

CONFIDENTIAL



Water Authority of the Cayman Islands

**Minutes of 370th Meeting held on 20 May 2026
at the Water Authority of the Cayman Islands' Headquarters,
13G Red Gate Road**

Members Present:

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

Call to Order

The Chairman welcomed all members present and then called the meeting to order at 1:47pm after ascertaining there was a quorum. He noted apologies for Mr M Ebanks, Mr M Campbell, and Mr H B Ebanks and then invited Mrs L Ryan to offer the opening prayer for the meeting.

Confirmation of Minutes of the 369th Meeting held on 15 April 2026

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 369th Meeting held on 15 April 2026. The following amendments were made to the Minutes:

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

Mr M Scotland moved the motion to accept the Minutes as amended, Mr K Conolly seconded the motion, and the motion passed unanimously by all members present and able to vote.

Declaration of Conflicts of Interest

Mr M Scotland noted an indirect connection to item b) under **Current Business**. He advised that he is not involved in that matter before the Board but does un-related work for the property owner.

Matters Arising from Minutes (not listed in Agenda)

None.

Matters Arising Director's Updates

- a) **Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**
The Chairman requested an update regarding the scheduling of work to extend the mainline on the South Side towards Rebecca's Cave. The Secretary confirmed that she would provide an update at the next Board meeting.

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

No matters raised.

- b) **31 December 2025 & 2024 Audit of Consolidated, Islands & 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)

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

31 December 2025 Audit of Consolidated, Island & Divisional Statements

No matters raised.

2025 Actuary Reports

No matters raised.

2025 Annual Report

The Secretary reported that the draft report is with the Office of the Auditor General (OAG) and auditors Baker Tilly (BT) for review and that the final draft version was before the Board. The Chairman noted that as the document had only been provided the day before, Board members may need additional time to review the document. The Secretary said she would reach out to Board members via email and WhatsApp the week of 25 May 2026 to seek Board's approval of the document providing that there are no material differences in the feedback from the OAG and BT and that the report, after the necessary approvals, can be sent to the Ministry for laying on the table in Parliament.

Ms A Owens noted that the Water Authority should ensure that the Annual Report reports on the requirements set out in the Public Management & Finance Act (PMFA). She also promised to share the specific section of the PMFA with the Secretary via email. The Secretary noted that the Office of the Auditor General (OAG) and the Baker Tilly (BT) auditors do assess the annual report in conjunction with the legal requirements to report.

c) Key Performance Indicators (KPIs) - Update.

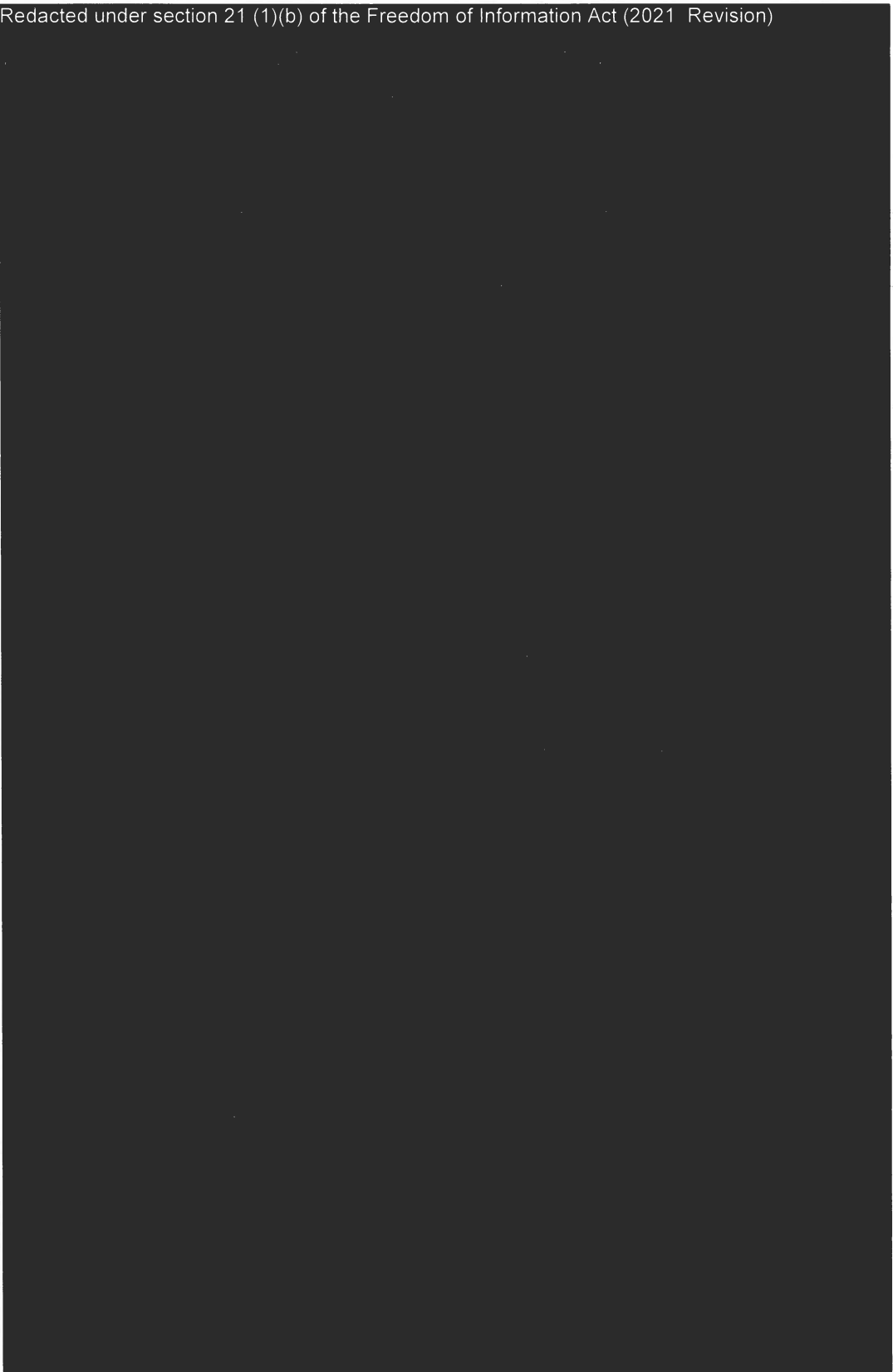
No matters raised.

d) 2025 & 2026 Rate Adjustments - Update.

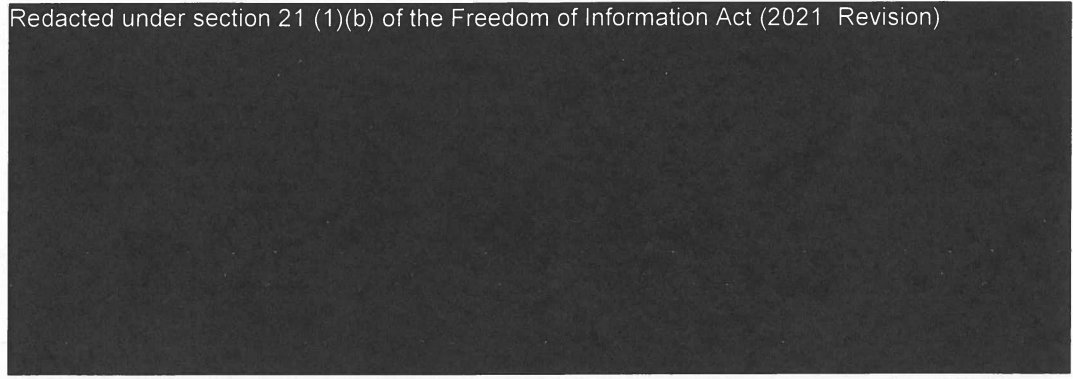
The Secretary apologies as the updates on this Agenda item provided in the 370th Director's Report were not updated.

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e)

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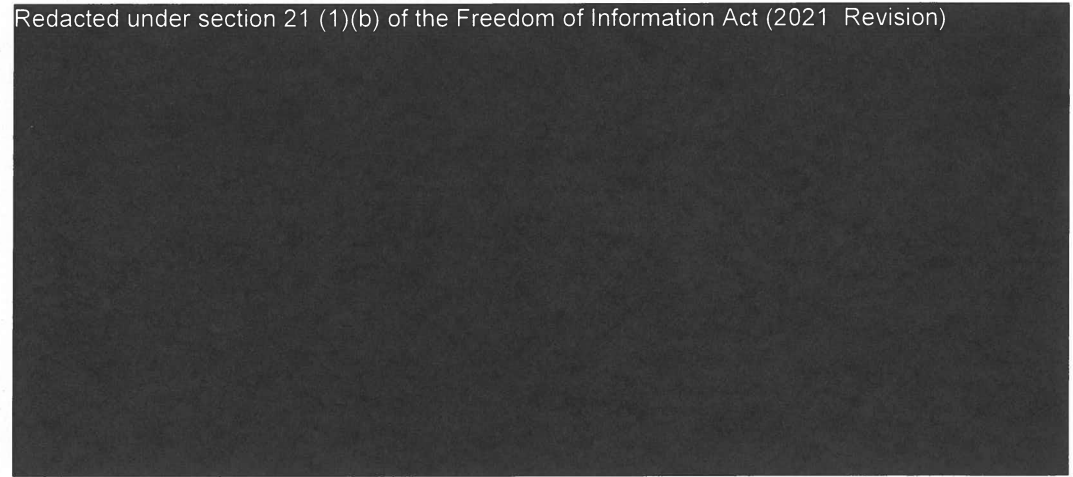
Department Updates

a) Finance

Fixed Deposits (FD)

No matters raised.

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



b) Engineering Services

1) Engineering

Business Cases – Projects

Advanced Metering Infrastructure (AMI) Pilot Project

No matters raised.

Addition WA Main Office Building

No matters raised.

Procurement of a Crane Truck (for Wastewater Division)

No matters raised.

Procurement of 2 Water Trucks for Cayman Brac

No matters raised.

Procurement of 3 loader backhoes

No matters raised.

