



TRUCKEE MEADOWS WATER AUTHORITY
Board of Directors

AGENDA

Wednesday, April 19, 2023 at 10:00 a.m.
Sparks Council Chambers, 745 4th Street, Sparks, NV

TMWA BOARD

Vice Chair Kristopher Dahir Devon Reese
Paul Anderson Alexis Hill
Jenny Brekhus Naomi Duerr

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) 834-0251 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 15, 2023 meeting of the TMWA Board of Directors (**For Possible Action**)

¹The 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.

7. Discussion and possible action, and direction to staff regarding 2023 legislative activities, current bills, and TMWA recommended positions on legislative proposals — Stefanie Morris and Leo Drozdoff (**For Possible Action**)
8. Water Supply Update — Bill Hauck*
9. Presentation on proposed Conservation, Communications and Outreach Plan for 2023, discussion and possible direction to staff — Robert Charpentier and Cammy Elquist LoRe, GoodStanding (**For Possible Action**)
10. General Manager's Report*
11. Public comment — limited to no more than three minutes per speaker*
12. Board comments and requests for future agenda items*
13. Adjournment (**For Possible Action**)

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TRUCKEE MEADOWS WATER AUTHORITY
DRAFT MINUTES OF THE MARCH 15, 2023
MEETING OF THE BOARD OF DIRECTORS

The Board of Directors met on Wednesday, March 15, 2023 at Sparks Council Chambers. Vice Chair Dahir called the meeting to order at 10:04 a.m.

1. ROLL CALL

Directors Present: Paul Anderson, Jenny Brekhus, Kristopher Dahir, Naomi Duerr, Devon Reese, and Alternate Mariluz Garcia

Director Absent: Vaughn Hartung and Alexis Hill

A quorum was present.

2. PLEDGE OF ALLEGIANCE

The pledge of allegiance was led by Director Duerr.

3. PUBLIC COMMENT

Vice Chair Dahir thanked everyone for their continued support during his recovery and thanked Commissioner Hartung for his years of service and wish him all the best with his new position in the Office of the Governor.

4. POSSIBLE BOARD COMMENTS OR ACKNOWLEDGEMENTS

There were no Board comments.

5. APPROVAL OF THE AGENDA

Upon motion by Director Duerr, second by Director Reese, which motion duly carried by unanimous consent of the Directors present, the Board approved the agenda.

6. APPROVAL OF THE MINUTES OF THE FEBRUARY 15, 2023 MEETING

Upon motion by Director Anderson, second by Director Reese, which motion duly carried by unanimous consent of the Directors present, the Board approved the February 15, 2023 minutes.

Vice Chair Dahir called for a recess at 10:06 a.m. for attorney-client conference.

Vice Chair Dahir reconvened the meeting at 10:42 a.m.

7. WATER SUPPLY UPDATE

Bill Hauck, TMWA Water Supply Supervisor, provided an update on TMWA's water supply: snowpack water content is about 200% of normal in both Tahoe and Truckee Basins; the runoff projection this spring is about 200% of normal; elevation at Lake Tahoe increased about 2.6 feet since December 1, 2022 and is projected to rise another 2.8 feet by July; all other upstream reservoirs are expected to completely fill and spill in 2023; expect normal river flows for the remainder of 2023 and into 2024; and water supply outlook is excellent for our region.

Members of the Board inquired about updating climate change modelling to include new hydrology data, whether the drought is over, ensuring staff is communicating not only how much precipitation is accumulating in the region, but how much is being held in upstream storage, and if there is a risk for flooding due to atmospheric river events. Mr. Hauck replied the Riverware model is constantly being updated for short-term operations under the Truckee River Operating Agreement (TROA), there are different drought categories, but in terms of water supply for TMWA customers, the system appears to have reset, for example right now there is about six feet of water in the snowpack up at Mt. Rose, and the potential for flooding typically occurs by mid-March, which fortunately did not happen, but staff is still monitoring snowpack and runoff and anticipating a slow melt-off.

John Zimmerman, TMWA General Manager, requested Mr. Hauck to explain, for the new Board Members, drought versus non-drought scenario under the Truckee River Operating Agreement .

Mr. Hauck explained that under TROA on April 15th of every year, based on the hydrologic forecast as of April 1st, it is determined whether the region is in a drought or non-drought situation. The Truckee Meadows has been in a drought situation for the last three years and these past few snowstorms have confirmed we will be in a non-drought situation as we will have Floriston Rates through October 31st and Lake Tahoe elevation will be above 6,223.5 feet past November 15th.

8. DISCUSSION AND POSSIBLE ACTION, AND DIRECTION TO STAFF REGARDING 2023 LEGISLATIVE ACTIVITIES, CURRENT BILLS, AND TMWA RECOMMENDED POSITIONS ON LEGISLATIVE PROPOSALS

Stefanie Morris, TMWA Director of Legal & Regulatory Affairs, informed the Board staff is tracking over 70 bills and about 100 Bill Draft Requests (BDR's), and provided an overview of key bills. Ms. Morris stated the Legislative Subcommittee met last week to review staff recommendations and approved the recommended positions including the one of Support for AB20 (allows for municipalities to access clean water funds) and Watch for AB220 (requires residents in Clark County on septic to connect to the municipal sewer system if within 400 feet and municipal water system if within 1,250 feet) which faced the most opposition from homeowners, and could also impact TMWA with potential changes to tentative mapping and agencies approval; staff is having discussions with the sponsor, Southern Nevada Water Authority (SNWA).

