



**TRUCKEE MEADOWS WATER AUTHORITY**  
**Board of Directors**

**AGENDA**

**Wednesday, April 20, 2022 at 10:00 a.m.**  
**Sparks Council Chambers, 745 4<sup>th</sup> Street, Sparks, NV**

**Board Members**

Chair Vaughn Hartung	Vice Chair Kristopher Dahir
Member Neoma Jardon	Member Alexis Hill
Member Jenny Brekhus	Member Naomi Duerr
Member Paul Anderson	

**NOTES:**

1. The announcement of this meeting has been posted at the following locations: Truckee Meadows Water Authority (1355 Capital Blvd., Reno), at <http://www.tmwa.com>, and State of Nevada Public Notice Website, <https://notice.nv.gov/>.
2. In accordance with NRS 241.020, this agenda closes three working days prior to the meeting. We are pleased to make reasonable accommodations for persons who are disabled and wish to attend meetings. If you require special arrangements for the meeting, please call (775) 834-8002 at least 24 hours before the meeting date.
3. Staff reports and supporting material for the meeting are available at TMWA and on the TMWA website at <http://www.tmwa.com/meeting/>. Supporting material is made available to the general public in accordance with NRS 241.020(6).
4. The Board may elect to combine agenda items, consider agenda items out of order, remove agenda items, or delay discussion on agenda items. Arrive at the meeting at the posted time to hear item(s) of interest.
5. Asterisks (\*) denote non-action items.
6. Public comment is limited to three minutes and is allowed during the public comment periods. The public may sign-up to speak during the public comment period or on a specific agenda item by completing a "Request to Speak" card and submitting it to the clerk. In addition to the public comment periods, the Chairman has the discretion to allow public comment on any agenda item, including any item on which action is to be taken.
7. In the event the Chairman and Vice-Chairman are absent, the remaining Board members may elect a temporary presiding officer to preside over the meeting until the Chairman or Vice-Chairman are present (**Standing Item of Possible Action**).
8. Notice of possible quorum of Western Regional Water Commission: Because several members of the Truckee Meadows Water Authority Board of Directors are also Trustees of the Western Regional Water Commission, it is possible that a quorum of the Western Regional Water Commission may be present, however, such members will not deliberate or take action at this meeting in their capacity as Trustees of the Western Regional Water Commission.

1. Roll call\*
2. Pledge of allegiance\*
3. Public comment — limited to no more than three minutes per speaker\*
4. Possible Board comments or acknowledgements\*
5. Approval of the agenda (**For Possible Action**)
6. Approval of the minutes of the March 16, 2022 meeting of the TMWA Board of Directors (**For Possible Action**)

<sup>1</sup>The Board may adjourn from the public meeting at any time during the agenda to receive information and conduct labor-oriented discussions in accordance with NRS 288.220 or receive information from legal counsel regarding potential or existing litigation and to deliberate toward a decision on such matters related to litigation or potential litigation.

\*Attorney-client conference (Board will receive information in closed session) — Dora Lane and Lucas Foletta\*

7. Presentation of results of the anonymous survey asking all employees to identify the key attributes and/or experience they would like to see their next general manager possess — Jessica Atkinson\*
8. Discussion and possible direction from the Board regarding employee climate survey — Jessica Atkinson **(For Possible Action)**
9. Update on General Manager recruitment and direction to staff regarding General Manager interview process and date — Jessica Atkinson **(For Possible Action)**
10. Discussion and possible action on adoption of Resolution No. 303: A resolution of the Truckee Meadows Water Authority approving the U.S. Department of the Interior Bureau of Reclamation WaterSmart: Title XVI Water Reclamation and Reuse Projects under the WIIN Act grant application in FY 2022 — Stefanie Morris **(For Possible Action)**
11. Recognition of TMWA for receiving the American Water Works Association: Exemplary Source Water Protection Award — Kara Steeland and Christian Kropf\*
12. Water Supply Update — Bill Hauck\*
13. Presentation on proposed Conservation, Communications and Outreach Plan for 2022, discussion and possible direction to staff — Andy Gebhardt **(For Possible Action)**
14. Informational report regarding Fish Springs Ranch agreements and status — John Enloe and John Zimmerman\*
15. General Manager's Report\*
16. Public comment — limited to no more than three minutes per speaker\*
17. Board comments and requests for future agenda items\*
18. Adjournment **(For Possible Action)**

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TRUCKEE MEADOWS WATER AUTHORITY  
**DRAFT** MINUTES OF THE MARCH 16, 2022  
MEETING OF THE BOARD OF DIRECTORS

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The Board of Directors met on Wednesday, March 16, 2022, at Sparks Council Chambers. Chair Hartung called the meeting to order at 10:14 a.m.

1. ROLL CALL

**Members Present:** Jenny Brekhus, Naomi Duerr, Vaughn Hartung, Alexis Hill, and Neoma Jardon.

**Members Absent:** Paul Anderson and Kristopher Dahir.

A quorum was present.

2. PLEDGE OF ALLEGIANCE

The pledge of allegiance was led by Lydia Teel, TMWA Emerging Resources Program Administrator.

3. PUBLIC COMMENT

There was no public comment.

4. POSSIBLE BOARD COMMENTS OR ACKNOWLEDGEMENTS

There were no Board comments.

5. APPROVAL OF THE AGENDA

**Upon motion by Member Jardon, second by Member Hill, which motion duly carried by unanimous consent of the members present, the Board approved the agenda.**

6. APPROVAL OF THE MINUTES OF THE FEBRUARY 16, 2022 MEETING

**Upon motion by Member Hill, second by Member Jardon, which motion duly carried by unanimous consent of the members present, the Board approved the February 16, 2022 minutes.**

## 7. UPDATE ON GENERAL MANAGER RECRUITMENT, DISCUSSION AND DIRECTION TO STAFF REGARDING INTERVIEW PROCESS, INTERVIEW DATE, AND CANDIDATE SELECTION PROCESS

Jessica Atkinson, TMWA Human Resources Manager, thanked Stefanie Morris, TMWA Water Resources Manager, who has experience in executive recruitment processes, for her support. Ms. Atkinson reported the application period (paid and unpaid advertising) was open for a month and closed on February 28, 2022. Of the 22 applications received, 10 applicants had prior utility management experience and received a supplemental questionnaire; eight submitted the questionnaire by the deadline. Based on the results, five candidates have been considered, and are willing, to move forward with the interview process. Staff is recommending the next Board meeting, April 20, 2022 as the interview date and the candidate selection procedure.

Board Members discussed possibly beginning the April 20 meeting earlier and to only have this item on the agenda (a resolution to approve recommendation for federal grant funding must be on the April agenda), moving the background check ahead of the interviews (possible, but the candidates would need to authorize a background check), the possibility for the Board to provide their top two candidates (ultimately decided that since there were only five candidates the Board would pick their top choice), the survey be expanded from one question to a series of questions and comments to allow for more input, but would need to put it in the motion to make the change, and if TMWA has a nepotism policy (yes, TMWA has a nepotism policy).

Member Brekhus inquired if any of the candidates were internal applicants, and if so, expressed reluctance about staff guiding the recruitment, even though she supported the motion. Especially since the last Board meeting, she (and most likely all Board Members) received an email from Michele Sullivan, former Chief Financial Officer, who expressed concerns about personnel issues. Ms. Atkinson replied yes, there is an internal candidate and Lucas Foletta, TMWA General Counsel, interjected and cautioned Member Brekhus not to discuss this matter publicly since there are noticing requirements associated with discussing personnel matters, as well as the fact that employment is not within the scope of the Board's authority. Member Brekhus countered that the Board discusses emails they receive, and they could vote to refrain her from speaking on this matter, which is on recruitment, and the issues Ms. Sullivan brought forward are applicable, and requested an investigation into the matter and to have an adequate background check prior to moving forward since it could favor, or disfavor, the internal candidate. Member Brekhus also expressed concern this was not included in the packet for public comment.

Member Hill concurred and recommended that TMWA go through a culture study done by a third party. Mr. Foletta stated this item is not agendized to discuss the potential climate study. Member Hill suggested otherwise because it could delay the process, as it is important for the new general manager to understand the climate, and is part of the recruitment.

Chair Hartung said it is acceptable to make changes, but expressed concern since they do not have representation from City of Sparks today, and inquired about the drop dead date to move forward with the process. Ms. Atkinson replied there is no drop dead date, but once candidates are engaged, they would prefer to move ahead sooner rather than later and provided May 18<sup>th</sup> as an alternate date.

Member Jardon recalled the Board had discussed having a survey sent to all staff as part of the process, and stated there was no need to delay the process, unless there was another path to discuss. She would like to have as much overlap as possible. Ms. Atkinson noted staff's recommendation is to email the survey via Survey Monkey to employees asking them to identify attributes and experience they would like to see in their next General Manager and Ms. Morris added the survey question is in the packet.

Member Brekhus stated that conducting the employee survey at this time in the recruitment process is flawed, it needs to be done while crafting the candidate profile, and not be guided by internal staff since they would most likely report to the internal candidate. She expressed concern about the background checks and if the information raised in the few months prior to Ms. Sullivan's departure is not vetted, it could prove problematic. Mr. Foletta stated this is beyond the scope of the agenda and the statutes are very clear, certain people being referenced have rights, this item has not been agendized for today.

Member Jardon disagreed with Member Brekhus about the process being flawed, acknowledging that the results could lead to a more in-depth survey, stating she has had a long career in human resources, and this is the time to conduct the survey. Member Jardon added she has great respect for Ms. Atkinson and team, and trust they will provide information that is received with the anonymity of the results.

Member Hill agreed and addressed when she received a survey as an employee, she was hesitant to fill it out based on suspicion and would feel more confident in going forward with a culture study since it is conducted by an outside agency and encouraged the Board to approve. She noted she reached out to staff regarding the climate study, but has not received a follow-up.

Member Brekhus inquired if the Board will receive the parameters for the questions that can be asked during the interview and would they be able to ask their own questions. Ms. Atkinson replied yes, there will be recommended questions, a guide will be provided of questions not to ask, and recommended similar questions to be asked across all candidates for consistency.

Member Jardon agreed and stated she did not like the assertion that general counsel is interjecting for any other reason than to keep the organization from a potential human resources or open meeting law violation, appreciated Mr. Foletta in doing so, and suggesting otherwise is inappropriate.

Member Duerr considered a motion that would include a background check prior to the interviews, in-house survey, an independent climate study that would guide them in the selection process, provide their top choice for discussion and bring it back to the Board at the May 18, 2022 meeting. Mr. Foletta stressed that the Board not to take action on the climate study as it relates to issues that have arisen recently regarding TMWA personnel and is not part of the agenda today. Member Duerr explained that her motion has to do with it being the right time to do the study and has nothing to do with the comments made regarding the personnel situation.

At this time, the Board discussed the unnecessary urgency to hold the interviews in May, the importance of discussing the climate study at the next meeting (to identify the scope, third party consultants, and timeline), how to understand the protocol for the Board to address internal issues and allegations, and how they can be given the opportunity to examine those concerns, and to consider starting the process anew with an outside recruiter.

Member Brekhus said she is pleased with management and thinks TMWA is a well-run organization in the region, but would not be supporting the motion. She also expressed concern for the candidates

watching today and hinted it may impede their desire to continue with the process. Member Duerr said she has been the candidate on both sides, it did not affect her interest, and is part of the process.

**Upon motion by Member Duerr, second by Member Jardon, which motion duly carried four to one with Member Brekhus dissenting, the Board approved to conduct the background check of the candidates prior to being interviewed, email the in-house survey, and Board Members will select and identify one candidate after the interviews, but prior to deliberation.**

Chair Hartung opened agenda items #8 and #9 simultaneously.

**8. DISCUSSION AND ACTION CONFIRMING GENERAL MANAGER'S APPOINTMENT OF MATT BOWMAN AS A TRUSTEE TO FILL THE REMAINING TERM OF MICHELE SULLIVAN TO THE §115 POST-RETIREMENT MEDICAL PLAN & TRUST ENDING ON DECEMBER 31, 2022**

**9. DISCUSSION AND ACTION CONFIRMING GENERAL MANAGER'S APPOINTMENT OF MATT BOWMAN AS A TRUSTEE TO FILL THE REMAINING TERM OF MICHELE SULLIVAN TO THE §501-C-9 POST-RETIREMENT MEDICAL PLAN & TRUST ENDING ON DECEMBER 31, 2022**

Ms. Atkinson presented the staff reports.

**Upon motion by Member Duerr, second by Member Jardon, which motion duly carried by unanimous consent of the members present, the Board approved the appointment of Matt Bowman as a trustee to fill the remaining term of Michele Sullivan to the §115 Post-Retirement Medical Plan & Trust ending on December 31, 2022.**

**Upon motion by Member Duerr, second by Member Jardon, which motion duly carried by unanimous consent of the members present, the Board approved the appointment of Matt Bowman as a trustee to fill the remaining term of Michele Sullivan to the §501-c-9 Post-Retirement Medical Plan & Trust ending on December 31, 2022.**

## **10. WATER SUPPLY UPDATE**

Bill Hauck, TMWA Water Supply Supervisor, presented the water supply update: Lake Tahoe is approximately 0.90 feet above the rim; February was the second significantly dry month in a row; the Truckee Basin snowpack is currently about 80% of normal; despite the decline in runoff forecast, the most recent model runs project normal Truckee River flows through the first week of November; overall groundwater status is good with positive trends; currently there is about 48k acre feet (AF) in upstream storage and it is projected that we will have over 65k AF by end of the summer; and TMWA has recharged about 40,000 AF since 1993.

Member Duerr asked if there is additional capacity to fill TMWA's privately owned storage and suggested Mr. Hauck include the percent of current storage as well as total storage capacity. Mr. Hauck replied yes, once runoff occurs, Independence and Donner Lakes will fill this year, and he can add that detail, but it changes from month to month.

Member Brekhus asked how much water that has been recharged since 1993 been used. Mr. Hauck said almost zero, but we have been pumping water that we have a right to use and added if the Board wanted an update on groundwater, it would be better presented by TMWA's hydrogeologists. Member Brekhus thought that would be a good presentation to discuss how dry years affect the recharge in the valley.

**11. DISCUSSION AND POSSIBLE ACTION ON ADOPTION OF RESOLUTION NO. 301: A RESOLUTION TO APPROVE FUNDING FOR ONE OR MORE OF THE PROJECTS RECOMMENDED BY THE TRUCKEE RIVER FUND ADVISORY COMMITTEE AND AN AUTHORIZATION FOR THE COMMUNITY FOUNDATION TO FUND SUCH PROJECTS FROM FUND PROCEEDS (RESOLUTION MAY REFLECT ACTION TAKEN IN ONE OR MORE VOTES ON RECOMMENDED PROJECTS)**

Sonia Folsom, TMWA Executive Assistant, presented the staff report and projects recommended for their approval. John Enloe, TMWA Director of Natural Resources, informed the Board that project #260, Carson District Forest Ambassador Project, was withdrawn due to lack of funding available and TMWA staff has considered a funding opportunity by reducing the amount given to the Truckee River Fund for FY2023, by \$50k to fund this program as it is important to protecting the water supply close to the Mt. Rose Water Treatment Plant.

**Upon motion by Member Jardon, second by Member Hill, which motion duly carried by unanimous consent of the members present, the Board adopted Resolution No. 301: A resolution to approve funding for one or more of the projects recommended by the Truckee River Fund Advisory Committee and an authorization for the Community Foundation to fund such projects from Fund proceeds.**

**12. DISCUSSION AND POSSIBLE ACTION TO ENTER INTO A FUNDING AGREEMENT WITH THE NATIONAL FOREST FOUNDATION FOR THE LADY BUG PROJECT FUELS REDUCTION PROJECT ABOVE STAMPEDE RESERVOIR**

Ms. Morris presented the scope of the Lady Bug pilot project, which is a priority to protect TMWA's water resources. Staff is requesting a total of \$500k (about 13% of project costs) over the next two years to fund the pilot project to fill a funding gap.

Member Brekhus asked about the frequency of fire burn in the area and appreciated the maps. Ms. Morris replied the fire risk is based on the probability over the past 60 years.

Chair Hartung praised staff and team on conducting the pilot project due to constituents' concerns related to fires in the area.

Member Hill commended staff for looking into climate change issues and water supply which is a concern expressed by her constituents.

**Upon motion by Member Hill, second by Member Duerr, which motion duly carried by unanimous consent of the members present, the Board approved entering into a funding agreement with the National Forest Foundation for the Lady Bug Project fuels reduction project above Stampede Reservoir.**

**13. DISCUSSION AND POSSIBLE ACTION ON THE TMWA TENTATIVE BUDGET FOR THE FISCAL YEAR ENDING JUNE 30, 2023 AND DRAFT CAPITAL IMPROVEMENT PLAN (CIP) FOR FISCAL YEARS 2023 THROUGH 2027**

Matt Bowman, TMWA Chief Financial Officer, and Danny Rotter, TMWA Engineering Manager, presented the tentative budget for FY 2023 and the draft FY2023-27 CIP. Mr. Bowman reported the significant increase in capital contributions is the City of Reno contribution for the American Flat project. The water sales model assumes the scheduled rate increases in May 2022 and 2023 as well as an increase in service connections of about 1.5% and an average weather year, a 10.5% projected increase in the salaries and wages category due in large part to additional headcount, an increase in prices of supplies specifically for fuel and chemicals, a 3.4% decrease in interest expense, Fitch upgraded TMWA from AA to AAA on our debt, and a significant increase in developer contributions. A slight change to the tentative budget in May will be the grants line item; President Biden signed the FY22 Omnibus which includes \$3M for the American Flat project, and will be shared 70% and 30% between City of Reno and TMWA, respectively. Mr. Rotter reported that infrastructure projects have increased and will significantly increase in the next eight years, in order to meet demand, and infrastructure requirements, and an increased focus on major rehabilitation projects and mitigating risk.

Chair Hartung inquired if tanks and infrastructure account for growth, does TMWA pay or place conditions on developers, and if TMWA has a special assessment district (SADs). Mr. Rotter replied developers pay for anything driven by growth and development, and added no, TMWA is not a legislative governing body which is required in order to have SADs, which typically go through either the cities or county.

Chair Hartung suggested that an agenda item be brought back for consideration to discuss a mechanism for TMWA to have SADs and inquired if there are multiple developers, how does TMWA handle the separate contributions. Mr. Rotter replied from a regional perspective, the majority is handled by the WSF, connection fees, and any balance would be funded by developers.

Member Hill agreed with Chair Hartung and requested a list of CIP projects related to conservation.

Member Brekhus noted the development contributions have increased, higher than she is comfortable with, expressed apprehension about tanks becoming stranded asset, inquired about if the 10% increase in salaries included retirement payouts or severance, and said would endorse, not necessarily a SAD discussion, but rather understanding the methodology and collaboration with others. Mr. Bowman replied contributions are comparable to 2021, this budget will not impact customer rates, the funding plan presented to the Board in October is more aggressive in terms of projections, and added there are no retirement or severance dollars in the budget.



Member Duerr concurred with Member Brekhus and would like to have a discussion regarding when things will be built and in relation to approval of tentative maps and timing, as well as the SAD concept.

**Upon motion by Member Brekhus, second by Member Duerr, which motion duly carried by unanimous consent of the members present, the Board approved the Tentative Budget for the Fiscal Year ending June 30, 2023 and Draft Capital Improvement Plan for Fiscal Years 2023 through 2027.**

**14. DISCUSSION AND POSSIBLE ACTION ON ADOPTION OF RESOLUTION NO. 302: A RESOLUTION APPROVING TRANSFER OF OWNERSHIP OF 35,814 SF OF SURPLUS LAND (APN 012-391-02) TO THE RENO-SPARKS INDIAN COLONY FOR NO CONSIDERATION**

Ms. Morris and Heather Edmunson, TMWA Land Agent, presented the staff report.

