

CONFIDENTIAL



Water Authority of the Cayman Islands

Minutes of 364<sup>th</sup> Meeting held on 19 November 2025  
at the Water Authority of the Cayman Islands' Headquarters,  
13G Red Gate Road

**Members Present:**

Chairman: Mr D Rankine

Members: Mr G Ebanks  
Mrs D Ebanks  
Mr M Ebanks  
Mrs L Ryan - *phone*  
Ms Elsie Kynes - *virtual*  
Mr M Scotland  
Mr M Campbell - *virtual*

Secretary: Dr G Frederick-van Genderen

Apologies: Mr K Conolly  
Ms A Owens  
Mr H B Ebanks

Absent:

**Call to Order**

The Chairman called the meeting to order at 1:39pm after ascertaining there was a quorum. He noted apologies for Ms A Owens, Mr H B Ebanks, and Mr K Conolly. The Chairman then invited Mr M Scotland to open the meeting with prayer.

**Confirmation of Minutes of the 363<sup>rd</sup> Meeting held on 15 October 2025**

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 363<sup>rd</sup> Meeting held on 15 October 2025. Mr M Scotland 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.

**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 the Customer Service Department contact the 46 customers in the reported category of "Waiting on Customer Action" to identify the specific reason/s for their delay to take action to complete the water service connection process.

*Pipelaying for new Cayman Brac High School*  
No matters raised.

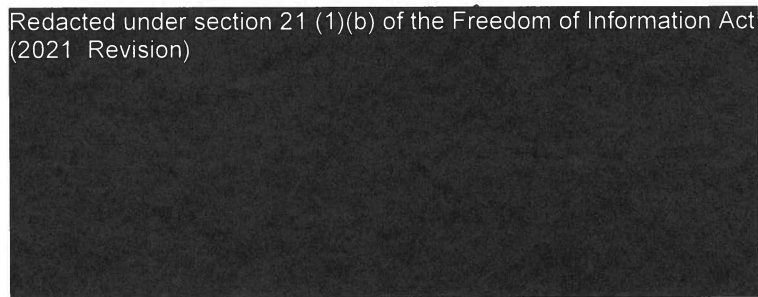
*West End Water Works Pump House*  
No matters raised.

*West End Water Works RO Plants*  
No matters raised.

*Brac Bluff Water Works*  
The Director explained that based on the amount of time required to get the temporary work permits in place, the core drilling project is expected to commence in January 2026.

- b) **31 December 2024 Audit of Island & Divisional Statements - Update.**  
*31 December 2024 Audit of Consolidated, Islands & Divisional Statements*  
No matters raised.

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.

*2024 Notice of Interest (NOI)*  
No matters raised.

*2025 Actuary Reports*  
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.

*Bad Debt Write-Offs*

The Chairman noted that on March 19, 2011, at the Authority's 220<sup>th</sup> Water Authority Board Meeting, it was resolved that the Director has the authority to write off individual account balances of less than \$500. The Chairman suggested that considering the Board authorised amount (<\$500) for the Director to write off was determined over 14 years ago, members may wish to review increasing the authorised amount. Members agreed and requested that the Secretary discuss with the Chief Financial Officer (CFO) and the CFO prepare a recommendation for the Board to consider.

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



*Fixed Deposits*

No matters raised.

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)*

The Secretary noted that she had not been advised of any further delays in the delivery date.

*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.

*RO Plants - Operating Agreement*

The Secretary reported that the Water Authority must put out to bid a new Operating Agreement for two of the Authority's RO plants (North Side and North Sound) in Grand Cayman. This project is a re-tender for an operation that has been ongoing for 16-23 years. The Secretary advised that the Authority has been communicating with the Central Procurement Office (CPO) since August 2025 regarding the procurement process in view of the Framework For Fiscal Responsibility (FFR) requirements as the value of the contract is expected to be over \$10 million. The CPO reached out to the Financial Secretary (FS) on the Water Authority's behalf and recommended that the Water Authority do so directly. This was done on 19 November 2025.

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*  
No matters raised.

*Promotions*  
No matters raised.

*CYB - Illegal Connection Customer Account #101936-531279*  
No matters raised.

*Customer Portal/Bulk Messenger/Ombudsman*  
No matters raised.

*Tropical Storm/Hurricane Melissa*

**d) Human Resources**

*Recruitment & Staffing*  
No matters raised.

*Learning & Development*  
No matters raised.

*Scholarship Programme*  
No matters raised.

*HR Management System*  
No matters raised.

*Compensation Review*  
No matters raised.

*Pension Sessions*  
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.

*Laboratory – External Audit*

It was ascertained that the deficiencies identified by the external audit process were all minor and the lab team was working through them.

*Water for Agriculture*

The Secretary reported that on 17 November 2025, the Ministry of Planning, Lands, Agriculture, Housing & Infrastructure (PLAHI) informed the Water Authority that, in order to secure water access for Agro Park occupants, they had decided to proceed with what they have identified as:

***Phase 1 (Immediate): Shallow Wells, Solar Pumps, and 1,000-Gallon Storage Tanks***

*There are 27 -1-acre plots in the Pilot Phase- with 17 plots seeking immediate occupation pending utilities.*

The Secretary advised that the PLAHI Ministry had formally requested the Authority's support to:

1. Oversee and coordinate the drilling and installation of shallow wells for each plot.
2. Ensure full compliance with Water Authority laws, regulations, and groundwater protection standards.
3. Generate, issue, evaluate, and recommend responses to RFQs for well installation and requisite apparatus.
4. Supervise installation works to confirm correct metering, safe abstraction levels, and appropriate technical specifications.