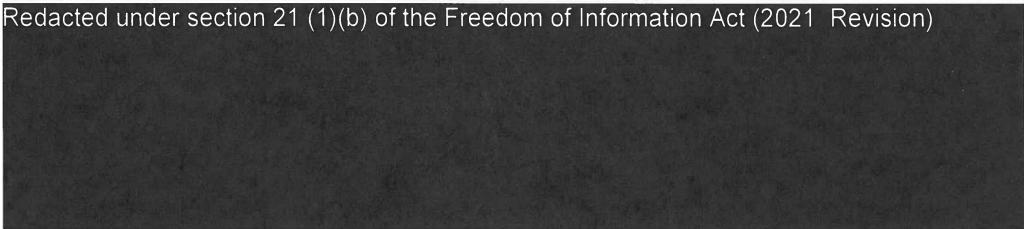
Procurement of 3 self-propelled trench compactors

No matters raised.

Maintenance contracts to be renewed

a) Security – No matters raised.

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



Repair of Valve Box Installations in Public Roads

Mr M Scotland noted that he has encouraged the National Roads Authority (NRA) to respond to the Water Authority's request to meet on this matter.

2) *New Works Division*

No matters raised.

3) *Water Distribution & Treatment Division*

No matters raised.

4) *Water Production Division*

No matters raised.

c) Operations

1) *Water Distribution & Treatment Division*

No matters raised.

2) *Wastewater Collection & Treatment Division*

No matters raised.

3) *Operations-Cayman Brac Division*

No matters raised.

4) *Control Systems Audit*

No matters raised.

d) Customer Service*Projects*

No matters raised.

Promotions

No matters raised.

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

FOI updates

No matters raised.

e) Human Resources*Recruitment & Staffing*

No matters raised.

Learning & Development

- *Operator Certification Exams*

No matters raised.

- *CISHRP exams*

No matters raised.

- *Training & Development – Short Workshops*

No matters raised.

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

- *Employee Scholarship Programme*

No matters raised.

- *Summer Internship Programme*

No matters raised.

HR Management System

No matters raised.

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

Pension Information Sessions

No matters raised.

Annual Performance Evaluations

No matters raised.

Staff Engagement/Social Activities

No matters raised.

Job Evaluation – Portfolio of Civil Service

No matters raised.

f) Information Services*Cogsdale and Great Plains upgrades*

No matters raised.

Vista Software

No matters raised.

Demonstration of Vista & Cogsdale Software

No matters raised.

Infosec IQ

No matters raised.

Water Authority Website

No matters raised.

g) Water Resources & Quality Control*East West Arterial - Environmental Impact Assessments (EIA)*

No matters raised.

Pilot Well Drilling in the Sister Islands

The Chairman queried whether the report being done by Dr Jones is through the University he is affiliated with or a consultancy company. The Secretary confirmed that it is being done through his consultancy company.

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

No matters raised.

CaribDA Conference 2026

Board members noted the Chief Operations Engineer's election to the Board of the Caribbean Desalination Association and requested that the Board's congratulations be passed on to him.

Water Authority's 40th Anniversary in 2023

No matters raised.

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

No matters raised.

Current Business

a) Management Accounts March 2026.

The Secretary reported, with apologies, that due to the late audit sign off, unexpected absences in the Finance Department due to injury and family circumstances that a full set of management accounts is not yet available for members' review.

However, the Secretary was pleased to present the unaudited profit and loss for the 3 months ending 31 March 2026 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 2025. In Grand Cayman, net water sales were down showing a 2.3% decrease. Consumption rose by 3.96%, though this gain was offset by a 16.2% reduction in EAF revenue. Meanwhile, Cayman Brac recorded solid improvement, with sales climbing 6.2% over 2025 levels.

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

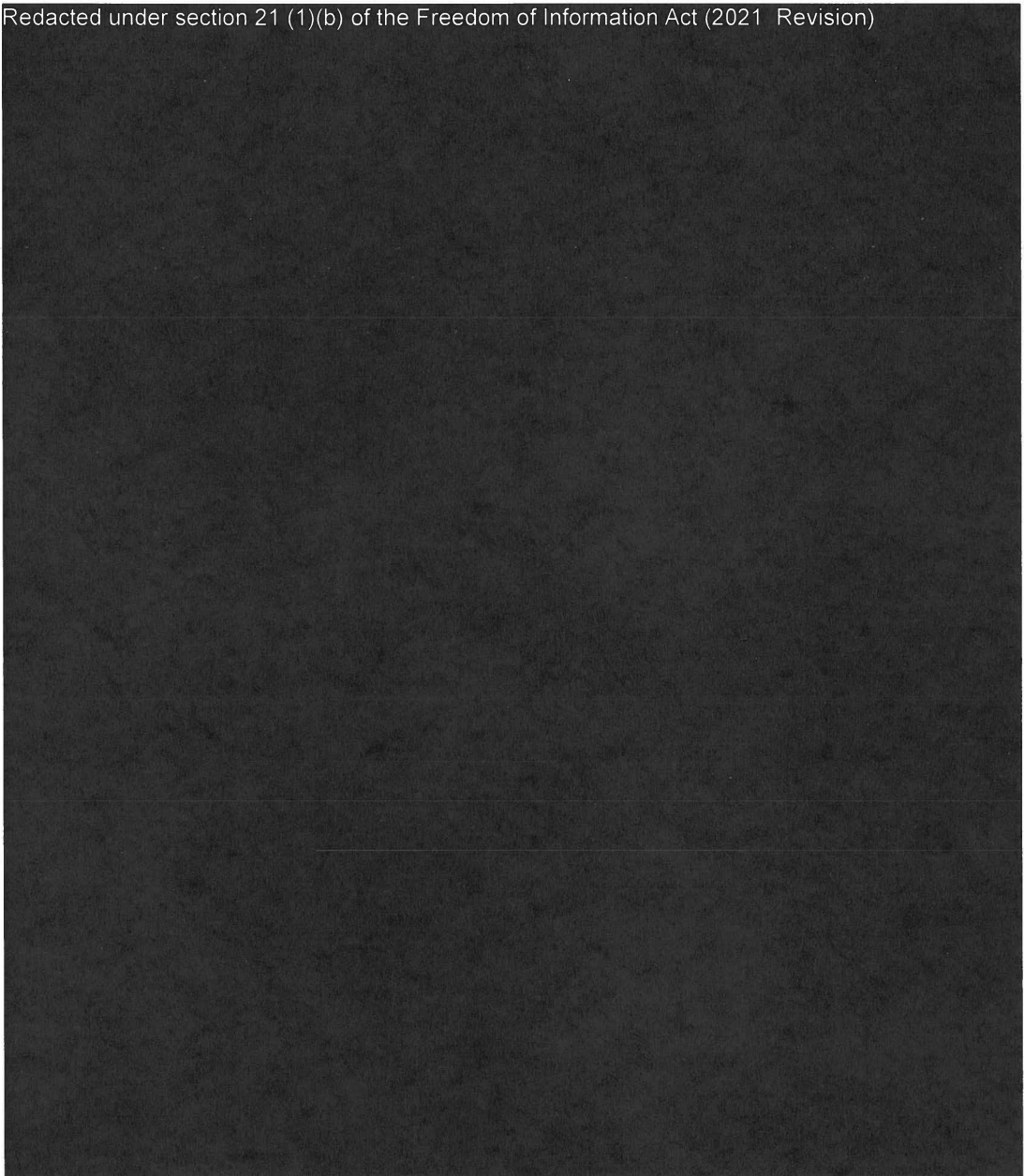
Administrative expenses rose by 9.1% year-on-year, though they remain significantly under budget by almost 17% and reflect the Authority's prudent budgeting practices.

Overall, the Authority's draft financial results for the year to date are consistent with expectations and remain favourable against the 2026 budget. The Authority continues to demonstrate a sound financial position, with adequate resources to fund daily operations and progress key capital projects.

b)

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

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c) Request for Bill adjustment re Customer Account *

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

The Secretary reported that on 02 April 2026 the Water Authority received an email from * requesting that his water bill be reduced as he does not accept the adjustment that was made based on the Meter Testing Policy. A copy of the correspondence and the report from Customer Service 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 July 2025 for the July 2025 billing cycle and showed a higher-than-normal usage. A reading of 3,791.6 was obtained, which

resulted in the consumption of 61.6 cubic meters. A Fail Audit inspection was issued and completed on 16 July 2025 with notes from the Meter Reader stating: "READING IS CORRECT NO MOVEMENT DETECTED". The reading was recorded as 3,841.7.

The customer received a bill in the amount of \$734.39 for the period of 10 June 2025 to 16 July 2025 (36 days). The daily average cost for this bill was \$20.39. The daily average consumption during this period was 3.10 cubic meters with a total of 111.7 cubic meters.

A Fail Audit inspection was issued and completed on 13 August 2025 with notes from the Meter Reader stating: "no movement found on dial" and the reading was recorded as 4,049.7.

The customer received a bill for August 2025 in the amount of \$1,373.63 for the period of 16 July 2025 to 13 August 2025 (28 days). The daily average cost for this bill was \$49.05. The daily average consumption during this period was 7.42 cubic meters with a total of 208.0 cubic meters.

A Fail Audit inspection was issued and completed on 14 October 2025 with notes from the Meter Reader stating: "READING IS CORRECT NO MOVEMENT DETECTED" and the reading was recorded as 4,375.2. The customer received a bill for October 2025 in the amount of \$1,838.08 for the period of 8 September 2025 to 14 October 2025 (36 days). The daily average cost for this bill was \$51.05. The daily average consumption during this period was 7.69 cubic meters with a total of 277.1 cubic meters.

On 09 December 2025, the customer requested an Audit be carried out. The Utility Services Auditor visited the property on 10 December 2025 and stated, "PLEASE NOTE THAT AFTER MONITORING THIS METER FOR THE PAST ELEVEN MINUTES I RE-CHECKED THIS METER AND FOUND NO MOVEMENTS OR USAGES WITH THIS METER. * [REDACTED] ALSO STATED THAT HE WOULD LIKE TO HAVE HIS METER CHANGED AND TESTED SOON AS POSSIBLE AND HE WOULD MAKE A CALL TO OUR CUSTOMER SERVICE DEPT. TO MAKE THAT HAPPEN." He confirmed that the property has an irrigation system and pool.