Discussion followed regarding whether AB220 , which only applies to Clark County, could be setting a precedent and potentially impact northern Nevada. Ms. Morris confirmed AB220 is only applicable to

Counties with more populations more than 700,000 . Ms. Morris added the discussion surrounds the issue of Clark County seeking to increase return flow credits through more treated wastewater flows to Lake Mead.

Upon motion by Director Duerr, second by Director Anderson, which motion duly carried by unanimous consent of the Directors present, the Board approved staff recommendations for all positions on the bill list and Support on AB20.

9. DISCUSSION AND POSSIBLE ACTION ON ADOPTION OF RESOLUTION NO. 315: 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 OF NORTHERN NEVADA 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.

Director Reese inquired about the reduced funding for project #275, River Justice, and stated it is important to support sovereign and indigenous people of our region and requested adding the cost of travel and conference fees back into the funding. Ms. Folsom replied that travel, training, and conferences are not typically funded.

Vice Chair Dahir agreed with Director Reese but stressed it is important to understand the boundaries and setting precedence, in relation to funding projects in the region. Specifically, it is important to understand the Fund does not support certain aspects of a project (i.e., conferences) or projects downstream, which can be an issue for TMWA ratepayers, since it is not upstream of TMWA's water treatment plants. He also emphasized that it is important to call on other regional partners and jurisdictions to support downstream cleanup efforts.

Mr. Zimmerman added that the Truckee River Fund, funded by TMWA ratepayers, typically looks to water quality projects to improve water quality upstream of TMWA's water treatment plants. However, the Fund agreement is broad enough to cover this type of the project.

Director Duerr asked what the purpose of the conference was, but supports clean up along the Truckee River. Ms. Folsom replied it was not identified in the proposal.

Beverly Harry, River Justice, explained that River Justice would have two interns work with different entities to begin understanding how waste accumulation occurs in the Truckee Meadows, and the need to develop leaders in our community to present at different conferences.

Upon motion by Director Reese, second by Director Duerr, which motion duly carried by unanimous consent of the Directors present, the Board adopted Resolution No. 315: 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 of Northern Nevada to fund such projects from Fund

proceeds and amended the funding amount for project #275 to the full amount of \$95,717.

10. DISCUSSION AND POSSIBLE ACTION ON THE TMWA TENTATIVE BUDGET FOR THE FISCAL YEAR ENDING JUNE 30, 2024 AND DRAFT CAPITAL IMPROVEMENT PLAN (CIP) FOR FISCAL YEARS 2024 THROUGH 2028

Matt Bowman, TMWA Chief Financial Officer, reported on the tentative budget for FY24. Mr. Bowman stated the main reason for the significant increase to operating expenses is due to higher energy, chemical treatment, and fuel costs, as well as the increase to full-time employees due to the Washoe County fire hydrant maintenance program, and the Environmental Protection Agency (EPA) revised lead and copper rule requiring sampling at schools and daycares which has never been done before and increase in cyber and physical security and insurance costs. Mr. Bowman noted TMWA's Debt Service Coverage (DSC) Ratio goal is 1.5x and TMWA's senior lien bond covenant requires a minimum coverage ratio of 1.25x, and for FY24 it is close to that bottom threshold of 1.35x, but is optimistic that inflation could decrease, and water sales could increase in FY24. At the end of FY24, TMWA's cash position is estimated to be approximately \$193.5m (above TMWA's total cash required policy of \$180.4m) Also, nonoperating revenues and expenses decrease by \$2.4m due to higher returns on interest rates and lower interest expense. Capital contributions are expected to decrease by \$25.6m (31.7%) due to projections of construction slowing down in TMWA's service territory.

Danny Rotter, TMWA Director of Engineering, acknowledged Sandra Tozi, TMWA Senior Financial Analyst, who really manages the CIP spreadsheet and tracks all 160 projects. Mr. Rotter highlighted key projects over the next five years: Spring Creek Well #10 (groundwater supply not impacted by arsenic or nitrate) and Lazy 5 Low Head Pump Station and Mains (provide surface water to the Spanish Springs area), American Flat Advanced Purified Water Facility (AFAPWF), and Orr Ditch Hydro project. Staff is also keeping up with growth and aging infrastructure, by tracking 79 wells, tanks, and booster pumps that need to be added, replaced or upgraded, and expect about 47 new major facilities by end of the decade. The increase in capital spending is due to the increase in developer funded projects and the American Flat Advanced Purified Water Facility.

Vice Chair Dahir requested an update from staff on aging infrastructure and how determinations are made as to maintaining or replacement.