The Secretary explained that the Water Authority plans to meet with parties involved at the Ministry of PLAHI as this is not a project that the Authority has the resources to fully manage and facilitate on behalf of the Ministry of PLAHI. The

Authority will be able to assist with specific aspects of the project directly related to groundwater management.

**g) Director's Office**

*External Risk Assessment (ERA) – Major Disruption Water Supply*  
No matters raised.

*CaribDA Conference 2026*

The Secretary reported that the Water Authority had received the formal request on 18 November 2025 from CaribDA to partner with Consolidated Water Company Ltd (CWC) and CaribDA to host the 2026 Biennial Conference, scheduled for 12-15 May 2026, at the Grand Cayman Marriott Resort. They have offered the sponsorship level of Diamond in the amount of US\$25,000 that includes two exhibit spaces and twenty full registrations. They have also formally requested a facility tour of the Red Gate RO Plant and the Water Authority's Laboratory during the Conference. The Water Authority's Laboratory may also be asked to provide a pre-conference workshop. The CaribDA conference is a great opportunity for the Authority's employees to attend a conference with focus on desalination. Interested Board members will also be able to attend. The Secretary advised that the funding for the conference will be secured from the budget for Corporate Communications. Members had no objections to the Water Authority's participation as a co-host of the conference.

*Hurricane Melissa Support - Jamaica*

The Secretary noted that the Water Authority had received information from regional water utility organisation, Caribbean Water & Sewerage Association (CAWASA) regarding the needs of the National Water Commission in Jamaica due to the impact of Hurricane Melissa. Although a list of items with their specifications was provided, the Secretary recommends that if the Water Authority provided any level of financial support it would need to be through a request from the Ministry and the funds donated via the Ministry. Members noted that a donation could be considered if a request came through the Ministry.

*Water Authority's 35<sup>th</sup> Anniversary of Service in Cayman Brac 2026*

The Secretary reported that the committee was considering three options for the posterity/legacy donation. The first is a donation to the Elderly Home, second is a donation to the Hope Centre (future Oncology/Dialysis Unit), and third, a donation of a children's play area/nursing pod at the airport. Members discussed and suggested that a donation to the Hope Centre would be positively impactful to the Brac population.

*Water Authority's 40<sup>th</sup> Anniversary in 2023*

The Secretary provided the following update:

- *Posterity/Legacy Donation*

The Secretary reported that the Botanic Park confirmed that they are in the process of finalising the design of the kiosk and submitting for Planning

permission. They have requested additional time beyond the 24 months initially agreed for the project. The Secretary reminded members that the Authority had requested first right of refusal to consider additional support if the kiosk would cost more than the original donation. The Secretary noted that at this time the Authority had not received the estimated cost of the proposed structure.

### **Current Business**

#### **a) Management Accounts September 2025.**

The Secretary was pleased to present the unaudited management accounts for the nine months ending 30 September 2025, with comparisons to both the prior year and the recently approved 2025 budget.

During this period, overall sales showed a modest increase of 0.4% compared with the same timeframe in 2024. In Grand Cayman, net water sales held steady, rising slightly by 1.0%. Consumption rose by 3.80%, though this gain was offset by an 18.1% reduction in EAF revenue. Meanwhile, Cayman Brac recorded a strong improvement, with sales climbing 21.9% over 2024 levels.

Operating expenditure declined by 7.6%, mainly reflecting lower spending on Repairs and Maintenance and Supplies. Fewer remediation works were carried out on the 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 remained 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.

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

The Secretary reported that on 17 October 2025 the Authority received a letter from [REDACTED] dated 13 October 2025 requesting the Board to reduce her high water bill that occurred due to a leaking toilet. 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 16 September 2025. The initial meter reading for the September 2025 billing cycle was taken and recorded higher than normal usage. A reading of 1,951.6 was obtained, which resulted in the consumption of 283.4 cubic meters.

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

A Fail Audit inspection was issued 19 September 2025 and completed on 22 September 2025 with notes from the Meter Reader stating: *"MOVEMENT ON METER, NO LEAKS IN BOX. I LEFT A NOTICE FOR CUSTOMER BUT LEFT THE VALVE ON BECAUSE THEY WERE HOME"*. The reading was recorded as 2,011.6. The Meter Reader also videoed the meter showing movement as well as taking a photo of the door hanger left on the front door. The Metering Supervisor further confirmed that the Meter Reader spoke to someone at the property but did not record the name.

The customer received a bill in the amount of \$2,276.50 for the period of 14 August 2025 to 22 September 2025 (39 days). The daily average cost for this bill was \$58.37. The daily average consumption during this period was 8.8 cubic meters with a total of 343.4 cubic meters.

On 22 September 2025 the Customer Service Representative (CSR) tried calling the customer via the two numbers on file, but there was no answer, and a voice message was left on both numbers. The CSR then followed up with an email to advise of high consumption and possible leak. On 30 September 2025, the customer visited the office and spoke with another CSR, expressing frustration about not being notified of the high consumption when the meter was initially read. The CSR explained the Water Authority's procedures for having the meter rechecked to confirm that no errors were made and noted that the customer would have been informed if the meter continued to show movement. The customer remained dissatisfied with this explanation due to the volume of water lost between the two readings. The CSR then advised her of the option to submit her grievance in writing to the Board.

