CONFIDENTIAL

Water Authority of the Cayman Islands

Minutes of 371st Meeting held on 17 June 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 Mr H B Ebanks - *virtual* Mrs L Ryan – *phone* Ms E Kynes - *virtual* Ms D-A Whittaker - *virtual* Mr K Conolly
Secretary:	Dr G Frederick-van Genderen
Apologies:	Ms A Owens Mr M Scotland Mr M Campbell Mr M Ebanks
Absent:	

Call to Order

The Chairman welcomed all members present and then called the meeting to order at 10:47am after ascertaining there was a quorum. He noted apologies for Ms A Owens, Mr M Ebanks, Mr M Scotland, and Mr M Campbell and then invited Mrs D Ryan to offer the opening prayer for the meeting.

Confirmation of Minutes of the 370th Meeting held on 20 May 2026

The Minutes having been circulated, the Chairman asked for confirmation or amendments of the Minutes of the 370th Meeting held on 20 May 2026. Mr G Ebanks moved the motion to accept the Minutes as amended, Mrs D Ebanks seconded the

motion, and the motion passed unanimously by all members present and able to vote.

Declaration of Conflicts of Interest

Mr H B Ebanks noted a close family connection to item b) under **Current Business**. Mr H Ebanks advised that he would not participate in discussion on this item and that he would not vote on the matter to which members agreed.

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 a timeline for the phases to extend the mainline on the South Side inclusive time markers. 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)

31 December 2025 Audit of Consolidated, Island & Divisional Statements

The Chairman noted that the audited 2025 Divisional and Island Finance Statements had been provided to the Board on 16 June 2026. He reminded members that these reports are subsets of the official consolidated financial statements; they do not contain new figures but rather present an allocation of assets and expenses among the three divisions, with the Water Division further disaggregated between

Grand Cayman and Cayman Brac. He enquired whether members would agree to proceed with accepting the statements. Members agreed, and subsequently the following resolution was moved by Ms E Kynes, seconded by Mr K Conolly and approved by all members present and able to vote:

The Water Authority Board hereby accepts the 2025 Divisional and Islands Financial Statements of the Water Authority of the Cayman Islands. The Water Authority Board further resolves the Chairman, Mr Darrel Rankine, the Director, Dr Gelia Frederick-van Genderen, and the Chief Financial Officer, Ms Lori Bergman be authorised to sign the 2025 Divisional and Islands Financial Statements of the Water Authority of the Cayman Islands as presented.

The Chairman noted that members had been provided with the Audit Findings Report prepared by Baker Tilly (BT). Members had no further discussion on this report.

2025 Annual Report
Ms D-A Whittaker advised that the report would be going to Cabinet for approval via round robin and thereafter would be tabled in Parliament at the next sitting.

c) **Key Performance Indicators (KPIs) – Update.**
No matters raised.

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

e) 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)

f) 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)

Department Updates

a) Finance

2025 Economic & Statistics Office (ESO) Submission

No matters raised.

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

CIBC – Bank of Butterfield

Members noted the report that Butterfield Bank has entered into an agreement to acquire CIBC's controlling interest in CIBC Caribbean.

Annual Performance Adjustment

Members noted the 2025 annual performance adjustment average of 2.5% had been implemented in the June 2026 payroll.

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.

RO Plants – Operating Agreement
No matters raised.

Repair of Valve Box Installations in Public Roads
No matters raised.

2) *New Works Division*
No matters raised.

3) *Water Distribution & Treatment Division*
No matters raised.

4) *Water Production Division*
No matters raised.

c) Operations

1) *Water Distribution & Treatment Division*
Members noted the report regarding pressure fluctuations in the George Town area and that the Authority is aggressively investigating for leaks in the areas as well as valve-step and pressure logging exercises are being carried out throughout the George Town distribution network.

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)

Cayman Brac Customer Service Office Scanning Project

No matters raised.

FOI updates

No matters raised.

e) Human Resources

Recruitment & Staffing

No matters raised.

Learning & Development

- *Operator Certification Exams*
  No matters raised.

- *Training & Development – Short Workshops*
  No matters raised.

- *Miscellaneous Short Workshops*
  No matters raised.

- *Local Conference*
  No matters raised.

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

- *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)

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

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
The demonstration has been deferred to a later meeting.

Water Authority Website
No matters raised.

Starlink
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
No matters raised.

Geology Education Week
The Chairman queried whether the Water Authority had plans for when Dr Brian Jones is no longer able to lecture for Geology Week. The Secretary advised that although the Water Authority has the presentation materials it is most likely that the programme will come to an end as the Authority's staff are not geologists and are not likely to be comfortable with making the presentations on their own. The

Authority has recorded Dr Jones' lectures as well as a field trip and most of these are available online for students or any other interested persons.

Fuel Standard Committee
No matters raised.

AgroPark
No matters raised.

h) Director's Office

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

Water Authority's 40th Anniversary in 2023
The Secretary promised to provide the schematic drawings provided by the Queen Elizabeth the 2nd Botanic Park for the construction of the proposed structure in the next Board package.

Water Authority's 35th Anniversary of Service in Cayman Brac 2026
No matters raised.

Current Business

a) Management Accounts March 2026.

The Secretary reported that she was pleased to present the unaudited management accounts for the four months ending 30 April 2026, with comparisons to both the prior year and the recently approved 2026 budget.

During this short period, overall sales showed a modest increase of 0.4% compared with the same timeframe in 2024. In Grand Cayman, net water sales showed a modest 1.4% decrease. Consumption decreased by 1.39%, with an additional 2.1% decrease in EAF revenue. Meanwhile, Cayman Brac recorded a strong improvement, with sales climbing 9.7% over 2025 levels.

Operating expenditure increased by 7.1%, mainly reflecting higher spending on Repairs and Maintenance and Supplies, most notably the emergency work near Burger King on West Bay Road.

Administrative expenses rose by 0.2% year-on-year, though they remain significantly 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 2026 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 Waiver of Water Infrastructure Installation Costs for New Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)

The Chairman noted that Mr H B Ebanks would not join in any discussion or vote on this item.