Chair Hartung inquired if TMWA staff would be able to access TMWA facilities. Ms. Edmunson replied they would be able to access the easement on the other side, but there is nothing on this parcel that has any TMWA infrastructure.

**Upon motion by Member Duerr, second by Member Hill, which motion duly carried by unanimous consent of the members present, the Board adopted Resolution No. 302: A resolution approving transfer of ownership of 35,814 sf of surplus land (APN 012-391-02) to the Reno-Sparks Indian Colony for no consideration.**

**15. INFORMATIONAL REPORT ON ONEWATER NEVADA PALOMINO FARMS FEASIBILITY STUDY**

Lydia Teel, TMWA Emerging Resources Coordinator, and Mr. Enloe presented a brief update on the feasibility study and noted that the results will be presented at the May Board meeting. Mr. Enloe added that they are pleased to report Palomino Farms is a favorable site. Ms. Teel reported on the public engagement process which is a large part of being transparent and said Robert Charpentier, TMWA's Communications Specialist, created a website to address questions and provide information on the feasibility study, TMWA staff and partners have held a series of public meetings, and have volunteers for domestic well owners to sample their wells during the modelling efforts; it has been positive thus far.

Chair Hartung inquired if the existing effluent pipelines in the area are new and what is the water quality. Mr. Enloe replied the pipelines have capacity without making any adjustments, except for a pipeline to make the connection, and there is naturally occurring nitrates similar to Fish Springs. The project has the potential to store approximately 45k AF, essentially an underground Boca Reservoir.

Member Brekhus noted she is looking forward to the results and inquired about the cost for land acquisition and appraisals. Mr. Enloe replied staff would present the feasibility study results in May.

16. DISCUSSION AND POSSIBLE AUTHORIZATION TO ENTER INTO FIRST AMENDMENT TO JOINT FUNDING AGREEMENT WITH THE STATE OF NEVADA, WASHOE COUNTY, AND THE CITIES OF RENO, SPARKS, AND FERNLEY TO FUND NEVADA'S SHARE OF THE FEDERAL WATER MASTER'S ANNUAL TRUCKEE RIVER OPERATING AGREEMENT EXPENSES FOR 2022, 2023, AND 2024

Mr. Hauck recapped the Board had entered into a joint funding agreement for TROA in 2019 and presented the first amendment for years 2022, 2023 and 2024.

Chair Hartung inquired what the cost would be for TMWA. Mr. Hauck replied it would be \$370k, \$380k and \$400k for the three years, respectively.

**Upon motion by Member Brekhus, second by Member Duerr, which motion duly carried by unanimous consent of the members present, the Board approved to enter into First Amendment to Joint Funding Agreement with the State of Nevada, Washoe County, and the Cities of Reno, Sparks, and Fernley to fund Nevada's share of the Federal Water Master's annual Truckee River Operating Agreement expenses for 2022, 2023, and 2024.**

17. GENERAL MANAGER'S REPORT

Mr. Foree congratulated staff on the Fitch credit rating upgrade from AA to AAA, a first in TMWA's 20 year history, and acknowledged staff and TMWA's federal lobbyists hard work on the \$3M federal grant.

Member Brekhus requested for TMWA include an outline of staging operations on large private areas for residents to understand projects occurring in their neighborhoods.

18. PUBLIC COMMENT

Mr. Enloe informed the Board of the WaterReuse conference in San Antonio, Texas at the beginning of March and requested the Board to challenge their respective staff to understand reclamation facilities will be the future of water source for the community. Mr. Enloe added that water recycling is conservation and quoted an excerpt from a letter of support for the USBR Title XVI grant for American Flat written by Mauricia Baca, Nevada State Director for The Nature Conservancy:

"Finding solutions to improve water security is important for ensuring the availability of this precious resource for nature and people to avoid situations like dry wells, reduced river flows and the decimation of critical habitats and species. By using highly treated wastewater to recharge the groundwater aquifer, this project provides an innovative approach to improve groundwater availability without placing added pressure on limited water supplies."

19. BOARD COMMENTS AND REQUESTS FOR FUTURE AGENDA ITEMS

Member Hill requested a climate study take place in parallel during the General Manager recruitment process and be put on the next agenda for discussion, and inquired what is the proper process for the Board to understand issues brought up by staff, and how these issues are to be dealt with by the Board.

Member Duerr supported Member Hill's request.

Chair Hartung inquired about the scope of a climate study: what other agencies have done; depth of the study; how long it would take and the need to have a discussion.

Member Brekhus asked about the discussion regarding legal services. Mr. Foree replied it will be brought to the Board at the May meeting.

20. ADJOURNMENT

With no further discussion, Chair Hartung adjourned the meeting at 12:51 p.m.

Approved by the TMWA Board of Directors in session on \_\_\_\_\_.

Sonia Folsom, Board Clerk.

DRAFT



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Jessica Atkinson, Human Resources Manager  
**DATE:** April 20, 2022  
**SUBJECT:** **Presentation of results of the anonymous survey asking all employees to identify the key attributes and/or experience they would like to see their next general manager possess**

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### **Background**

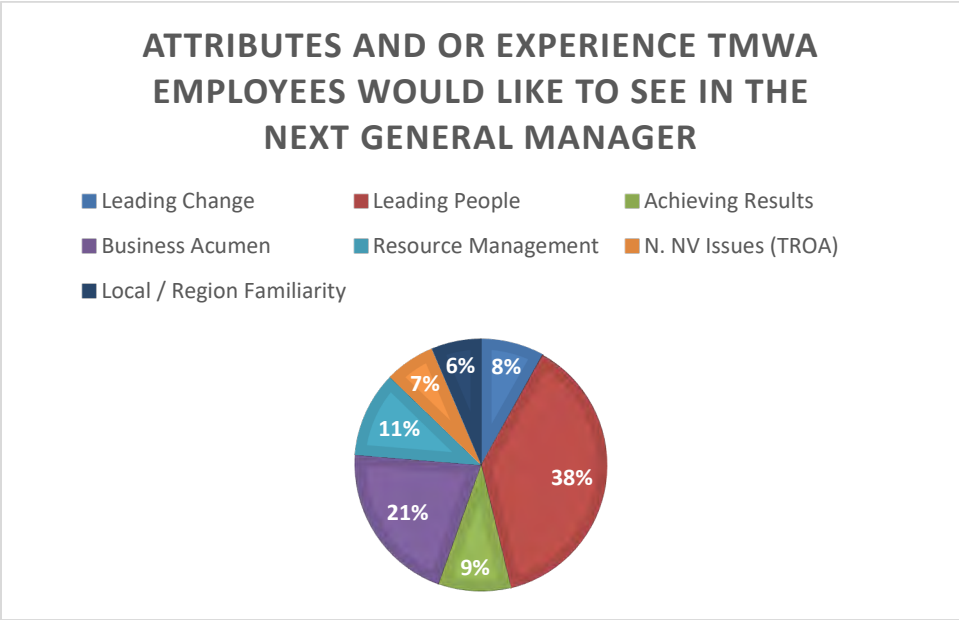
During the March 26, 2022, Board meeting, the Board approved staff moving forward with an anonymous all-employee survey requesting feedback on the attributes and key qualifications employees would like to see in their next general manager.

### **Discussion**

On March 22, 2022, a one question survey was distributed using SurveyMonkey. The survey was open for two weeks and was closed on April 6, 2022. While the survey was open, staff sent notifications and reminders to employees requesting their voluntary participation.

Eighty-one responses were received, and all responses are attached to this report. As a single open-ended question, SurveyMonkey insights and data trends do not adequately summarize the survey results. However, staff reviewed responses and where applicable, categorized responses using the following five categories (leading change, leading people, achieving results, business acumen, resource management). Two additional themes were also identified in the responses. These included desire for a candidate experienced in or knowledgeable of issues impacting northern Nevada (e.g., Truckee River, TROA, etc.) and a desire for the candidate to possess local/regional familiarity (e.g., familiarity with our region, a person from our community).

By reviewing each response and connecting them to the categories described above, staff was able to create a chart to depict the overarching themes/categories of importance to employee responses. Below is a chart summarizing the survey results. Please note that if a response covered more than one category, all applicable categories were captured and reflected in the chart.



**Summary**

As indicated in the above chart, the overwhelming characteristic employees want to see in the next TMWA general manager is leadership, specifically leading people. Several survey responses commented on a positive TMWA culture and the importance of maintaining the culture. The second largest category was business acumen, followed by resource management and leading change. The entirety of the written responses are provided as an attachment to this Report. The chart is meant to assist the reader in understanding the key categories mentioned.

**Attachments**

1. Results - Key attributes and qualifications for next General Manager: Tell us what you think!

## Q1 Identify the key attributes and or experience you would like to see in your next General Manager.

Answered: 81

Skipped: 0

#	RESPONSES
1	Direct knowledge of how technology is leveraged to meet organization objectives.
2	Knowledge of Northern Nevada water issues (TROA, Resources, etc...) Approachable Team Oriented Direct Honest
3	I believe TMWA's next GM should be able to demonstrate excellent knowledge of the water utility industry. This person should have knowledge of Nevada's history regarding water rights, specifically, the Truckee River watershed and TROA. This person should have experience in a high level/executive role within an organization of similar size or larger than TMWA. Familiarity with our region and relationships with our partner agencies (Reno, Sparks and Washoe County) would be large benefit.
4	someone who personally cares for the community, develops employees, cares about innovating with technology, and is open to improving/making processes more efficient
5	Personable, easy to approach, accessible
6	To know and understand what it takes to keep TMWA running as a whole. I know alot of us put our hearts into this company. Their are many of us on the distribution side that individually spend hundreds of extra hours away from our family every year to ensure our customers always wake up to quality water. I feel like many of our sacrifices are over looked. As well as the management taking calls all hours of the night and the lab being out all hours as well. I hope who ever gets the job understands the true TMWA culture and commitment we all have.
7	Knowledge of our system. We have extremely capable and dedicated staff, who are very knowledgeable of the intricacies of our water system, which is vitally important.
8	Knowledge and experience of the complex water system here in the Truckee Meadows.
9	Ideal candidates would have at least 20 years of experience in the water utility field with at least ten years of management experience, have knowledge of operations of large complicated water distribution systems, large treatment plant operations, AWWA standardized practices, US EPA requirements, application for and pursuit of grants, solid financing skills, watershed and water storage protection, a great understanding of the personnel requirements, or skill set requirements of each field of large water utilities, including treatment, distribution, maintenance, field services, meter reading and billing, customer service, finance, planning and engineering, etc. And preferably have a master degree or better in a science.
10	Honest, experienced and compassionate.
11	I strongly believe the General Manager must come from an internal candidate. Tmwa has a strong pool of people that can fill this position. An internal candidate will help continue the amazing culture that Tmwa possesses.
12	Someone who is already from TMWA, knows the system, the staff, the relationship dynamics.
13	Knowledge of the TMWA distribution system Positive Trustworthy Forward thinking
14	Advanced degree in related field
15	INTERPERSONAL SKILLS, VISIONARY LEADERSHIP, STRATEGY AND DEVELOPMENT AND TEAM BUILDING.
16	integrity, empathy, humility, vision
17	I hope to see someone in this position that holds true to the TMWA culture that has been built over the years. TMWA operates with a very positive work ethic, I hope to see that continue. All this said, I would like to see a General Manager that can keep all of the above in tact and yet know nearly each and every employee here by name and say hello when they see them in the halls. Someone who can stand up to the politics and hold true to TMWA. Someone who will fight for TMWA 100% and not forget who they work for, the people of Reno, Sparks and Washoe County. I do not want a person that sees this position as a stepping stone in their own career. My hope is that you select a person committed to this community and keeping our wonderful water resource in tack for all future generations.

**Q1 Identify the key attributes and or experience you would like to see in your next General Manager.**

Answered: 81

Skipped: 0

#	RESPONSES
18	Neutral and respectful of our existing culture.
19	Good Communicator People Person not technical Business Management Degree Water Industry Experience Not a disruptor
20	A great balance of being a People Manager and Business Manager. Being strong at the one should make you better in the others.
21	Has a good relationship with their employees and is able to guide work with a legal perspective as well as understanding labor relations
22	The key attribute of a strong leader is to be a person who facilitates the success of their team rather than dictating process minutia—or backing organizational efforts into some metrics-based definition of success. This is particularly true of TMWA, where the consistent effectiveness of the utility is built upon a structure in which talented professionals are hired to fill rolls and then given the agency to achieve organizational objectives in a creative and/or highly efficient way. This approach is the reason why staff members so frequently express a proud sense of shared ownership for the work the utility does in the community. What has worked well at TMWA is a functionally-horizontal management structure in which the distance between those who plan and those who execute is always close enough for both sides to understand, and adjust for, the challenges and opportunities faced by the other. TMWA needs a General Manager who can resist the impulse to restructure the organization when it is not needed and, instead, focus on maintaining and improving a culture that is frequently lauded as a model for the way a public agency should be run. Of course the GM should also have an excellent understanding of water utility operation in the public domain.
23	Leadership, Integrity, Honesty, Kindness, Amiable, Someone who smiles Experience with: leading a large organization, affecting positive change, working with elected officials
24	TMWA possesses many employees that are very capable of continuing TMWA's successful path as a community owned utility. The key for the new GM of TMWA, in my opinion, must be a good leader providing his already capable employees the tools and resources they need to be successful. They should want to get to know each of their employees as a person and their roles at TMWA all the way down to the helper position to be able to see how they can best contribute to TMWA's success. They must be willing to stand up and stand behind what is best for TMWA and TMWA's employees. Even in situations where some of the TMWA board members, who swore as a TMWA board member to always put the welfare of TMWA as a priority, try to benefit their entities agenda at TMWA's expense. TMWA's new GM needs to be a good listener and be able read individuals to decipher between the people that actually contribute to TMWA's growth and the ones that create issues and drama only caring about their own personal gain. I strongly believe that TMWA already has this very qualified and very capable individual who is currently in the assistant GM position. He has already shown the qualities of a good leader. I have witnessed him talking and listening to many of TMWA employees with a humbleness so that each employee felt as if they were talking to an equal and not feeling like a subordinate. I have been with TMWA from the beginning helping to build what it has become today. I have witnessed people and strategies that have worked and the ones that did not. John Zimmerman, in my opinion, is the right individual for the GM position with the right personality that will work hard and continue TMWA's growth and success as a quality community utility provider for the Truckee Meadows. Thank you for your time.
25	Someone who knows the criticality of the resource in our desert community. Someone who is willing to do what it takes to invest in this critical infrastructure to maintain the standard of high availability and quality of this precious resource. Someone who has 15+ years of experience working with highly complex water systems in a desert environment. Someone who supports a culture of attracting and maintaining highly technical staff amidst an increasingly competitive environment with a specific demand for technical staff. Someone who understands that running a water system is about the long game and developing resiliency wherever and whenever possible.

Key attributes and qualifications for next General Manager: Tell us what you think!

**Q1 Identify the key attributes and or experience you would like to see in  
your next General Manager.**

Answered: 81

Skipped: 0

#	RESPONSES
26	1) Someone who is able to allow the employees to do their job(s) but be available as needed. NO micro managing. 2) Personable. Able and willing to talk shop or just the weather with all levels of employees. 3) Someone who is VERY familiar with the TMWA organization, the TMWA "culture", and intricacies of TMWA. 4) Someone who can help keep TMWA at the forefront of the water utility business and not just satisfy their own agenda or self-esteem.
27	Successful Candidate should have a Engineering degree. Should have previously held a position of General Manager of another water utility. Should in NO way be family related to current TMWA Management staff.
28	Good communicator and people person
29	Because of the complexity of water rights and TROA, I would like to see a candidate who is from the northern Nevada or who is at least familiar with how it all works. One of the biggest traits I look for is a positive leader who listens to staff and works directly with them. I would prefer an internal candidate or someone local who is familiar with TMWA or large utilities. I feel TMWA has a special culture and having local knowledge is very beneficial.
30	Advance degree, Masters of Science, Law, Engineering, or Utility related field. Good communication skills and a willingness to interact will all levels of staff. Solid knowledge of the local area from being a member of our community.
31	Resident of Northern Nevada the last 10+ years. Intimately familiar with complexities of the TMWA water system including natural resources (reservoir, river, and groundwater systems), operating agreements, system specific water quality challenges, engineering and planning, and TMWA's debt management philosophy, hydrogeneration, and TMWA's operational and distributions facilities. Intimately familiar with the Collective Bargaining Agreement with the IBEW (local 1245). Familiarity with the TMWA Staff and the Board of Directors. Personality should be empathetic towards staff the community. Technical Training (engineering, law, etc.)
32	I think we need someone with past experience in dealing with the complexities and nuances of northern Nevada and specifically of TMWA. We need someone who's sharp with a cool head, someone who can be quick to listen, slow to speak and slow to get angry (plenty of frustrating things to deal with as GM). I would also prefer someone who has proven their commitment to this community for the long-term.
33	Someone who works at TMWA and treats the employees fairly.
34	A local/regional person with a history of working in the water field. Someone who has faith in and supports the TMWA staff. Someone who leads with authority. Someone who is a straight shooter and speaks the truth. Someone with a good sense of humor and can laugh at him/herself. Someone who takes responsibility for errors or mistakes when appropriate.
35	An individual who promotes diversity, equity, and inclusion with an ability to challenge status quo decisions when necessary to allow for creative solutions that benefit all within the Truckee Meadows.
36	Honest. No nonsense. Demonstrates true leadership qualities. Familiar with current TMWA culture.
37	TMWA's next General Manager should have the skills to work with all aspects of water management. Knowing where those those resources are and be willing to reach out to others when they don't have all the answers. Work well with other managers / bargaining unit personnel.
38	Shaping the work environment and culture, setting strategy, allocating resources, developing leaders, building the organization and supportive of all functional areas. With as much change that has, and will occur, someone with experience on TMWA's Management Team would be my preference.
39	The next GM attributes should share many of the great qualities of our current GM. They should be well educated, have experience in the operations and management of other water utilities and a large staff. They should be fair and flexible and continue the family oriented values that currently make TMWA such a great place to work.