On 17 October 2025, the customer submitted a letter addressed to the Board requesting some reduction in her bill. On 05 November 2025, a Special Payment Agreement (SPA) was set up for 6 monthly instalments of \$218.44 to commence 05 December 2025.

In summary, in September 2025, a higher-than-normal reading triggered a Fail Audit Inspection for this customer. Movement on the dial was observed, but no leak in the meter box was present. A door hanger notice was left on the door at the property, and the valve was left on after a discussion with someone present at home. Calls to the customer's two numbers on file were not successful, but voice messages were left, and an advisory email was sent.

The customer confirmed that her outside bathroom, which was locked, had been broken into by someone who wanted to use the bathroom, and the plumber discovered that the tank flapper had hooked up while flushing which caused the water to constantly run. She claimed that it took the Authority 7 days to inform her, but the Authority notified her in a timely manner according to its procedures. The meter was read on 16 September 2025, the Fail Audit Inspection was issued on 19 September 2025 and completed on 22 September 2025; and the customer was

advised on the same day. Subsequently, a SPA was set up on account with the first instalment due on 05 December 2025. There are no errors in the calculation of the bill in question, and as such, the bill is payable. However, the customer requests for the Board review her matter and consider waiving some of the charges of \$2,276.50 for September 2025.

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 meter is the instrument used by the Authority to measure all quantities of water purchased by the customer unless the meter is found to be over-registering. This bill is deemed payable. The customer agreed to and signed an SPA to manage the bill for over 6 months starting in December 2025. The Secretary respectfully sought the Board's decision on the request from the customer.

Members considered the information provided and 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. While members expressed sympathy for the customer's unfortunate leak incident, they noted that all plumbing beyond the meter is the customer's responsibility, and that the Water Authority's internal procedures regarding customer notification were followed. Members also noted that the customer has signed a Special Payment Agreement. The Authority encourages all customers to regularly check their meter readings, monitor their water usage, and promptly address any detected leaks.

### **Any Other Business**

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



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

- b) **Sponsorship Assessment Subcommittee (SAS) – Quarterly Report.**  
The Chairman noted that members had been provided with the 3<sup>rd</sup> Quarter SAS Report for their information. Members noted and had no additional comments.
- c) **Polo Shirts for Board Members.**  
The Secretary advised that the process of providing polo shirts for Board members was underway. There had been some delay as the Human Resources Department is understaffed, and the employee assigned the task had been on leave.
- d) **Board Request for Demonstration of Vista & Cogdsale Software Applications.**  
The Chairman requested that Board members receive a demonstration overview of the Vista software and Cogdsale software being utilised by the Authority. He noted that these software applications are critical to the Water Authority's operations and staff management, has taken up a significant amount of time and resources, and that members may be interested in seeing how they function. The Secretary advised that she would consult with the relevant Department Heads and arrange a demonstration/video presentation in early 2026. This can be scheduled for the January, February, or March Board meeting.
- e) **Updated Organisational Chart.**  
In view of the re-establishment of the Operations Department, members requested a copy of the updated Organisational Chart for the Authority. The Secretary noted that a copy would be provided in the Board Packet for the December 2025 meeting.

**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 3:07pm.

This is a true and accurate account of the proceedings.

  
\_\_\_\_\_  
The Chairman Isaac Rontwe

  
\_\_\_\_\_  
The Secretary

## Water Authority of the Cayman Islands

**364<sup>th</sup> Meeting to be held at 1:30pm on Wednesday, 19 November 2025**

### Director’s Updates/Report

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**
- In October 2025 the New Works Pipelaying Crew (NWPC) installed approximately 243.8 metres (800 feet) of 80mm (3-inch) of PVC pipeline along several side roads, plus installed 85.3 metres (280 feet) of 32mm (1-inch) PE pipeline, and 28.4 metres (93 feet) of 25mm (3/4-inch) PE pipeline for 18 service connections.
  - The weekly progress report for October 2025 is as follows:
    - Week 40 (starting 28 September): NWPC installed 13 service connections including undermining telecommunication utility lines, cutting customer’s trenches, and repairing roads with cold mix.
    - Week 41 (starting 06 October): NWPC installed 140.2 metres (460 feet) of 80mm PVC pipeline along Kenwood Drive.
    - Week 42 (starting 13 October): NWPC installed 30.5 metres (100 feet) of 80mm PVC pipeline and an 80mm washout along Kenwood Drive, completing the pipelaying in this road. Bluff compound, job sites, and storage containers cleaned. Assistance provided at West End Water Works site. NWPC installed 4 service connections including road reinstatements. NWPC capped all saddles at Sunny Drive, Magnolia Drive, Unnamed Road #1 and Unnamed Road #2. Valve box was installed at Neptune Drive. Sifting screen and remaining pipes moved to Bluff site.
    - Week 43 (starting 20 October): NWPC carried out 1 meter relocation and 1 meter box replacement and installed 1 sample tap at Creek Primary School. Crew installed 1 service connection along Porters Road and then removed the 63mm service line and meter from along Bryan’s Road. NWPC so did preparations for Hurricane Melissa.
    - Week 44 (starting 27 October): NWPC repaired road crossings at Magnolia Drive an Unnamed Road #1. NWPC installed 73.2 metres (240 feet) of 80mm PVC pipeline in Juniper Bay Road.

