long. There was 1 unplanned plant shutdown to replace a bearing on the booster pump motor for Train 1B (15 September 2025).

Brac Bluff Water Works

Following the approval on 07 August 2025 by the Public Procurement Committee (PPC) to award the Cayman Brac & Little Cayman Exploratory Drilling Contract (2025) to Brewster Well Drilling, there have been various communications between the Authority and Brewster, and it is anticipated that the signed Contract Documents will be forwarded to Brewster Well Drilling by 10 October 2025.

b) 31 December 2025 & 2024 Audit of Consolidated, Island & Divisional Statements - Update.

31 December 2024 Audit of Consolidated, Islands & Divisional Statements

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2024 Annual Report

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

31 December 2025 Audit of Consolidated, Island & Divisional Statements

The Secretary reports that the Chief Financial Officer (CFO) has advised that the Water Authority expects to provide the 30 September 2025 draft financial statements so that Baker Tilly (BT) can start interim work on the 30 September 2025 numbers. The audit kick-off meeting is expected to happen sometime in November 2025.

c) Key Performance Indicators (KPIs) – Update.

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

d)

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Department Updates**a) Finance***2025 (Revised) & 2026-2027 Budget*

The Secretary reports that that there have been no further questions on the Authority’s 2026/2027 budget submission, the CFO was requested to provide the word version of the document on 03 October 2025 and did so the same day. The Chairman will need to sign again when the BMU has consolidated all the documents into their main document.

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**b) Engineering Services**

- 1) *Engineering*
No update.

*Business Cases – Projects**Advanced Metering Infrastructure (AMI) Pilot Project*

An update was provided to members on 08 October 2025 regarding progress on this project. Since that update, there have not been any significant updates.

Addition WA Main Office Building

Nothing new to report. The RFP for the Design team is with the Deputy Director for review.

Procurement of a Crane Truck (for Wastewater Division)

Unfortunately, on 19 September 2025 the supplier indicated that the body builder (Knapheide) is experiencing a delay with the crane delivery. Therefore, it is now expected that the crane truck will be delivered in December 2025.

Red Gate Operations Building AC Replacement

The contractor, Otis Air, completed all work under this contract on 22 September 2025.

Lower Valley Pipe Rack

This project was awarded to J&R Industrial Services; onsite works commenced on 30 September 2025. Work is expected to be completed on 12 November 2025.

Procurement of 2 Water Trucks for Cayman Brac

The ESTAR report for the Procurement of Two (2) Potable Water Trucks was reviewed by the Public Procurement Committee (PPC) on 02 October 2025. Approval from the PPC was received on 07 October 2025.

Procurement of 3 loader backhoes

The business case and the RFP for the procurement of 3 new backhoes were approved by the Water Authority Procurement Committee (WAPC) on 02 October 2025.

Procurement of 3 self-propelled trench compactors

The business case and an RFP for the procurement of 3 new trench compactors were approved by the Water Authority Procurement Committee (WAPC) on 02 October 2025.

Procurement of 3 equipment trailers

A business case and an RFP for the procurement of 3 new equipment trailers were approved by the Water Authority Procurement Committee (WAPC) on 02 October 2025.

Maintenance contracts to be renewed:

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- b) Janitorial Services - On 10 September 2025 the PPC approved the preferred bidder as per the Evaluation Report (ESTAR) subject to Water Authority carrying out a Best And Final Offer (BAFO) exercise. BAFO process was completed on 01 October 2025, and the preferred bidder confirmed their original price. This information was sent to the PPC, the Authority is now awaiting the updated award memorandum before the contract award can proceed.

- c) Air Conditioning Maintenance - RFP was published on Bonfire and bids were due on 12 September 2025. Only one bid has been received and is being evaluated.
- d) Landscaping - RFP was published on Bonfire, and the 5 bids have been evaluated. The preferred bidder confirmed that not all services were included within their offer and therefore their bid was deemed non-compliant. The second placed bidder will now be awarded the contract subject to WAPC approval.