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

The report provides background information that explains how the current policy for the installation of service was developed. As per the Government's directive dated 15 May 2001, the Water Authority cannot extend water pipelines into private roads. For new developments, the developer is responsible and bears the full cost of providing the water infrastructure in and to his development, to the requirements and specifications of the Water Authority.

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

The Water Authority has applied its procedure for new developments consistently for all of the 3 developments in the area. The requirements specified for the * were identical to those specified for * as referred to by * in his email to the Director dated 08 June 2026.

* is correct that there are multiple developments who will benefit from the water infrastructure after it has been installed along the registered Right-of-Way * and the proposed developments.

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

It must be noted, however, that in order to obtain approval from the Planning Department for the completed developments on parcel * an access road along that registered Right-of-Way must have been constructed/completed/upgraded, presumably to NRA standards, by either the developer of * * and all developers in the area (including the owner of * * will benefit from that access road.

Therefore, it is recommended that * in * * and come to an agreement on the cost sharing for both the construction/completion/upgrade of the access road and the installation of the

water infrastructure along that road, as both that access road and pipeline will be used by and therefore will benefit all parties. The Secretary respectfully sought members guidance on how they wish to proceed with this request.

Members discussed and noted that, since 2001, the Water Authority requires developers to bear the full cost of providing water infrastructure within and to new developments in accordance with the Authority's specifications and requirements. Further, members noted that the Authority has consistently applied this requirement for all of the 3 developments in this area. The requirements specified for the developer of * * in his email to the Director dated 08 June 2026. Members recommended that the developer of * liaise with the other 2 developers in the area (i.e., * to reach an agreement on the sharing of costs associated with the construction/completion/upgrade of the access road and the installation of the water infrastructure along that road, as these works will benefit all affected developments.

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

After review and discussion of the developer's request, members agreed that the developer should be advised that they decided not to waive water infrastructure installation costs for subdivision of *

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

The Secretary reported that on 27 May 2026 the Water Authority received a letter dated 25 May 2026 from * via the Ministry of District Administration (DAHA) requesting that her water bill be reduced. A copy of the correspondence and the report from Customer Service was provided to members.

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

A review of the account was undertaken, and the Authority's findings are that the customer's meter was read on 14 August 2025. The initial meter reading for the August 2025 billing cycle was taken and recorded higher than normal usage. A reading of 1,672.1 was obtained, which resulted in the consumption of 244.7 cubic meters.

On 30 August 2025, a Fail Audit inspection was issued and completed on 01 September 2026 with notes from the Meter Reader stating: *"no leak no movement found"* and the reading was recorded as 1,675.0. The Customer Service Representative (CSR) advised the customer of the high bill on 02 September 2025 via email. The bill issued on 21 August 2025 came to the amount of $1,637.00 for the period of 17 July 2025 to 1 September 2025 (46 days). The daily average cost for this bill was $35.58. The daily average consumption during this period was 5.38 cubic meters with a total of 247.6 cubic meters.

On 17 September 2025, a Zero Consumption service order was issued and completed on 01 October 2025 with notes from the Meter Reader stating: *"reading change meter ok"*.

On 09 October 2025, the customer complained of August's bill, and stated that there *'must be an error in the bill'* and that *'someone walks through the entire house daily to check everything, and nobody has been in the house since the last water authority payment made in full on August 18 for $148.13'* and that *'there are no outside hoses that are fed by public water'*.

Additional checks were requested by the CSR for which the Meter Reader reported: *"CHECK THE NOTES ON THE FAIL AUDIT WE DID ON 1 SEPTEMBER. THERE IS A VIDEO ATTACHED SHOWING NO MOVEMENT AND THE READING. ALSO ASK THE CUSTOMER WHEN LAST THEY HAD PEOPLE THERE AND EXPLAIN THE READING DATES OF THE BILL."*

On 15 October 2025 the Customer confirmed that the property was last occupied on 09 July 2025 and the *'the pool water comes from a hose that is served by a cistern'*. On 16 October 2026 the CSR requested for the reading to be rechecked again and the Meter Reader reported: "THERE IS NO MOVEMENT ON THE DIAL. THE READING IS CORRECT". The customer was advised on 22 October 2025 via email that *'no movements or leaks were detected during the site visit'*.

On 17 November 2025 another Zero Consumption service order was issued and completed on 02 December 2025 with notes from the Meter Reader stating: *"checked union meter ok"*. On 03 December 2026 the customer requested an Audit be carried out. The Utility Services Auditor visited the property on 04 December 2025 and reported, *"please note that after monitoring this meter there was no movements or usages with their meter and would like to have this meter changed and tested soon as possible"*. On 08 December 2026 a letter was sent to the customer to confirm that no movements or leaks were detected during the site visit. The customer requested for the meter to be tested. The meter was removed on 09 December 2025 and sent off for testing on 11 December 2025.

On 14 December 2025 a letter reporting the meter test results and a meter testing brochure were sent to the customer. The letter explained that the meter was determined to be inaccurate and fast, meaning that the meter 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% (102.13% - 102% = 0.13%) 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 January 2026; and a discount of 0.13% on the bill for August 2025 totalling $2.13 was given.

In summary, no leaks were identified during the Fail Audit Inspection or the subsequent Audit at the property. The property has a pool and cistern, and the pool water comes from a hose that is served by the cistern. No water usage registered on the meter during the period of September to November 2025. 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 the bill but has requested for the Board to consider reimbursement for the high charge incurred during the month of August 2025. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed and subsequently agreed that the customer should be advised that they reviewed the request and decided not to discount or credit the bill as the Authority's records show that the bill is valid and payable. The customer's meter was tested as they requested, and the Water Authority's Meter Testing Policy was applied correctly. In accordance with the approved Meter Testing Policy, the customer was reimbursed for the cost of testing, and the bill was discounted by 0.13 %, 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.

d) Request for Bill adjustment re Customer Account [redacted]

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

The Secretary reported that on 21 May 2026 the Water Authority received an email from [redacted] requesting that his water bill be reduced as he is of the opinion that the Water Authority mislabelled his meters and he has therefore been paying more than he should. 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 on 21 May 2026, the customer submitted a letter addressed to the Authority's Board Chairman indicating that he consistently queried why his water bill was so high until he discovered on 20 May 2026 that the meters were incorrectly tagged. The customer wants the Authority to reimburse him for what he sees as an overcharged bill by issuing a full cash payment or cash payment minus the bill for [redacted] who had lived in Unit 1 for 5 years, but who left without paying March, April and May's bills.