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

Group	Number
No pipeline down private Road	16
Pending to cancel application	1
Waiting on customer action	46
Pending WA to complete account opening	6
Waiting on WA to install	7
<b>Total</b>	<b>76</b>

Approximately 9% of the outstanding total of 76 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 ten months (January-October) of 2025 the water sales on Cayman Brac compared to the same period in 2024 were:
  - Total water sales up approximately 20.0%
  - Pipeline sales up 16.1%
  - Trucked water sales up 27.6%

*West End Water Works RO Plants*

- During the month of October 2025, the overall water production in Cayman Brac averaged 654 cubic metres per day, which equates to approximately 51% of the overall design water production capacity at West End Water Works.
  - During the month of October 2025, the expanded RO plant (Plant #1) was operational for 28 days and when operational produced on average 723 cubic metres per day (approximately 68% of the plant’s design water production capacity). During this same period the containerised plant was operational less than 1 day and when operational produced on 16.5 cubic metres per day (approximately 7% of the plant’s design water production capacity).
  - During the month of October 2025, there were no planned plant shutdowns except for several short plant shutdowns when alternating between the two trains on the expanded RO plant (Plant #1). There were 2 unplanned plant shutdowns, first, both trains on Plant #1 were offline for just over 2 days (9-12 October 2025) due to a RO computer crash, and second, due to a prefilter change in Train #1 of Plant #1 (15 October 2025). The containerised plant was not operational due to issues with the VFD.

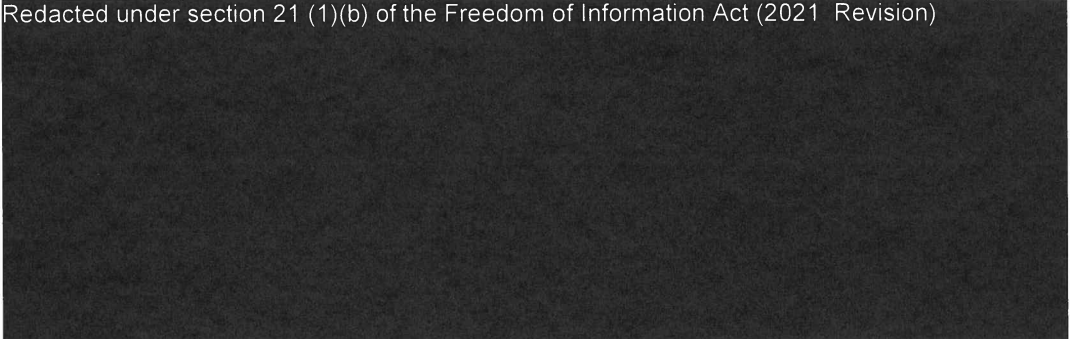
*Brac Bluff Water Works*

The signed Contract Documents for the Cayman Brac & Little Cayman Exploratory Drilling Contract (2025) were forwarded to Brewster Well Drilling on 10 October 2025. The Works under this contract must be completed or on or before Friday 27 March 2026.

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

*31 December 2024 Audit of Consolidated, Islands & Divisional Statements*

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)

#### *2024 Annual Report*

The 2024 Annual report was tabled in Parliament during the October 2025 sitting and is now a public document on the Water Authority's website.

#### *31 December 2025 Audit of Consolidated, Island & Divisional Statements*

The Secretary reports that the 2025 audit kickoff meeting was held on 03 November 2025 with representatives from Baker Tilly (BT), OAG, the Water Authority's Director and CFO in attendance. The meeting was an opportunity to discuss the highlights for the Water Authority in the 2025 fiscal year and to identify areas that the 2025 audit will concentrate on.

The meeting also covered the 2024 OAG's "*Report to Those Charged with Governance on the 2024 Audit*". The topics were discussed and how the Authority plans to or had addressed the items highlighted in the report.

#### *2025 Notice of Interest (NOI)*

As the Authority moves into the 2025 audit, Board members are once again requested to complete a Notice of Interest (NOI) Form. Although members are also required to complete the Standards of Public Life document each July, the NOI is also required as it covers the entire audit period. Members are requested to please submit the completed form via email or hard copy to the Secretary or to the Executive Secretary.

#### *2025 Actuary Reports*

The Public Service Pensions Board (PSPB) has been in contact with the Water Authority with respect to the data to be used for the 2025 actuary reports, specifically three questions were asked of the Authority:

1. Water Authority to use 2024 employee and retiree data or to update. Water Authority is not required to update the information, as it only needs to be updated every three years, the decision to update the information for 2025 the Mercer fees may be higher. - *The Authority made the decision to update the data information for 2025. The reason for this was that there were some discrepancies in 2024 that should have been rectified and the Authority wanted to ensure that all the changes are reflected in the 2025 data. The Authority confirmed their acknowledgement that the fees charged by Mercer may be higher than if Authority did not update the data.*
2. Confirmation of benefits, cost-sharing or requirements - *The Authority confirmed that there has been no change to the benefits, cost-sharing or eligibility requirements for pension and Health care.*
3. Actual Benefits recorded by Retirees or to use an estimate - *The Authority confirmed that the actual benefit payment data was readily available and would like to use the actual amount recorded for Retirees for 2025.*

The Secretary confirmed that as soon as the request for information was officially received from the PSPB that the Authority would respond accordingly.