Director Brekhus inquired about the significant increase in headcount for the Washoe County Fire Hydrant Maintenance Interlocal Agreement (ILA), the Mt. Rose Water Treatment Plant improvement costs and the AFAPWF budget. Mr. Zimmerman replied to the ILA with Washoe County for the fire hydrant maintenance program is being finalized and will be presented to the Board in either May or June, and the headcount is respective of Washoe County lands within TMWA's service area. Mr. Rotter explained Mt. Rose Water Treatment Plant went offline due to the flooding event in August 2022 which rerouted the Whites Creek watershed and deposited decomposed granite into the intake, which staff recently finished removing and are now ensuring sediment is trapped upstream of the intake, so it is an operational cost until they see evidence of the creek having healed back to its previous path. Mr. Zimmerman added due to the snow, until staff is able to assess the damage to the creek bed, they are

continuing to work with the US Forest Service and regional partners, and the plant needs to be online as it is key to maintaining a stable groundwater table in the area. With regards to AFAPWF, Mr. Rotter replied staff included the total cost in the CIP and Mr. Bowman accounts for it in the budget accordingly and added that the current CIP accounts for the design until spring of FY24 and 20 months of construction. Mr. Bowman added it is the total cost of the project, which is fully developer funded, and there is projected impact on customer rates.

Director Brekhus requested the Board be kept apprised of the Mt. Rose Water Treatment Plant status.

Vice Chair Dahir noted it is important to keep abreast of the DSC Ratio to ensure it is not continuing to decline as it could negatively impact customer rates, for staff to continue to review where budget cuts can be made internally and to understand if the Board is comfortable dropping below 1.5x policy without going below the bond covenant.

Director Anderson would hope that services and supplies did not go above the already 14% increase and suggested staff conduct an exercise to reduce non-employee expenses and to not wait too long before making those corrections. Mr. Bowman replied staff can absolutely review short-term changes in operations to reduce costs, but have not done it yet because it will affect operations.

Vice Chair Dahir added when staff considers to increase or remove something, to provide the Board with enough time to make better decisions and consider the ramifications.

Director Brekhus inquired about the Security & Emergency Management Coordinator position since they had a discussion on the Risk Manager position which was determined unnecessary. Mr. Bowman replied the position would provide support to physical security and emergency management.

Upon motion by Director Duerr, second by Director Reese, which motion duly carried by unanimous consent of the Directors present, the Board approved the Tentative Budget for the Fiscal Year ending June 30, 2024 and Draft Capital Improvement Plan for Fiscal Years 2024 through 2028.

11. DISCUSSION AND POSSIBLE DIRECTION TO STAFF REGARDING DRAFT REQUEST FOR PROPOSALS (RFPS) AND PROCESS TO SELECT BOARD LEGAL REPRESENTATION

Mr. Zimmerman presented the staff report and draft RFPs and process, which follows how Western Regional Water Commission (WRWC) conducted their search.

Director Brekhus appreciated TMWA taking the same approach as WRWC's selection process and asked if there is a procurement limit to the general manager's authority for the hiring of the other legal firms. Mr. Zimmerman replied there is not a statutory restriction and the TMWA joint powers agreement allows General Manager approval within the approved budget.

Director Duerr sought to confirm the amount of legal fees for Board-related issues from McDonald Carano. Mr. Zimmerman replied the board legal fees are approximately \$25,000.00.

Director Brekhus suggested staff have a scoring criteria, submit the top three candidates, and provide all scoring to the Board at the May meeting.

Upon motion by Director Brekhus, second by Director Reese, which motion duly carried by unanimous consent of the Directors present, the Board approved staff recommendation for the request for proposals and process to select Board legal representation.

12. INFORMATIONAL UPDATE ON SUCCESSION PLANNING AND EMPLOYEE DEVELOPMENT ACTIVITIES

Mr. Zimmerman updated the Board on the succession planning process: the management team identified their drivers and priorities which are currently being presented to all-employees at individual department meetings. The information provided will give employees an understanding of the changes that will occur in the future, so they can better assess their future career and growth opportunities. Finally, employees will meet with their supervisors and conduct a career development exercise, which will be rolled up into their annual evaluation process. He will provide another update in September during his annual review.

13. GENERAL MANAGER'S REPORT

Mr. Zimmerman thanked Vaughn Hartung for his years of service on the TMWA Board and his continued support of staff. He also informed the Board of the EPA's draft proposed rule on "forever" chemicals, PFAS/PFOA, and TMWA is looking at the impacts to its operations; TMWA has not detected any PFAS/PFOA in its water system to date and will keep the Board apprised.

Director Brekhus asked if TMWA plans on providing comment on the rule, which she supports, and expressed concern if TMWA did not support. Mr. Zimmerman replied he can have Ms. Morris bring this topic to the legislative subcommittee as part of the discussion.

14. PUBLIC COMMENT

There was no public comment.

15. BOARD COMMENTS AND REQUESTS FOR FUTURE AGENDA ITEMS

Vice Chair Dahir thanked Commissioner Hartung for his years of service on the TMWA Board of Directors.