The customer purchased the property and transferred the accounts to his name on 29 September 2018. He did not request an audit or adjustment in the apartment numbering.

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

The meters located at * were installed on the following dates as requested by the previous owner and chronologically numbered as installed:

Account Number	Original Address	Serial Number	Installation Date
Redacted under sections 21 (1)(b) and 23 of the Freedom of Information Act (2021 Revision)			5-May-97
			1-May-01
			8-Oct-14

The customer is responsible for any plumbing downstream of the meter.

The Authority's records show that only one complaint of a high-water bill was received for Units 1 & 3 and that was on 17 June 2020. A High-Bill Complaints service order was issued for Unit 1 and 3 and completed on 18 June 2020 with notes from the Meter Reader stating: "*NO MOVEMENT NO LEAKS FOUND*". The CSR advised the customer that no movement and no leaks were found for both units on 25 June 2020 via email.

On 23 February 2021, the customer requested for the meters to be relocated, and the relocation was completed on 07 April 2021. Again, the customer is responsible for any plumbing downstream of the meter.

On 28 May 2026 the Metering Supervisor visited the site to conduct numbering check which confirmed that the mapping of serial numbers to accounts remained the same as they were before, even after relocation; however,* was now servicing Unit 3. On* request, the numbering for Unit 2 and 3 were changed. That is,* *

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

In summary, the meters were installed in accordance with the Authority's policies and procedures, and each unit was numbered according to the customer's information. At the time of ownership change in 2018, the new owner,* did not request any changes to the numbering. The Authority's records show that only one complaint of a high bill was received in June 2020 for two units which revealed that there was no movement or leak detected. The Numbering review conducted in May 2026 confirmed that the meters were installed with the account numbers from the original installation; however, Unit 2 was getting water from *

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. The accounts were mapped to the apartment unit as requested and assignment did not change after the relocation. No error was made on Water Authority's part. The accounts have now been renumbered as requested by the customer. The Secretary respectfully sought the Board's decision on the request from the customer.

Members discussed the customer's request and subsequently agreed that the customer should be advised that no discount or credit will be applied to the account, as the Water Authority's records confirm that the charges are valid and payable. Members noted that the meters were installed in accordance with the Authority's policies and procedures and were numbered based on the information provided by the customer. Further, at the time of ownership change in 2018, the new owner did not request any changes to the numbering. The Authority's records show that in February 2021, the customer requested for the meters to be relocated, and this relocation was completed in April 2021. The accounts were mapped to each apartment unit the same as they were before the relocation. Members were satisfied that no error occurred on the Water Authority's part. The accounts have since been renumbered at the customer's request. Regarding high water bill complaints, the Authority's records show that only one complaint of a high bill was received in June 2020 for two units. An investigation found no meter movement or leak. While members empathised with the customer's situation, they noted that responsibility for all plumbing downstream of the meter rests fully with the property owner. Accordingly, there is no basis upon which to adjust the charges.

Any Other Business

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

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.

1. Cayman Islands National Museum – Mango Fest Celebration.
2. Cayman Islands National Squash Association - Junior Caribbean Squash Championships 2026.

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 12:15pm.

This is a true and accurate account of the proceedings.

The Chairman (acting) - GLENWOOD EBANKS

The Secretary

Water Authority of the Cayman Islands

371st Meeting to be held at 10:30am on Wednesday, 17 June 2026

Director's Updates/Report

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

- During the period 04 May 2026 – 29 May 2026, the New Works Pipelaying Crew (NWPC) installed 428.9 metres (1,440 feet) of 200mm (8 inch) PVC pipeline, installed 5 new service connections which included the installation of a total of 72.5 metres (238 feet) of service pipework.

- The weekly progress report for 04 May 2026 – 29 May 2026 is as follows:
  - Week 19 (starting 04 May): NWPC transferred 5 old services to newly commissioned 100 mm (4 inch) pipeline in Selena Drive and capped the old 63mm pipeline by its 63mm gate valve, and capped 25mm saddles used for testing and disinfecting. The NWPC also participated in Customer Appreciation Day in the Brac.
  - Week 20 (starting 11 May): NWPC installed 5 new service connections, repaired road crossings at 7 locations (Selena Drive, West Side Road, Spot Bay Area, Bryans Road, Scotts Avenue, Walton Drive, and Harold Drive) using cold mix.
  - Week 21 (starting 18 May): NWPC mobilised heavy equipment and materials to South Side West Road, installed 146.3 metres (480 feet) of 200mm (8-inch) PVC pipeline along South Side West Road using backhoes due to sandy/rocky, collapsible excavation.
  - Week 22 (starting 25 May): NWPC installed 292.6 metres (960 feet) of 200mm (8-inch) PVC pipeline along South Side West Road using backhoes due to sandy/rocky, collapsible excavation.

The number of outstanding requests for water connections as of 08 June 2026 in Cayman Brac are as follows: For the 25 outstanding new service orders that are open, the below breakout indicates where they are pending:

Group	Number
No pipeline down private Road	0
Pending to cancel application	4
Waiting on customer action	20
Waiting on relocation to new road access	0
Pending WA to complete account opening	0
Waiting on WA to install	1
Total	25

Approximately 4.0% of the outstanding total of 25 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 5 months (January-May) of 2026 the water sales on Cayman Brac compared to the same period in 2025 were:
  - Total water sales up approximately 12.1%
  - Pipeline sales up 36.8%
  - Trucked water sales down 25.0% *(Note - January through May 2025 trucked water sales were significantly (18.1%) higher than those in January-May 2024)*

West End Water Works RO Plants

- In May 2026, the overall water production in Cayman Brac averaged 851 cubic metres per day, which equates to approximately 66% of the overall design water production capacity at West End Water Works.
  - During May 2026, the expanded RO plant (Plant #1) was operational for 31 days and produced on average 838 cubic metres per day (approximately 79% of the plant's design water production capacity). During this same period the containerised plant was operational for 2 days and when operational produced on average 206 cubic metres per day (approximately 90% of the plant's design capacity).
  - During May 2026, there was 1 planned plant shutdown to accommodate the replacement of prefilters (on 21 May 2026), in addition there were 4 short plant shutdowns when alternating between the two trains on the expanded RO plant (Plant #1) and the containerised plant. There were 3 unplanned plant shutdowns, 1 due to full reservoir (on 19 May 2026), and 2 shutdowns to accommodate the replacement of ruptured discs on Train 1A (on 27 May 2026 and 30 May 2026). The later shutdowns are due to inconsistent electrical power from Island Energy.