## Q1 Identify the key attributes and or experience you would like to see in your next General Manager.

Answered: 81

Skipped: 0

#	RESPONSES
40	John Zimmerman
41	A leader must be positive, clear, driven, ethical and down to earth.
42	The biggest threat to TMWA currently is the way certain Board members behave and treat staff when they are "on record." The selected GM must be a candidate who can weather the storm and help their staff weather the storm of these board members while continuing to pursue the best interests TMWA. We are experiencing a period of transition in our community and at TMWA. An internal candidate who already knows the politics of the board and has established trusting relationships and has demonstrated success in the organization is the only right choice. By virtue of being internal, the candidate would also be from this area. We have seen the train wrecks in other agencies when the selected candidate is not rooted in N. NV. We are the community's water utility; therefore, TMWA's GM needs to be a member of this community. The next leader needs to be a pillar of support for employees bringing stability with effective people and business management skills to successfully navigate change as we head into the next chapter.
43	I would like to see TMWA hire within. TMWA has a great culture and work environment. Hiring within would ensure to keep that culture and continue to make TMWA a great place to work. We also have an internal candidate who is highly qualified and should make a great next general manager.
44	Being grounded and understanding of all of the positions at TMWA and how they contribute to the company. Integrity. Clear vision for the future of the utility. Recognizing the age of the system and that maintenance and rehabilitation efforts need to increase to keep the system healthy.
45	I would like to see a GM who has broad experience in local TMWA specific issues like TROA, the Truckee River, importation projects, coordination with Reno, Sparks and Washoe County, and relationships with developers. I would like to see someone who does not micromanage their staff but provides strong leadership and direction to the professional staff that TMWA already has. I would like to see a GM that sets high goals for TMWA (with the Board) to take an already stellar organization to the 'next level'. This might mean a willingness to innovate or do things slightly differently than in the past without changing the great things about TMWA.
46	Familiar with Nevada water laws, how water industry is run in not only Nevada, but northern Nevada. Approachable. Somebody that will reach out to others based on experience or area of expertise. Somebody that is willing to educate themselves in what all employee responsibilities are - in touch with employees and work load. Calm demeanor, level headed, but will stand up for employees/TMWA's best interest.
47	Kindness, knowledgeable, and brings a sense of community.
48	A person who will be fair, and leads by example. They should also be familiar with the needs of the community and share the organizations values.
49	Howabout a WOMAN!! that would be nice!
50	I would like to see the next General Manager be someone who is highly respected and educated and familiar with all aspects and departments of TMWA, its water operations, legal aspects and interacting with the Board. Someone who is also very compassionate and respected as a leader and a team member that looks out for the greater good of the company, its employees and overall morale of the company.
51	Demonstrated leadership and mentoring of high level staff. Experienced in Nevada water law and regulations. Experienced in and understands northern Nevada hydrologic processes and reservoir systems. Experienced in and understands drinking water treatment and distribution systems. Experienced in utility finances including water rate applications and budget structuring. Experience in high level management at a utility of similar or greater size to that of TMWA. Experienced in integrating multiple disciplines at the highest level of management (i.e., HR, Engineering, Natural/Water Resources, etc.).
52	Super personable, present, someone who is seen daily, not hiding behind his/her desk all the time. keeps his/her work staff happy and engaged

Key attributes and qualifications for next General Manager: Tell us what you think!

### Q1 Identify the key attributes and or experience you would like to see in your next General Manager.

Answered: 81

Skipped: 0

#	RESPONSES
53	1. Listen to the Staff 2. Share Your Knowledge/Experiences 3. Collaborate with the Stakeholders/Departments 4. Dedicate time to know what each Department/Personnel does 5. Don't Be Afraid to Ask for Help and illicit Subject Matter Experts 6. Don't Pretend That You Know Everything – No Arrogance 7. Motivate People 8. Welcome Criticisms 9. Get to Know the Staff in a More Personal Level 10. Give Credit Where Credit is Due 11. Don't Micromanage 12. Always Have the Interest of the business in mind 13. Project a Positive Attitude 14. Never Be Afraid of Change 15. Be A Great Communicator
54	I want a GM that understands TMWA culture. I think that with as many people that are retiring at this time, we have had enough disruption and would like the GM to be a current employee.
55	SOMEONE THAT KNOWS WHAT WE NEED HERE AT TMWA, SOMEONE FAMILAR WITH TMWA.
56	Genuine interest in the work that staff is doing. Tries to avoid staying in a "bubble" above the crowd.
57	One of the things that makes TMWA a great place to work is the culture of respect for all and collaboration. TMWA has an easily recognizable, highly competent staff. It attracts the best staff in the region because of our collective ability to get things done. With all of the personnel change and upcoming vacancies due to retirements in both the MPA and BU/field crews, now is more important than ever to maintain consistency in leadership. I have only the strongest recommendation to TMWA to hire John Zimmerman as the next GM. He knows TMWA after 6 years, he leads by example, he's technically and managerially competent, he's well respected by his peers in the community and State, he views the community from a regional perspective rather than from a silo (we rather than me), and he delegates responsibility well to highly capable staff. One of the personal traits which sets him apart is that he makes a concerted effort to get to know everyone at a personal level, earning their trust, respect and support. After reviewing several of the recorded Board meetings, I frequently see Board members commending staff, how well run the organization is, how everyone is so professional, etc. I would ask the Board members to think long and hard, what are you "trying to fix or improve upon" by bringing in a new GM at this time? Look at the entirety of staff working for TMWA, especially the new management staff that are working their way through a well thought out and coordinated succession plan. The risk to TMWA is much, much greater than the potential benefit by bringing in a new GM at this time.
58	A current working knowledge of TMWA and it's processes, employees, history, etc., A strong background in a water utility, Trust and faith in their director level reports to manage their departments appropriately and not apply a "one size fits all" approach to departments, employees, and their roles as individuals and contributions to the organization as a whole.
59	Earns the organization money Integrity: Tells the truth/Is discreet/Keeps their promises Excels at conflict prevention & resolution Habitual consistency Evaluates first and then acts Exhibits grace under pressure: executes with quality, speed and value Makes people want to work for them Creates a high-performance not a high-anxiety culture Helps company culture evolve while maintaining key culture values
60	Direct experience with management of a water utility and firm understanding of the various aspects required to be successful, including operation and maintenance, engineering, water rights and resources, and customer service. Also a philosophy that is in line with quality delivered. Thank you,
61	Legal minded with a respect and awareness of an increasing reliance on digital/electronic mediums. An understanding of, and an appreciation for, bottom-up culture coupled with top-down buy-in to boost employee morale, cultivate ideas, build trust, and help push important agendas forward.
62	Good working knowledge of many aspects of TMWA. A legal background and familiar with water rights and new development. Hard working and passionate about the job. Fair and good communication skills.

**Q1 Identify the key attributes and or experience you would like to see in  
your next General Manager.**

Answered: 81

Skipped: 0

#	RESPONSES
63	I would like the next GM to be someone with a fresh vision for TMWA that moves us away from the old SPPC way of doing things, keeps the best of what currently works and inspires us to make changes where necessary to meet the demands of the future water environment. I would like to see someone who leads from the front, takes ownership, inspires professionalism, discipline, and accountability for all employees. My preference is that we hire someone who knows this area and the unique challenges it holds.
64	I believe TMWA is at a critical juncture between the reemergence and recovery from COVID and the booming development economy. TMWA needs a general manager with enthusiasm to reenergize a weary workforce, flexibility to navigate a changing post-COVID work environment, leadership to develop a workplace that attracts best local/regional employees, and business acumen to pilot TMWA through community growth and economic challenges.
65	I would love to see the individual care about what we do here at TMWA rather than look at us like we are just numbers, or not have a clue what we do. Come to our meetings, interact with us employees, come out to our jobs, and have an understanding of what we actually do in the field. Understand that all employees do help in making TMWA run.
66	I would like to see I professional person, that is already familiar with the company, takes interest on how other departments operate and talks to you when he sees you and ask how things are running. John Zimmerman is a good example and a Gentleman, I believe he is the perfect person for the job.
67	*Someone who knows local water law. OUR water law and history. TROA, TMWA history, where we've been, how we've gotten here and where we need to go. *Someone who knows our water system. *Someone who knows our employees. *Someone who knows our culture. *Someone who is not "selected" by the Board to "right the ship". Our Board, GM and staff all work together to make this such a good company and has the ship pointed in the right direction. *Someone who is not "selected" for no other reason to "take the company in a new direction" where said new direction is not needed in the first place. *A GM who is trusting of staff *A GM vested in our local approach to water service and understands how we're not California. We're not trying to be West California or Northern Clark County. We are blessed to work in our region and should celebrate how we're different. *A GM who knows that decades of forward-thinking planning and strategies have gotten us to where we are now. These things weren't accidents. *A GM who can continue to be of service to both Staff and to the Board *A GM who we can trust with our livelihoods and the safety of the public water supply. *A GM candidate that lives up to all these expectations is John Zimmerman. As an employee, I trust John and I feel John trusts me and my fellow employees.
68	Picking the requirements for next General Manager is not in the scope of my duties. I do not possess any special skill or knowledge that would allow me to give meaningful input on this topic. If you ask me a question relating to my chosen profession I would be happy to give a comprehensive answer. That said I would like to see a General Manager that understands the unique characteristics of our community and our utility. Above all I would like to see competence and integrity.
69	Someone who wouldn't allow exclusion or targeted aggression against an employee for personal reasons. Allowing a handicapped person to be removed from earning a living wage that affects their personal lives of the family. A person that is fair and forgiving to all, not just a select few. A person that doesn't trump the Union Representative's due to possible promotions the Rep's are in line for in the future.
70	The next GM must absolutely come from outside the current organization and outside of this State as well. The nepotism, favoritism, cronyism and insular practices exhibited by the current management structure cannot continue if we want this organization to thrive. A toxic environment has been allowed to fester for too long.
71	John Zimmerman

## Q1 Identify the key attributes and or experience you would like to see in your next General Manager.

Answered: 81

Skipped: 0

#	RESPONSES
72	Integrity, approachability, knowledge of inter workings of current utility and willing to make changes where necessary to better the strength of the company for the community as well as the employees. With so many working parts a strong leader willing to really look at the value of current employees with valuable experience who serve without fail but maybe stay out of the politics and are often overlooked for promotion.
73	I think it's vital an internal candidate be selected as TMWA's next General Manager in order to foster and grow the current TMWA culture and environment, which is wonderful and a "family like" atmosphere. The risk of an external candidate disrupting or changing the current culture is far too great. The last thing TMWA needs is some "know it all" bureaucrat coming in and changing things. I fully support and recommend TMWA's current Assistant General Manager, John Zimmerman, be selected as TMWA's next General Manager!
74	The next GM should be representative of TMWA's changing culture. As a younger work force comes in, the GM should be open to change and flexibility of the workplace. Like the world, our work environment should be evolving to promote the best results from our employees. I would like to see the GM operate with thoughtful consideration, without bias and/or workplace alliances.
75	John Zimmerman has the key attributes and experience necessary to lead TMWA. He is a great listener and communicator. He understands the background and is fully committed in not only setting TMWA up for success for many decades, but more importantly, in understanding the day-to-day nuances that will have an effect on future outcomes. I have complete confidence in John's abilities, in his understanding of the many facets of the business and in creating a better atmosphere for everyone. He is the change that is needed for TMWA. I am sure the other candidates are qualified in leading a company, but John is the MOST qualified in leading TMWA.
76	john zimmerman
77	Key attributes for TMWA GM: - Someone who encourages staff to maintain a good work-life balance. - Someone who understands the dangers of employee burnout. - Someone who fights for extended maternity/paternity leave, work from home opportunities, and flexible schedules.
78	Open communication, forward thinking, high set of standards morally and ethically, earns respect, empowers others, ensure employees feel valued, ability to identify inappropriate behavior of others and take action to remediate the issue in a fair manner, to not take sides, to create and promote a cohesive work environment across all departments and where all are treated equal, ability to identify inequalities, do not allow one director/department to follow their own set of policies that negatively impact the culture and trust among TMWA. Understanding that this position will need to handle conflict and must have the integrity to do so in a respectful and effective way.
79	SOMEONE WHO HAS WORKING KNOWLEDGE OF TMWA,AND WILL BRING ALL EMPLOYEES CLOSER TOGETHER,AND A PERSON FROM OUR COMMUNITY.
80	I would really like to see the next General Manager bring back the TMWA culture as it once was. Someone with integrity, ethics, Someone who knows TMWA and what it was about 5 years ago. A great leader with an ethical work style, someone who can speak very well and Presents TMWA as it should be. We have some great workers here. I had told John prior to his position as the Assistant GM that i thought he would make a great GM one day when Mark decides to retire.
81	I would like to see a compassionate, caring, and understanding GM that wants to build a team with employees. A GM that looks at the agency as a family and is nurturing long term investments into its employees, as employees invest there life into our company. A GM that would inspire a culture of safety and a culture of growth that would improve employee moral. I would like to see a GM that inspires our employees to be a team not just separate departments, we are all cogs in this great agency. We need a leader who will trust our employees to get the jobs done that they were hired to do, trust in the team. A GM that offers opportunities for diversity and inclusivity, that builds a sense of belonging and a positive environment for all employees of TMWA.

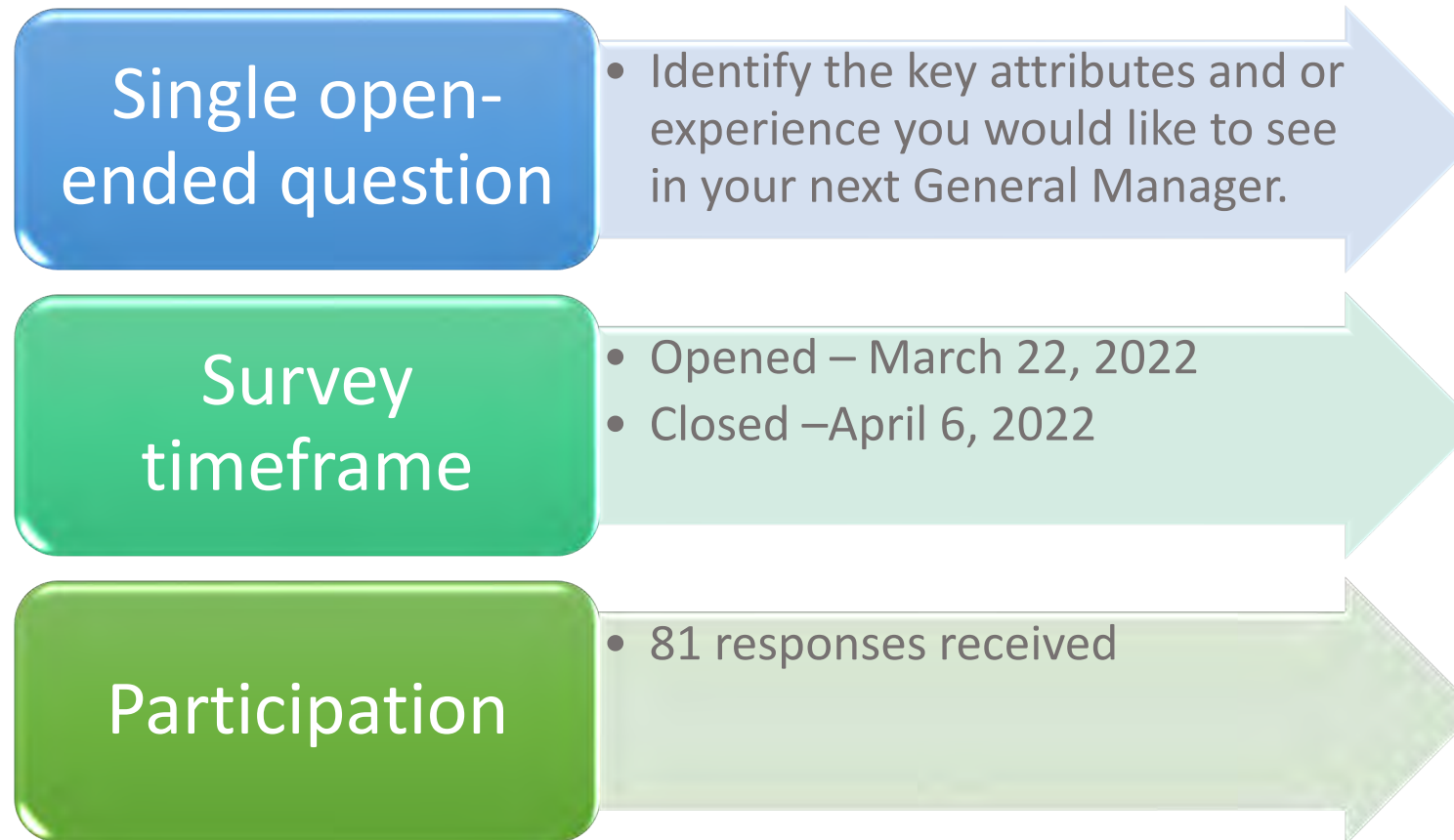


# Truckee Meadows Water Authority

## Results of anonymous all-employee survey

Key attributes and or qualifications for next General Manager:  
Tell us what you think!

# SURVEY OVERVIEW:



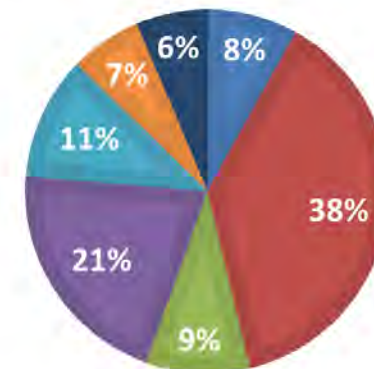


# INSIGHTS AND DATA TRENDS

- **Leading Change:** Anticipates and leads change
- **Leading People:** Exhibits influential leadership
- **Achieving Results:** Demonstrates strategic leadership
- **Business Acumen:** Demonstrates business focused proficiency
- **Resource Management:** Maintains organizational awareness and stewardship
- **Northern NV Issues:** (Truckee River, TROA)
- **Local/Regional Familiarity:** (Familiar with region, from the community)

## ATTRIBUTES AND OR EXPERIENCE TMWA EMPLOYEES WOULD LIKE TO SEE IN THE NEXT GENERAL MANAGER

- Leading Change
- Leading People
- Achieving Results
- Business Acumen
- Resource Management
- N. NV Issues (TROA)
- Local / Region Familiarity





# Informational Item No Action Required

Questions?





## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Jessica Atkinson, Human Resources Manager  
**DATE:** April 20, 2022  
**SUBJECT:** Discussion and possible direction from Board regarding employee climate survey

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### **Recommendation**

Staff recommends the Board consider whether an all-employee survey is necessary, and if so, provide direction regarding scope, focus, and timing.

### **Background**

During the March 26, 2022, Board meeting, Director Hill requested staff bring back information about the timing and other considerations regarding a possible employee “climate” study for Board consideration.

Currently, TMWA obtains formal feedback from employees through exit interviews, traditional suggestion box submissions (which can be submitted anonymously), electronic submissions of questions/comments prior to all employee meetings (which are anonymous unless the submitter identifies themselves in the text), round table Q&A sessions following all employee meetings, electronic submissions of safety suggestion/concerns (which have an option for anonymous submission), and ad hoc surveys on specific topics. Recent ad hoc survey examples include a COVID climate survey in 2020, and the General Manager desired attributes and key qualifications survey, presented to the Board this month. Additionally, each year, executive leadership completes an anonymous online survey related to the General Manager’s performance. The results including open-ended feedback/comments are presented to the Board annually for review and consideration.

Over half of TMWA’s employees are in positions covered by a Collective Bargaining Agreement (CBA). The terms and conditions of these positions, including pay and benefits, are subject to the CBA. Covered employees can provide feedback or bring concerns and issues forward directly or through their designated representatives, who can anonymously present the concern or issue.

**Discussion**

The Board should determine if it wishes to conduct an all-employee survey and if so, identify the survey purpose and objectives. In order to identify a recommended consultant and a survey approach that delivers the desired information, staff will need direction from the Board to understand, what the board hopes to achieve.

Additionally, staff will need direction to on the following topics, which are presented to provide the Board with a scope of the coordination and direction needed to ensure a successful survey process. If the Board directs staff to move forward with conducting an all-employee survey, staff recommends a planning session occur in which some or all the following can be addressed:

1. **Sponsor:** Who is the sponsor of the survey?
2. **Administrator:** Who will the survey consultant/firm account/report to?
3. **Scope:** What is the survey purpose and objectives?
4. **Survey Focus:** What type of survey should be administered?
5. **Timing and Frequency:** When should the survey be administered?
6. **Results/Reporting:** Is there specific information the board would like to see in the results/reporting? How would the Board like to review the results and have the results communicated back to the management and employees?
7. **Follow up/Action plan:** What will be done with the results?