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

The customer requested for the meter to be tested on 12 December 2026, the meter was removed the same day and sent off for testing on 03 February 2026. The Utility Services Auditor advised that the meter missed the shipment in January 2026 as he was on leave, hence the reason for the shipment in February 2026. On 04 February 2026 a letter was sent to the customer to confirm that the meter had been removed and sent off for testing.

On 04 March 2026, a letter indicating the meter test results and a meter testing brochure were sent to the customer and indicated that the meter did not meet the

test criteria for all test flow rates: The tested meter was inaccurate and ran fast at one or more test flow rates. The account was adjusted with the difference between the highest of the 'fast' accuracy percentage and 102% (103.39% - 102% = 1.39%) and covered for the period in dispute up until the meter was removed for testing. The meter testing fee of \$50.00 was refunded and a discount of 1.39% on the bills for July, August, October and November 2025 totaling \$82.09 was given. This adjustment was in line with the Board approved Meter Testing Policy and reflected on the bill for March 2026.

On 02 April 2026, the customer submitted his letter for submission to the Authority's Board. He disputes the charges for the final 6 months of 2025 as his house was unoccupied until 02 December 2025. A copy of the customer's CUC bill for March 2026 was provided along with the itineraries confirming travel for the period of 27 March 2025 to 03 December 2026.

In summary, no leaks were identified during the 4 Fail Audit Inspections (July 2025, August 2025, October 2025, and November 2025) at the property. The Authority's adjustment policy was explained to the customer before and after the meter testing, and the customer agreed to this policy prior to the meter being tested. The meter test results found that the meter was inaccurate and fast, meaning that the meter ran fast at two test flow rates and was over-registering. The meter testing fee was credited to the account, and the account was adjusted with the difference between the highest of the "fast" accuracy percentages and 102% in accordance with the Board approved Meter Testing Policy which the customer agreed to. However, the customer is disputing the adjusted amount, and Water Authority staff can only adjust according to Authority's Meter Testing Policy. The customer has paid all bills but has requested for the Board to consider reimbursement for the high charges incurred during the final 6 months of 2025 as his property was unoccupied until 02 December 2025.

The Secretary respectfully sought the Board's decision on the request from the customer. Members discussed the customer's situation 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. The customer's meter was tested as requested, and the Water Authority's Meter Testing Policy was applied correctly. In accordance with the approved Meter Testing Policy, the customer was reimbursed for the cost of testing, and the bill was discounted by 1.39%, i.e., the percentage by which the meter tested outside the acceptable range for the intermediate flow rate. Members noted that the customer has already paid the bill in full. Members further noted that the customer was informed of the Water Authority's Meter Testing Policy prior to the meter being tested. The customer should be reminded that all plumbing downstream the meter is their full responsibility.

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

d)

Request for Bill adjustment re Customer Account*

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

The Secretary reported that on 22 April 2026 the Water Authority received an email from [REDACTED] requesting that her water bill be reduced as she does not accept the adjustment that was made based on the Meter Testing Policy. A copy of the correspondence and the report from Customer Service were provided to members.

A review of the account was undertaken, and the Authority's findings are that the customer's meter was read on 13 January 2026 for the January 2026 billing cycle and showed a higher-than-normal usage. A reading of 1,356.8 was obtained, which resulted in the consumption of 127.4 cubic meters. On 16 January 2026 a Fail Audit inspection was issued and completed on 22 January 2026 with notes from the Meter Reader stating: "NO MOVEMENT ON THE DIAL DURING VISIT" and the reading was recorded as 1,385.0.

On 28 January 2026 a Customer Service Representative (CSR) contacted the customer to advise of the high bill. The customer informed the CSR that she would have her contractor check the meter. She later confirmed that no leak was detected and nothing different was done within the timeframe. The customer requested for the reading to be rechecked, and the CSR warned of a longer billing period which would result in a higher bill.

The customer received a bill in the amount of \$1,049.69 for the period of 10 December 2025 to 29 January 2026 (50 days). The daily average cost for this bill was \$20.99. The daily average consumption during this period was 3.16 cubic meters with a total of 158.4 cubic meters.

On 29 January 2026 the customer requested an Audit be carried out. The Utility Services Auditor visited the property on 29 January 2026 and stated, "Please note that after meeting [REDACTED] on site we checked her meter for any movements or usages and there was none, I then suggested to her to do another check to see there usages and see if that would be in comparison with what they would be doing, which it was Thursday going towards the weekend and I did another check on Friday to see their usage which it was good, Also for over the weekend and that was reasonable enough for the four day weekend. I also suggested to [REDACTED] if there was no way that she was satisfied with what that outcome of our checks she can advise customer service to have her meter change and tested soon as possible to see if the meter was at fault. I then met with [REDACTED] and she stated that she would go in to customer service dept and make her request to have her meter changed and tested before she gets another high bill and it was the meter at fault."

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

On 10 February 2026 a letter was sent to the customer to confirm that no movements or leaks were detected during the site visit on 29 January 2026. Subsequently on 12 February 2026 the customer requested for the meter to be tested. The meter was removed on 20 February 2026 and sent off for testing on 23 March 2026. On 25 March 2026 a letter was sent to the customer to confirm that the old meter had been removed and replaced with a new one. The old meter would be forwarded to a third party for testing.

On 16 April 2026 a letter with the meter test results and a meter testing brochure were sent to the customer. The letter indicated that the meter did not meet the test criteria for all test flow rates. The tested meter was inaccurate and ran fast at one or more test flow rates. The account was adjusted with the difference between the highest of the 'fast' accuracy percentage and 102% ($102.14\% - 102\% = 0.14\%$) and covered for the period in dispute up until the meter was removed for testing. The meter testing fee of \$50.00 was refunded on the bill for February 2026; and a discount of 0.14% on the bill for January 2026 totaling \$1.47 was given. This adjustment was in line with the Board approved Meter Testing Policy and reflected on the bill for April 2026.

On 22 April 2026 the customer submitted her letter for submission to the Authority's Board. She disputed the charges for the January 2026 bill and adjustment of \$1.47 (not \$1.87 as indicated in her letter) in accordance with the Meter Testing Policy. She confirmed that there was no change in occupancy or usage patterns that would justify such an increase. She requests a *'fair recalculation based on her established historical consumption, or another reasonable method that reflects typical usage rather than the reading from a defective meter'*.

In summary, no leaks were identified during the Fail Audit Inspections at the property. The customer requested that the meter be tested. The Authority's adjustment policy was explained to the customer before and after the meter testing, and the customer agreed to this policy prior to the meter being tested. The meter test results found that the meter was inaccurate and fast, meaning that the meter ran fast at two test flow rates and was over-registering. The meter testing fee was credited to the account, and the account was adjusted with the difference between the highest of the "fast" accuracy percentages and 102% in accordance with the Board approved Meter Testing Policy which the customer agreed to. However, the customer is disputing the adjusted amount, and Water Authority staff can only adjust according to Authority's Meter Testing Policy. The customer has paid all bills but has requested for the Board to consider *'a fair recalculation'* of the January 2026 bill *'based on her established historical consumption, or another reasonable method that reflects typical usage rather than the readings from a defective meter'*. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the customer's situation and agreed that the customer should be advised that they have reviewed the request and decided not to discount or credit the bill as the Authority's records show that the bill is valid and payable. The customer's meter was tested as requested, and the Water Authority's Meter Testing Policy was applied correctly. In accordance with the approved Meter Testing Policy, the customer was reimbursed for the cost of testing, and the bill was discounted by 0.14%, i.e., the percentage by which the meter tested outside the acceptable range for the minimum flow rate. Members noted that the customer has already paid the bill in full. Members further noted that the customer was informed of the Water Authority's Meter Testing Policy prior to the meter being tested. The

customer should be reminded that all plumbing downstream the meter is their full responsibility.

Any Other Business

a) 2024/2025 Board Self-Assessment.

Mr G Ebanks advised that there were 2 members who had not yet responded to the survey and that he expected to have the results for the June 2026 meeting.

b)

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

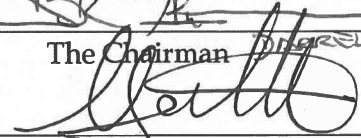
Donation Requests (to be dealt with by Sponsorship Assessment Sub-committee (SAS) after Board Meeting (No meeting was held as there were no donation requests).

There being no other business the Chairman thanked all members for attending, and the meeting was then adjourned at 4:02pm.

This is a true and accurate account of the proceedings.



The Chairman *DARREL ROBINSON*



The Secretary

Water Authority of the Cayman Islands**370th Meeting to be held at 1:30pm on Wednesday, 20 May 2026****Director's Updates/Report****a) Cayman Brac Infrastructure Upgrade & Expansion Project – Update.**

- During the period 30 March 2026 – 01 May 2026, the New Works Pipelaying Crew (NWPC) installed 157.3 metres (516 feet) of 100mm (4 inch) PVC pipeline, installed 2 new service connections which included the installation of a total of 38.7 metres (127 feet) of service pipework.
- The weekly progress report for 30 March 2026 – 01 May 2026 is as follows:
 - Week 14 (starting 30 March): NWPC undertook leak detection and repair along Lily's Lane, which included the installation of approximately 19.5 metres (64 feet) of pipework., and reinstated recently installed service connections at Spot Bay Road and Lily's Lane. The NWPC also assisted with water trucking and assisted the GPS Technician to mark and collect pipeline and meter information.
 - Week 15 (starting 06 April): NWPC on leave for Easter break.
 - Week 16 (starting 13 April): NWPC installed 152.4 metres (500 feet) of 100mm (4-inch) PVC pipeline along Selena Drive and a 100mm washout. The crew also repaired a 25mm leak at 248 Cotton Tree Bay Road, repaired one 25mm leak, and replaced an old meter box. The NWPC moved unused material to the Bluff compound, cleaned the road and cleaned the equipment.
 - Week 17 (starting 20 April): NWPC installed one 150x100mm under-pressure tapping sleeve, 4.9 metres (16 feet) of 100mm (4-inch) PVC pipeline along Selena Drive, completing installation of total 157.3 metres (516 feet) x 100mm (4-inch) PVC pipeline. Also installed saddles for pressure testing and disinfection. Two NWPC staff assisted operations with backhoe hydraulic repairs and maintenance. Material screened at Bluff. Mobilised and installed 2 service connections at Rubis and Home Gas locations. Assisted with mechanical repairs, cleaning, and organising the storage building/containers at the West End Water Works, created valve box covers and thrust blocks by making wooden frames and filling with mixed cement. Also repaired two road crossings in Spot Bay area.
 - Week 18 (starting 27 April): at the West End Water Works, NWPC located existing underground services, dug trenches using jack hammers, assisted the electrician with installing electrical conduits, covered trenches, repaired walkways with concrete and cleaned the compound.