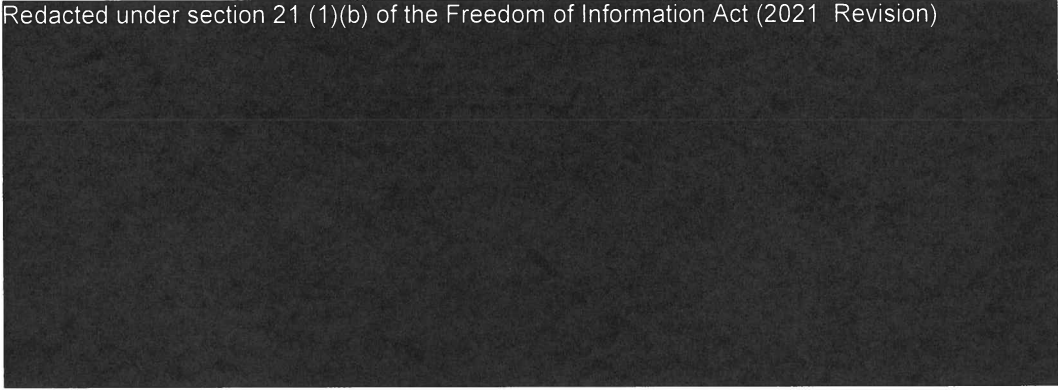
#### *2025 Annual Report*

Nothing to report however will work towards having a draft in early 2026.

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

Copies of the September 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*

The Secretary reports that the Authority was called to Finance Committee on 13 November 2025. There were a few questions to the Authority concerning the budget, (for example, projected sales growth and confirmation of the cash on hand). Parliament has subsequently approved the Water Authority’s budget for 2026-2027 and the Director will proceed to present this information to mid-level managers when the entire Government Budget has been approved and as has been done in the past. The Chairman will need to sign again when the BMU has consolidated all the documents into their main document.

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



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



**b) Engineering Services**

1) *Engineering*  
No update.

*Business Cases – Projects*

*Advanced Metering Infrastructure (AMI) Pilot Project*

An update was provided to members on 06 November 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.

*Procurement of a Crane Truck (for Wastewater Division)*

As indicated previously, the new crane truck is expected to be delivered in December 2025.

*Lower Valley Pipe Rack*

The contractor, J&R Industrial Services, commenced onsite works on 30 September, 2025. The contractor experienced some delays due to the unavailability of blasting sand and the uncertainty around Hurricane Melissa. Sand blasting works are now almost completed. Work is expected to be completed around 20 November 2025.

*Procurement of 2 Water Trucks for Cayman Brac*

Upon completion of a competitive tendering process, Liftech Ltd was identified as the preferred supplier for this contract, based on their revised price of US\$283,433 per truck. The equipment must be delivered to the Authority’s freight forwarder in Miami, FL no later than 05 June 2026.

*Procurement of 3 loader backhoes*

The bid documents for the procurement of 3 backhoes were published on Bonfire on 31 October 2025. The deadline for submissions is 19 December 2025.


*Procurement of 3 self-propelled trench compactors*

The bid documents for the procurement of 3 trench compactors were published on Bonfire on 31 October 2025. The deadline for submissions is 19 December 2025.

*Procurement of 3 equipment trailers*

The bid documents for the procurement of 3 equipment trailers were published on Bonfire on 22 October 2025. The deadline for submissions is 28 November 2025.

*Maintenance contracts to be renewed:*

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

- b) Janitorial Services - Contract has been awarded to Hurlston Janitorial Services who will commence works on 01 December 2025.
- c) Air Conditioning Maintenance - Notification of intention to award contract has been sent to Andro Group Ltd. Contract documents will be prepared in the coming week.
- d) Landscaping - Notification of intention to award contract has been sent to the Paradise Landscaping. Contract documents will be prepared in the coming week. Paradise Landscaping will commence the services on 12 January 2026.

2) *New Works Division*

- In October 2025, the NWPC completed the installation of, and connection to, the new water meter vault at the Port Authority site (off Portland Road, George Town). The work, which included the installation of approximately 30 metres (100 feet) of 150mm (6-inch) pipe, was 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 could not interfere with normal (very busy) Port Authority operations.
- The NWPC also installed approximately 183 metres (600 feet) of 100mm (4-inch) pipe along Silverdale Close, off Lemon Road, Northward, and connected this new pipeline to the water main in Lemon Road. This new pipeline was commissioned (after successful pressure testing, disinfection and flushing). The crew also installed thirteen (13) new service connections, to this newly commissioned pipeline.