Staff reached out to 6 organizations offering all-employee surveys services and received responses back from 3. These responses provided estimated timelines and costs to conduct an all-employee survey for approximately 250 employees.

**Estimated Timelines:** Based on the responses received the Board could reasonably estimate an all-employee survey to take between 8 to 12 weeks from the time a consultant/firm is engaged. This timeline considers quick responses to the questions identified above.

**Estimated Costs:** Based on the responses received the TMWA Board could reasonably estimate an all-employee survey to cost between \$3,300 to \$12,500 for a one-time survey for 250 employees, plus approximately 30 hours of HR staff time to coordinate the process. These costs could change depending on the survey scope.

# Truckee Meadows Water Authority

## Employee Climate Study

Discussion and possible direction from Board regarding employee climate study

# Current Feedback Paths



# Additional Points to Consider

- Position Classifications
  - Over 50% of TMWA positions are covered by a Collective Bargaining Agreement
    - Terms such as pay, and benefits are determined through collective bargaining
    - Covered employees can provide feedback or raise issues/concerns directly or through designated representatives, which can be anonymous
- Employee feedback received from General Manager key attributes and experience survey.
- Key indicators of employee satisfaction and morale
  - Retention
  - Formal Grievances



# Survey Components

## SCOPE

- What is the survey purpose and objectives?

## SPONSOR

- Who is the sponsor of the survey?

## ADMINISTRATOR

- Who will the consultant report to?

## SURVEY FOCUS

- What type of survey should be administered?

## TIMING & FREQUENCY

- When should the survey be administered?

## RESULTS & REPORTING

- Composition, format and presentation.

## FOLLOW UP/ACTION PLAN

- What will be done with the results?

# Costs & Timing: Third-party Administered Survey



All-employee survey for 250 employees:

- \$3,300 to \$12,500 for one-time survey
- At least 30 hours of HR staff time
- Additional Board Direction
- 8 – 12 weeks from the time a consultant is engaged.





## Action: Discussion and possible direction from Board

**Recommendation:** Staff recommends the Board consider whether an all-employee survey is necessary, and if so, provide direction regarding scope and timing.



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Jessica Atkinson, Human Resources Manager  
**DATE:** April 20, 2022  
**SUBJECT:** Update on General Manager recruitment and direction to staff regarding General Manager interview process and date

---

### **Recommendation**

Staff is requesting direction from the Board on the following:

1. Identify and confirm a date for candidate interviews.
2. Confirm acceptance of the recommended interview process.

### **Background**

General Manager, Mark Foree's retirement will be effective around October 2022. During the January 2022 Board meeting, the Board approved moving forward with a hybrid recruitment approach combining an internal and external staff lead recruitment.

During the March 2022 board meeting, staff presented information detailing the recruitment and selection process that has resulted in 5 candidates being identified as eligible to move forward in the consideration process. Staff also presented a proposed interview process and selection procedure.

A motion was passed, directing staff to proceed in advancing the 5 candidates through a background check, and administering an in-house all employee survey requesting feedback on the attributes and key qualifications employees would like to see in their next general manager. Additionally, the Board approved moving forward with a process for deliberating and selecting a candidate. The Board also requested to be informed as staff moves forward on these items.

### **Discussion**

#### **BACKGROUND CHECK PROCESS:**

TMWA has engaged with a third-party vendor to administer an executive background check on each candidate. Specifically, inquiry is being made into the candidate's credit, past employment history, education, professional licensure, civil litigation history, and media footprint. Inquiries into each candidate's criminal history, current employment and professional references will not be performed until after interviews have been conducted and final candidate(s) are identified.

Four candidates have agreed to the background check process and have since provided signed acknowledgement and consent forms as required. Staff has attached a document outlining the background checks being performed and the criteria to be considered, consistent with the law, before moving a candidate forward to the interview phase. The results will be provided to the Board in a summary fashion as part of the interview packets and deviations from the criteria will be noted for the Board's consideration.

#### INTERVIEW PROCESS CONFIRMATION:

During the March meeting, staff recommended the following interview process and although there were no recommended changes, the Board did not officially approve the process. As such, staff requests the Board confirm acceptance of the process outlined below.

- All candidates will have equal time before the Board to interview.
- Order of candidate interviews to be selected in advance at a random order. Staff to provide Chairman ordered list prior to the meeting.
- Chairman to request voluntary sequestration of the candidates until their interview. Following their interview, candidates are welcome to stay for the remainder of the interviews.
- Chairman to ask each candidate to provide an introduction including background, education, licensure, capabilities and why they are interested in the position (5 minutes).
- Board members to ask questions and the candidates will be given up to 35 minutes of total time for the question and answer session.
- After the question and answer session, each candidate will be given 5 minutes for closing comments.

Total interview time not to exceed 45 minutes and time will be kept for each phase by the Board Clerk.

- Interview Board packet will include:
  - Candidate applications, resumes, and supplemental questionnaire responses;
  - Summary of background check;
  - Notes for Board consideration;
  - General Manager position description;
  - Key leadership competencies;
  - List of recommended questions; and
  - Interview Guide;

#### INTERVIEW DATE

- Option #1: Schedule interview to take place in May. Recommend scheduling a special session on 5/26/2022.
- Option #2: Schedule interviews to take place in June. Recommend 06/15/2022.
- Option #3: Board to determine interview date.

#### **Attachments**

1. Executive Background Check Requirements (Pre-Interview)



**EXECUTIVE BACKGROUND CHECK REQUIREMENTS (Pre-Interview)**  
 General Manager Recruitment 2022

Objective:	<p>Background investigations are a principle means of securing information about potential hires to help support workplace productivity, safety, and security. A background search helps determine whether the candidate is qualified and has the potential to be productive and successful.</p> <p>TMWA is currently recruiting to fill the General Manager position. This position is responsible for the leadership and management of TMWA and will report directly to the TMWA Board of Directors. The selected candidate must have a background meriting the trust of the TMWA Board, TMWA employees, and the public.</p>	
Policy Statement:	<p>TMWA’s vision is to enhance the quality of life in the Truckee Meadows by delivering exceptional, customer-focused water services. In fulfillment of our vision, we are committed to employing qualified staff and taking meaningful actions to protect our employees, finances, property, and other assets.</p>	
Scope:	<p>To meet the stated objective, TMWA will engage an outside firm/investigator to conduct a preliminary executive background check for the candidates selected to move forward in the consideration process.</p> <p>The preliminary background check will include inquiry into each candidate’s credit history, past employment history, educational history, licensure, litigation history and media footprint.</p> <p>The firm/investigator will <b>NOT</b> perform a criminal history check, an inquiry into candidate’s current employment, or professional reference checks until final candidate(s) are identified.</p>	
<b>Type of Inquiry</b>	<b>Verify</b>	<b>Criteria Considered</b>
<b>Credit History Check</b>	<p>Check the credit history of the finalist for the seven (7) years immediately preceding the candidate’s application with TMWA.</p>	<p>Bankruptcies, liens, or collections within prior 7 years.</p>
<b>Past Employment History Check</b>	<p>Verify that the candidate worked in the past positions cited or listed in their application and/or resume. This verification will include dates of employment (start and end) and titles of each position held for at least the seven (7) years immediately preceding the candidate’s application with TMWA.</p> <p>This search will not include the candidate’s current employer.</p>	<p>Employer, position title, and dates of employment match information provided with no more than a 60-day discrepancy for each employer.</p>
<b>Educational History Check</b>	<p>Verify the candidate possesses the relevant post-secondary educational credentials listed on their application and/or resume.</p>	<p>Institution, status of degree completion, and degree major/emphasis match information provided.</p>

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<b>Professional License History Check</b>	Verify that the candidate possesses the licenses cited or listed on their application and/or resume, including establishing the current state of the relevant licenses. This includes, for example, checking any professional license(s). Verify whether the candidate has been sanctioned or disciplined in connection with their professional license.	State, license type and active status match information provided, and there is no history of sanctions or discipline.
<b>Civil Litigation History Check</b>	Search for any civil litigation against the candidate in a state or federal court.	No records, or no judgements or findings against the candidate.
<b>Media</b>	Internet search for any blogs, articles, news stories, posts, etc., about or related to the candidate.	Search results do not implicate professional misconduct; alleged discriminatory, illegal, or violent behavior.



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** John Enloe, Director, Natural Resources  
 Stefanie Morris, Water Resources Manager  
**DATE:** April 11, 2022  
**SUBJECT:** **Discussion and possible action on adoption of Resolution No. 303: A resolution of the Truckee Meadows Water Authority approving the U.S. Department of the Interior Bureau of Reclamation WaterSmart: Title XVI Water Reclamation and Reuse Projects under the WIIN Act grant application in FY 2022**

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### Recommendation

Staff recommend that the Board adopt Resolution No. 303 approving the U.S. Department of Interior – Bureau of Reclamation for a Title XVI Water Reclamation and Reuse Projects under the WIIN Act grant application in FY 2022 for the OneWater Nevada Advanced Purified Water Program at American Flat.

### Background

#### Overview

The City of Reno and TMWA are moving forward with the OneWater Nevada Advanced Purified Water Program at American Flat (“Project”). The Project will be Nevada’s first Advanced Purified Water project achieving category A+ reclaimed water quality. Category A+ reclaimed water is suitable for all Nevada water recycling practices, including augmenting groundwater aquifers. The Project’s core element is a 2 million gallons per day (MGD) advanced purified water facility producing 2,000 acre-feet (AF) of water annually for groundwater augmentation to provide a sustainable regional drought proof supply and crucially enhance the region’s water supply resiliency to help address future climate change impacts.

Staff have been pursuing grant opportunities to help reduce the Project costs. Staff applied for the USBR grant by the deadline in mid-March. USBR requires that within 60 days of applying, an applicant must submit an official resolution verifying the following:

- The identity of the official with legal authority to enter into an agreement;
- The board of directors, governing body, or appropriate official who has reviewed and supports the application submitted;
- The capability of the applicant to provide the amount of funding and/or in-kind contributions specified in the funding plan; and

- That the applicant will work with USBR to meet established deadlines for entering into a grant or cooperative agreement.

Staff have drafted and reviewed the application and are seeking support from the Board. Additionally, TMWA's Board approved continuing the Project and the funding arrangement when it approved the Interlocal Agreement with the City of Reno in December of 2021. The December staff report summarized how the Project will be funded by TMWA and that TMWA can fund its share of the Project.

## **Funding**

The Project is estimated to cost \$103,000,000 and the breakdown of the costs are shown in Table 1. The City of Reno and TMWA entered an Interlocal Agreement to allocate the costs of the Project. To reduce the cost of the Project, TMWA staff are pursuing grant opportunities. On March 14, 2022, TMWA staff applied for the U.S. Department of the Interior – Bureau of Reclamation WaterSmart: Title XVI Water Reclamation and Reuse Projects under the WIIN Act.

Table 1 – Probable Costs For the Project

Category	Total
Planning	\$800,000
Design	\$9,290,000
Engineering Services during Design	\$2,323,000
Environmental / Permitting	\$581,000
Project / Program Management	\$5,424,000
Preconstruction Services – CMAR	\$774,000
Independent Cost Estimator / Value Engineering	\$194,000
Construction Management / Field Inspection	\$2,710,000
Testing / Special Inspection	\$2,323,000
System Integration	\$387,000
Power Service Permitting	\$774,000
Construction Contract	\$77,420,000
<b>Totals</b>	<b>\$103,000,000</b>

TMWA's feasibility study for the Project was accepted by the Bureau of Reclamation in early March. Based on the current probable Project costs, the Project could receive up to \$25,750,000 under this grant application. Any grant funds received would be allocated between City of Reno and TMWA consistent with the Interlocal Agreement.

## **Attachment**

Attachment A: Resolution No. 303

ATTACHMENT A

**TRUCKEE MEADOWS WATER AUTHORITY**

(TMWA)

**RESOLUTION NO. 303**

**A RESOLUTION APPROVING THE U.S. DEPARTMENT OF THE INTERIOR  
BUREAU OF RECLAMATION WATERSMART: TITLE XVI WATER  
RECLAMATION AND REUSE PROJECTS UNDER THE WIIN ACT GRANT  
APPLICATION IN FY 2022**

**WHEREAS**, the Truckee Meadows Water Authority (“TMWA”) is moving forward with the OneWater Nevada Advanced Purified Water Program at American Flat project, which is a regional, indirect potable water reuse project that will provide a drought resistant, sustainable local, and climate change resilient water supply for the greater Reno area while also reducing the risk of flooding at Swan Lake, and enhancing the health of the larger Truckee River Watershed; and

**WHEREAS**, the cost of the OneWater Nevada Advanced Purified Water Program at American Flat is considerable and staff are actively seeking various grants and partnering with the City of Reno to offset costs; and

**WHEREAS**, on March 15, 2022, TMWA staff, applied for a U.S. Department of the Interior Bureau of Reclamation WaterSMART: Title XVI Water Reclamation and Reuse Projects Under the WINN Act grant based on Funding Opportunity No. R22AS00115 for the Federal fiscal year 2022 program, which provides up to 25%, or \$25,750,000, of the total cost of \$103,000,000 for planning, design, and construction that will be accomplished between March 9, 2022 and September 30, 2025; and

**WHEREAS**, TMWA plans to support the matching requirement of 75%, or \$77,250,000 of the request from a combination of contributions from the City of Reno as outlined in an interlocal agreement, cash reserves, developer fees, customer rates, and SRF loans.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Truckee Meadows Water Authority as follows:

- That the General Manager, Director of Natural Resources, and/or Water Resources Manager, or their designee(s), are hereby authorized to enter into a grant agreement with the Bureau of Reclamation for the WaterSMART: Title XVI Water Reclamation and Reuse Projects Under the WIIN Act grant;
- That the General Manager, Director of Natural Resources, and/or Water Resources Manager have reviewed and support the application to be submitted which by this reference is made a part hereof;
- That TMWA can provide the amount of funding and/or in-kind contributions specified in the funding plan; and
- That the applicant will work with the Bureau of Reclamation to meet established deadlines for entering into a grant or cooperative agreement.



UPON MOTION OF Board Member \_\_\_\_\_, seconded by Board Member \_\_\_\_\_, the foregoing resolution was adopted by the TMWA Board of Directors this \_\_\_ day of April 2022, by the following vote:

AYES: \_\_\_\_\_

NAYS: \_\_\_\_\_

ABSENT: \_\_\_\_\_

ABSTAIN: \_\_\_\_\_

RECUSED: \_\_\_\_\_

Approved:

Attest:

\_\_\_\_\_  
Vaughn Hartung, Board Chair

\_\_\_\_\_  
Sonia Folsom, Board Clerk



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree  
**FROM:** John Enloe, Director, Natural Resources  
Kara Steeland, Hydrologist  
Christian Kropf, Senior Hydrogeologist  
**DATE:** April 11, 2022  
**SUBJECT:** **Recognition of TMWA for receiving the American Water Works Association: Exemplary Source Water Protection Award**

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### **Recommendation**

No action needed.

### **Summary**

TMWA has been selected as the recipient of American Water Works Association's 2022 Exemplary Source Water Protection Award for Large Source Water Systems (251,000+ customers). This award recognizes organizations in North America who have developed and are implementing exemplary source water protection programs.

This award would not be possible without the collaborative effort of TMWA's partners working to protect drinking water within the Truckee River Watershed. The partners critical to the success of TMWA's Source Water Protection Program include, but are not limited to, the Nevada Department of Environmental Protection, One Truckee River, Truckee Meadows Storm Water Permit Coordinating Committee, Washoe County, City of Reno, City of Sparks, Truckee Meadows Regional Planning Agency, and Resource Concepts Inc.

TMWA's Source Water Protection Program includes multiple complementary components. A key part of the program is the *2020 Integrated Source Water and 319(h) Watershed Protection Plan for Public Water Systems and the Truckee River in the Truckee Meadows* (2020 Plan). The 2020 Plan was completed by over 36 agencies and 60 stakeholders in the region. The 2020 Plan helped establish Source Water Protection Areas to delineate areas that are critical for drinking water supplies in Washoe County and is driven by an online mapping tool available at <http://washoecountycleanwater.org/>.

Key source water protection actions TMWA implemented in 2021 are detailed in Attachment A and included the following initiatives:

- Improved collaboration with NDEP regarding spill reporting and emergency response,
- Collaborative projects to improve surface water quality,
- Development project application reviews, and
- City of Reno new business license submittal reviews.

TMWA will continue to implement and grow its Source Water Protection Program to ensure that the region has high quality groundwater and surface water supplies. One primary goal of the program for 2022 is to continue to collaborate with upstream entities to increase the pace and scale of forest health management projects to decrease the likelihood and impacts from large-scale wildfires in the headwaters. Additional 2022 program goals are listed in Attachment A.

**Attachments**

Attachment A: Source Water Protection Annual Summary 2021 Report



## SOURCE WATER PROTECTION PROGRAM - ANNUAL SUMMARY 2021

### PROGRAM OVERVIEW

TMWA has a robust Source Water Protection Program (SWPP) to improve and maintain regional drinking-water quality. A new component of TMWA's SWPP is the *2020 Integrated Source Water and 319(h) Watershed Protection Plan for Public Water Systems and the Truckee River in the Truckee Meadows (2020 Plan)*. The 2020 Plan revolves around an [online tool](#) developed by the community to identify and map source water protection areas (SWPAs) This mapping facilitates actions that preserve and improve the quality of the groundwater, lakes, rivers, springs, and streams that supply drinking water to the public.

The sections below describe elements implemented from the 2020 Plan and other key components of TMWA's SWPP.

### **IMPROVED NDEP SPILL REPORTS**

TMWA is notified by the Nevada Division of Environmental Protection (NDEP) when spills occur that could impact groundwater or surface water sources. TMWA has been working with NDEP and other agencies to improve the spill reporting process and ensure all entities are aware of SWPAs and response and notification protocols. Additionally, TMWA closely monitors ongoing and active spill release sites overseen by NDEP to prevent impacts to TMWA's water supply wells. TMWA reviewed 51 spill reports in 2021.

### **COLLABORATIVE PROJECTS TO IMPROVE SURFACE WATER QUALITY**

TMWA uses a range of strategies to protect the Truckee River watershed. Many of these programs were in place before the completion of the 2020 Plan and are now integrated into it. Firstly, TMWA is an active partner in the One Truckee River Partnership Council and a key implementation partner in the Truckee River Restroom Project. Secondly, TMWA works throughout the watershed by funding projects to maintain and improve water quality through the Truckee River Fund. Lastly, during 2021, TMWA increased collaboration with upstream stakeholders to improve forest management efforts and decrease the risk of wildfires that could impact source waters.

### **DEVELOPMENT PROJECT APPLICATION REVIEWS**

TMWA is notified of projects that are being reviewed by Washoe County's Planning and Building Division, City of Reno's Planning Commission, and Sparks Planning & Community Services Department. In addition to other internal TMWA reviews, these projects are now also evaluated for source water protection concerns. If concerns are noted, then comments are provided to the applicants via the agencies. TMWA reviewed 92 agendas and projects, and a small number of projects of concern were addressed through this process in 2021. Projects submitted as New Business Applications to TMWA that are located within the SWPAs are also reviewed for source water protection concerns. 53 projects were reviewed in 2021.

### **CENTRAL TRUCKEE MEADOWS REMEDIATION DISTRICT**

TMWA actively engages with the Central Truckee Meadows Remediation District to ensure groundwater remediation and PCE prevention activities continue to protect TMWA's water supply wells.