The number of outstanding requests for water connections as of 10 May 2026 in Cayman Brac are as follows:

Group	Number
No pipeline down private Road	11

Pending to cancel application	4
Waiting on customer action	2
Waiting on relocation to new road access	0
Pending WA to complete account opening	0
Waiting on WA to install	5
Total	22

Approximately 22.7% of the outstanding total of 22 is 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 4 months (January-April) of 2026 the water sales on Cayman Brac compared to the same period in 2025 were:
 - Total water sales up approximately 12.8%
 - Pipeline sales up 34.2%
 - Trucked water sales down 20.6% (*Note - January through April 2025 trucked water sales were significantly (20.2%) higher than those in January-April 2024*)

West End Water Works RO Plants

- In April 2026, the overall water production in Cayman Brac averaged 839 cubic metres per day, which equates to approximately 65% of the overall design water production capacity at West End Water Works.
 - During April 2026, the expanded RO plant (Plant #1) was operational for 30 days and produced on average 807 cubic metres per day (approximately 76% of the plant's design water production capacity). During this same period the containerised plant was operational for 5 days and produced on average 194 cubic metres per day (approximately 84% of the plant's design capacity).
 - During April 2026, there was 1 planned plant shutdown to accommodate a pH clean of Train 1A (on 08 April 2026), in addition there were several short plant shutdowns when alternating between the two trains on the expanded RO plant (Plant #1) and the containerised plant. There was 1 unplanned plant shutdown to accommodate the replacement of a ruptured disc on Train 1B (on 08 April 2026).

Brac Bluff Water Works

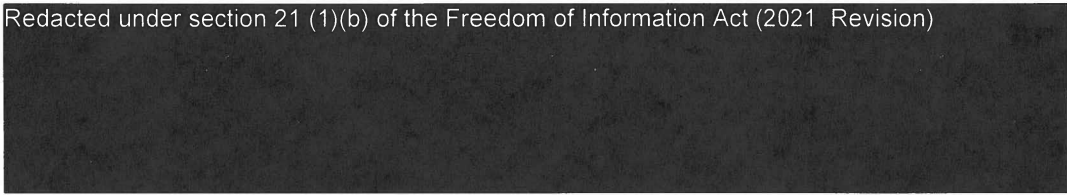
Nothing new to report as this project was completed on 01 April 2026. The Authority awaits the test results on the selected cores which have been sent to Core Labs in Canada and the report from Dr Jones.

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

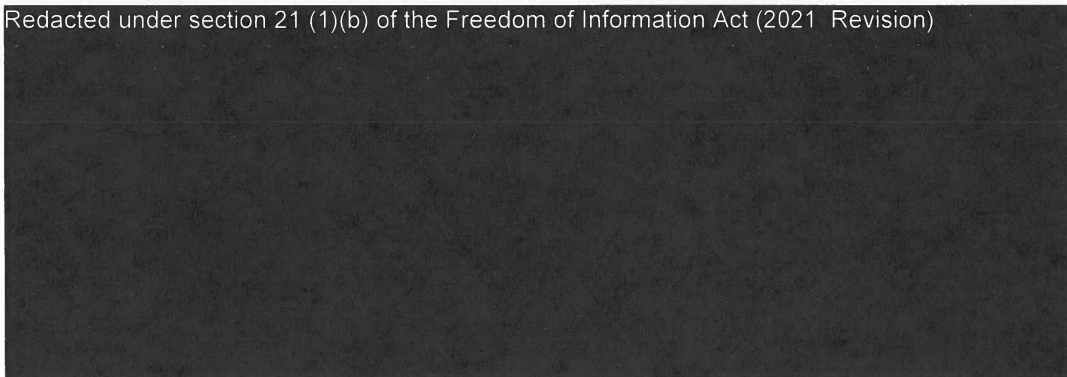
31 December 2024 Audit of Consolidated, Islands & Divisional Statements

Updates to the observations in the Office of the Auditor General's (OAG) "Report to Those Charged with Governance on the 2024 Audit":

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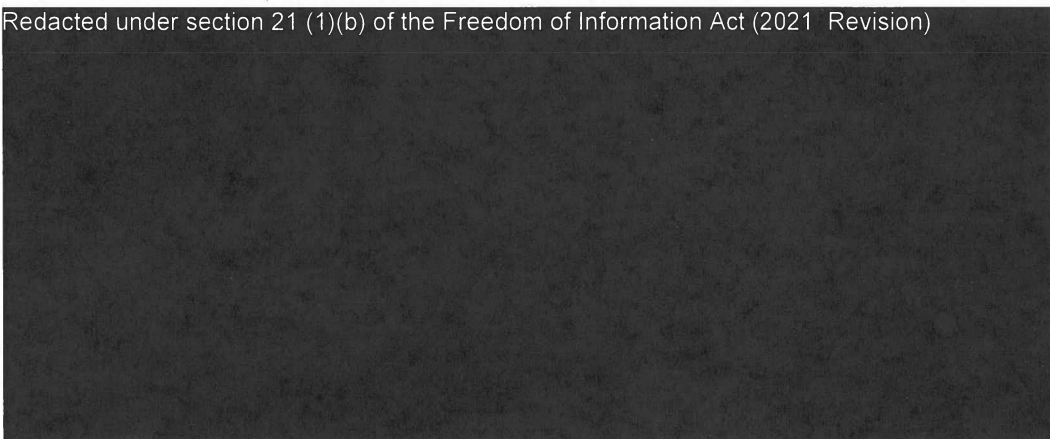
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31 December 2025 Audit of Consolidated, Island & Divisional Statements

The Secretary is pleased to report that the 31 December 2025 audit was signed off on 30 April 2026 in the late afternoon. The delay was due to fact that the Mercer pension report was only received on 18 April 2026 with the Post-retirement Health reports for (Aetna and CINIIOC) following on the 24 April 2026.

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



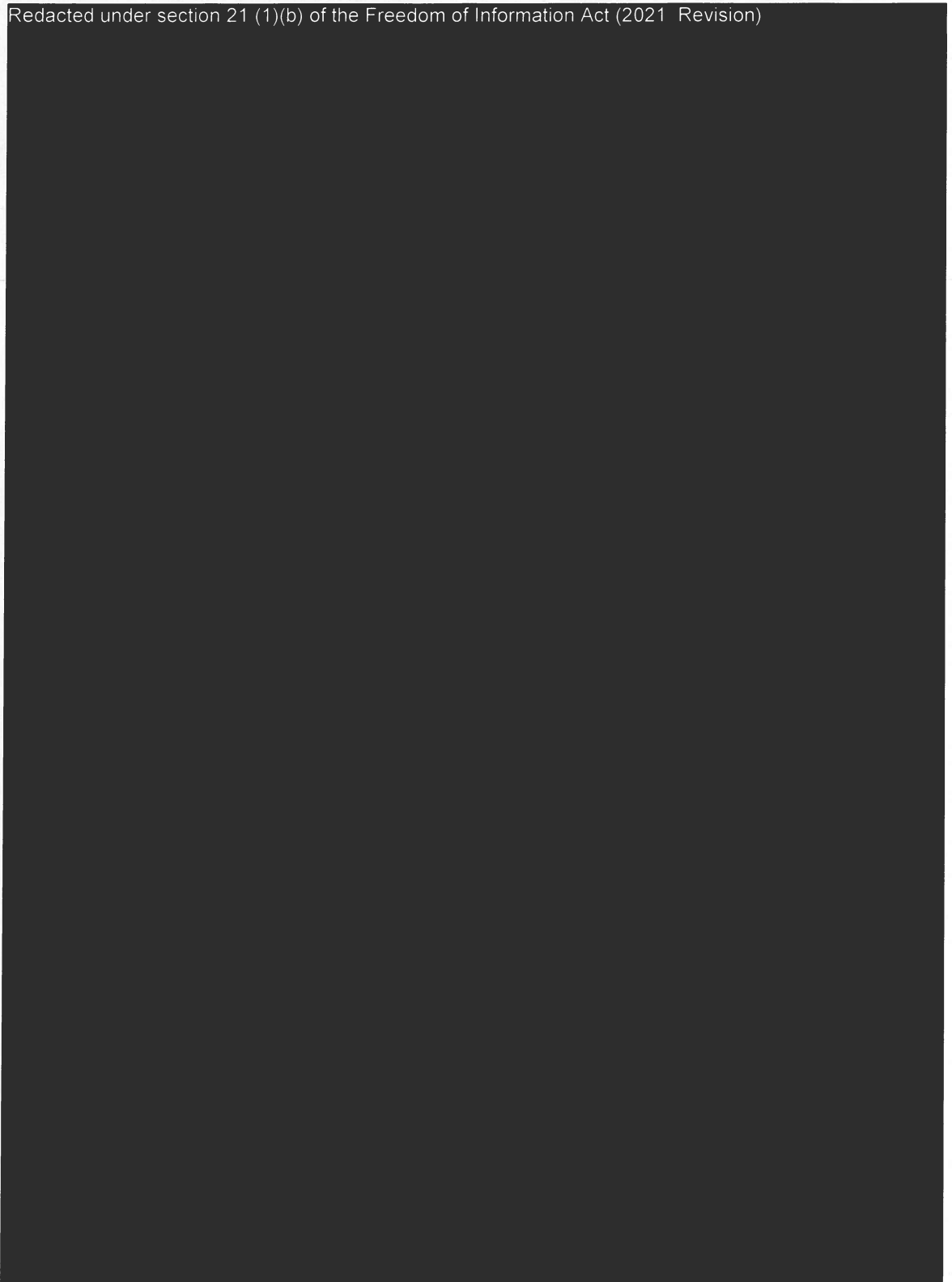
Overall, the Authority met the deadline, however it was frustrating that again for the 2025 audit the operational component, for which the Water Authority is directly responsible for, was completed early in April 2026, and the delay and stress associated with the waiting was directly related to the delay in getting the actuary reports.