2) *New Works Division*

- In September 2025, the NWPC installed approximately 61 metres (200 feet) of 100mm (4-inch) pipe along Lemon Road and connected this new pipeline to the water main in Northward Road. This new pipeline was then disinfected. Work will soon resume at this location to upgrade the existing pipeline along Silverdale Close (from 63mm (2-inch) to 100mm (4-inch)) to accommodate a new 17-lot subdivision (on Block 38B Parcel 493).
- The NWPC carried out tar spray and chip reinstatement of the road affected by the Authority's recent pipeline upgrade work along Arundel Lane (off Smith Road, George Town).
- The NWPC also worked at the Port Authority site (off Portland Road) to connect a new water meter vault to the 150mm (6-inch) water main. One of the two existing water meters is inaccessible to the meter readers as it is situated in the access road for the trucks. The new water meter vault will be situated off the main road and will replace the two existing water meters for the Port Authority. Work is complicated due to the presence of multiple underground utilities (e.g., CUC, Flow, unknown conduits etc.), some of which were unknown, and the Water Authority's activities cannot interfere with normal (very busy) Port Authority operations. The crew also assisted the Port Authority with determining why the two fire hydrants on the property were 'dry': The crew found an in-line valve which was covered over and closed. It is anticipated that all work at this location will be completed around the end of October 2025.

3) *Water Distribution & Treatment Division*

- During the first nine months (January-September) of 2025 the total water sales on Grand Cayman were approximately 3.8% more than in the same period last year.
- Relaying of approximately 190 metres (625 feet) of 150mm (6-inch) PVC water mains along Meadowlark Road (off Spotts Newlands Road) is expected to commence during the week of 06 October 2025. This work is expected to be completed on 07 November 2025.
- East Boulevard, George Town (14E-626) - Completed the installation of 21 metres (70 feet) of 80mm (3-inch) pipe and 6 water meters on a pedestal: completed, disinfection results were found to be satisfactory on 13 September 2025.
- The DMA at the Frank Sound Junction remains in normal operation.
- The DMA at Agricola Drive is not operational. Troubleshooting of sensor will be scheduled as soon as possible.
- One DMA at Poindexter roundabout is operational.
- The 2nd DMA at Poindexter at Shamrock Road: 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 was shipped overseas for diagnostics, repairs, and calibration. The Testing/Repair shop reported damage due to moisture ingress. Quote to repair and calibrate sensors was received and approved. Awaiting return of repaired and calibrated sensors.

- A search to identify other flow sensor manufacturers was carried out. Two other products were identified, and additional information has been requested. Web meeting with one equipment vendor (Flow-Tronics) to discuss an alternative flow meter is scheduled for 15 October 2025.

4) *Water Production Division*

- During the month of September 2025, the Lower Valley RO Plant produced on average 2,519 cubic metres per day, or approximately 84% 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, the first one to replace a bearing on one of the high-pressure pumps (02 September 2025); and the second due to a VFD fault caused by CUC power fluctuations (13 September 2025).

5) *Wastewater Collection & Treatment Division*

- In September 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 1.68 mgd (or nearly 67% of the design treatment capacity). This is approximately 17.6% less than the average influent measurement during the same month in the previous year (2.04 mgd).
- ASD Blower #2 has a small oil leak is no longer present. However, work to replace seals will be scheduled as soon as possible.
- SBR Blower #3 Shaft seal and bearing failed. Replacement parts were received, and blower was delivered to the machine shop for bearing replacement on 01 October 2025.
- New Flow Control Valve (FCV), for control of air, have been replaced at SBR #1 and SBR #2. FCV for SBR #3 is scheduled to be replaced during the week of 06 October 2025.
- In May 2025 the Water Authority ordered 75 polyethylene manhole inserts. All 75 polyethylene manhole inserts have been installed at the manholes in the Crystal Harbour development.
- 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: the installation of sheet piles across 2 abandoned sewer lines was successfully completed on 21 September 2025. No decision has been made when the epoxy grout will be injected into the ground immediately upstream of the sheet piles (additional epoxy grout has been ordered), or when the actual refurbishment work will commence, but this will most likely be in mid-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: On a positive note, the time required for bill processing— from batch creation to print initiation— has decreased to about 1 hour per cycle, compared to nearly 4 hours in the previous version.