16. ADJOURNMENT

With no further discussion, Vice Chair Dahir adjourned the meeting at 12:14 p.m.

Approved by the TMWA Board of Directors in session on _____.

Sonia Folsom, Board Clerk.



STAFF REPORT

TO: Chairman and Board Members
THRU: John R. Zimmerman, General Manager
FROM: Stefanie Morris, Director of Legal & Regulatory Affairs
DATE: April 10, 2023
SUBJECT: **Discussion and possible action and direction to staff regarding 2023 legislative activities, current bills, and TMWA recommend positions on legislative proposals**

SUMMARY

The Session began on February 6th. Staff and TMWA lobbyist Leo Drozdoff have reviewed the bills that have been released to date and attached is a list of bills and staff's recommended positions. On March 7, 2023, staff overviewed the attached list of bills with the Legislative Subcommittee. The Legislative offices were closed for a few days due to the weather. As such, many hearings on bills were delayed.

At the Board meeting, TMWA staff and lobbyist will provide an update regarding the Session and a summary of the significant bills on which the Legislative Subcommittee recommends TMWA support or oppose.

Detailed below are key deadlines for this session.

Key 2023 Legislative Deadlines:

February 6	Session Begins
February 13	Legislators' BDR Requests
March 20	Legislators' Bill Introductions
March 27	Committees' Bill Introductions
April 14	Committee Passage (1 st House)
April 25	First House Passage
May 19	Committee Passage (2 nd House)
May 26	Second House Passage
June 5	Session Ends

RECOMMENDATION

Staff recommends the Board act to support the positions in the attached bill list.
Recommended motion: I move to support the TMWA positions shown in the bill list, and specifically to support AB 261.

ASSEMBLY BILLS

Truckee Meadows Water Authority - Legislation Tracker							
Bill	Description	Sponsor(s)	Status	Past Meetings	Past Action	Future Meetings	Leg. Subcommittee Recommendations
AB14	Revises provisions relating to the state business portal. (BDR 7-405)	Committee on Judiciary	Judiciary	Assembly Committee on Judiciary 2/21/2023 8:00 AM	Heard		Watch
AB19	Revises provisions relating to water. (BDR 48-233)	Committee on Natural Resources	Natural Resources	Assembly Committee on Natural Resources 3/13/2023 4:00 PM	Do pass		Watch
AB20	Revises provisions relating to water. (BDR 40-227)	Committee on Natural Resources	Natural Resources, Agriculture, and Mining	Assembly Committee on Natural Resources 3/22/2023 4:00 PM	Heard		Support
AB27	Revises provisions relating to contractors who provide management and counseling services on construction projects. (BDR 54-269)	Committee on Commerce and Labor	Commerce and Labor	Assembly Committee on Commerce and Labor 3/22/2023 1:30 PM	Amend, and do pass as amended		Watch
AB31	Makes Juneteenth a legal holiday in this State. (BDR 19-413)	Committee on Government Affairs	Government Affairs	Assembly Committee on Government Affairs 2/16/2023 9:00 AM	Mentioned not agendized		Watch
AB34	Revises provisions relating to water. (BDR 48-235)	Committee on Natural Resources	Natural Resources, Agriculture, and Mining	Assembly Committee on Natural Resources 2/22/2023 4:00 PM	Heard		Watch
AB52	Makes various changes to the Open Meeting Law. (BDR 19-416)	Committee on Government Affairs	Government Affairs	Assembly Committee on Government Affairs 3/6/2023 10:00 AM	Heard		Watch
AB66	Revises provisions relating to ethics in government. (BDR 23-264)	Committee on Legislative Operations and Elections	Legislative Operations and Elections	Assembly Committee on Legislative Operations and Elections 2/21/2023 4:00 PM	Heard		Watch
AB71	Requires the Division of Environmental Protection of the State Department of Conservation and Natural Resources to conduct an interim study concerning environmental justice. (BDR S-347)	Committee on Natural Resources	Natural Resources, Agriculture, and Mining	Assembly Committee on Natural Resources 3/6/2023 4:00 PM	Heard		Watch
AB89	Revises provisions relating to public works. (BDR 28-510)	O'Neill, Dickman, Hansen, DeLong and Gurr	Judiciary				Watch
AB90	Revises provisions relating to water. (BDR 48-717)	Gurr	Natural Resources, Agriculture, and Mining				Watch
AB91	Revises provisions governing water. (BDR 48-696)	DeLong	Natural Resources, Agriculture, and Mining	Assembly Committee on Natural Resources 3/22/2023 4:00 PM	Heard		Watch
AB98	Revises provisions governing economic development. (BDR 18-760)	Nguyen	Taxation	Assembly Committee on Revenue 3/2/2023 4:00 PM	Heard	Assembly Committee on Revenue - Work Session Item 3/23/2023 4:00 PM	Watch