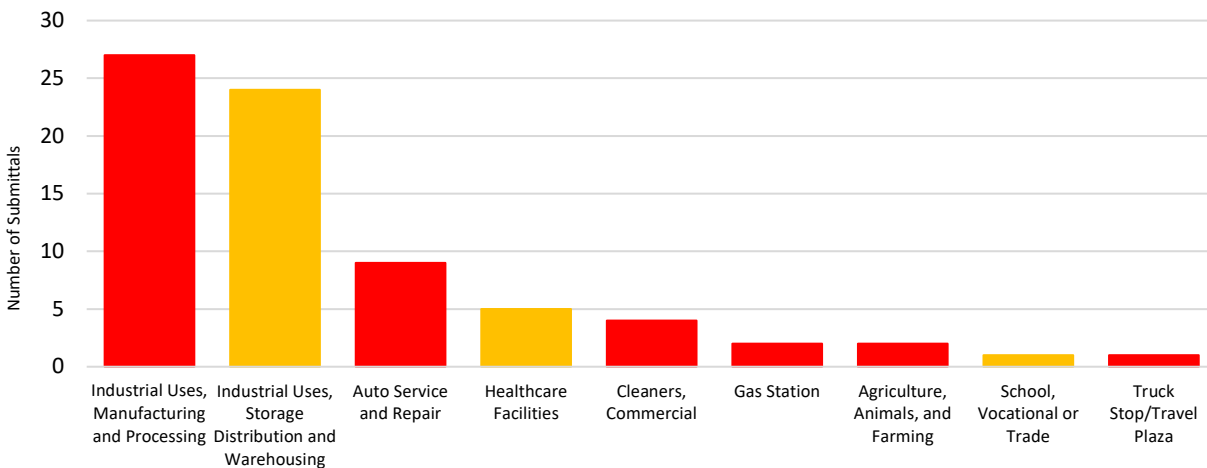
**CITY OF RENO NEW BUSINESS LICENSE SUBMITTALS**

One goal of the 2020 Plan was the implementation of development ordinances to protect source water. In 2020, the City of Reno amended their Title 18 Land Development Code to add a process for new businesses to notify TMWA if they fall within designated SWPAs. In March 2021, TMWA started receiving notifications through its online [portal](#).

TMWA is notified when new activities are planned within critical distances of sensitive water infrastructure (e.g., Truckee River, groundwater wells, etc.). This provides the opportunity for TMWA staff to educate those businesses about the location of drinking water sources and the SWPP. This cooperative process equips businesses with the information needed to take the measures required to help prevent future groundwater and surface water contamination.

TMWA received notifications from 75 business from mid-March 2021 through December 2021, and TMWA contacted 16 of those businesses. Businesses were contacted if they were located within a Critical SWPA and/or the business type was of particular concern for water quality. On the graph below, red indicates business types of the highest concern and yellow are of moderate concern. The attached maps show locations for projects submitted in 2021.

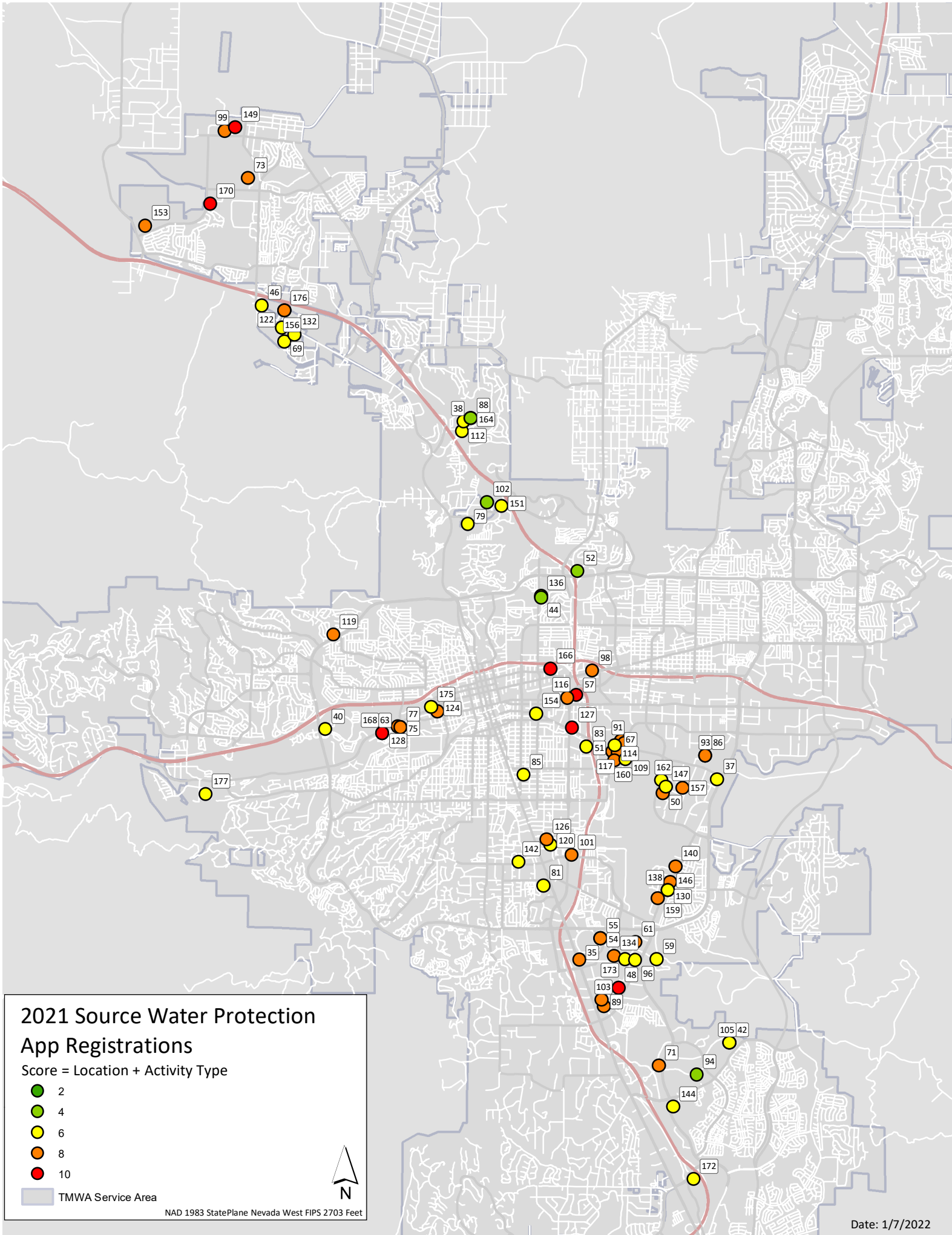
**2021 SOURCE WATER PROTECTION SUBMITTALS BY BUSINESS TYPE**



**2022 PROGRAM GOALS**

Key goals for TMWA’s Source Water Protection Program in 2022 include the following:

- Engage with Sparks and Washoe County to get source water protection notifications integrated into their business license submittal processes.
- Finalize spill response, notification, and reporting flowchart with NDEP and other local jurisdictions.
- Notify existing industrial businesses within the 5-year capture zones of TMWA’s production wells.
- Continue collaborating with upstream entities to increase the pace and scale of forest health management projects to decrease the likelihood of and impacts from large-scale wildfires in the headwaters.
- Install one additional public restroom as part of the Truckee River Restroom Project in collaboration with One Truckee River.
- Update Source Water Protection Areas with any changes (annually).



## 2021 Source Water Protection App Registrations

Score = Location + Activity Type

- 2
- 4
- 6
- 8
- 10

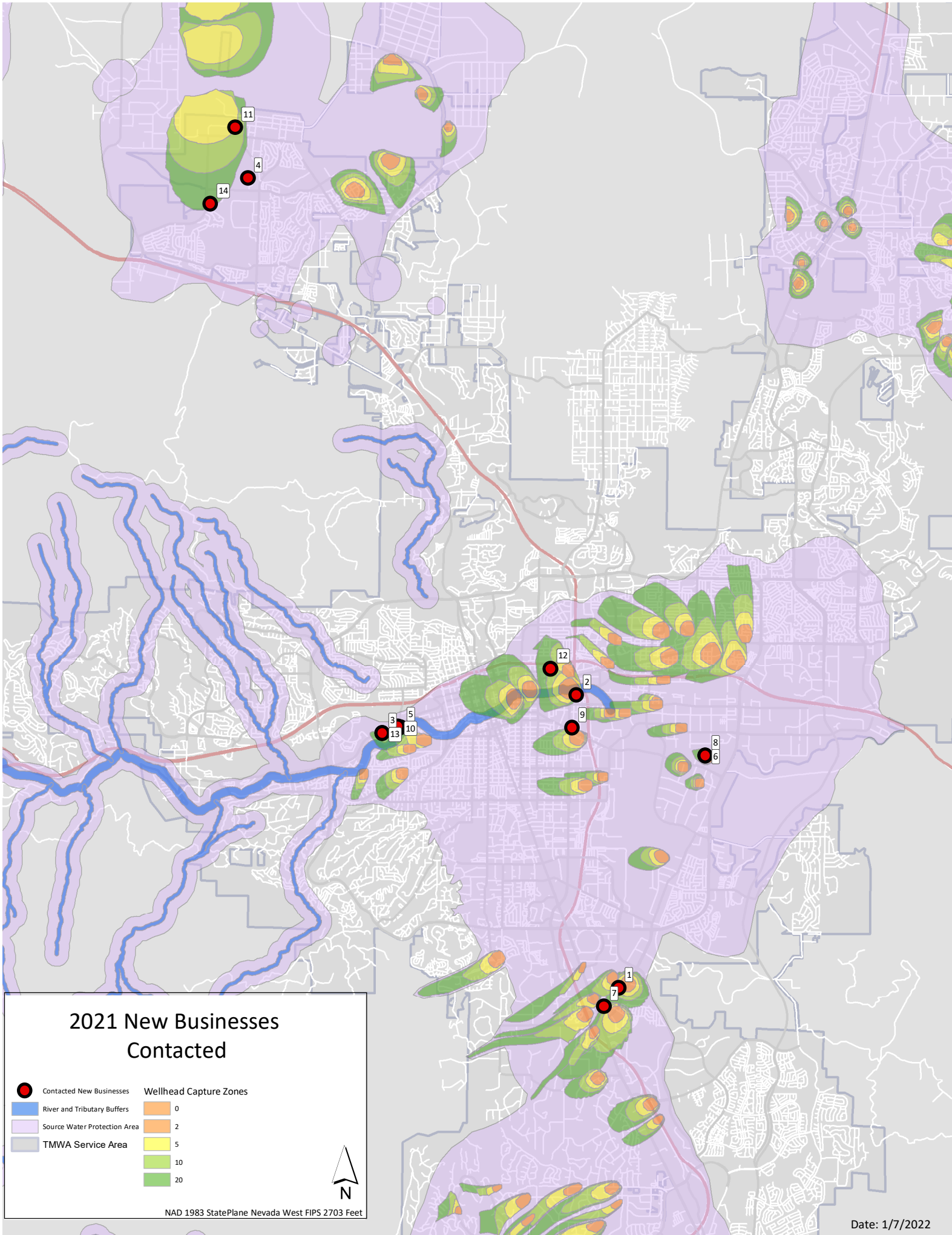
■ TMWA Service Area

NAD 1983 StatePlane Nevada West FIPS 2703 Feet












Date: 1/7/2022





## 2021 New Businesses Contacted

- |                                                                                   |                              |                                                                                     |    |
|-----------------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------------------|----|
|  | Contacted New Businesses     |  | 0  |
|  | River and Tributary Buffers  |  | 2  |
|  | Source Water Protection Area |  | 5  |
|  | TMWA Service Area            |  | 10 |
|                                                                                   |                              |  | 20 |



NAD 1983 StatePlane Nevada West FIPS 2703 Feet

Date: 1/7/2022





# Water Supply Update

Board of Directors Meeting

April 20, 2022



# Key Takeaways

- The Sierras experienced record low levels of ppt since the end of December when snowpack was in excess of 225% of normal
- January-March 2022 ending up being the driest 3-month period on record. The official NRCS April 01 snowpack measurement for the Truckee River Basin will go in the books @ 60% of normal this year
- Snowpack in the Truckee Basin is *currently* ~53% of normal, which is up noticeably from last week due to late season winter storms (which will improve river flows later this fall). More on the way
- Latest model runs are projecting normal Truckee River flows through mid-September (beyond TMWA's peak demand season)
- No drought storage required this year to meet customer demand

# 2022 NRCS Streamflow Runoff Forecast Summary

	Jan-01	Feb-01	Mar-01	Apr-01
1. Lake Tahoe (A-H) GCR	160% (1.90')	99% (1.30')	<b>76%</b> (0.90')	<b>46%</b> (0.55')
2. Truckee River @ Farad (A-J)	164% 370 KAF	116% 260 KAF	80% 180 KAF	56% 125 KAF
3. Projected Day of River Shortages	NA	NA	NA	9/17

# Truckee Basin Snowpack (04/19/2022)

## SNOW WATER EQUIVALENT IN TRUCKEE

Reset Range

[Link to data: CSV / JSON](#)

Station List



# Truckee Basin Snowpack (04/19/2022)

## SNOW WATER EQUIVALENT IN TRUCKEE

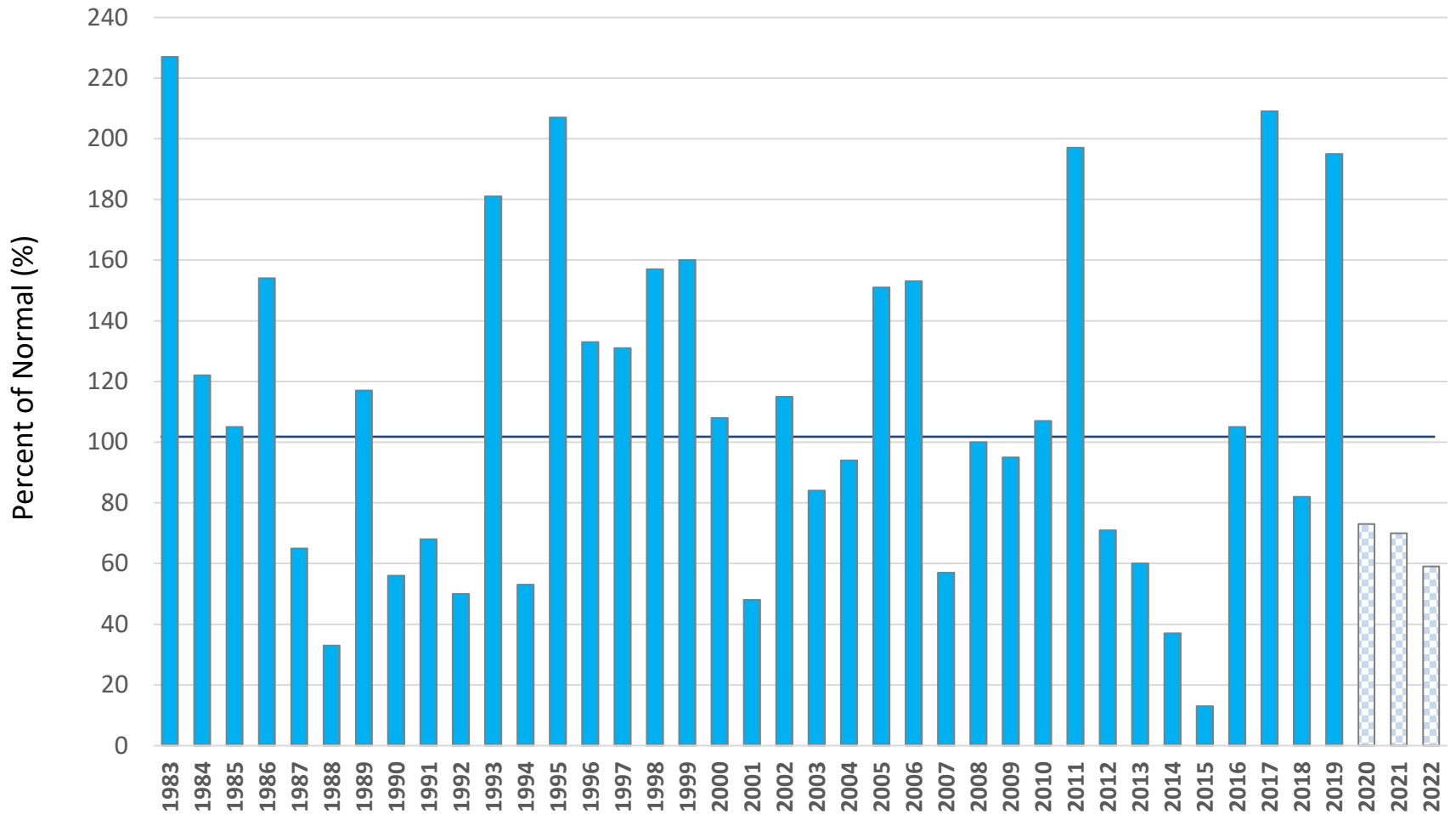
Reset Range

Link to data: CSV / JSON

Station List



# April 1 Truckee River Basin Snowpack (last 40 years)



## Apr 01 NRCS-CNRFC Coordinated Streamflow Forecasts

- Lake Tahoe Gates Closed Rise (GCR) - 1.19' median

**0.55' (46% normal)** - 50% COE (Apr-High)

0.25' (21% normal) - 70% COE (Apr-High)

0.10' (8% normal) - 95% COE (Apr-High)