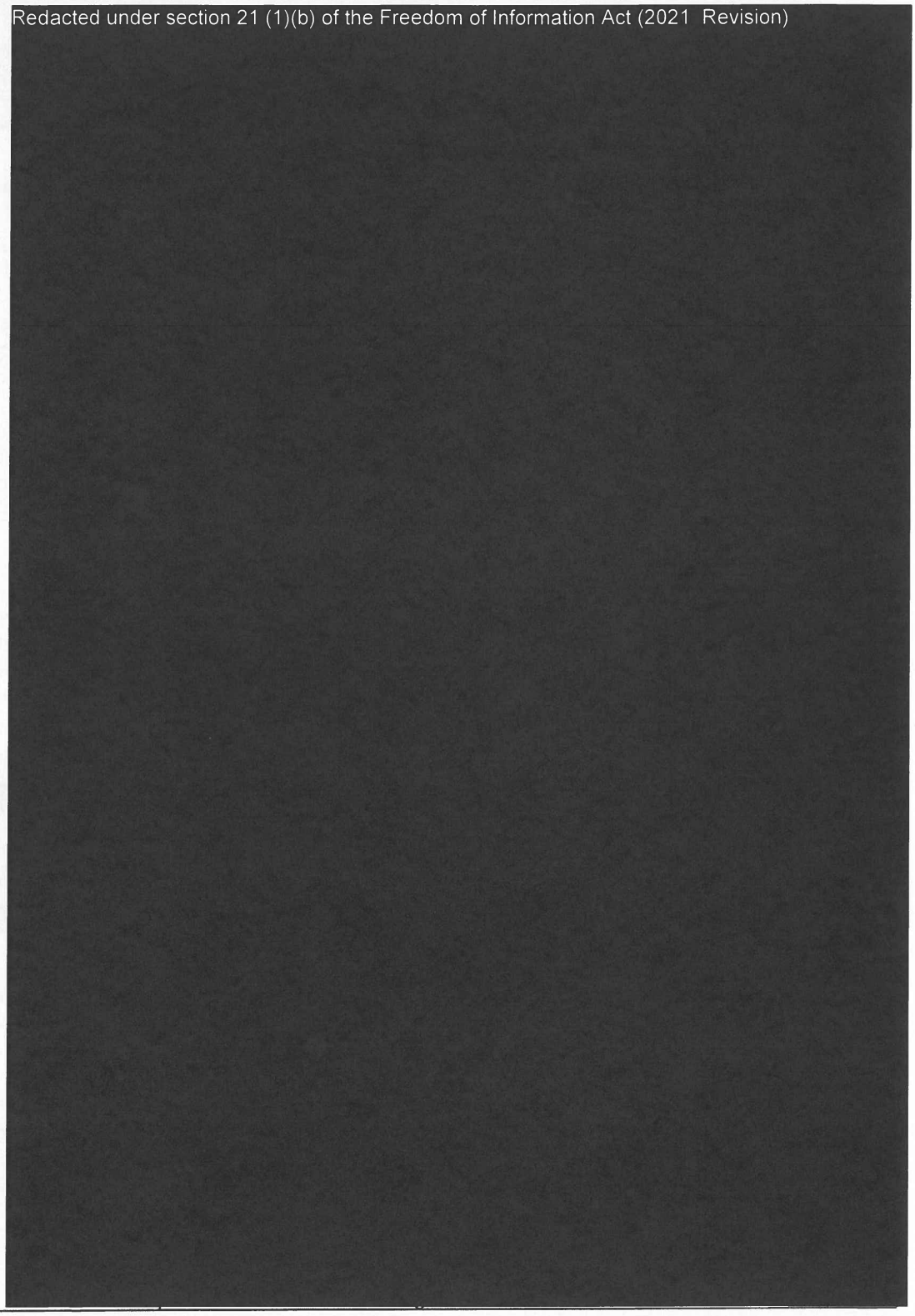
Brac Bluff Water Works
Nothing new to report as the Authority awaits the report from Dr Jones.

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*":

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)

31 December 2025 Audit of Consolidated, Island & Divisional Statements

The Secretary is pleased to report that the Divisional and Island Finance Statements *(expecting to receive final documents on 12 June 2026, these will then be sent to members)* as of 31 December 2025 have been presented to the Board for their review and approval. Members are reminded that these reports are subsets of the official consolidated financial statements; they do not contain new figures but rather present an allocation of assets and expenses among the three divisions, with the Water Division further disaggregated between Grand Cayman and Cayman Brac. If members agree, the Secretary respectfully requests the following resolution be approved by members present and able to vote:

The Water Authority Board hereby accepts the 2025 Divisional and Islands Financial Statements of the Water Authority of the Cayman Islands. The Water Authority Board further resolves the Chairman, Mr Darrel Rankine, the Director, Dr Gelia Frederick-van Genderen, and the Chief Financial Officer, Ms Lori Bergman be authorised to sign the 2025 Divisional and Islands Financial Statements of the Water Authority of the Cayman Islands as presented.

Board members have also been provided with the Audit Findings Report prepared by Baker Tilly (BT) for their review. No unexpected issues were noted in the report. The identified risks were communicated at the outset of the audit and, on completion, no evidence of management override of internal controls was found, no significant indicators of impairment were identified in relation to Property, Plant and Equipment, and sufficient controls were in place to support the accuracy of self-constructed assets.

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

The Secretary reports that with the finalisation of the 2025 Annual Report and the signing off the 2025 Divisional and Island Financial statements that the 2025 audit is now officially closed. The Authority is still expected to receive a report from the OAG; however, BT's portion of the 2025 financial work is complete.