ASSEMBLY BILLS

Truckee Meadows Water Authority - Legislation Tracker							
Bill	Description	Sponsor(s)	Status	Past Meetings	Past Action	Future Meetings	Leg. Subcommittee Recommendations
AB103	Revises provisions relating to states of emergency or declarations of disaster proclaimed by the Governor. (BDR 36-92)	Assemblywoman Dickman; Senator Titus	Government Affairs				Watch
AB105	Revises provisions related to broadband Internet. (BDR 10-712)	Watts	Growth and Infrastructure	Assembly Committee on Growth and Infrastructure 3/2/2023 1:30 PM	Heard		Watch
AB106	Revises provisions governing contractors. (BDR 54-771)	Gallant	Commerce and Labor				Watch
AB109	Establishes provisions relating to soil health. (BDR 49-571)	La Rue Hatch, Orentlicher, Peters, Thomas, Watts, Anderson and González	Natural Resources, Agriculture, and Mining	Assembly Committee on Natural Resources 3/13/2023 4:00 PM	Amend, and do pass as amended		Watch
AB139	Revises provisions governing certain demographic information collected by governmental agencies. (BDR 19-122)	Assemblymen Brittney Miller, D'Silva, González, Mosca, Nguyen and Torres; Senator Nguyen	Government Affairs				Watch
AB140	Makes Juneteenth Day a legal holiday in this State. (BDR 19-63)	Assemblymen Thomas, Cameron Miller, Monroe-Moreno, Marzola, Torres, Anderson, Bilbray-Axelrod, Brown-May, Carter, Cohen, Considine, D'Silva, Duran, González, Gorelow, Jauregui, Kasama, Koenig, Brittney Miller, Mosca, Newby, Nguyen, Orentlicher, Peters, Summers-Armstrong, Taylor, Watts and Yeager; Senators Spearman, Neal, Krasner, Cannizzaro, Nguyen and Lange	Government Affairs	Assembly Committee on Government Affairs 3/15/2023 8:00 AM	Amend, and do pass as amended		Watch
AB163	Revises provisions governing employment. (BDR 53-834)	Assemblymen González, Considine, Thomas, Anderson, Brown-May, Dickman, Duran, Gray, Hardy, La Rue Hatch, Newby, Nguyen, O'Neill, Orentlicher and Watts; Senators Spearman, Neal, Harris, Ohrenschall and Scheible	General File	Assembly Committee on Commerce and Labor 3/15/2023 1:30 PM	Do pass		Watch
AB171	Revises provisions governing public works. (BDR 28-179)	Duran, Torres, Anderson, González, Bilbray-Axelrod, Brown-May, Carter, Cohen, Considine and Thomas	Government Affairs	Assembly Committee on Government Affairs 3/16/2023 8:00 AM	Heard		Watch
AB172	Revises provisions governing collective bargaining for local government employees. (BDR 23-700)	Assemblymen Anderson, Duran, Carter, Considine and Thomas; Senator Daly	Government Affairs	Assembly Committee on Government Affairs 3/2/2023 9:00 AM	Heard		Watch
AB173	Revises provisions governing public works. (BDR 28-735)	Assemblymen Gray, O'Neill, DeLong, Dickman, Gallant, Gurr and Hibbetts; Senators Daly, Seevers Gansert and Stone	Government Affairs	Assembly Committee on Government Affairs 3/2/2023 9:00 AM	Heard		Watch
AB177	Revises provisions governing parcel datasets. (BDR 20-715)	Gurr, DeLong, Dickman, Gallant, Gray, Hibbetts, Kasama, McArthur and O'Neill	Government Affairs	Assembly Committee on Government Affairs 3/21/2023 9:00 AM	Amend, and do pass as amended		Watch