The Secretary reports and both she and the CFO will provide post audit feedback to the Public Service Pension Board as well as the OAG to see if there is anything that can be done to manage these timelines in a more efficient manner.

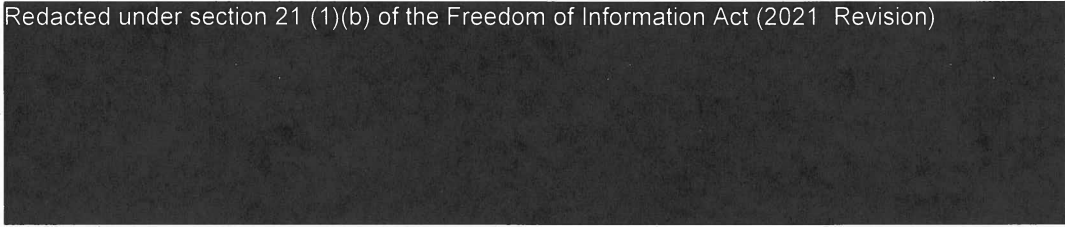
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2025 Annual Report

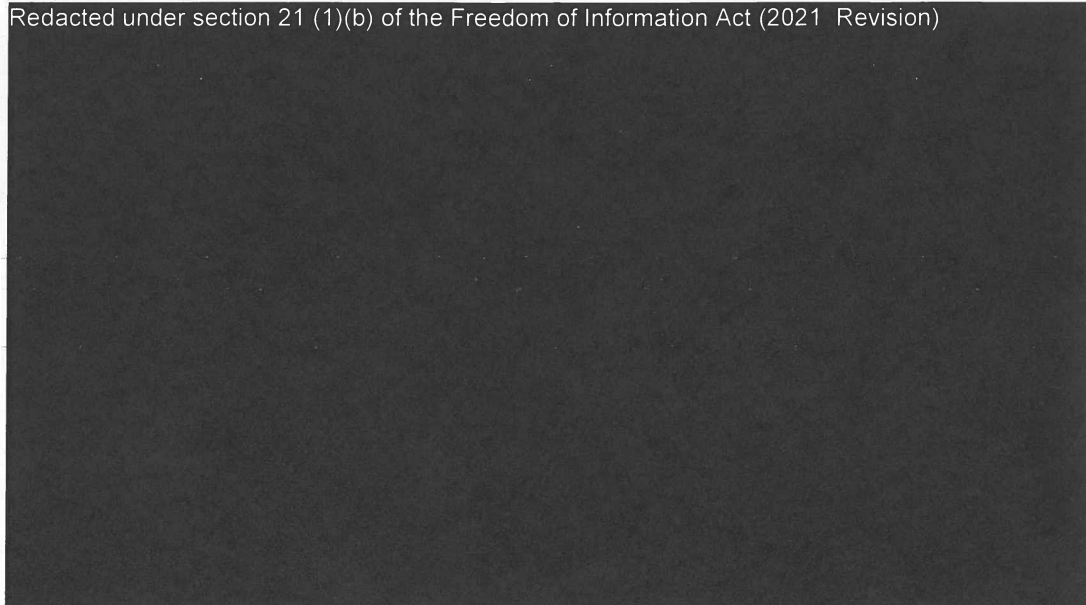
The final draft 2025 Annual Report will be available for the May 2026 Board meeting for Board approval pending completion of the 2025 audit. This will be circulated early during the week of 18 May 2026.

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

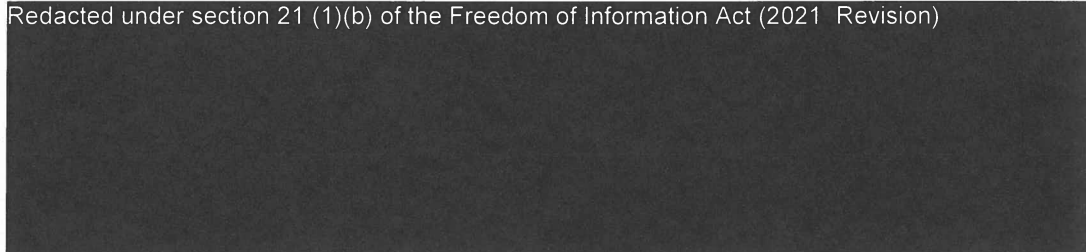
Copies of the March 2026 KPIs have been provided to the Board for members' review.

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

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



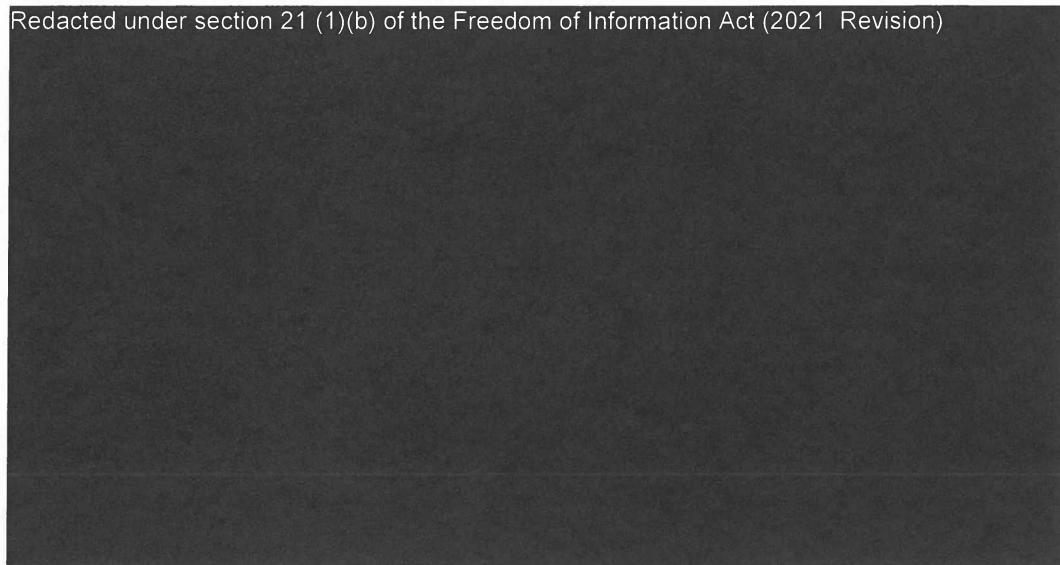
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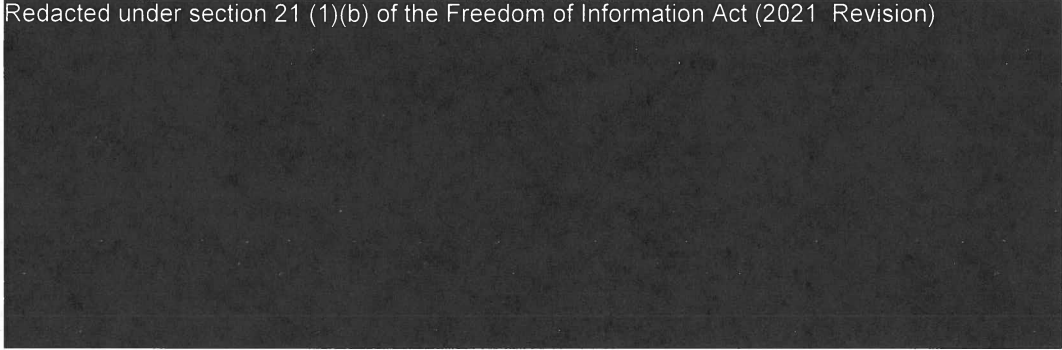
Department Updates

a) Finance

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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 28 April 2026 regarding progress on this project.

Addition WA Main Office Building

The RFP document for the design of the expansion of the Water Authority's existing office facilities at Red Gate Road was posted on Bonfire on 01 May 2026. Under the contract the selected Design Consultant must contractually engage all other disciplines required to prepare the design and construction documentation for the project. The submission deadline is 12 June 2026.

Procurement of a Crane Truck (for Wastewater Division)

The crane truck arrived on island on 02 April 2026. The Water Authority is waiting for the factory-trained representative to conduct the specified operator and mechanics training on the equipment.

Procurement of 2 Water Trucks for Cayman Brac

Nothing new to report. The equipment must be delivered to the Authority's freight forwarder in Miami, FL no later than 05 June 2026. On 28 April 2026 the Business Case and the Direct Award Justification & Approval Form for the Procurement of 1 Additional Potable Water Truck was forwarded to the Water Authority Procurement Committee (WAPC), for their review and approval. The Direct Award process reduces the timeline for delivery by at least 3-4 months (by removing the tendering process), while still providing Value for Money for the Authority (only 2.7% higher price than that on the aforementioned contract).

Procurement of 3 loader backhoes

The contract for the procurement of 3 backhoes was awarded to Massive Equipment Rental & Sales. The final Contract Amount was revised (lowered) to US\$376,051.03 (CI\$314,002.61). The equipment must be delivered no later than 31 July 2026.

Procurement of 3 self-propelled trench compactors

The contract for the procurement of 3 trench compactors was awarded to Liftech Ltd with a Contract Amount of US\$119,700 (CI\$99,949.50). The equipment must be delivered no later than 26 June 2026.