- Truckee River at Farad, CA (A-J) - 225 KAF median

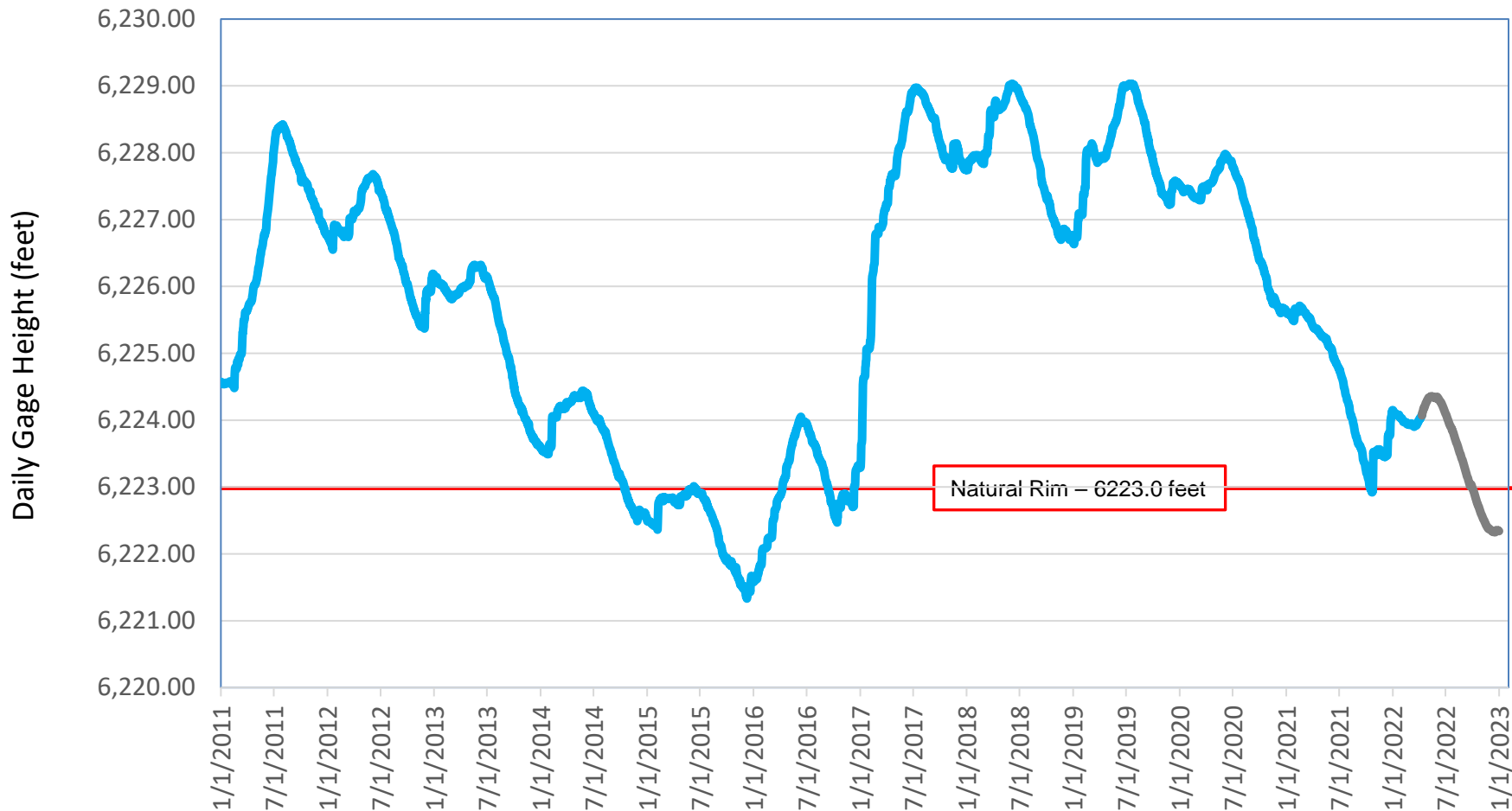
**125 KAF (56% normal)** - 50% COE (Apr-Jul)

104 KAF (46% normal) - 70% COE (Apr-Jul)

74 KAF (33% normal) - 95% COE (Apr-Jul)



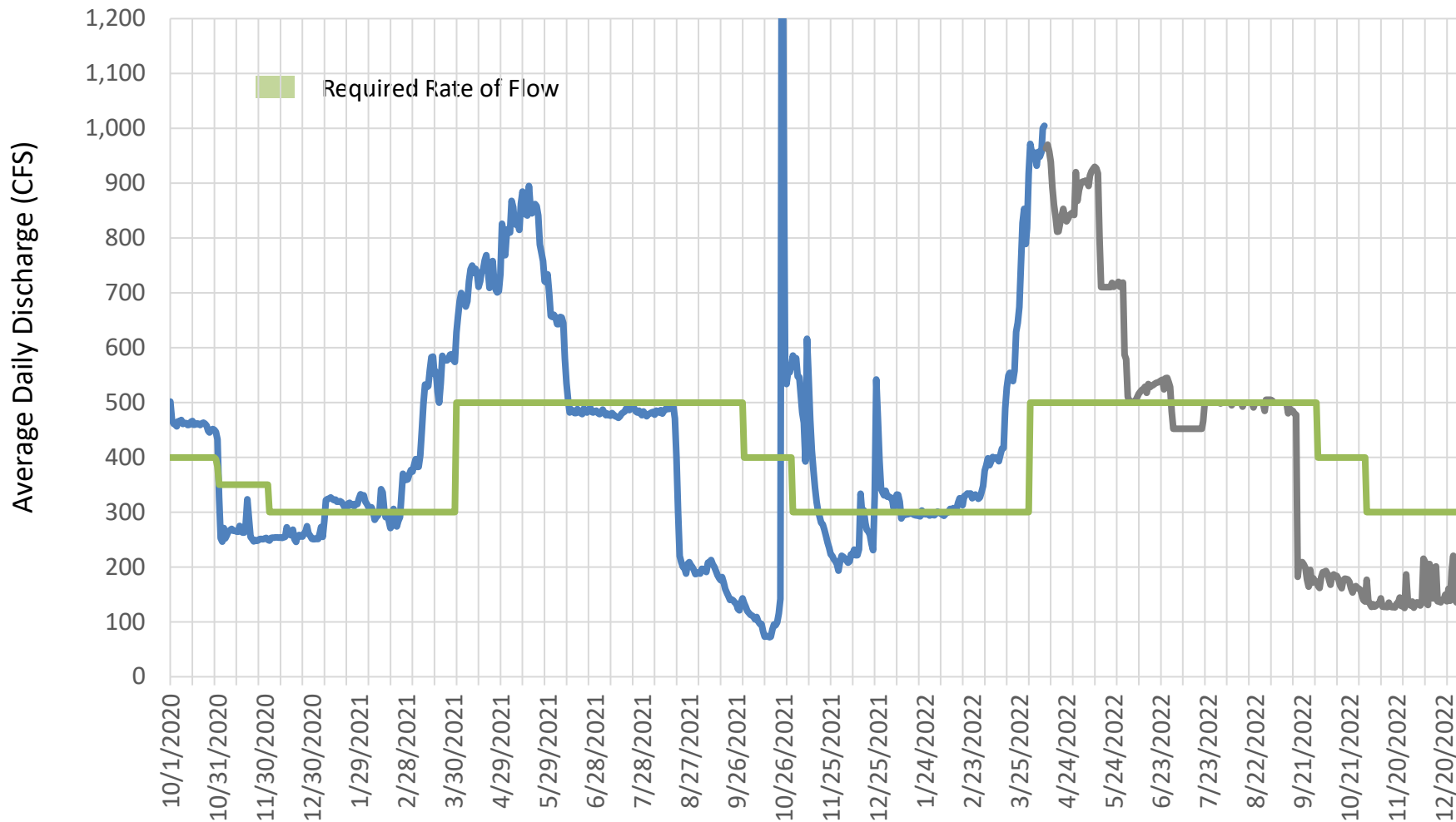
# Actual and Projected Lake Tahoe Elevation through 2022



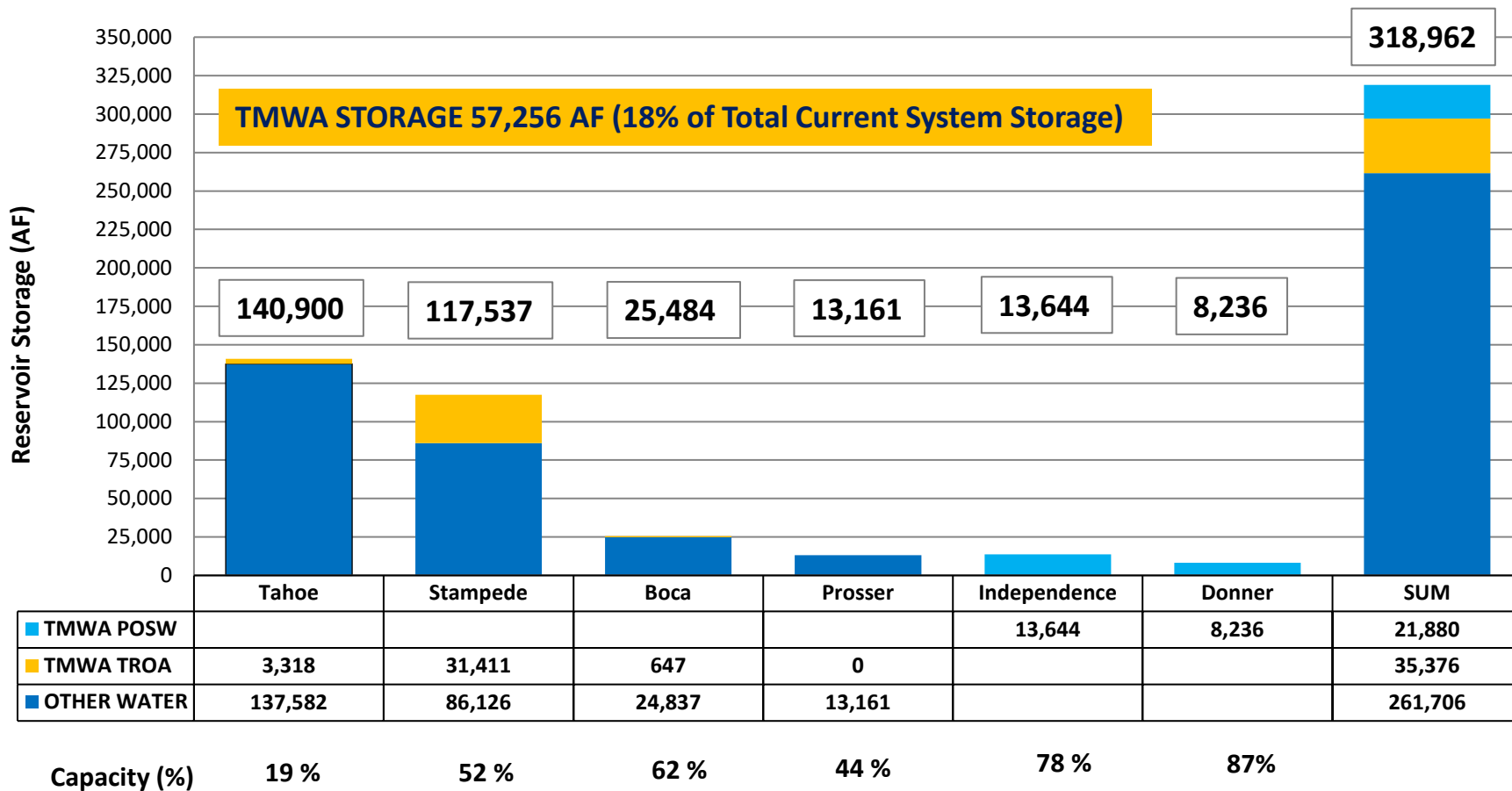
# Truckee River System



# Actual and Projected Truckee River Flow at Farad through 2022



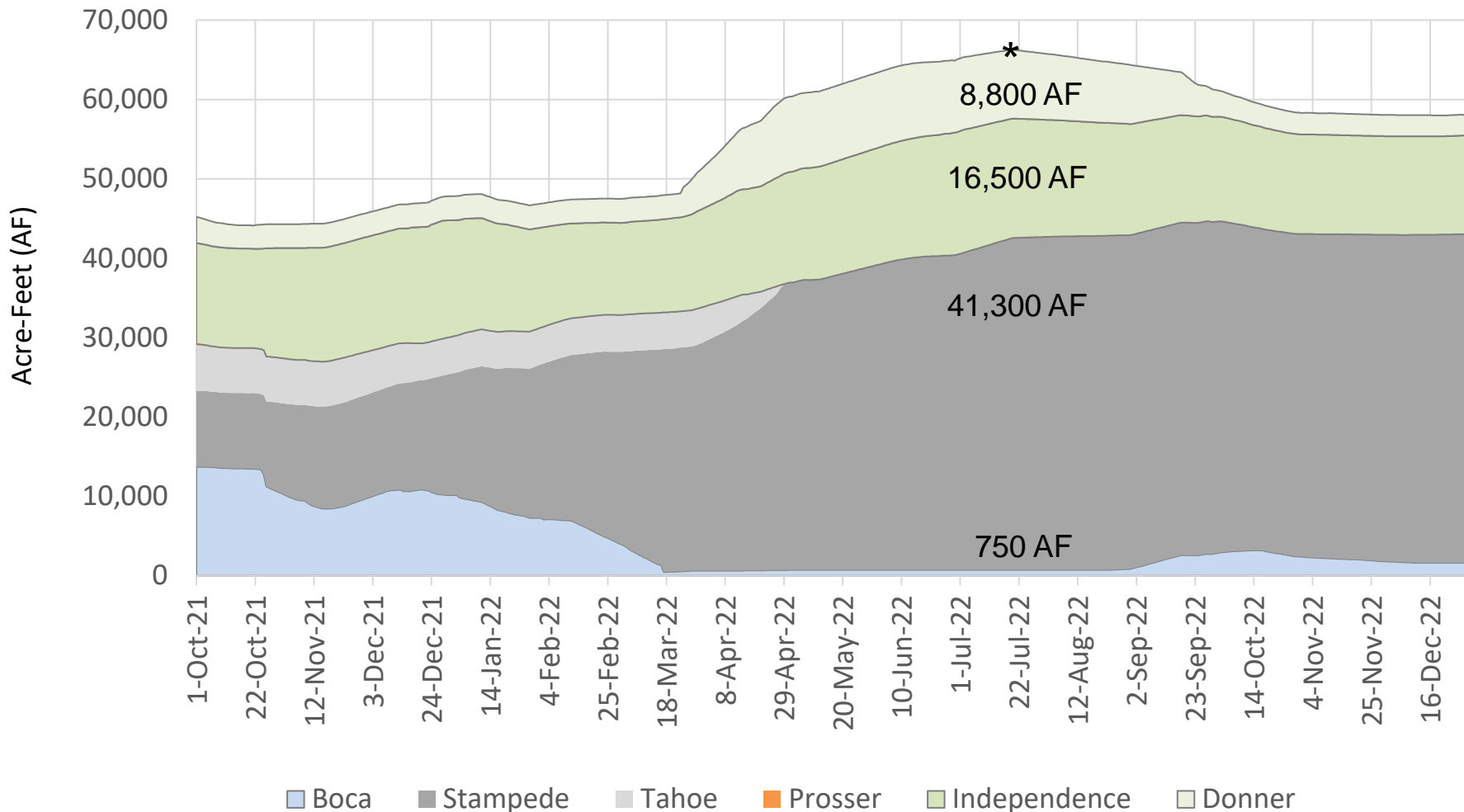
# Truckee River System Storage (4/19/2022)



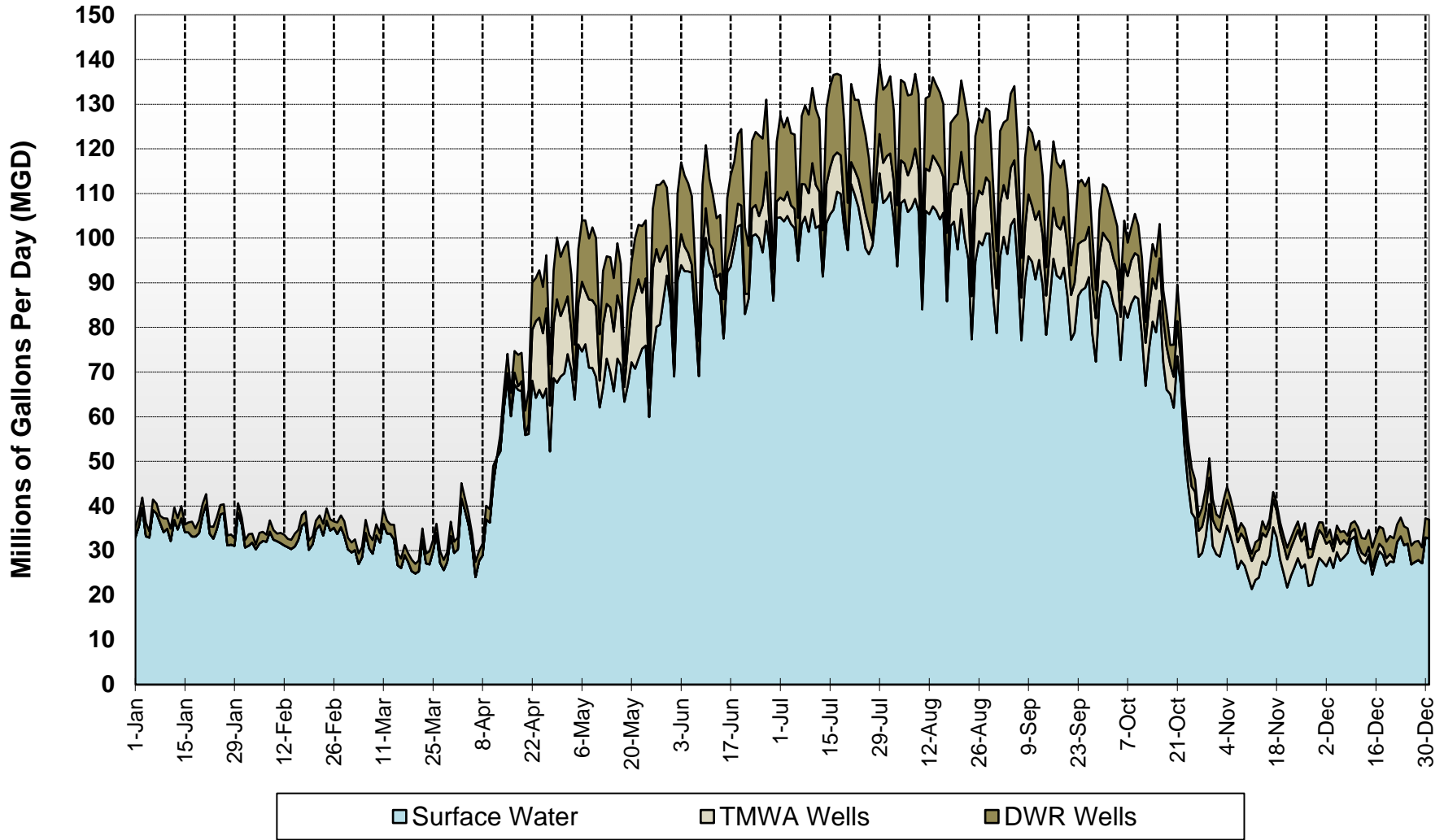
MAX SYSTEM CAPACITY 1,068,270 AF

CURRENT STORAGE 295,116 (28% Capacity)

# TMWA Storage (Actual and Projected) ~67,000 AF at Peak



# 2020 TMWA Actual Sources of Supply



# Thank you!

Questions?

Bill Hauck, Water Supply Supervisor  
Email: [bhauck@tmwa.com](mailto:bhauck@tmwa.com)  
O: (775) 834-8111 M: (775) 250-1333





## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Andy Gebhardt, Director, Distribution, Maintenance and Generation  
**DATE:** April 20, 2022  
**SUBJECT:** **Presentation on proposed Conservation, Communication and Outreach Plan for 2022, discussion and possible direction to staff**

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The following communication plan charts TMWA’s outreach to customers and community stakeholders in the coming year. It identifies message channels, tactics, timing, and potential collaborations that will be leveraged to meet TMWA’s conservation, water leadership, water quality, and customer experience objectives.

### Plan Highlights:

- *Advances conservation objectives with new programs to create more engagement with customers and the community.*
- *Recognizes common areas of outreach focus with other entities in the region for collaboration and/or message expansion.*
- *Features a forward-leaning approach to raise awareness about TMWA’s drought mitigation, through the creation of a Drought Resiliency Week in August.*
- *Proactively creates ways to increase awareness of complex topics through new workshops that, when appropriate, will be also delivered through a hybrid format of online/in-person participation.*

## Overview

The following is a broad communication framework for Truckee Meadows Water Authority. It structures TMWA activity, programs, and initiatives with outreach timing throughout the year. Message development is honed to resonate with target audiences with distribution through paid media, owned promotion, and earned placement.