ASSEMBLY BILLS

Truckee Meadows Water Authority - Legislation Tracker							
Bill	Description	Sponsor(s)	Status	Past Meetings	Past Action	Future Meetings	Leg. Subcommittee Recommendations
AB186	Establishes requirements relating to the provision of drinking water at food establishments. (BDR 40-454)	Kasama	Health and Human Services				Watch
AB191	Revises provisions relating to water conservation. (BDR 48-697)	DeLong, Dickman, Gallant and Gurr	Natural Resources, Agriculture, and Mining				Watch
AB200	Revises provisions governing legislative measures that may be requested for a regular legislative session. (BDR 17-103)	McArthur	Legislative Operations and Elections	Assembly Committee on Legislative Operations and Elections 3/21/2023 4:00 PM	Heard		Watch
AB210	Revises provisions governing public works. (BDR 28-832)	Duran, Torres, González, Carter, Gorelow, La Rue Hatch, Marzola, Newby, Nguyen and Thomas	Government Affairs	Assembly Committee on Government Affairs 3/16/2023 8:00 AM	Heard		Watch
AB213	Revises provisions governing residential zoning. (BDR 22-250)	Jauregui	Commerce and Labor				Watch
AB219	Makes various changes to the Open Meeting Law. (BDR 19-781)	Considine	Government Affairs	Assembly Committee on Government Affairs 3/15/2023 8:00 AM	Heard		Watch
AB220	Revises provisions relating to water conservation. (BDR 40-337)	Committee on Natural Resources	Natural Resources, Agriculture, and Mining	Assembly Committee on Natural Resources 3/13/2023 4:00 PM	Heard		Watch
AB235	Revises provisions governing public works projects. (BDR 28-176)	Monroe-Moreno	Government Affairs	Assembly Committee on Government Affairs 3/16/2023 8:00 AM	Heard		Watch
AB261	Revises provisions relating to water. (BDR 18-470)	Committee on Natural Resources	Taxation	Assembly Committee on Natural Resources 3/6/2023 4:00 PM	Discussed as BDR	Assembly Committee on Revenue 3/23/2023 4:00 PM	Support
AB262	Enacts provisions relating to the transmission of Legionnaires' disease by building water systems in certain health care facilities. (BDR 40-125)	Watts	Health and Human Services			Assembly Committee on Health and Human Services 3/24/2023 1:30 PM	Watch
AB263	Requires the Public Employees' Retirement Board to consider certain Nevada-based investments. (BDR 23-731)	Orentlicher	Government Affairs				Watch
AB264	Revises provisions governing public works. (BDR 28-112)	Monroe-Moreno and Considine	Government Affairs				Watch
AB265	Establishes provisions relating to environmental justice. (BDR 40-157)	Peters	Government Affairs				Watch
AB266	Revises provisions relating to mining reclamation. (BDR 46-590)	Peters	Natural Resources, Agriculture, and Mining				Watch
AB267	Revises provisions relating to water. (BDR 48-338)	Committee on Natural Resources	Printer	Assembly Committee on Natural Resources 3/22/2023 4:00 PM	Discussed as BDR		Watch
AJR3	Proposes to amend the Nevada Constitution to establish certain rights relating to the environment. (BDR C-156)	Assemblymen Peters, Watts and Thomas; Senators Doñate and Scheible	Legislative Operations and Elections	Assembly Committee on Legislative Operations and Elections 3/9/2023 4:00 PM	Heard		Watch

SENATE BILLS

Truckee Meadows Water Authority - Legislation Tracker							
Bill	Description	Sponsor(s)	Status	Past Meetings	Past Action	Future Meetings	Leg. Subcommittee Recommendations
SB10	Revises provisions related to the Nevada State Infrastructure Bank. (BDR 35-358)	Committee on Growth and Infrastructure	Growth and Infrastructure	Senate Committee on Growth and Infrastructure 2/22/2023 3:30 PM	Heard, No Action		Watch
SB11	Requires the Department of Public Safety to adopt regulations authorizing a public agency to use unmanned aerial vehicles for certain purposes. (BDR 44-370)	Committee on Growth and Infrastructure	Growth and Infrastructure	Assembly Committee on Government Affairs 2/10/2023 9:00 AM	Mentioned no jurisdiction		Watch
SB12	Makes various changes to the Charter of the City of Reno. (BDR S-354)	Committee on Government Affairs	Government Affairs	Senate Committee on Government Affairs 3/13/2023 3:30 PM	Heard, No Action		Watch
SB22	Revises provisions relating to the publication of legal notices. (BDR 19-390)	Committee on Government Affairs	Government Affairs	Senate Committee on Government Affairs 3/1/2023 3:30 PM	Heard, No Action		Watch
SB27	Revises provisions relating to excavations in areas containing subsurface installations. (BDR 40-224)	Committee on Health and Human Services	Growth and Infrastructure	Senate Committee on Growth and Infrastructure 3/15/2023 3:30 PM	Heard, No Action		Watch
SB49	Revises provisions relating to the control of emissions. (BDR 40-230)	Committee on Natural Resources	Natural Resources				Watch
SB76	Establishes provisions governing certain products that contain intentionally added perfluoroalkyl and polyfluoroalkyl substances. (BDR 40-291)	Neal	Natural Resources	Senate Committee on Natural Resources 3/9/2023 3:30 PM	Amend, and do pass as amended		Watch
SB81	Revises provisions governing regional planning. (BDR S-536)	Daly	Government Affairs	Senate Committee on Government Affairs 3/1/2023 3:30 PM	Heard, No Action		Watch
SB82	Revises provisions related to public works. (BDR 28-535)	Daly	Government Affairs				Watch
SB88	Requires the Joint Interim Committee on Natural Resources to conduct an interim study of certain state agencies. (BDR S-345)	Committee on Natural Resources	Natural Resources	Senate Committee on Natural Resources 2/16/2023 3:30 PM	Heard, No Action		Watch
SB99	Makes an appropriation to the Desert Research Institute of the Nevada System of Higher Education to support the Nevada State Cloud Seeding Program. (BDR S-592)	Goicoechea	Finance				Watch
SB102	Makes an appropriation to the Division of Water Resources of the State Department of Conservation and Natural Resources to award grants of money for the development and maintenance of water resource plans. (BDR S-599)	Goicoechea	Finance				Watch
SB111	Revises provisions relating to public works. (BDR 28-78)	Senator Goicoechea; Assemblyman Gurr	Government Affairs				Watch
SB112	Revises provisions governing groundwater basin assessments. (BDR 48-600)	Goicoechea and Titus	Natural Resources			Senate Committee on Natural Resources 3/23/2023 3:30 PM	Watch
SB113	Revises provisions relating to groundwater management plans. (BDR 48-595)	Goicoechea, Titus, Buck, Hansen, Stone and Krasner	Natural Resources	Senate Committee on Natural Resources 3/2/2023 3:30 PM	Heard, No Action		Watch