2025 Annual Report

The final draft 2025 Annual Report was provided to members on 30 May 2026 after having been reviewed by the OAG and BT. The document was approved by Board members able to vote via email and WhatsApp round robin approval on 01 June 2026. The document was forwarded to the Ministry of DAHA on 08 June 2026 for tabling in Parliament.

c) Key Performance Indicators (KPIs) – Update.

Copies of the April 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)

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

f) **Request for Concession -** *

Further to the 370th Board meeting held on 20 May 2026 at which the Board decided to advise Cabinet on the application for a concession under the Water Production & Supply Act. The Board recommended that, if a concession is granted, * pays a Royalty. The Board has been provided with an Addendum to the Briefing Note presented at the previous Board meeting. The Addendum respectfully recommends that the Board

* 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)

considers changing its advice to recommend to Cabinet that, if a Concession is granted, * pays the Statutory Fee in accordance with the provisions of the Water Authority Regulations.

Department Updates

a) Finance

2025 Economic & Statistics Office (ESO) Submission

The 2025 ESO's submission is being finalised and will be provided to the ESO prior to the deadline of 12 June 2026.

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

CIBC – Bank of Butterfield

The Secretary reports that on 28 May 2026 the Authority, and all CIBC users in the Cayman Islands received notification that Butterfield Bank has entered into an agreement to acquire CIBC's controlling interest in CIBC Caribbean. As members are aware the Authority's main operating bank is CIBC, so changes are expected to be announced by the banks in due course. At this time the Authority has been assured that nothing will change for day-to-day operations and will update the Board as new developments are available.

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 03 May 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. Unfortunately, the vendor has advised that a factory-trained representative to conduct the specified operator and mechanics training on the equipment is not available and suggested a remote video conference to address operational and technical questions related to the crane truck. Additionally, a comprehensive training presentation can be made available containing detailed operating and maintenance guidance for the vehicle.

Procurement of Water Trucks for Cayman Brac
The 2 water trucks must be delivered to the Authority's freight forwarder in Miami, FL no later than 05 June 2026. The vendor has confirmed that the trucks are ready to be shipped from the builder. On 19 May 2026 the Business Case and the Direct Award Justification & Approval Form for the Procurement of 1 Additional Potable Water Truck was approved by the Water Authority Procurement Committee (WAPC). The order for the additional Potable Water Truck will be placed with the vendor Liftech Ltd soon. This additional water truck will likely be on island in late 2026.

Procurement of 3 loader backhoes
Nothing new to report. 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 vendor confirmed that the Bomag trench compactors have sailed and the Authority awaits confirmation of the arrival time.

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 09 June 2026) have been made, but a date has not yet been agreed upon.

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2) *New Works Division*
   - During the month of May 2026, the Grand Cayman NWPC did not install any pipe.
   - The NWPC disassembled, organised, and stored materials and equipment (e.g., fittings, sensors, valves etc.) from the old Red Gate RO plant. This plant became obsolete in May 2024.
   - The NWPC mobilised equipment to the East End Well Field and dug 12 holes for the container support and constructed reinforced concrete supports. To date 6 concrete supports have been completed. The concrete supports will be required for the 2 containers that will (temporarily) house the numerous rock cores that have been collected over the years by the Water Authority. Eventually a storage facility will be built to protect and display these geological samples and provide the history of geological research in the Cayman Islands.

3) *Water Production Division*
   - During the month of May 2026, the Lower Valley RO Plant produced on average 2,413 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 (Train #1 on 07 May 2026, and Train #2 on 09 May 2026). There was 1 unplanned plant shutdown caused by low pressure on Well Pump #1 due to the loss of a fuse (on 26 May 2026).

c) Operations

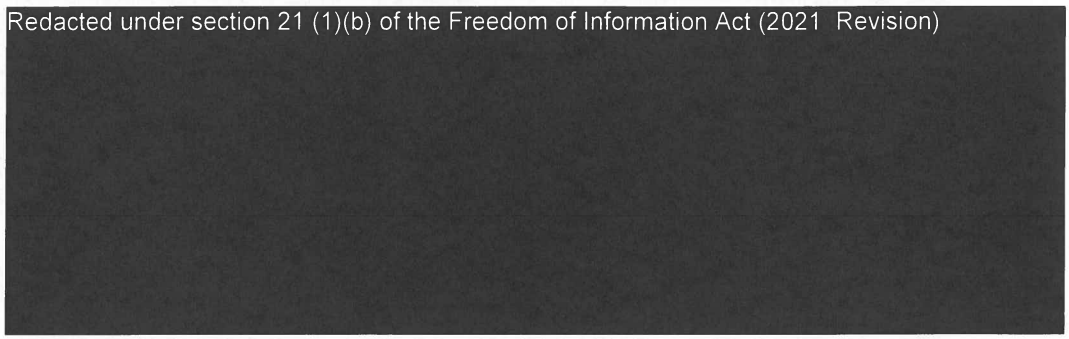
1) *Water Distribution & Treatment Division*
   - During the first 5 months of (January-May) 2026, the total water sales on Grand Cayman were approximately 1.8% higher than in the same period last year.
   - The relaying of approximately 400 feet of 150mm (6-inch) main along Devon Road from Patrick's Avenue to Domino Street was completed.
   - High Rock Drive Subdivision, (67A 44), 44 lots – in progress.
   - 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. Unable to carry out the planned work due to other scheduled and unscheduled work.