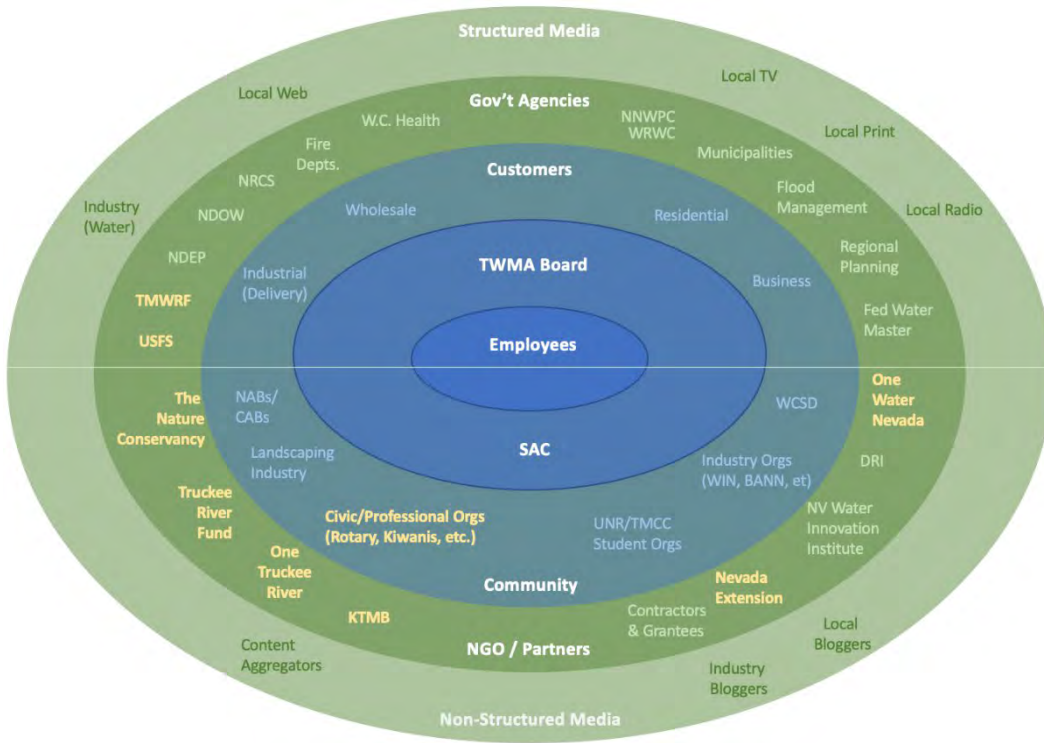
While TMWA’s paid, owned, and earned channels are broad-reaching and have been very effective, this year’s communication plan advances more collaboration with community organizations and entities who share water resource stewardship roles in the Truckee Meadows. In a fractured information landscape, this approach increases the saturation and redundancy of messaging that supports TMWA’s communication objectives.

The following communication pillars provide a way to identify message cross-over opportunities that may further TMWA’s collaboration efforts:

<b><u>Communication Pillars</u></b>	<b><u>TMWA Objectives <i>and Areas of Community Collaboration</i></u></b>
Water Quality	<p>Maintain widespread confidence about the high standards and rigor applied through TMWA’s water treatment processes.</p> <p><i>and</i></p> <p><i>Assist community agencies and non-profits in activities that support water quality of the Truckee River.</i></p>
Conservation	<p>Encourage smart water use, help ensure demand on the system is manageable and meets all conservation outreach requirements of the Truckee River Operating Agreement.</p> <p><i>and</i></p> <p><i>Support initiatives that educate and promote responsible water use and water efficient landscape design.</i></p>
Customer Experience	<p>Ensure customers understand their bill statements and receive service that maintains high satisfaction levels regarding their water service.</p> <p><i>and</i></p> <p><i>Leverage vendor capabilities and systems to deliver messages that are tailored and thereby more valuable to customers.</i></p>
Water Leadership	<p>Raise understanding about water resource management, resilient infrastructure systems and fiduciary stewardship.</p> <p><i>and</i></p> <p><i>Support messaging for initiatives and projects that benefit comprehensive regional water resource management to include watershed protection, stormwater-pollution prevention, and water reuse initiatives.</i></p>

**Stakeholders for Water-related Topics in Our Community**

An overview of TMWA most current stakeholder map. Those who TMWA is more likely to interact with or have common outreach objectives in 2022 are in yellow:



From this map, the matrix below identifies stakeholders based on level of current outreach activity that could align or overlap with TMWA’s objectives:

TMWA Engagement Matrix: Key Stakeholder Audiences in 2022		
+ ↑ Topic Cross-Over with TMWA ↓ -	<p><b><u>Moderately visible, could be highly relevant</u></b></p> <p><i>Natural Resources Conservation Service</i></p> <p><i>Truckee Meadows Regional Water Reclamation Facility</i></p> <p><i>Nevada Water Innovation Institute</i></p> <p><i>Desert Research Institute</i></p>	<p><b><u>Most visible or highly relevant</u></b></p> <p><i>OneWater Nevada</i></p> <p><i>One Truckee River</i></p> <p><i>The Nature Conservancy</i></p>
	<p><b><u>Topic-dependent, involved messaging when needed</u></b></p> <p><i>Washoe County Health Department</i></p> <p><i>NDEP</i></p> <p><i>WRWC/NNWPC</i></p> <p><i>Truckee Meadows Regional Planning Agency</i></p>	<p><b><u>Very visible, involved messaging when needed.</u></b></p> <p><i>US Forest Service</i></p> <p><i>Keep Truckee Meadows Beautiful</i></p> <p><i>Truckee Meadows Stormwater Permitting Committee</i></p>
	————— <b>Public Interest or Outreach Activity Levels</b> —————> +	

## **2022 Outreach Highlights**

New or updated programs for conservation and water leadership. See page 7 for full schedule.

**Campaign: Advanced Meter Onboarding**

**Apr 2022 – mid 2025 (est)**

A new crowd-sourced feature highlighting exceptional landscaping in TMWA’s monthly bill insert and in social posts.

**Program: Conservation Heroes**

**Apr – Sep**

A new crowd-sourced feature highlighting exceptional landscaping in TMWA’s monthly bill insert and in social posts.

**Workshops: Do-It-Yourself Irrigation Maintenance**

**Apr – May; Sept – Oct**

Helpful do-it-yourself sessions for customers to learn how to operate their irrigation systems and ensure water is not wasted.

**Presentations: Water Year in Review for Stakeholders and Media**   **Apr 22**

An informative in-person and on-line overview of snowpack, water storage, and water supply outlook for TMWA stakeholders, community leaders, and media.

**Presentation: Tahoe to Tap Panel\***

**May 4**

An overview of system resiliency and water quality for TMWA customers. Includes Q&A with TMWA’s experts.

**Tour: Community Leaders at Glendale Water Treatment Plant\***

**May 5**

A focused tour to address the connection between river water quality and drinking water quality, specifically for community influencers whose work centers around the river environment.

**Event: Smart About Water Day\***

**May 7**

The return of the annual event, free to the community to foster knowledge and understanding of water management and use in the Truckee Meadows.

**Campaign: Assigned Watering Days Promotion**

**May – Aug**

TMWA’s year-round conservation program is heavily promoted each summer. Includes a multi-channel campaign to help educate the community with paid, owned and earned media.

**Campaign: Drought Resiliency Week**

**Aug. 1-7**

Drought Resiliency Week will reinforce how TMWA’s approach to comprehensive resource management is addressing the challenges of drought, climate change, and growth in our region.

**Campaign: Cool-down Watering**

**Sept. – Oct.**

A conservation program to reduce watering in the fall, and an extension to promote the water-use diligence established by the summer’s Assigned Day Watering campaign.

**Program: Conservation Poster and Photo Contest**

**Launch this fall**

In coordination with existing educational partners, a conservation poster and photo contest will launch for area K-12 students in the 2022-2023 school year. Winners will be recognized in April.

\*American Water Works Association’s (AWWA) Drinking Water Week

## Conservation- An Important Component of Drought Mitigation

Currently, water supply projections anticipate that Floriston River Flow Rates will be maintained past Labor Day, meaning standard conservation measures will be applied this summer, although we have expanded our communication efforts this year in hopes to better reach a wider audience and further promote our message. We follow TMWA’s established water conservation policy, as represented in the graphic below and on page 53 of TMWA’s 2020-2040 Water Resource Plan (tmwa.com/planning).

With irrigation being the largest single source of water consumption, workshops will be hosted by TMWA during the spring, demonstrating how to keep irrigation systems leak-free.

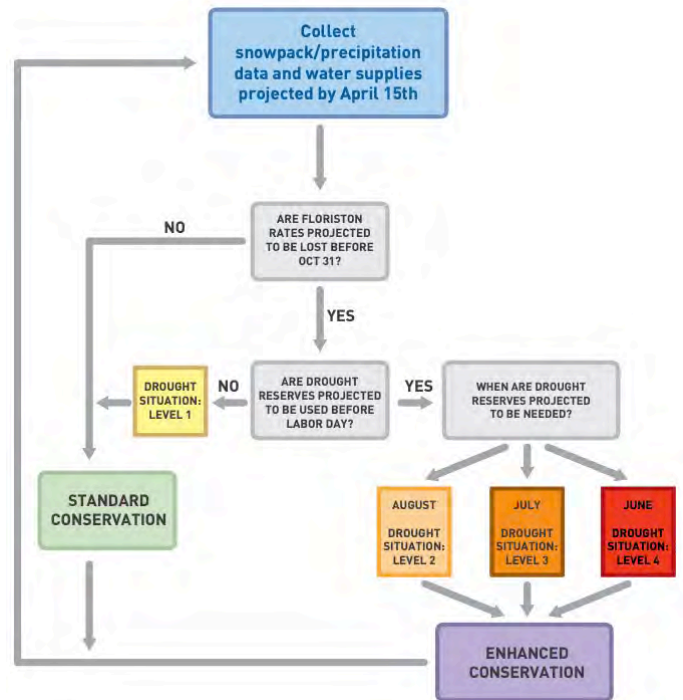
Then from Memorial Day to Labor Day, TMWA will deploy standard messaging for its annual Assigned Watering Days campaign through paid, earned, and owned media channels. This landscape irrigation program occurs every year and will again include a team of water watchers that will help educate and enforce requirements across TMWA’s service area.

Additionally, at the beginning of August, TMWA will launch Drought Resiliency Week. This effort will feature concentrated series of paid, owned, and earned outreach, utilizing community partner message channels wherever possible. Drought Resiliency Week will reinforce how TMWA’s approach to comprehensive resource management is addressing the challenges of drought, climate change, and growth in our region.

Active collaboration to promote any community-based efforts that benefit TMWA’s conservation goals is also underway. These include support of outreach efforts such as OneTruckeeRiver’s “River-friendly Landscaping Workshops” and the Nevada Extension’s “Qualified Water Efficient Landscaper Certification for Homeowners” course.

TMWA will continue to be active in schools by supporting conservation-focused K-12 curriculum through non-profit organizations such Envirolution (natural resource sustainability lessons and activity) and AM Conservation (water efficiency lesson plans with take-home conservation kits). Additionally, TMWA will launch a conservation poster and photo contest for area K-12 students in the 2022-2023 school year. Winners will be recognized in April and art will be leveraged as we enter into TMWA’s conservation campaign next summer.

Finally, TMWA will continue Assigned Watering Day and conservation messaging into the fall, after outdoor sprinkler-use restrictions end on Labor Day. After this point, the messaging will shift toward ‘cooling down’ systems as temperatures cool down, to help preserve drought reserves, if needed.





## Timing for Outreach and Campaigns

Cornerstone topics and timing of outreach can be found in the grey boxes below. The table shows how these topics nest with the ongoing tactics that support the four communication pillars.

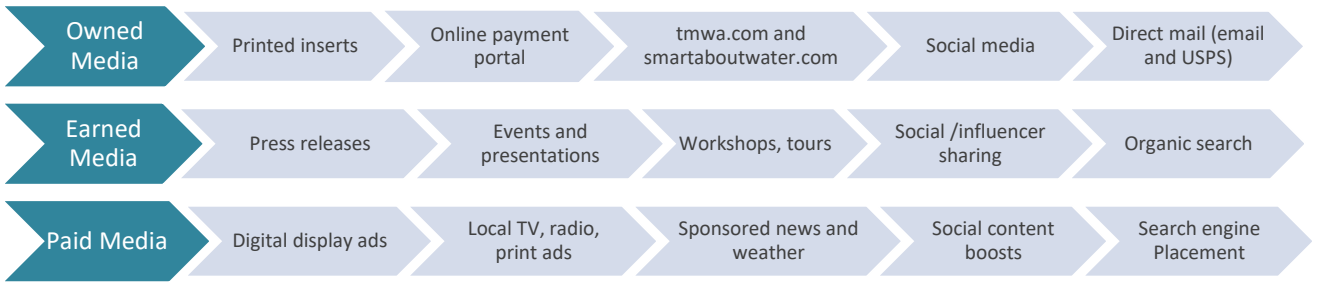


	Forecast of outreach activity	Communication Pillar-Reinforcement Messaging			
		Customer Experience	Water Quality	Water Conservation*	Water Leadership
Apr.	MEDIA/STAKEHOLDER PRESENTATIONS: Water Year Review			√	√
Apr.	OPINION EDITORIAL: Water Year in Review			√	√
Apr.	VIRTUAL WORKSHOPS: Irrigation System Start-Up	√		√	
Apr.	PROMOTION: Landscape Guide—Spring Planning			√	
May	TOUR: Community Leaders Water Quality Tour (Glendale)		√		√
May	PRESENTATION: Tahoe to Tap + Panel Discussion		√		√
May	EVENT: Smart About Water Day		√	√	√
May	CIVIC PRESENTATIONS: Water Year in Review			√	√
May	TOUR: Glendale Water Treatment Plant		√		
May	VIRTUAL WORKSHOP: Drip-System Maintenance	√		√	
May	CAMPAIGN: PHASE 1 Assigned Day Watering Days	√		√	
June	CAMPAIGN: PHASE 1 Assigned Day Watering Days	√		√	
June	WORKSHOPS: Irrigation	√		√	
July	CAMPAIGN: Water Quality Is Clear	√	√		
July	PROMOTION: Water Quality Report Release	√	√		
July	CAMPAIGN: PHASE 2 Water Resource Management	√	√	√	√
Aug.	CAMPAIGN: Drought Resiliency Week			√	√
Aug.	TOUR: TMWA Hydroelectric Plant*	√			√
Aug.	TOUR: Valley Wood Park w/Edible Native Plants*			√	
Sep.	TOUR: Chalk Bluff Water Treatment Plant*		√		
Sep.	CONTEST: K-12 Conservation Art Contests				
Sep.	CAMPAIGN: PHASE 3 Cool Down / Reduce Watering			√	
Sep.	PROMOTION: Landscape Guide—Fall Planting			√	
Oct.	PROMOTION: Popular Annual Financial Report				√
Oct.	CAMPAIGN: Cool Down / Reduce Watering	√		√	
Oct.	WORKSHOP: Winterization*	√		√	
Nov.	PROMOTION: Project Spotlights and Utility Awards	√	√	√	√
Nov.	PROMOTION: Truckee River Fund Project Updates		√	√	√
Mar.	CONTEST: Conservation Contest Awards Announced			√	

\* Advanced Meter Onboarding will be a monthly targeted outreach campaign that will be on-going until all meters are upgraded, which will be approximately three years. The outreach will focus on promoting the utility of signing up for an online account with TMWA to gain access to water use data.

## Communication Channels Inventory

The following identifies accessible communication tactics by channel, followed by details regarding reach and frequency for each:



### ***Billing Inserts, Envelope Backers, and Buck Slips***

- Audience: Customers, can also apply target or exclusion audience rules
- Reach: 133k households/businesses
- Frequency: Monthly
- Distribution: With bill statements
- Content:
  - + Quick spotlight on key topics
  - + Reinforcing call to action when needed (e.g., start of 3x-per-week watering)

### ***Quality.Delivered eNewsletter***

- Audience: Customers
- Reach: 115,518 subscribed emails
- Frequency: Monthly
- Distribution: Email and online
- Content:
  - + Updates and explanations on snowpack, water storage, and water supply
  - + Notices about upcoming workshops
  - + Notification of water quality reports
  - + Updates on large-scale projects and improvements
  - + Tips on conservation and lowering bills
  - + In-depth topic education and/or analysis when needed
  - + Pertinent community news or partner announcements
  - + Assigned-day watering reminders

### ***www.tmwa.com***

- Audience: Customers
- Reach: 24.4k visitors per month
- Frequency: Monthly
- Distribution: Internet



- Content:
- + Organizational information
  - + Customer service and billing
  - + Business and development information
  - + Water quality
  - + Conservation messaging
  - + Promotion for workshops and tours
  - + Planning
  - + Links to educational or informational content

***TMWA Online (Web payment portal)***

- Audience: Customers
- Reach: 17,414
- Frequency: Monthly
- Distribution: Web (Promotion to increase online accounts is ongoing via statements and inserts.)
- Content:
- + Quick spotlight on key topics
  - + Banner ads to reinforce call to action when needed (e.g., assigned day watering)

***From the Source Newsletter***

- Audience: Employees
- Frequency: Monthly
- Reach: Approx. 230 employees
- Distribution: Email
- Content:
- + Updates from board of directors meeting
  - + Spotlight from a mid-level-manager perspective on interesting projects or service calls
  - + Employee milestones section to announce upcoming retirements, promotions, or other types of warranted recognition

***TMWA Facebook and Twitter Pages***

- Audience: Community
- Reach: 4,365 followers (Facebook), 2,584 followers (Twitter), 1,781 followers (Instagram)
- Frequency: Weekdays
- Distribution: Followers and broader membership populations
- Content:
- + Conservation messaging
  - + Promotion for workshops and tours
  - + Links to educational or informational content
  - + Promotion of TMWA and community partner events
  - + Employee highlights

***YouTube Channel***

Audience: Community  
Reach: 257 subscribers  
Frequency: Topic dependent, current overall tally 110,800+ views  
Distribution: Social media, newsletters, TMWA websites, bill inserts  
Video Content: + Do-it-yourself home water system repairs  
+ Spotlight on major infrastructure accomplishments  
+ In-depth analysis of key topics or relevant historical perspectives  
+ Conservation program awareness

***Smart About Water Website***

Audience: Community  
Frequency: Updated with summer campaign  
Distribution: n/a  
Content: + Content to understand water-resource management in the Truckee Meadows  
+ External link source to funnel views to TMWA.com or other partner websites  
+ Up-to-date information about river flows, storage capacity, production stats, etc.  
+ Support for summer conservation campaign



## STAFF REPORT

**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** John Enloe, Director, Natural Resources  
John Zimmerman, Assistant General Manager  
**DATE:** April 20, 2022  
**SUBJECT:** **Informational report regarding Fish Springs Ranch agreements and status**

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At the February Board meeting Member Brekhus requested an informational item describing the Fish Springs Ranch water resource agreements.

### *Fish Springs*

Fish Springs Ranch overlies the Nevada portion of the Honey Lake groundwater basin. The Fish Springs Ranch system includes six production wells, numerous monitoring wells, three storage tanks, a booster pump station, and approximately 40 miles of pipeline. Washoe County and Fish Springs Ranch, LLC entered into a Water Banking Trust Agreement dated February 28, 2006, an Infrastructure Dedication Agreement dated October 7, 2007, and a License Agreement dated July 22, 2008. These contracts were assigned to, and assumed by, TMWA on December 31, 2014.