Two new issues were identified in the last week of August 2025. These are:

- Remove service orders are currently displaying a status of Inactive instead of Remove Service. The IS Department reported this issue to Cogsdale on 02 September 2025, and it has been escalated to Development, as the cause is unknown. The IS Department is working with the Billing Supervisor on a temporary workaround until Cogsdale provides a solution.
- Service orders with outstanding GPS tasks cannot be completed, yet the service order remains open. This issue has also been referred to Cogsdale. As a temporary work around the 'ordered' feature of the service order tasks is being disabled.
- *Bill Proration Testing:* Cogsdale has provided a solution as of 01 October 2025 and the IS Department will deploy for testing shortly.
- *Automatic Reconnection:* Quote approved 27 July 2025 and development in progress with Cogsdale. Testing will be carried out once fix is provided in test company.
- *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. This item will be addressed at a later stage as the IS Department needs to focus on getting other priority issues completed.
- *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.
- *Communications Server Deployment:* IS will review deployment options and seek a solution for Twilio/testing or WhatsApp messaging to support outage notifications.
- *Website update:* The business case was accepted, and the procurement process is commencing.
- *Customer Survey:* The Corporate Communications Supervisor is working on the plans for phase 2.
- *Call For Your Balance:* This service is continuing to work for Digicel.
- *AMI Cogsdale Integration:* Corporate Communications provided a Communication Plan to the AMI project lead on 29 August 2025. Content is being developed and will include engagement with staff, pilot participants and the public. The key focus is education and addressing likely concerns early on. The content will be submitted to the AMI team for review by the end of the week of 13 October 2025. Additionally, the Regulator has indicated that they would like to do a joint press release with the Authority to announce the granting of the licence for this project, once all vendor contracts have been signed. While the Authority will be taking part in this joint release, the Authority will release a general PSA announcing the project in advance of this joint release.

Promotions

- *Hurricane Campaign:* Continues with social media posting radio, website, and Lobby messaging.
- *Geology Week:* This year’s education campaign is mainly invitation-only events (school lessons and professional development courses); as such, promotion has been minimal however announcement was made on social media. A post-event press release covering the events will be released.
- *Breast Cancer Awareness Month:* Takes place for in the month of October 2025: Channels include Lobby Message, social media and website.
- *Scholarship:* Corporate Communications commenced working on drafting content for the 2026 Annual Scholarship campaign, which runs from mid-November 2025 through to the end of February 2026.
- *Global Handwashing Day:* Takes place 15 October 2025; channels where it will be featured are social media and Lobby Message.
- *Imagine a Day with No Water:* Takes place 15 October 2025; channels where it will be featured are social media and Lobby Message.
- *Printed Materials:* The Careers Brochure has been updated. A quote has been requested from the printer, and an order will be placed soon. Also, a new customer information card has been created. The wallet sized card will allow Customer Service Representatives to write down an account number for a customer for easy access. The card also has information on how to access your account balance over the phone and includes information on how a customer can pay a bill – including a QR Code for the Quick Pay page. A quote has been requested from the printer, and an order will be placed soon.

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*Customer Portal/Bulk Messenger/Ombudsman*

Updates were received from Netclues on 02 September 2025, and the IS Department along with Corporate Communications are currently testing the changes. From the customer’s side, the updates appear satisfactory; however, two minor formatting adjustments were requested for the report filtering:

- When filtering the list by zone, road, or cycle, the correct customer information is displayed, but the total number of customers always shows as “11,” suggesting this value is hard-coded.
- Netclues has been requested to completely remove unsubscribed users from the list, rather than simply tagging them as “unsubscribed,” since this creates confusion about who the unsubscribed email was sent to.

These two issues have not yet been resolved; the IS Department is following up with the developer.

d) Human Resources

Recruitment & Staffing

- HR Manager - recruitment to resume
- Engineer-Wastewater – recruitment process ongoing
- Hydrogeologist – recruitment process ongoing
- Laboratory Technician I & II – vacancy due to resignation; recruitment process ongoing
- Laboratory Technician II – successful applicant commenced work 01 October 2025
- Labourer-CYB – recruitment process ongoing
- Water Truck Driver-CYB (renamed/revised position) – recruitment process ongoing
- Labourer – Leak Detection, recruitment process ongoing
- Junior Corporate Communications Officer – selection process ongoing

Al Bennett - a member of the Operations Wastewater Division, retired after 29 years of service on 30 September 2025. He chose for a small retirement farewell get together with his immediate colleagues, this was held at the George Town Yacht Club Restaurant.

Learning & Development

- *CIFEC Careers Fair Participation*

On 19 September 2025, the Water Authority actively participated in the CIFEC Careers Fair held at the John Gray High School Auditorium/Gymnasium. The event hosted approximately 260 CIFEC students, many of whom expressed strong interest in internship and career opportunities with the Water Authority.

A total of 44 internship applications were received, and one student was successfully placed within the Wastewater Operations Unit. The intern will attend two days per week (Thursdays and Fridays) from October 2025 through April 2026.