- 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 new sensor was received week of 01 June 2026. Awaiting the delivery of the 300x50mm saddles and ferrules to complete installation.
- Distribution Pressure Fluctuations in George Town Area
  - There has been a significant increase in the Daily and Total system demand starting in late February 2026 and continuing through May 2026. The daily average within the George Town DMA has risen from approximately 10,746 m^3 in February 2026 to 12,017 m^3 in May 2026. The George Town DMA's boundaries are formed by the Red Gate Pump House and Red Bay Booster Station bulk meters. Analysis of the Billed consumption for the routes contained within the DMA for the same period has shown that the billed consumption has increased but not to the same extent as the demand. This may be a result one significant leak or multiple leaks developing or getting worse. No visible signs have been found or reported so far.
  - In response to this discovery and low-pressure complaints from multiple customers in the Grand Harbour and South Sound areas, valve-step and pressure logging exercises have been performed throughout the George Town distribution network and are still ongoing. Unfortunately, no major area of concern has been identified to date. The pressure data collected so far shows pressure drops below expected levels during peak demand, particularly between 6:00am and 9:00am, in the Crewe Road, Grand Harbour, and South Sound areas. Pressure logging, data analysis and valve step exercises to identify any areas of concern will continue for the foreseeable future.
  - Requests for quotes for permanent pressure monitoring equipment have been sent out various to vendors. The aim is creating a network of pressure monitoring equipment throughout the water distribution network. This will allow for improved monitoring and more proactive response to system issues.
  - A final decision on the equipment will be made by the middle of June once all the quotes have been received and reviewed.

2) *Wastewater Collection & Treatment Division*

- In May 2026, the design hydraulic capacity of the wastewater treatment plant (2.5 mgd) was exceeded on 6 days. The average daily wastewater inflow from West Bay Road during this same period was 2.18 mgd (or nearly 87% of the design treatment capacity). This is approximately 36.2% more than the average influent measurement during the same month in the previous year (1.60mgd).
- Refurbishment of PS 21 valve chamber and replacement of wet well covered commenced on 21 April 2026. Work was completed, final reinstatement pending.
- SBR Blower #3 Shaft seal and bearing failed. The new blower was received on 12 December 2025. The Water Authority is still awaiting confirmation of the available date for the onsite technical support to oversee installation and commissioning of the new blower.

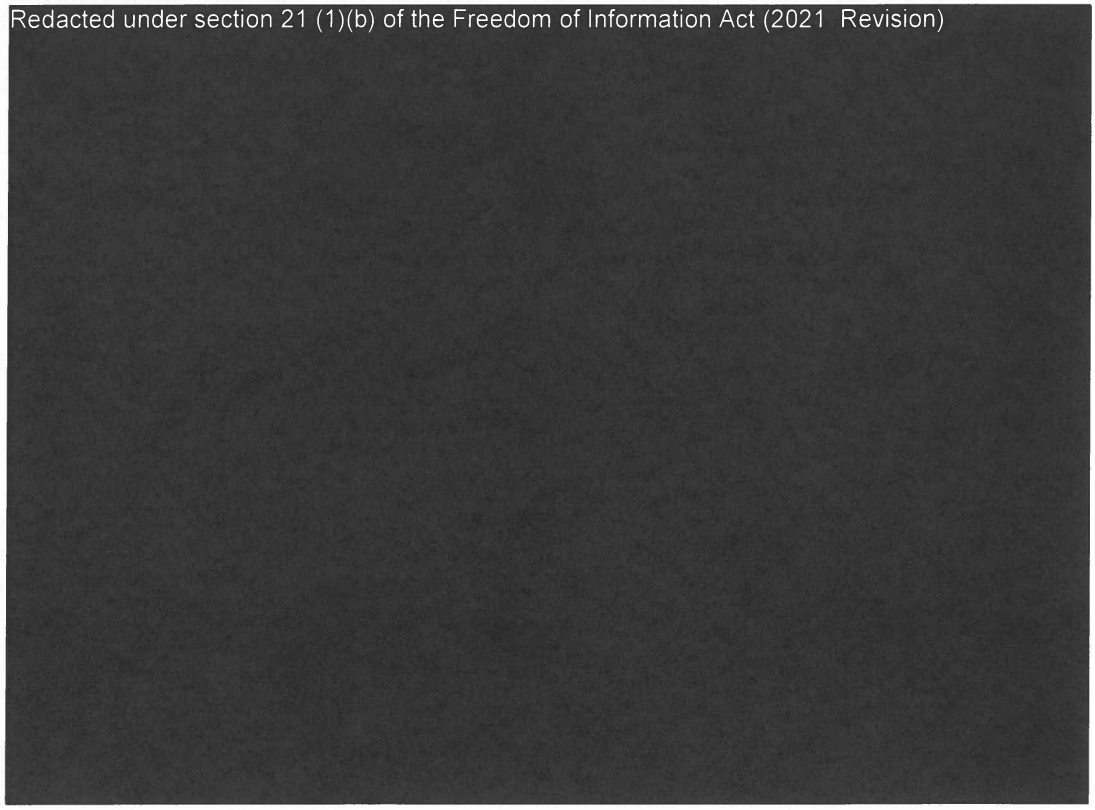
- Motor failure for SBR Blower #2 was reported. Spare motor was installed. Quote for new motor was requested and received on 31 March 2026. Order was placed, awaiting delivery.
- Upgrade of Control Network at the Wastewater Treatment Plant (WWTP): Nothing new to report.