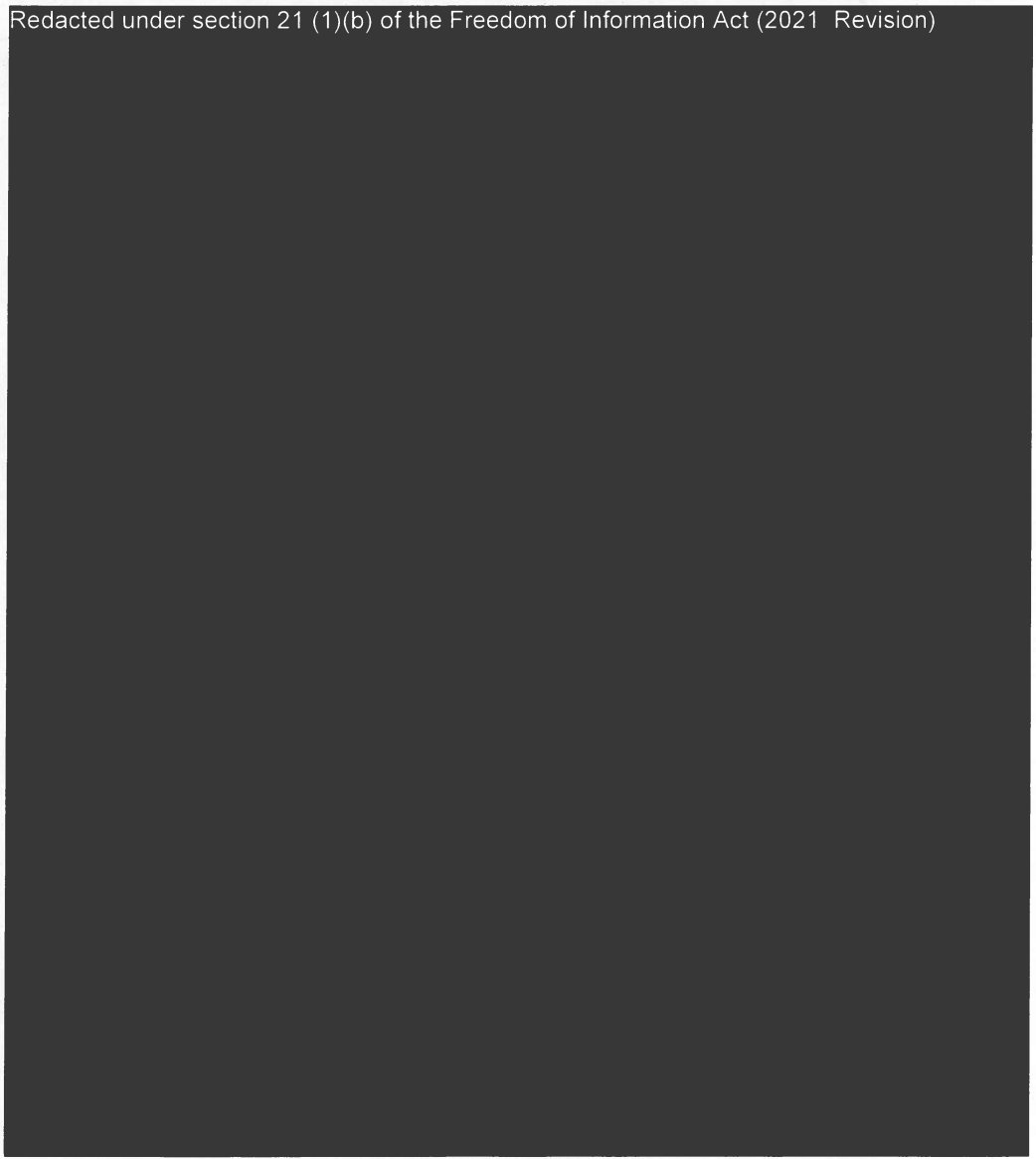
Maintenance contracts to be renewed:

a) Security – nothing new to report.

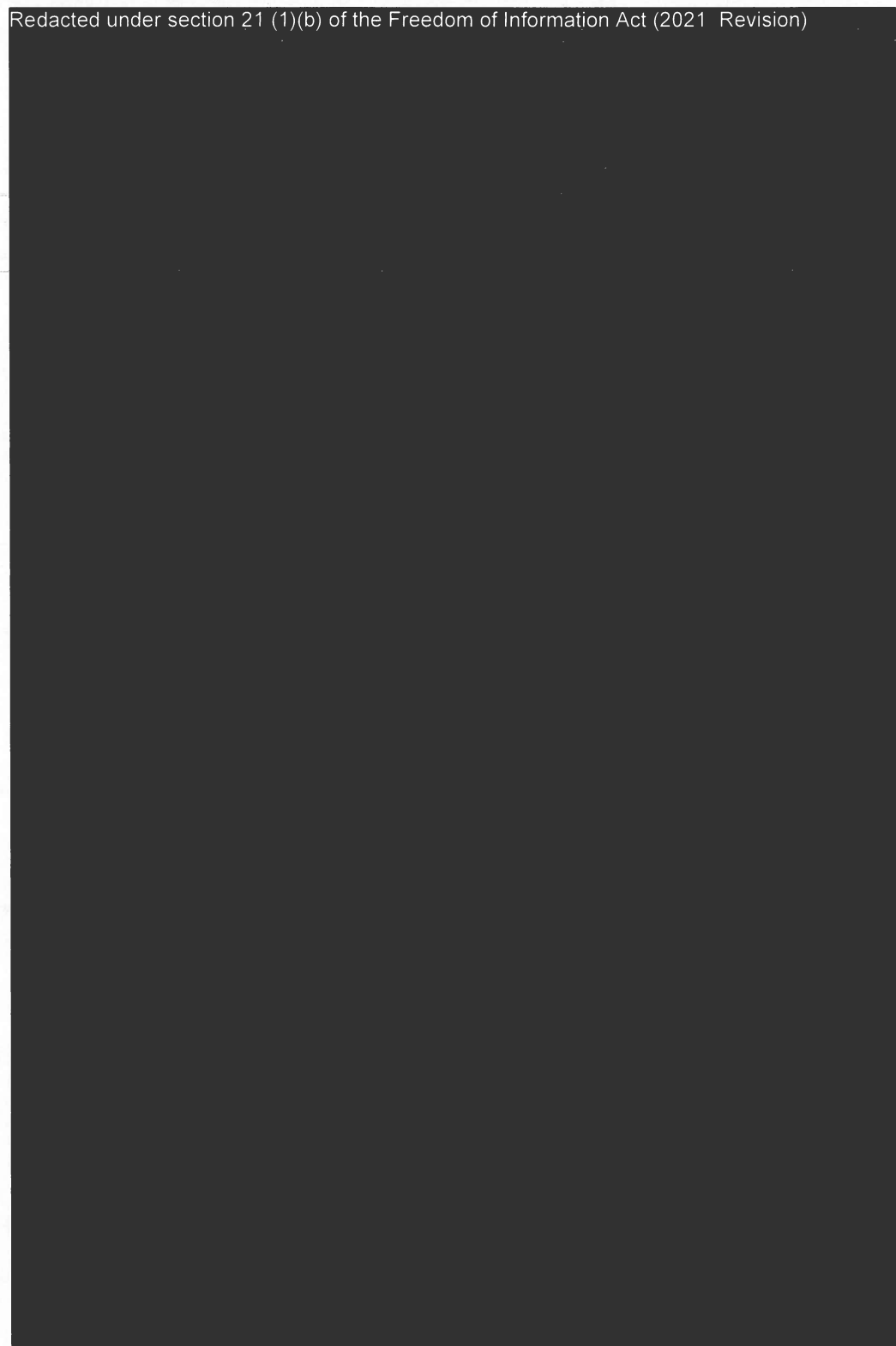
Repair of Valve Box Installations in Public Roads

On 19 February 2026 the report "Repair of Valve Box Installations" was forwarded to the National Roads Authority (NRA). Several requests for a meeting with the NRA to discuss this matter (last request was on 15 April 2026) have been made, but a date has not yet been agreed upon.