- *Danfoss Technical Workshop*

On 07 October 2025, ten Water Authority employees – including three from Cayman Brac – alongside representatives from Cayman Water (Consolidated Water) and Dart Enterprise, participated in the Danfoss Workshop hosted at the Water Authority Red Gate Site training room.

The workshop provided technical insights into High-Pressure Pump (HPP) products, including Level 1 APP failure diagnostics, strategies for maximising energy efficiency in SWRO systems, and foundational pump training.

- *CWWA 2025 Conference*

The Authority’s Onsite Wastewater Inspector-Trainer, and Senior Engineering Manager – Operations, are scheduled to attend the 34th Annual Caribbean Water & Wastewater Association Conference & Exhibition in Belize from 20–24 October 2025.

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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 soft rollout to all staff will now take place in mid-late November 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 took place on 18 September 2025.

Pension Sessions

- A review of the existing staff pension plan arrangement has been initiated. This process involves inviting presentations from multiple providers, including the incumbent, CG BritCay, and the Public Service Pensions Board (PSPB), and other pension providers to be added soon.
- The goal of this review is to explore options that could benefit staff and gather feedback on whether to remain with, switch, or add new pension providers.
- The first step in this information-gathering process is a series of presentations by the pension providers. The first session by the PSPB was held on 02 October 2025 in the Training Room. Staff were strongly encouraged to attend the sessions.
 - Remote access was provided for staff in Cayman Brac, however there was no participation due to work obligations. The session was recorded and will be made available to all staff.

Staff Engagement/Social Activities

- The Water Authority participated in the Meals on Wheels (MOW) island-wide annual Seniors Rock Dress Down Day fundraising event on 26 September 2025.
- The Social Committee organised a food truck for Burger Day on 26 September 2025 in Grand Cayman and for an alternate option for staff in the Brac.
- The Water Authority is sponsoring staff registrations for the upcoming Brenda Tibbetts-Lund Memorial 5k/10k Walk/Run on 12 October 2025. Staff will also participate in their "Wear Pink" dress-down day.

Job Evaluation –Portfolio of Civil Service.

No update.

FOI updates

One new FOI requests were received since the last report to the Board at the 362nd Meeting held on 17 September 2025.

e) **Information Services**

Cogsdale and Great Plains upgrades – A few issues arose that are being addressed by Cogsdale.

Cyber Security – In conjunction with HR, the IS Department is embarking on a cybersecurity awareness campaign that will be a continuing process rather than twice yearly.

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) – Quarry on 43A419/422

- On 07 October 2025 the Environmental Advisory Board (EAB) held its first meeting for the Environmental Impact Assessment (EIA) for the proposed quarry on Block 43A Parcels 419 and 422. The meeting determined the EIA Scoping Opinion, which outlines the topics that should be considered in the EIA. The determination of the Scoping Opinion is a formal part of the EIA process under the EIA Directive.

Environmental Impact Assessment (EIA) – East West Arterial

- In May 2025 the EAB prepared its Review of the East-West Arterial Final Environmental Statement. This was submitted to the National Conservation Council (NCC) for consideration and in August 2025 the NCC submitted its cover letter and the EAB’s review to the Honourable Minister for Health, Environment and Sustainability. The EAB’s review and NCC’s letter are published on the NCC’s website.

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



Geology Education Week 2025

- At the time that this report is prepared Geology Education Week is well on the way. The week was again a success. Geology lessons for high school students were given at 10 schools, including the John Gray High School, Clifton Hunter High School and the Layman E Scott Senior High School. In addition, 24 persons participated in the one-day professional development geology course for teachers and professionals in Grand Cayman. The one-day geology field trip in Cayman Brac was attended by 10 persons. Geology Education Week relies on the availability and expertise of Dr Brian Jones,

professor emeritus of Geology at the University of Alberta, Canada. The first Geology Education Week was organised in 2013, this year is the ninth time that it takes place.

Laboratory - External Audit

- The external audit of the Water Authority Laboratory is scheduled for the week of 13 October 2025. The Laboratory is accredited by the American Association for Laboratory Accreditation. The external audit is carried out every 2 years and is a requirement of the accreditation process.

Cayman Islands Chamber of Commerce - Infrastructure Webinar Series

- The Cayman Islands Chamber of Commerce (Chamber) invited the Water Authority to present a webinar on Wastewater Treatment and Disposal in the Cayman Islands. The webinar took place on 08 October 2025 and is the first webinar on infrastructure under the Chamber's Sustaining Economic Success advocacy pillar.

g) Director's Office

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

No update.