3) *Water Distribution & Treatment Division*

- During the first ten months (January-October) of 2025 the total water sales on Grand Cayman were approximately 4.0% more than in the same period last year.
- Relaying of approximately 425 metres (1,400 feet) of 150mm (6-inch) PVC water mains along Meadowlark Road (off Spotts Newlands Road) has commenced. This work is expected to be completed in early December 2025.
- Farm Road, East End (72C-27) 11 Lots: Completed, disinfection results were found to be satisfactory on 30 October 2025.
- The DMA at the Frank Sound Junction remains in normal operation. This flow meter is scheduled for calibration. Flow meter will be sent to testing lab for calibration when the flow sensors that were sent for refurbishing have been returned.
- 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.
  - On 15 October 2025 a meeting with one equipment vendor (Flow-Tronics) was held to discuss an alternative flow meter. This meeting was useful, and a follow up meeting was held on 03 November 2025, which discussed the Authority's DMA pilot project. Information about the proposed flow sensor was presented, and the alternative flow sensor should be received by end of the year.
- 4) *Water Production Division*
- During the month of October 2025, the Lower Valley RO Plant produced on average 2,387 cubic metres per day, or approximately 80% of the plant's design water production capacity.
  - During this same period, there were 2 planned plant shutdowns, to accommodate high pH cleaning of the membranes on Train #2 (08 October 2025) and Train #1 (22 October 2025).
  - During this same period, there were 3 unplanned plant shutdowns, the first one due to a VFD fault caused by CUC power fluctuations (21 October 2025); the second to replace a contactor starter on Well Pump #2 (22 October 2025); and third due to a VFD fault caused by CUC power fluctuations (29 October 2025).
- 5) *Wastewater Collection & Treatment Division*
- In October 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 1.98 mgd (or nearly 79% of the design treatment capacity). This is approximately 9.5% more than the average influent measurement during the same month in the previous year (1.81 mgd).
  - The small oil leak from the ASD Blower #2 appears to no longer be present. However, work to replace seals will be scheduled as soon as the replacement seal arrives.
  - 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. However, after disassembly of the blower it was discovered that the shaft was damaged as well. Given the extent of damage to the shaft, discussions with the equipment vendor are ongoing whether the best approach would be to ship the blower back for a root cause analysis and repairs. In the meantime, a quote for a new blower was requested and received.
  - 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 10 November 2025.
  - Nothing new to report on the refurbishment of the deteriorated and leaking manhole M2460 (in front of Burger King). The additional epoxy grout has been

shipped (currently still in Florida), and it is anticipated that the epoxy grout will be injected into the ground in late November 2025. However, the actual refurbishment work will commence 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*: The two new issues were identified in the last week of August 2025 are being addressed. These are:
  - Remove service orders are currently displaying a status of Inactive instead of Remove Service - This item is in the status "To Be Scheduled" with the Cogsdale development team. Staff are still using a workaround (updating status in database) as needed.
  - Service orders with outstanding GPS tasks cannot be completed, yet the service order remains open. This issue has also been referred to Cogsdale. The IS Department is of the opinion that this may not be an issue but instead is the way the system is being used. Discussions are ongoing between Customer Service and the IS Department.
  - *Bill Proration Testing*: The results of this testing have been problematic. The Authority has gone back to Cogsdale twice in the last two weeks for fixes as the customisation was not working as expected. The third set of testing was completed on 03 September 2025 after further instructions from Cogsdale, but the proration does not work as expected. Cogsdale provided the Authority with the quote for the new fix in early October 2025 and the IS Department received the fix on 03 November 2025. It is expected to be installed during the week of 17 November 2025.
  - *Automatic Reconnection*: Cogsdale provided the hotfix on 20 October 2025. The IS Department has arranged for testing to commence on 19 November 2025.
  - *Collections Automation*: No new updates.
  - *Bill Template*: The changes requested by the Board at the 360<sup>th</sup> Meeting on 16 July 2025 were completed and has been submitted to Cogsdale for development.
  - *Communications Server Deployment*: No new updates.
- *Website update*: Submitted to Water Authority Procurement Committee (WAPC) on 16 October 2025. The Committee met on 31 October 2025. The Committee recommended that the business case and related documents be reviewed, updated and then resubmitted. The recommendations were received on 06 November 2025. The Project Manager and Corporate Communications Supervisor will be reviewing the recommendations and working on the updates to the documents.
- *New Bill Template update*: Bill template customisation was submitted to Cogsdale for development. IS Department met with Cogsdale on 08 October 2025 and they were able to show the progress of the template. While it appeared to be close to completion (visually), they advised that the template had not yet gone through Quality Assurance and there were still more items to work on. Cogsdale also had more follow-up questions regarding SPAs on 31 October 2025. All information requested was provided to Cogsdale by the IS Department on 03 November 2025.

- *Customer Survey*: The Corporate Communications Supervisor is working on the plans for phase 2.
- *Call For Your Balance*: As of 05 November 2025, this service is continuing to work for Digicel.
- *AMI Cogsdale Integration*: No new updates.

#### *Promotions*

- *Hurricane Campaign*: Continues with social media posting radio, website, and Lobby messaging.
- *Geology Week*: A press release was issued after the event was wrapped up.
- *Scholarship*: A press release announcing the Authority's three new scholarship recipients was released in October 2025. Corporate Communications is working with HR on the content for the 2026 Annual Scholarship campaign, which runs from mid-November 2025 through to the end of February 2026.
- *Printed Materials*: The updated Careers Brochures have been printed and are in stock for future use. Also, the new customer information card has been printed and distributed to Customer Service Representatives.
- *Call for Account Balance*: Due to the decrease in the use of the Call for Account Balance feature Corporate Communications will revamp its "Call for Account Balance" campaign. The Corporate Communications Supervisor will be working on a campaign plan, and revising previous content as needed. The campaign will run in November 2025.
- *Christmas Notices*: The Corporate Communications Supervisor has drafted the 2025 Holiday Campaign. This Campaign includes notices related to office closure for the Christmas Social, Holiday Hours, CYB Customer Notices for Trucked Water, and Holiday Messages (Print, Lobby Messages, social media, Website, and Radio). Work is also being done on creating the draft designs. The date for the start of publication of the content is 01 December 2025. Work is also being done for the Christmas Card.