### *Water Rights Banking Agreement*

Under the Banking Agreement, TMWA holds record title to Fish Springs Ranch's groundwater rights. The rights are held in trust for Fish Springs Ranch for commitment to future municipal use within TMWA's service area. TMWA currently allows the rights to be committed to projects in the North Valleys (TMWA Charge Area 10). Accordingly, when a new development seeks water service from TMWA in these areas and lacks acceptable water rights for dedication, they can obtain a will-serve commitment from TMWA by paying Fish Springs Ranch for the right to use the groundwater rights to support the commitment. After the groundwater rights are committed, they are no longer subject to the Banking Agreement and instead are dedicated for the project purpose. An accounting of the amount of Fish Springs Ranch water resources sold and committed to projects is provided to the Board monthly.

Fish Springs Ranch, LLC sets the price of its groundwater rights and includes the cost of the water infrastructure costs associated with those rights. Because the water infrastructure cost is part of that price, and TMWA did not incur additional infrastructure costs associated with delivery of this water, TMWA does not charge certain Water System Facility Charges (Supply and Treatment Facility Unit Cost or Storage Facility Unit Cost) to projects that use the rights.

The Banking Agreement may be terminated by mutual agreement or when all the groundwater rights have been committed to TMWA municipal service. Until the rights are committed, TMWA may use them for general temporary purposes including recharge and conjunctive use.

***Infrastructure Dedication Agreement***

Under the Dedication Agreement, TMWA accepted ownership of Fish Springs water infrastructure necessary to deliver Fish Springs groundwater to the so-called Terminal Tank in the North Valleys. Fish Springs reserved system capacity and the price of that capacity is part of the above-described water right price. Like the Banking Agreement, the Dedication Agreement allows TMWA to use any unused capacity for general temporary purposes. TMWA is responsible for the day-to-day operation, maintenance, and repair of the water infrastructure and compliance with all legal requirements. As described above, the Dedication Agreement prohibits TMWA from recovering from new development the construction cost of the water infrastructure.

***Pyramid Lake Paiute Tribe Settlement Agreement***

The Pyramid Lake Paiute Tribe initially objected to the Fish Springs importation project and asserted it would harm the resources of the reservation and injure its water rights. The Tribe settled its claims with Fish Springs Ranch under a congressionally-approved settlement agreement. Under the settlement agreement, Fish Springs Ranch paid the Tribe \$7.2M, conveyed 6,214 acres of land near the reservation to the Tribe, and agreed to implement a water resource monitoring and management agreement. Additionally, Fish Springs Ranch agreed to pay the Tribe 12% of the gross sales price for each acre-foot sold over 8,000 acre-feet. In exchange, the Tribe agreed that Fish Springs Ranch has the right to use the groundwater rights for any purpose and at any location allowed by the State Engineer without objection by the Tribe and to take any action deemed necessary by Fish Springs Ranch for the appropriate management of the rights.

***No Changes to the Fish Springs Agreements are Necessary***

Member Brekhus asked whether the Fish Springs agreements should be amended. Currently staff do not recommend any changes to the agreements. Under the agreements, Fish Springs Ranch has irrevocably banked the groundwater rights with TMWA for future municipal use within its service area. These rights are part of TMWA's portfolio needed to meet future growth and development in the Truckee Meadows. Based on the per acre-foot value provided by Fish Springs Ranch for the Water Resource Purchase Agreement the Board approved in February, the total value of the system would be well over \$200 million. Staff believes TMWA should not assume the carrying costs and financial burden to acquire the rights and capacity because the existing agreements provide TMWA benefits and flexibility. TMWA owns, operates, and maintains the infrastructure; may use the uncommitted water rights and capacity for general temporary purposes including recharge and conjunctive use; and the water rights and capacity are to be used for service by TMWA within its service area.



## STAFF REPORT

**TO:** Board of Directors  
**FROM:** Mark Foree, General Manager  
**DATE:** April 13, 2022  
**SUBJECT:** General Manager's Report

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Attached please find the written reports from the Management team including the Operations Report (*Attachment A*), the Water Resource and the Annexation Activity Report (*Attachment B*), and the Customer Services Report (*Attachment C*).

Included in your agenda packet are press clippings from March 11, 2022 through April 13, 2022.

***Staging Area Request:***

At the March Board meeting Member Brekhus requested all future General Manager's reports include an outline of where TMWA has staging operations for construction. The type of projects that require staging are conducted by TMWA contractors through competitive bidding and they are solely responsible for obtaining any consent and permitting from the appropriate jurisdiction for staging (including grading, dust control, and environmental clearances). Because the permitting for staging areas applies to all public works projects in the region and are permitted by the local jurisdictions, it may be more efficient to obtain the requested outline from the permitting jurisdictions.



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Scott Estes, Director of Engineering  
**BY:** Bill Hauck, Water Supply Supervisor  
**DATE:** April 11, 2022  
**SUBJECT:** April 2022 Operations Report

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### SUMMARY

- March was our third significantly dry month in a row
- Since the start of the new year snowpack levels have fallen off significantly. Snow water equivalent is now 44% of normal in the Truckee River Basin
- The water supply outlook for the region could be better, as it is now abundantly clear that we are in our third straight drought year. Normal river flows can be expected through the middle of September however, which is positive news. Drought reserves will still likely be required to meet customer demand after that point for a brief period of time.
- By mid-summer TMWA will have more drought reserves in storage than ever before to help augment river flows this fall as needed to meet customer demand
- Lake Tahoe storage is at 18% of capacity, and the elevation is 1.11' above the rim
- Combined total upstream reservoir storage is about 29% of maximum capacity
- Customer demand averaged 76 MGD over the first full week of April
- Hydroelectric revenue for March was \$341,031

### **(A) Water Supply**

- **River Flows** - Truckee River flow at the CA/NV state line was approximately 950 cubic feet per second (CFS) this morning. This is slightly above normal as the 113-year median flow for this day at Farad is 878 CFS.
- **Snowpack** - After more than 3 months of dry conditions in the Sierra with no meaningful snowstorms, the once tremendous start to the snowpack season (>200% normal) ultimately gave way to significantly below normal conditions by April 1<sup>st</sup> (60% of normal). Snowpack which has been melting off for several weeks now, is now just 44% of normal this morning in the Truckee Basin.
- **Outlook** - With no winter storms to speak of in over three months and an early spring melt, the runoff forecast has continued to deteriorate. Projections for streamflow runoff

this spring are now 56% of normal in the Truckee Basin. Normal Truckee River flows at the CA/NV state line are projected through the middle of September or so. As customer demands will still be high, releases from TMWA's upstream reserves will likely be required to augment Truckee River flows in order to meet the needs of our water customers. While the snowpack season ended on a sour note once again, the weather forecast for the Sierra over the next seven days is promising in terms of precipitation and could provide an outside shot at improving this most recent water supply outlook.

- **Reservoir Storage** - Overall Truckee River reservoir storage is ~29% of capacity. The elevation of Lake Tahoe is 6224.11 feet. Storage values for each reservoir as of April 11<sup>th</sup> are as follows:

<b>Reservoir</b>	<b>Current Storage (Acre-Feet)</b>	<b>% Capacity (Percent)</b>
Tahoe	134,800	18%
Boca	26,119	64%
Stampede	116,230	51%
Prosser	12,449	42%
Donner	7,273	77%
Independence	13,279	76%

In addition to approximately 20,552 acre-feet of storage between Donner and Independence reservoirs, TMWA has about 35,168 acre-feet of water stored between Lake Tahoe, and Boca and Stampede reservoirs under the terms of TROA. TMWA's total combined upstream reservoir storage is approximately 55,720 acre-feet (as of April 11th).

## **(B) Water Production**

- **Demand** - TMWA's customer demand averaged 76 million gallons per day (MGD) the first full week of April. Overall, surface water made up ~86% of our supply and groundwater the other 14%.

## **(C) Hydro Production**

**Generation** - Truckee River flows at Farad (CA/NV state line) for the month of March averaged 549 CFS. The Washoe plant was on-line all 31 days and 100% available. Both the Fleish and Verdi plants were also on-line for 31 days and 100% available.

Statistics for the month are as follows:

<b>Plant</b>	<b>Generation Days</b>	<b>% Availability</b>	<b>Generation (Megawatt Hours)</b>	<b>Revenue (Dollars)</b>	<b>Revenue (Dollars/Day)</b>
Fleish	31	100%	1,838	\$138,616	\$4,471
Verdi	31	100%	1,553	\$116,048	\$3,743
Washoe	31	100%	1,143	\$86,367	\$2,786
<b>Totals</b>	<b>93</b>	<b>-</b>	<b>4,534</b>	<b>\$341,031</b>	<b>-</b>





## STAFF REPORT

**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** Stefanie Morris, Manager, Water Resources  
**DATE:** April 11, 2022  
**SUBJECT:** Report Water Resources and Annexation Activity

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### RULE 7

Rule 7 water resource purchases and will-serve commitment sales against purchased water resources through this reporting period:

Beginning Balance		3,175.43 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	- 38.57 AF	
Adjustments	0.00 AF	
Ending Balance		3,136.86 AF

Price per acre foot at report date: \$7,700

### FISH SPRINGS RANCH, LLC GROUNDWATER RESOURCES

Through the merger of Washoe County's water utility, TMWA assumed a Water Banking and Trust Agreement with Fish Springs Ranch, LLC, a subsidiary of Vidler. Under the Agreement, TMWA holds record title to the groundwater rights for the benefit of Fish Springs. Fish Springs may sell and assign its interest in these groundwater rights to third parties for dedication to TMWA for a will-serve commitment in Areas where TMWA can deliver groundwater from the Fish Springs groundwater basin. Currently, TMWA can deliver Fish Springs groundwater to Area 10 only (Stead-Silver Lake-Lemmon Valley). The following is a summary of Fish Springs' resources.

Beginning Balance		7,611.45 AF
Committed water rights	- 0.00 AF	
Ending Balance		7,611.45 AF

Price per acre foot at report date: \$43,575 (for SFR and MFR); \$37,800 (for all other services)<sup>1</sup>

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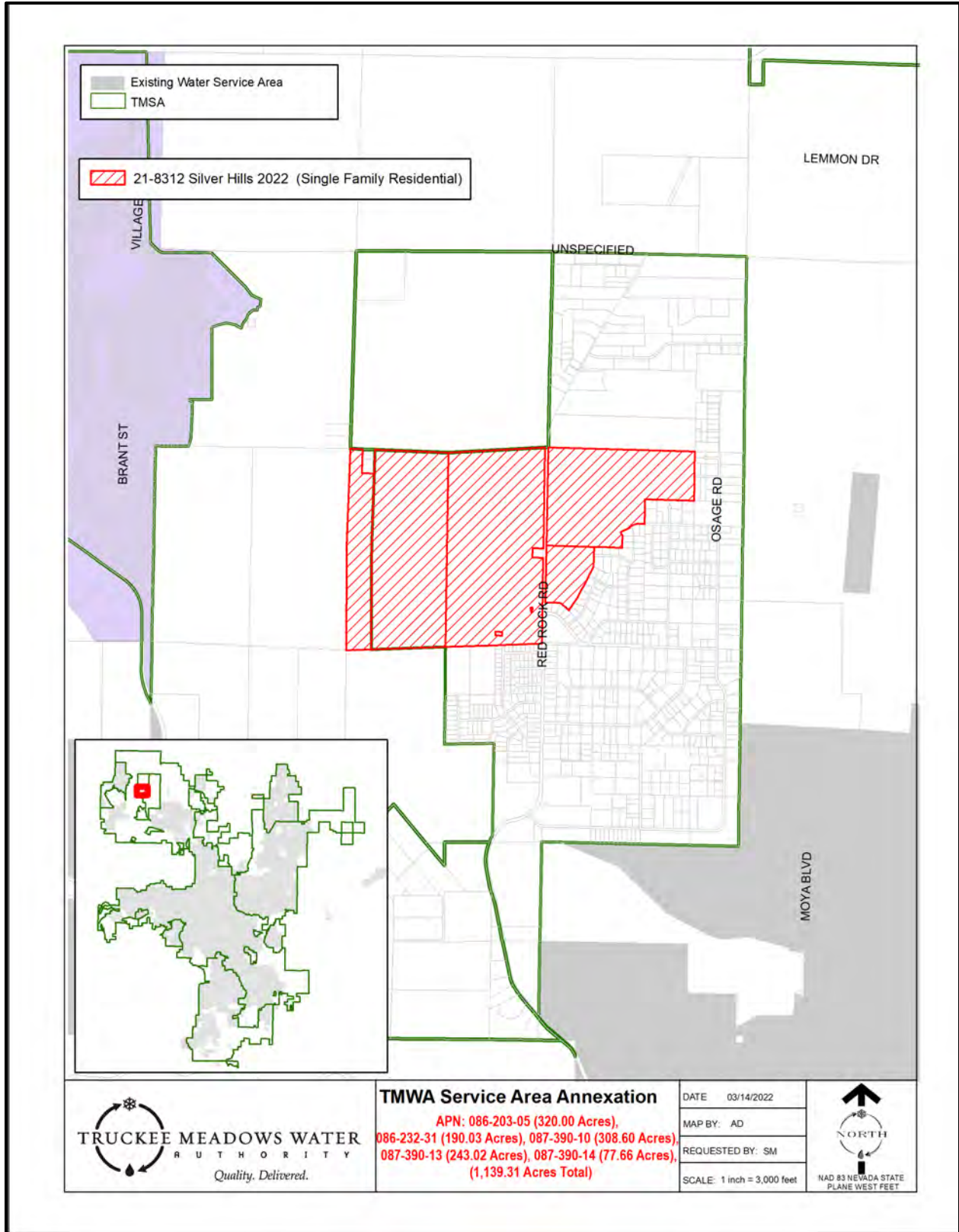
<sup>1</sup> Price reflects avoided cost of Truckee River water right related fees and TMWA Supply & Treatment WSF charge.

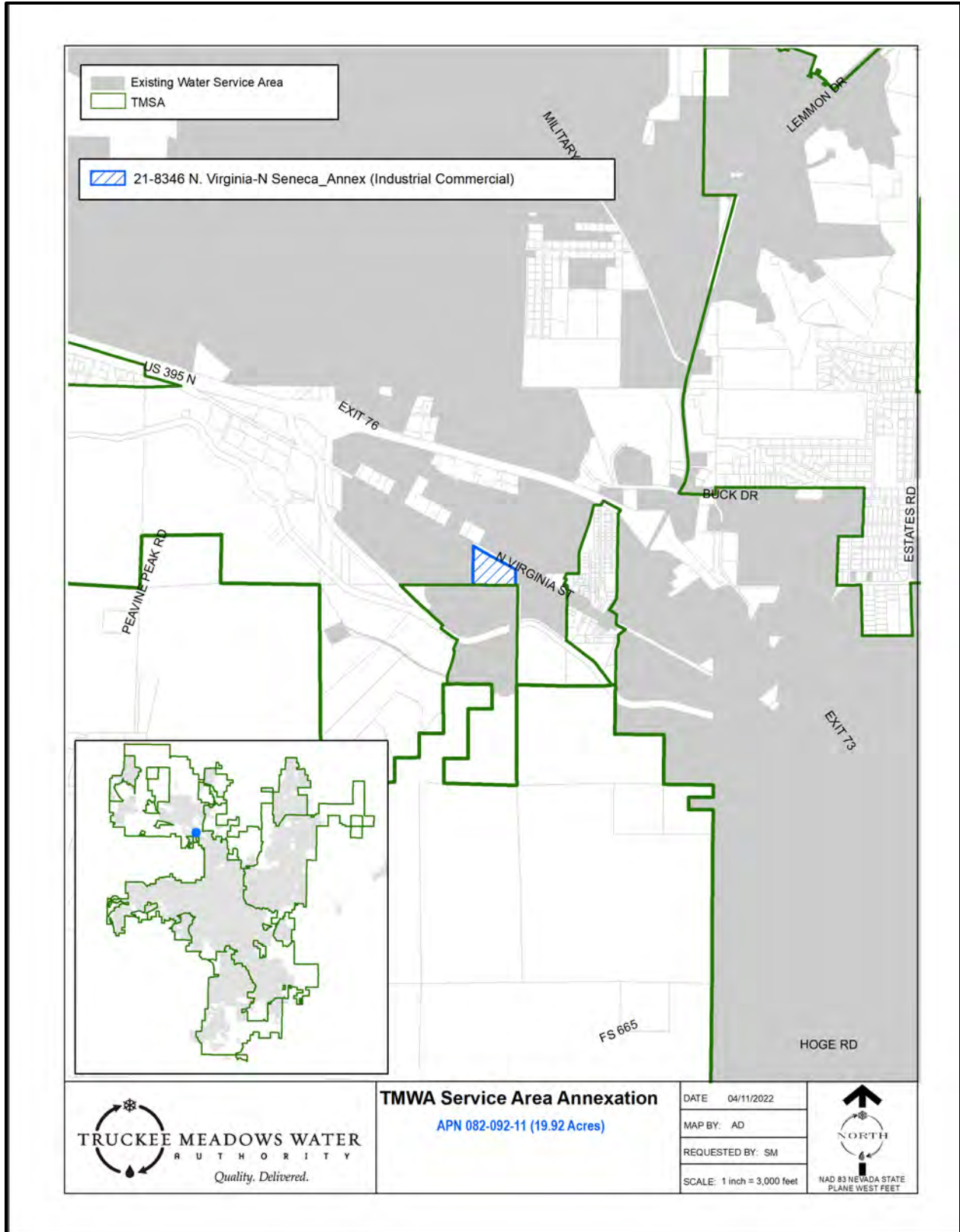
**WATER SERVICE AREA ANNEXATIONS**

Since the date of the last report, 1,159.23 acres have been annexed into TMWA's service area. (See attachments.)

**INTERRUPTIBLE LARGE VOLUME NON-POTABLE SERVICE**

No new ILVNPS customers have been added during this reporting period.





**TMWA Service Area Annexation**  
**APN 082-092-11 (19.92 Acres)**

DATE	04/11/2022
MAP BY:	AD
REQUESTED BY:	SM
SCALE:	1 inch = 3,000 feet





## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Marci Westlake, Manager Customer Service  
**DATE:** April 13, 2022  
**SUBJECT:** **March Customer Service Report**

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The following is a summary of Customer Service activity for March 2022.

### **Ombudsman**

- No calls for March

### **Communications**

- Lydia Teel had a presentation at the WateReuse Symposium for Partnering for Impact-OneWater and 50 people attended.
- Lydia Teel had a presentation at the WateReuse Symposium for Carbon Based Advanced Treatment and 30 people attended.
- Kara Steeland presented to Signature Title regarding Water Resources in the Truckee Meadows and 12 people attended.

### **Conservation (2021 Calendar year)**

- 72 Water Watcher Contacts
- 297 Water Usage Reviews

### **Customer Calls –March**

- 7,223 phone calls handled
- Average handling time 4 minutes, 49 seconds per call.
- Average speed of answer – :22 seconds per call.

### **Billing – March**

- 136,009 bills issued.
- N/A (0.00%) corrected bills.
- 17,462 customers (13%) have signed up for paperless billing to date.

**Remittance – March**

- 21,131 Mailed-in payments
- 26,763 Electronic payments
- 52,953 Payments via AutoPay (EFT)
- 19,931 One-time bank account payments
- 145 Store payments
- 421 Pay by Text
- 4,806 IVR Payments
- 1,022 Reno office Payments
- 22 Kiosk Payments

**Collections – March**

- 14,741 accounts received a late charge
- 2,317 Mailed delinquent notices, 0.01% of accounts
- 942 accounts eligible for disconnect
- 723 accounts were disconnected (including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- .26 % write-off to revenue

**Meter Statistics – Fiscal Year to Date**

- 0 Meter retrofits completed
- 6,121 Meter exchanges completed
- 1,596 New business meter sets completed
- 134,234 Meters currently installed