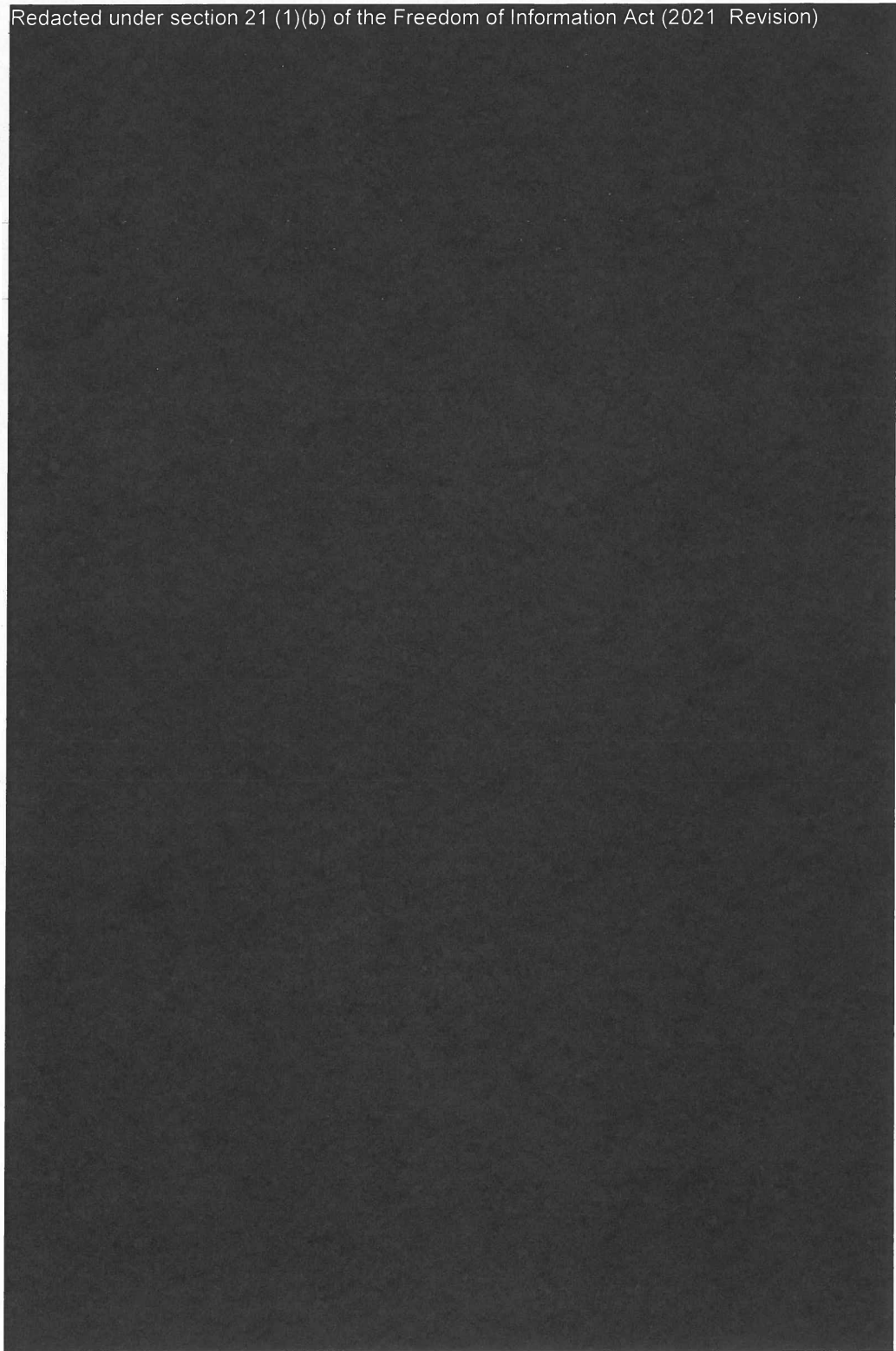
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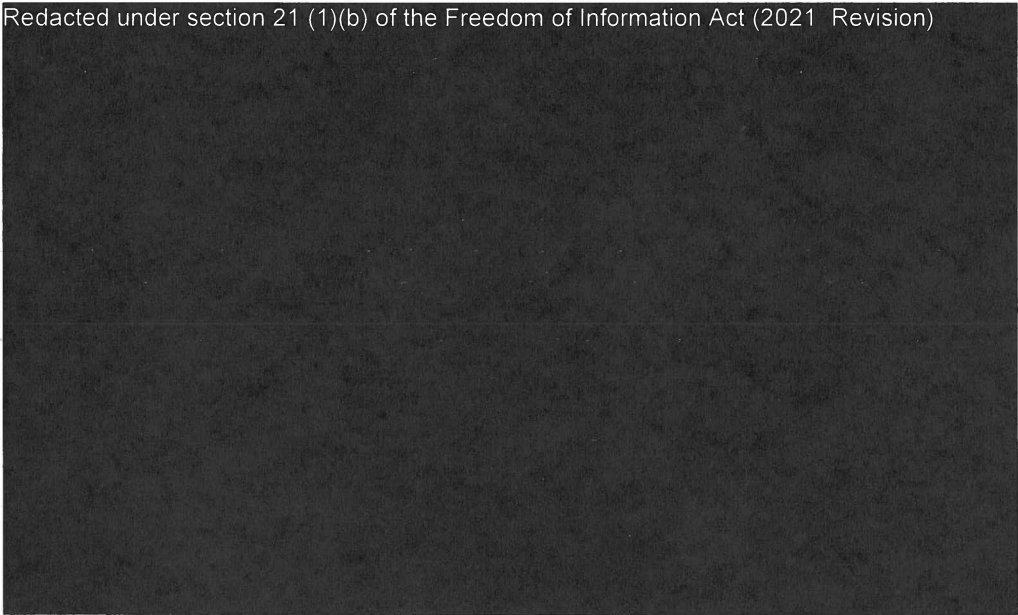
Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)



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



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



2) *New Works Division*

- During the period April 2026, the Grand Cayman NWPC installed approximately 49 metres (160 feet) of 100mm (4-inch) diameter pipe along the newly constructed, unnamed, Public Road, off John McLean Drive (East End).
- The NWPC transferred 13 customers to the new 100mm (4-inch) pipeline at the end of East Boulevard (Windsor Park, George Town), which included the installation of approximately 8 metres (27 feet) of service pipework.
- The NWPC located and raised 4 buried valve covers at the intersection of Edgewater Way and Kings Sports Connector Road.
- The NWPC also carried out miscellaneous maintenance and road reinstatement along Edgewater Way, East Boulevard & Olympic Way, and disassembled, organised and stored material and equipment of the old Red Gate RO plant.

3) *Water Production Division*

- During the month of April 2026, the Lower Valley RO Plant produced on average 2,635 cubic metres per day, or approximately 88% of the plant's design water production capacity.
- During this same period, there were no planned plant shutdowns. There was 1 unplanned plant shutdown caused by CUC power fluctuations (on 25 April 2026).

c) Operations

1) *Water Distribution & Treatment Division*

- During the first 4 months of (January-April) 2026, the total water sales on Grand Cayman were approximately 1.2% less than in the same period last year.
- No relaying projects were scheduled during the month of April 2026.
- High Rock Drive Subdivision, (67A 44), 44 lots – in progress.
- Shamrock Road Subdivision, (25B 678), 8 lots – completed.

- Frank Sound Road Subdivision, (55A 245 & 372) – in completed.
- Frank Sound Road Subdivision, (59A 60 & 92) – awaiting guidance from Engineering Services.
- The DMA at the Frank Sound Junction remains in normal operation.
- The DMA at Agricola Drive; new sensor could not be installed due to damaged ball valve. New ball valve will be installed in month of May 2026.
- The DMA at junction of Poindexter and the East West Arterial roundabout is operational.
- The DMA at the junction of Poindexter and Shamrock Road is operational.
- Regarding the alternative flow meter from Flow-Tronics, the vendor has provided an estimated shipping date of the last week in April 2026.

2) *Wastewater Collection & Treatment Division*

- In April 2026, 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 8.1% more than the average influent measurement during the same month in the previous year (1.83mgd).
- Completed connection for Jasmine Hospice Care.
- Refurbishment of PS 21 valve chamber and replacement of wet well covered commenced on 21 April 2026.
- SBR Blower #3 Shaft seal and bearing failed. The new blower was received on 12 December 2025. The Water Authority is awaiting confirmation of the available date for the onsite technical support to oversee installation and commissioning of the new blower.
- Motor failure for SBR Blower #2 was reported. Spare motor was installed. Quote for new motor was requested and received on 31 March 2026. Waiting on specification confirmation from vendor.
- Upgrade of Control Network at the Wastewater Treatment Plant (WWTP): Nothing new to report.

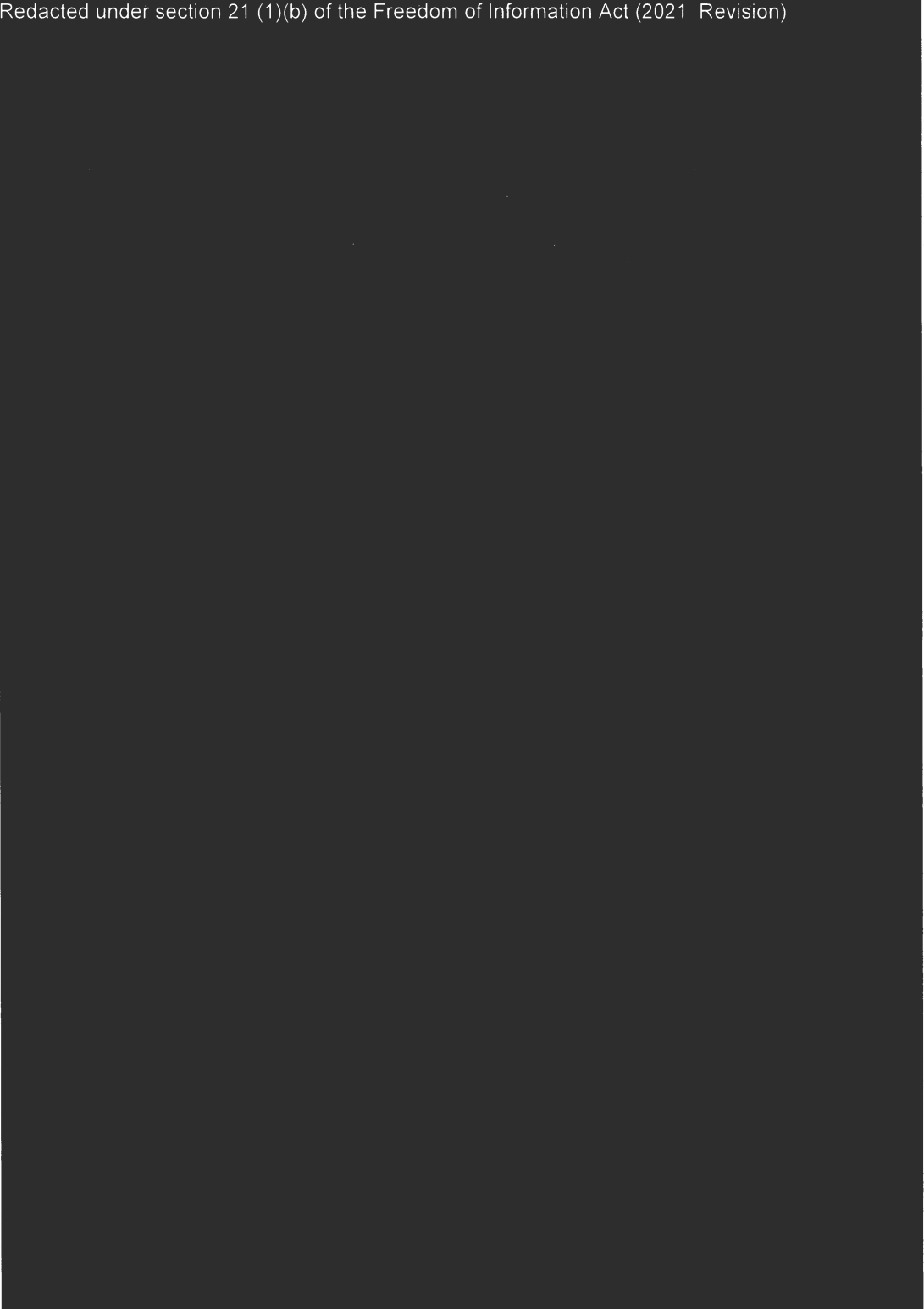
3) Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

4) *Control Systems Audit*

- Summary report was submitted by iiOTtec, Inc for review and feedback. Nothing new to report.