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#### *Customer Portal/Bulk Messenger/Ombudsman*

The fix from Netclues has been finalised and went live on 06 November 2025. The update was supposed to go live on 03 November 2025; however, because the vendor recently deployed the upgraded framework in Water Authority's BillPay system (as a part of periodic upgrade cycle), additional time was needed to deploy the update to the Bulk Mailer portal, as certain code modifications required compatibility with the recent upgrade.

All current portal users were notified of the update via email. The user guide on the portal and the relevant pages on the website was updated.

There was a technical issue following the go-live, which meant customers could not see the mailing list options on the portal, and the team could not access the system's back end. A notice was posted on the portal informing users of the technical issue. The vendor was

able to get the problem for customers rectified 07 November 2025. The issue with access to the system's back end was due to the Water Authority’s network connection, and this was resolved on 11 November 2025. The Ombudsman was notified of the changes on 11 November 2025, once all technical issues were resolved.

Customers are now able to select their preferred email categories directly from the Customer Notifications tab on their Profile Page in the portal. The new notification categories include:

- Planned Works
- Emergency Works
- Customer Portal System Maintenance Work
- Hurricane Notification
- National Emergency Notification
- Newsletter / Holiday Greetings / Holiday Hours
- WA Notices (Important one-off messages such as Energy Adjustment Factor updates, Statutory Fee notices, Demand Issue Updates, Customer Service Surveys, etc.)

As a result of these changes on the portal, procedures in Customer Service have also been changed. There are now updated forms for Customer Portal Application, Customer Information Update and Service Application. These have all been explained to all Customer Service staff by their supervisor.

All current portal users were notified of the update via email. The user guide on the portal and the relevant pages on the website was updated.

Current filtering process for the bulk messenger (i.e. the way we send to specific zones or streets) will need further updates to make it more efficient, which will need to be addressed in a future upgrade. The Corporate Communications Supervisor is drafting procedures for sending messages to specific zone under the back-end structure.

#### *Tropical Storm/Hurricane Melissa*

Preparations went as per the Authority’s hurricane plan without any issues; thankfully the predicted path of the storm held, and the Cayman Islands were not impacted.

The communications plan was modified, as the current hurricane plan is meant to be activated upon an alert – something that did not take place with this storm. The Corporate Communications Supervisor will be updating the hurricane plan to reflect actions for “Monitor Mode”.

#### **d) Human Resources**

##### *Recruitment & Staffing*

- Junior Corporate Communications Officer – successful applicant commenced work 11 November 2025
- HR Manager - recruitment process ongoing
- Engineer-Wastewater – recruitment process ongoing

- Hydrogeologist - recruitment process ongoing
- Laboratory Technician I & II - interviews held 30 October 2025; recruitment process ongoing
- Labourer-CYB - recruitment process ongoing
- Water Truck Driver-CYB (renamed/revised position) - recruitment process ongoing
- Labourer - Leak Detection, recruitment process ongoing
- Accounts Clerk - recruitment process ongoing

#### *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 – Belize 20-24 October 2025*

The Authority’s Onsite Wastewater Inspector-Trainer, and Chief Operations Engineer, attended the 34<sup>th</sup> Annual Caribbean Water & Wastewater Association Conference & Exhibition. Themed “*Engineering Progress Together: Collective Action for a Connected Region*,” the event emphasised regional collaboration, knowledge sharing, and sustainable best practices.

- *FSI Seminar on Artificial Intelligence – Grand Cayman 30 October 2025*

Three members of the Information Systems Department attended the Financial Services Institute’s seminar titled “*AI 101 – The Future of Business, Government, and Work*,” held at Hotel Indigo. The session explored foundational concepts in AI and its transformative impact across sectors.

- *Xylem Reach 2025 Conference – San Diego, California 02–06 November 2025*

The Authority’s Senior Engineering Manager and Engineer participated in this year’s Xylem Reach Conference. The event focused on enhancing utility operations through educational labs, strategic business meetings, and distributor engagement sessions.

- *Emotional Intelligence & Soft Skills Training – WA Board Room 06 November 2025*

Ten members of the Finance Department participated in a dynamic training session led by Joy Baldrige Seminars International. The session was highly engaging and tailored to the team’s needs, offering practical tools that have already begun to foster stronger workplace relationships.

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#### *HR Management System*

- The implementation process of Phase 1, HR and Employee Self-Service on Vista, is now complete. HR went live on 15 July 2025, and Employee Self Service (ESS) went live on 20 October 2025.
- The remaining rollout (including leave requests) to all staff is anticipated in late November-mid-December 2025.
- The implementation process for Vista Recruitment and Onboarding, Phase 2, has begun with regular meetings between the PDS Vista implementation lead and Water Authority’s implementation team (HR & IS). This phase is anticipated to roll out in February 2026.