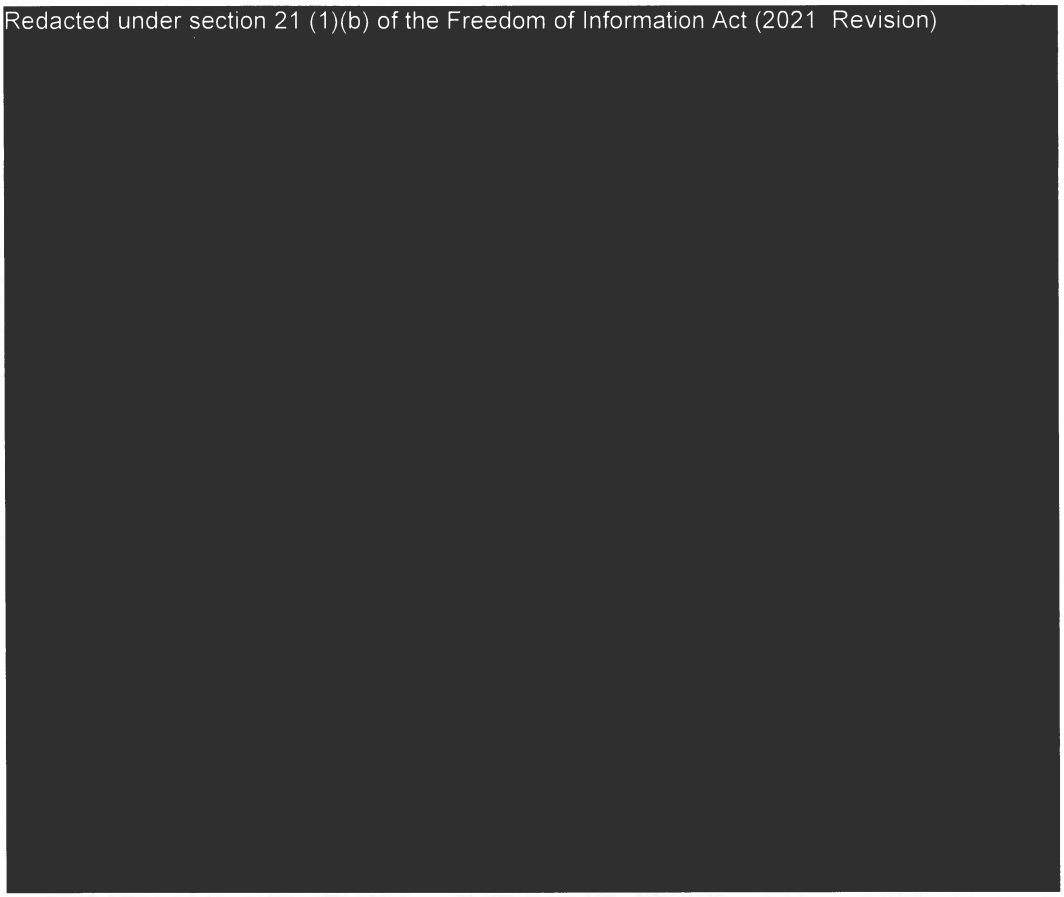


4) *Control Systems Audit*

- Summary report was submitted by iiOTTec, Inc for review and feedback. Report was sent to Deputy Director and Senior Engineering Manager for review and feedback. Awaiting response.

d) Customer Service





Promotions

- *World Refill Day:* Scheduled for 16 June 2026. The Water Authority will take part in the World Refill Day campaign. This is a world-wide initiative to fight plastic pollution. The campaign will be limited to social media and will tie into the Authority's overall 'Take Back the Tap' message.
- *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. There are a few details that are being sorted which has pushed this promotion back several times e.g. what number to advertise for Cayman Brac, ensure that the after-hours messaging matches back to how the system is functioning. Once these processes are confirmed with the IS Dept, Corporate Communications Division will rework the updated content draft and then begin the review/approval process. The aim is to have this campaign ready to roll out by the end of June 2026.
- *2026 Base Price Adjustment:* Public notices were sent out on 03 June 2026 announcing the 3% base price adjustment change for 01 July 2026. The promotion includes the following channels: website, customer email, press release, media appearances, and social media. Messages will be on social media throughout the month of June 2026,

and a final reminder will appear in the bill message on the July 2026 bill. Cogsdale system rate changes will take place after the June 2026 month end bill run.

- *Hurricane Promotional Messaging:* This is a broad campaign that will run throughout the hurricane season, across various channels. The primary message will be "*Store Before the Storm*". Other features will be our "*Protecting Our Assets*" message, as well as other water/wastewater preparedness tips. Channels include PSA, Website, social media, Customer Email, Lobby Messages, and Radio Ads.
- *Manage Your Email Preferences*: Following the update to the customer portal system, which gave customers the ability to manage their email preferences by selecting which Water Authority mailing lists they would like to be part of, only a limited number of customers have changed their preferences, so messaging is only getting to a limited amount of customers. As this ties in with Data Protection Act and use of data, messaging will be promoted on social media, the customer portal, and the radio to remind customers to update their mailing preferences in the coming weeks.
- *Cayman Brac 35th Anniversary:* The Committee's next focus is the Employee Appreciation Event. The planning team has been meeting and has a high-level plan in place. This plan has been shared with Cayman Brac Operations Management for feedback, particularly regarding the tentative date. The next must-do tasks include checking in with the various parties who will attend the event to confirm the date, then booking.

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

Cayman Brac Customer Service Office Scanning Project
Scanning set up and training of staff took place on 29 April 2026; there was an issue identified where there were multiple copies of the same document type being scanned for the same customer. This issue was resolved and implementation has been completed in the Brac on 11 May 2026. Scanning continues to work well with much thanks the IS Department for a job well done.

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
- Assistant Operator -WW – recruitment process ongoing for 2 vacancies
- Meter Reader – recruitment process ongoing
- Onsite Wastewater Inspector – 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

Retirement
The Chief Information Systems Officer, John Bodden will retire after 28 years of service on 31 August 2026. As part of the succession plan, the Applications Support Manager will move into the role as designate for 6 months. This will provide opportunity for internal upward movement of other staff in the department.

Learning & Development

- *Operator Certification Exams*
  CAWASA Online Training: Mark Hodgson (Water Distribution Level I) and Wayne Bodden Jr (Wastewater Collection Level II) are continuing with the 10-week training programme (29 April - 30 June 2026) with exams scheduled by 31 July 2026.

- *Training & Development - Short Workshops*
  First Aid/CPR/AED Training -
  - 2 Cayman Brac employees attended the FA/CPR/AED training conducted by the Cayman Islands Red Cross on 05 June 2026 at the Alexandra Hotel.

- *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, Better Business Grammar, Best Office Practice, Records & Information Management, and Mental Health First Aid Training Courses.

- *Local Conference*
  6 employees from the Human Resources & Administration department attended the Annual Cayman Islands Society for Human Resources Professionals (CISHRP) Conference at Hotel Indigo Grand Cayman on 29 May 2026, focusing on designing organisations for a changing world.

- *Scholarship Programme*
  - *2026 Scholarship Applications*
    On 25 - 26 May 2026, the 5 shortlisted scholarship applicants were interviewed by the Water Authority Scholarship Interview Panel. Each interview ran for approximately 45 minutes, with four conducted in person and one online via MS Teams, as the candidate was currently overseas completing university exams. The interview reports are currently being prepared to be presented to the Water Authority Board.