d) Customer Service

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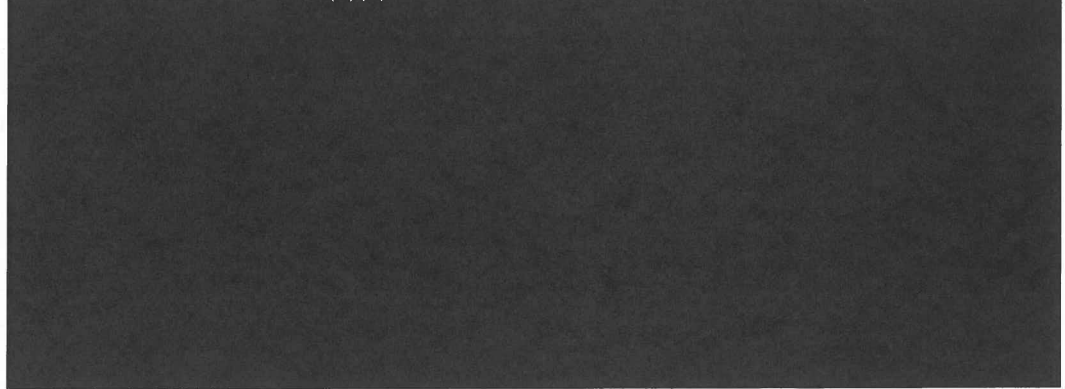


- *2025 Annual Report:* Corporate Communications is finalising the draft 2025 Annual Report.
- *AMI Cogsdale Integration:* IS Department is working with the Cogsdale and Sensus to obtain a solution to pull the AMI readings into Cogsdale. Customer Service will continue to work with the AMI project lead and IS on this matter.
- *Water Resources Core Sample Documentation:* Corp Comms is working with Water Resources Department to visually document the various core samples taken from the Bluff Water Works and the Little Cayman Water Works sites.

Promotions

- *Earth Day:* Scheduled for 22 April 2026. Posts were made on social media and the lobby TV.
- *Afterhours Education:* Plans for a campaign to educate customers on how to use the after-hours systems is underway. Emphasis will be placed on helping customers understand it is an automated system (i.e. no person will answer), but that the messages received are monitored. Messaging will include posts that explain which menu option to select for their specific situation. This campaign will run on social media.
- *2026 Rate Adjustment:* The necessary public notices are being prepared in anticipation of the adjustment being implemented.
- *Drinking Water Week 05-09 May 2026:* This was done as a social media campaign on the RO process as well as the lobby TV.
- *Hurricane Promotional Messaging:* This is being reviewed in preparation for the upcoming season.
- *Cayman Brac 35th Anniversary Customer Appreciation Day:* The press release regarding the Cayman Brac 35th Anniversary celebrations was published on 30 April 2026.
- *CUC Women In Energy Conference:* Twenty staff will attend this event and Marcela Martinez-Ebanks will represent the Water Authority on the panel discussion which will be held on 22 May 2026.
- *CaribDA Conference (11 – 14 May):* The Corporate Communications Supervisor attended a radio talk show at Radio Cayman on 05 May 2026 to promote the conference.

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



FOI updates

No new FOI requests were received since the last report to the Board at the 368th Meeting held on 18 March 2026.

e) Human Resources*Recruitment & Staffing*

- Accounts Clerk – temp in place, recruitment process ongoing
- Onsite Wastewater Inspector – readvertising 19 May 2026, recruitment process ongoing
- Operator RO Plant-CYB – recruitment to commence
- Operations Manager-WW – recruitment process ongoing
- Engineer-Wastewater – recruitment process ongoing
- Hydrogeologist – recruitment process ongoing

Learning & Development

- *Operator Certification Exams*
CAWASA Online Training: Mark Hodgson (Water Distribution Level I) and Wayne Bodden Jr (Wastewater Collection Level II) are participating in a 10-week training programme (29 April – 30 June 2026) with exams scheduled by 31 July 2026.
New hires Michael Barnes and Alexander Ebanks-Reve are enrolled in California State Sacramento OWP courses (Water Distribution and Wastewater Collection, respectively) to prepare for their upcoming Level I certifications.
- *CISHRP exams*
HR Administrator, Therisa Bush earned her HRCI Human Resources Associate certification on 14 March 2026 after passing CISHRP exams (Labour, Immigration, Health & Pension, and HRM Essentials).
- *Training & Development – Short Workshops*
First Aid/CPR/AED Training -
 - The Water Authority's Red Gate site in Grand Cayman site is certified until April 2028, following the final training session on 29 April 2026 (30 total staff trained).
 - First aid kits are fully stocked on all floors. All AEDs are functional except one, which requires out-of-stock, discontinued replacement pads.
 - Cayman Brac staff training will be scheduled at a later date.
- *Miscellaneous Short Workshops* – over the next 3 months approximately 10 employees have scheduled training in person and online, in areas such as laboratory topics, Microsoft Project and Project Management, Customer Service, Records & Information Management, and Mental Health First Aid Training Courses.
- *Scholarship Programme*
 - *2026 Scholarship Applications*
Scholarship applications are currently being shortlisted among 13 applicants who have submitted completed documentation. Interviews are scheduled to take place on 25 and 26 May 2026.

- *Summer Internship Programme*
 - *Summer Internship Applications*

Summer intern applications for 2026 are now closed, as the due date was 30 April 2026. A total of 104 completed applications were received through the Authority's Good Grants portal, via email, and via drop-offs at the front office.

HR Management System

- *ESS Leave Requests:* The final phase of the Employee Self-Service (ESS) rollout is the electronic leave request process. The complex configuration is now completed, and we are on track to complete it by the end of May 2026. The rollout strategy includes targeted training demos for approvers, i.e., HoDs and Managers first. A general staff launch is scheduled for 19 May 2026. Demos will be provided to all staff.
- *Phase 2 (Recruitment & Onboarding):* Implementation resumed on 15 April 2026 with weekly coordination between PDS and the WAC project team (HR & IT). Full rollout is anticipated for July 2026.

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Pension Information Sessions

- HR will combine and share all pension presentations with staff in May 2026. Once this is completed, the "path forward" will be determined in June 2026.

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- *Mother's Day:* Water Authority ladies were celebrated with a lovely token and delicious breakfast organised by the Social Committee on 08 May 2026 in recognition of Mother's Day 2026.
- *Employee Study Abroad Programme (ESAP):* As part of Water Authority's ongoing commitment to staff development and investing in its people, an initiative recently approved by the Water Authority Board was also announced at the ASM 2026 event. ESAP will provide employees with the exciting opportunity to study overseas while continuing to receive their salary and health insurance benefits. HR will share additional details on the ESAP before the end of May 2026.
- *9th Edition of the Power of the Purse:* The Water Authority sponsored the attendance of 10 employees to the Power of the Purse event via Corporate Communications. This

event included lunch and was held on 08 May 2026 at the Ritz Carlton Hotel. This was a Cayman Islands Crisis Centre fundraiser, supporting domestic abuse survivors.

Job Evaluation –Portfolio of Civil Service
No update.

f) Information Services

Cogsdale and Great Plains upgrades – No update.

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

Demonstration of Vista & Cogsdale Software
The presentations will be planned for June 2026 Board Meeting.

Infosec IQ – This avenue for training is now live and cybersecurity training has commenced. A demo is available if members are interested.

Water Authority Website – The Business Case has been re-submitted to the Procurement Committee and the decision of the WAPC is awaited.

g) Water Resources & Quality Control

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



Pilot Well Drilling in the Sister Islands

- Samples from the pilot well in Little Cayman have been shipped to Core Lab in Canada for porosity and permeability analysis. In addition, samples from the same well have been shipped to Dr Jones for geochemical analysis. Both Core Lab and Dr Jones are working on the testing and interpretation of the samples and related records. Dr Jones will prepare a report to detail the geology of the wells in Cayman Brac and Little Cayman in the context of his broad knowledge of the geology of the Cayman Islands. Also, his report will provide recommendations for the design of the feedwater abstraction well and brine disposal wells for the Reverse Osmosis plants at the Buff site in Cayman Brac and at the site for the Little Cayman Water Works

h) Director's Office

External Risk Assessment (ERA) – Major Disruption Water Supply

On 13 February 2026, the Water Authority received feedback from the Ministry of DAHA with a request for some additional information. This will be reviewed and discussed with the Ministry before the end of May 2026.

CaribDA Conference 2026

The CaribDA conference took place 12-14 May 2026 at the Grand Cayman Marriott Resort with the pre-conference workshops on 11 May 2026. The Water Authority filled its 20 places with employees (inclusive 2 persons from the Brac Operations) and one Board member, Mr M Campbell. Over 120 participants attended the conference from the Caribbean region, North America, China, Norway, Philippines, and Cayman. The Honourable Minister N DaCosta delivered the keynote address, which was well received. The Water Authority also facilitated tours of its Laboratory and the New Red Gate RO Plant, which received positive feedback from conference participants.

Feedback from staff participating has also been very positive, it was a great opportunity for all levels of staff to get the exposure of being at an international conference that included presentations on relevant topics as well as visiting the various exhibitor booths show casing new technology and equipment.

Further, the Water Authority's Chief Operations Engineer, Carlos Vargas, was elected to the Board of Directors of the Caribbean Desalination Association (CaribDA). This is a well-deserved recognition of Carlos's expertise, his standing in the regional water industry, and the years of commitment he has brought to the Water Authority. Having Carlos at the CaribDA Board table is a significant benefit for Water Authority Cayman - ensuring our voice, experience and perspective contribute to shaping the future direction of desalination and water reuse across the region.

Water Authority's 40th Anniversary in 2023

- *Posterity/Legacy Donation*
No updates.

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

The first event, Customer Appreciation Day, took place in the Brac on 08 May at the Ashton Rutty Centre. The event included raffle prizes for attendees, display tables of current projects including the leak detection and pipeline connection project, also customers were encouraged to submit applications to receive e-billing and move to the portal. The Chairman, Director, Chief Operations Engineer, three staff from the Customer Service Department in Grand Cayman as well as the Cayman Brac 35th Anniversary Committee members travelled to the Brac for this first event. The Honourable Minister N DaCosta also attended the event and address the attendees. The event drew a strong turnout and was well-received by the public in Cayman Brac.

The first planning meeting for the Cayman Brac Employee Appreciation event has taken place and plans are being firmed up for that activity.