SENATE BILLS

Truckee Meadows Water Authority - Legislation Tracker							
Bill	Description	Sponsor(s)	Status	Past Meetings	Past Action	Future Meetings	Leg. Subcommittee Recommendations
SB130	Revises provisions relating to the emergency powers of the Governor. (BDR 36-514)	Titus, Buck, Krasner, Hansen and Stone	Government Affairs				Watch
SB136	Revises provisions relating to states of emergency or declarations of disaster proclaimed by the Governor. (BDR 36-520)	Krasner, Goicoechea, Titus, Buck, Hansen, Seevers Gansert and Stone	Government Affairs				Watch
SB145	Revises provisions related to employee misclassification. (BDR 53-159)	Lange, Doñate, Daly and Ohrenschall	Commerce and Labor	Senate Committee on Commerce and Labor 3/6/2023 9:00 AM	Heard, No Action		Watch
SB147	Makes changes relating to employment. (BDR 53-463)	Lange, Cannizzaro, Daly, Doñate and Flores	Commerce and Labor	Senate Committee on Commerce and Labor 2/22/2023 8:00 AM	Heard, No Action		Watch
SB156	Revises the Open Meeting Law. (BDR 19-884)	Ohrenschall	Government Affairs				Watch
SB163	Requires certain health insurance to cover treatment of certain conditions relating to gender dysphoria, gender incongruence and other disorders of sexual development. (BDR 57-129)	Senators Scheible, Harris and Spearman; Assemblywoman González	Commerce and Labor	Senate Committee on Commerce and Labor 3/15/2023 8:00 AM	Heard, No Action		Watch
SB165	Revises provisions relating to businesses engaged in the development of emerging technologies. (BDR 18-878)	Spearman, Krasner, Doñate, Lange and Nguyen	Government Affairs	Senate Committee on Government Affairs 3/8/2023 3:30 PM	Heard, No Action		Watch
SB169	Revises provisions governing master plans. (BDR 22-346)	Committee on Government Affairs	Government Affairs	Senate Committee on Government Affairs 3/13/2023 3:30 PM	Heard, No Action		Watch
SB176	Establishes provisions relating to the conservation of groundwater. (BDR 48-79)	Goicoechea	Natural Resources			Senate Committee on Natural Resources 3/23/2023 3:30 PM	Watch
SB180	Revises provisions relating to groundwater boards. (BDR 48-597)	Goicoechea	Natural Resources	Senate Committee on Natural Resources 3/21/2023 3:30 PM	Heard, No Action		Watch
SB185	Establishes provisions relating to businesses. (BDR 18-35)	Neal	Government Affairs	Senate Committee on Government Affairs 3/15/2023 3:30 PM	Heard, No Action		Watch
SB207	Revises provisions relating to ethics in government. (BDR 23-875)	Senators Spearman, Neal and Seevers Gansert; Assemblymen O'Neill, Brown-May, Considine and Monroe-Moreno	Legislative Operations and Elections				Watch
SB208	Authorizes counties and cities to enact certain ordinances relating to battery-charged fences. (BDR 20-853)	Flores, Stone, Goicoechea, Daly, Krasner and Ohrenschall	Government Affairs	Senate Committee on Government Affairs 3/22/2023 3:30 PM	Heard, No Action		Watch
SB226	Revises provisions governing public works. (BDR 28-494)	Senator Cannizzaro; Assemblyman Yeager	Government Affairs				Watch
SB228	Revises provisions relating to governmental financial administration. (BDR 23-945)	Buck, Hansen, Stone and Titus	Government Affairs				Watch