- *Summer Internship Programme*
  - *Summer Internship Applications*
    17 summer interns (including two Water Authority scholarship recipients) were selected for the 2026 Summer Internship Programme. These interns were accommodated/placed in various departments which had the capacity despite the space limitations. The 15 external interns were selected out of a pool of 104 applicants through the 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, the electronic leave request, was rolled out on 19 May 2026. The IS and HR teams have been busy addressing issues and training as employees use the new system.
- *Phase 2 (Recruitment & Onboarding):* Implementation resumed on 15 April 2026 with weekly coordination between PDS and the WAC project team (HR and IS). Full rollout is anticipated for July 2026.

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

Pension Information Sessions

- HR will combine and share all pension presentations with staff in June 2026. Staff will now have the option to stay with CG BritCay or move to PSPB, Silver Thatch, or the Chamber Pension.

Annual Performance Evaluations

- The 2025 employee performance evaluation cycle is complete with adjustments to be done in June 2026 payroll.

Staff Engagement/Social Activities

- Redacted under section 21 (1)(b) of the Freedom of Information Act (2021 Revision)
- *Father's Day:* Water Authority gentlemen will be celebrated by the Social Committee on 19 June 2026 in recognition of Father'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 in June 2026.

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. As the system is now live IS Department is assisting in resolving issues as they arise.

Demonstration of Vista & Cogsdale Software
The CBRO and IS Department staff will do the Cogsdale presentations at this June 2026 Board meeting. The Vista demonstration will take place in either the July 2026 or August 2026 meeting.

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

Starlink - Starlink terminals have been acquired, tested, and put in place in Cayman Brac and Grand Cayman. In the event of a Hurricane Alert, the antennae will be taken down and stored in a safe place until the passage of the storm.

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

- Core Lab has provided the lab data of the permeability and porosity testing of samples from both wells that were drilled in Cayman Brac. This information will be integrated in the interpretative geological report that Dr Brian Jones is currently working on. Lab testing of the samples from the well in Little Cayman has not been completed yet. A press release has been prepared by Corporate Communications to inform the public about the progress of this project.

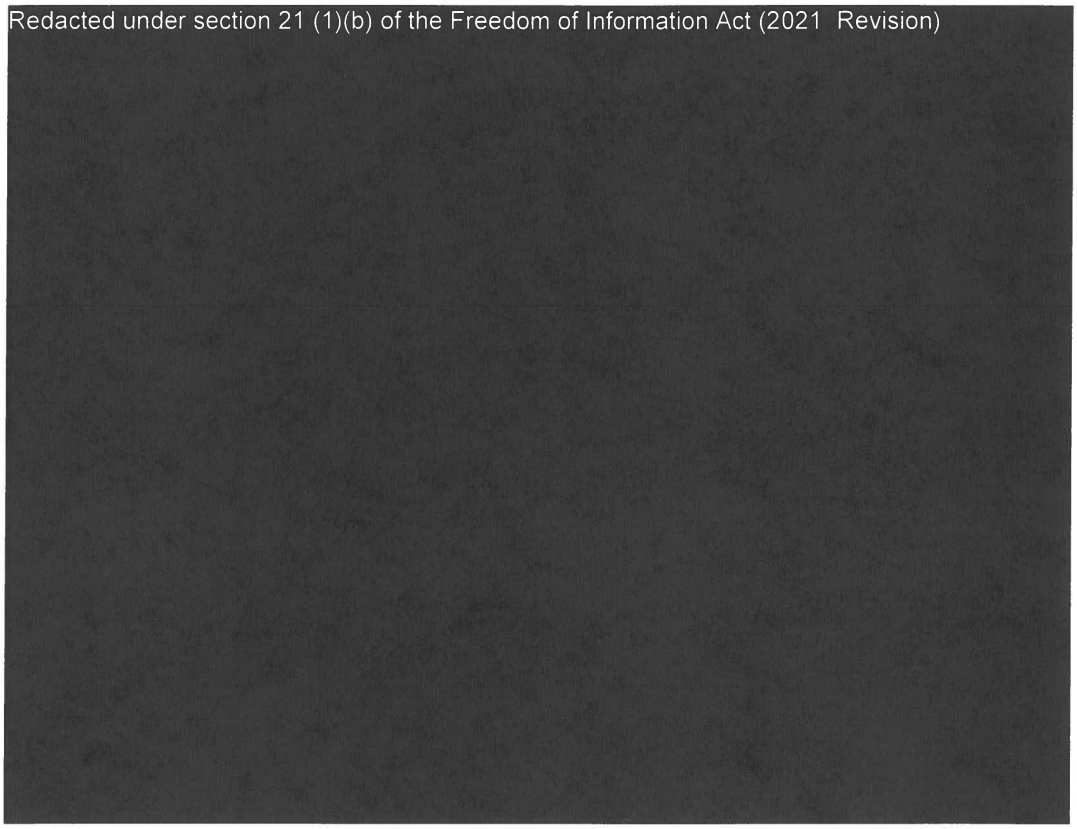
Geology Education Week

- The Water Authority has been in communication with Dr Brian Jones to invite him for Geology Education Week 2026. He has agreed to provide the educational component for this event, while the Department organises the logistics. Based on the 2026-2027 school calendar the week has been scheduled for 28 September through 07 October 2026. The week will offer professional development courses on the geology of the Cayman Islands for high school teachers, Government employees and private sector professionals, and geology lessons for high school students. There are also discussions with the Cayman Brac 35th Anniversary Committee to integrate geology education in their education component of the 35th Anniversary Celebrations.

Fuel Standard Committee

- The Fuel Standard Committee, of which the Authority is a member, held a meeting on 22 May 2026. At the meeting the comments from the fuel industry on the last consultation of the proposed Fuel Quality Standards were reviewed. The Committee is established under the Dangerous Substance Act (2017 Revision) which is

administered by OfReg Fuels. The consultation follows the procedures of OfReg. The technical review of the Fuel Quality Standards is close to completion.



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 July 2026.

Water Authority's 40th Anniversary in 2023

- *Posterity/Legacy Donation*
  The QE2 provided one quote for the construction of the structure, they have been advised to provide at least 3 quotes.

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

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