#### *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.
- MHRC is currently reviewing updated job descriptions (JDs) for all Water Authority positions. The following department JDs are now complete: Human Resources/Information Systems/ Customer Service/Finance, and Water Resources & Quality Control.

#### *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.
- Members will be provided with a request to join the PSPB as a pension option to employees. Moving from BritCay will not be mandatory, but rather as an option as a second pension provider.
- More sessions will be scheduled in the coming weeks with other local providers.
- Remote access will be provided for staff in Cayman Brac.

*Staff Engagement/Social Activities*

- CIBC Walk for the Cure - 02 November 2025 - Water Authority sponsored staff participation.
- CI Veterans Association Poppy Appeal - Water Authority participated in the annual CI Veterans Association Poppy Appeal. In prior years the Water Authority would match the amount collected at the Water Authority's main office. The CIVA were contacted and advised that they would need to write to the Board and submit the required documentation if they wished for matching donation to be considered.
- The Social Committee organised a Walktober (competition to see who could get the most steps in a day) during the month of October 2025. Prizes (\$200 gift certificate) were given for the male and female employees with the highest number of steps for the month. The next 10 persons were also recognised with a small gift certificate of \$50.
- International Men's Day Lunch - Water Authority will host a Chef John's BBQ lunch for all male staff on 19 November 2025. Orders will be taken in advance, and food will be packed for pick-up/delivery to work crews onsite.
- Thankful Thursday Event - Staff will be treated to a Grab & Go Coffee/Food Station on 27 November 2025. This station will include coffee, tea, pastries, and fruit.

*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 362<sup>nd</sup> Meeting held on 17 September 2025.

**e) Information Services**

*Cogsdale and Great Plains upgrades* - A few issues arose that are being addressed by Cogsdale. Other updates covered under Customer Service Department's updates.

*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. The auditors have requested reports on penetration tests. The IS Department is working on providing a report for the auditors that will provide a good overview of what measures are being taken with regards to cybersecurity.

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

**f) Water Resources & Quality Control**

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*Laboratory – External Audit*

- Due to issues with the Laboratory's AC system the external audit of the Water Authority Laboratory had to be re-scheduled to 21 through 24 October 2025. The AC system of the Laboratory had a failure which resulted in fiberglass particles compromising air quality and working conditions for lab staff. The issue was addressed by Andro, but it was not possible to conduct the audit as originally scheduled during the week of 13 October 2025.
- The auditor determined 7 deficiencies. The Laboratory has 30 days to provide a written deficiency response, which includes details of the corrective action for each deficiency. 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.

*Water for Agriculture*

- The Board may recall that the Water Authority has been in communication with the Ministry and Department of Agriculture to identify options to provide water for agricultural purposes. At the June 2024 meeting a report was presented to the Board providing a review of options to supply water for agriculture, subsequently a report with similar information was provided to the Ministry of Agriculture.
- In August 2025 the Water Authority the Ministry confirmed that 7 lots in the AgroPark had been handed over to beneficiaries. The Ministry requested the Authority to review the feasibility to establish a similar facility as the East End Wellfield and Reservoir for the farmers in the East End AgroPark. The Water Authority's replied suggesting that the Ministry or Department of Agriculture purchase a water truck instead to truck water from the East End Reservoir for the farmers in the AgroPark, or that the farmers use groundwater from wells in the AgroPark. The Water Authority also provided background on the availability of fresh groundwater in the AgroPark and best management practices to use the groundwater. The Ministry responded with a request for further details to supply water to the AgroPark including a request for associated cost for the Ministry to prepare an internal options analysis for:
  - Truck water from the East End Reservoir
  - Use of fresh groundwater from wells in the AgroPark
  - Supply of desalinated water

On 05 November 2025 the Water Authority provided a report to the Ministry that included the requested information, including basis estimates of associated cost for each option.

**g) Director's Office***External Risk Assessment (ERA) – Major Disruption Water Supply*

On 04 November 2025 the Water Authority was contacted by the Ministry of District Administration regarding the ERA - Major Disruption Water Supply that is being facilitated by the External Risk Management Unit in the Deputy Governor's office. The Authority will work with the Ministry to review and update the ERA for the Water Supply Disruption scenario presented. However, the Authority has requested an extension of the deadline.

*CaribDA Conference 2026*

The Caribbean Desalination Association Conference will be held in Grand Cayman in May of 2026. This Conference was last held in the Cayman Islands in 2010, and the Water Authority co-hosted with Cayman Water Company at that time. Informal communication Cayman Water/CaribDA has indicated that the Water Authority will be asked to be involved with the conference. When the formal request is made the Authority will brief the Board

*Hurricane Melissa Support - Jamaica*

The Water Authority had received communication from one of the regional associations for water utilities, Caribbean Water & Sewerage Association (CAWASA) identifying the needs of the National Water Commission (NWC) in Jamaica. The Water Authority cannot make any donations directly therefore any support would need to be done through the Ministry of District Administration.

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

The planning committee is focussing on plans for the four quarterly events, tentatively scheduled for the months as indicated below:

- Customer Appreciation – March
- Employee Recognition – May
- Community Service Project – June/July
- Student Education – Science Fair – October

The planning committee is also reviewing options for the posterity donation as well as is reviewing options for promotional materials.