SENATE BILLS

Truckee Meadows Water Authority - Legislation Tracker							
Bill	Description	Sponsor(s)	Status	Past Meetings	Past Action	Future Meetings	Leg. Subcommittee Recommendations
SB242	Revises provisions relating to certain controlled substances. (BDR 40-39)	Senators Nguyen and Doñate; Assemblymen Carter and Marzola	Health and Human Services			Senate Committee on Health and Human Services 3/23/2023 3:30 PM	Watch
SB247	Revises provisions relating to regional planning. (BDR 22-684)	Committee on Government Affairs	Government Affairs	Senate Committee on Government Affairs 3/22/2023 3:30 PM	Heard, No Action		Watch
SB258	Revises provisions relating to water. (BDR 48-889)	Ohrenschall	Natural Resources			Senate Committee on Natural Resources 3/30/2023 3:30 PM	Watch
SB261	Revises provisions relating to local governments. (BDR 19-793)	Neal	Government Affairs	Senate Committee on Government Affairs 3/20/2023 3:30 PM	Heard, No Action		Watch
SB272	Revises provisions relating to governmental administration. (BDR 27-876)	Spearman, Doñate, Daly, Dondero Loop, Harris, Lange, Nguyen and Pazina	Government Affairs				Watch
SB301	Revises provisions governing public works. (BDR 28-967)	Senators Lange, Doñate, Spearman, Daly, Flores, Harris, Neal, Nguyen, Ohrenschall, Pazina and Scheible; Assemblywoman Gorelow	Government Affairs				Watch
SB334	Revises provisions relating to renewable energy. (BDR 58-30)	Spearman, Krasner, Hammond, Pazina, Stone and Hansen	Growth and Infrastructure				Watch
SB353	Revises provisions governing energy efficiency and conservation programs. (BDR 58-558)	Pazina	Growth and Infrastructure				Watch
SJR1	Proposes to amend the Nevada Constitution to revise provisions relating to elections involving incumbent justices or judges who are unopposed. (BDR C-515)	Titus	Legislative Operations and Elections				Watch
SJR3	Urges the United States Bureau of Reclamation to consider certain actions, alternatives and measures for the protection and management of the Colorado River. (BDR R-349)	Committee on Natural Resources	Natural Resources			Senate Committee on Natural Resources 3/23/2023 3:30 PM	Watch
SJR4	Urges the Federal Government to use Yucca Mountain for the development and storage of renewable energy. (BDR R-888)	Ohrenschall	Natural Resources			Senate Committee on Natural Resources 3/28/2023 3:30 PM	Watch



Water Supply Update

Board of Directors Meeting

April 19, 2023

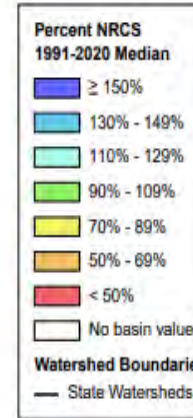
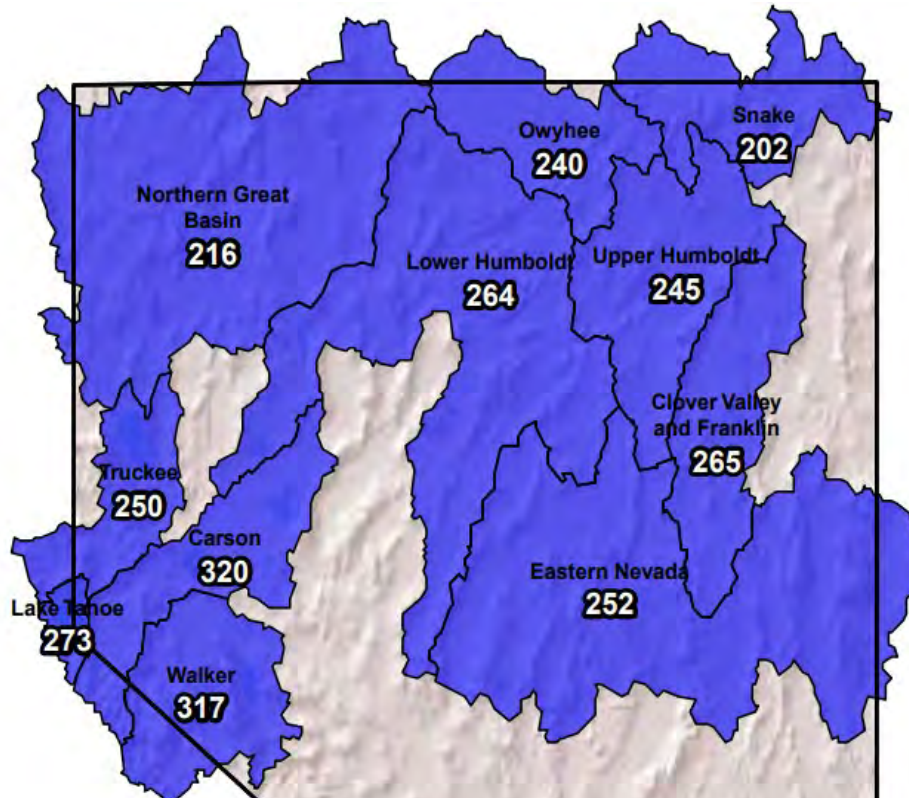




WHEN FLASHING

CHAINS OR
4WD/AWD WITH
SNOW TIRES
REQUIRED



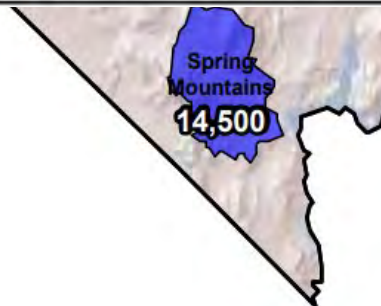


USDA Natural Resources Conservation Service United States Department of Agriculture



Created 4-17-2023

Snow Water Equivalent	NEVADA & EASTERN SIERRA Percent NRCS 1991-2020 Median	April 17, 2023, first of day
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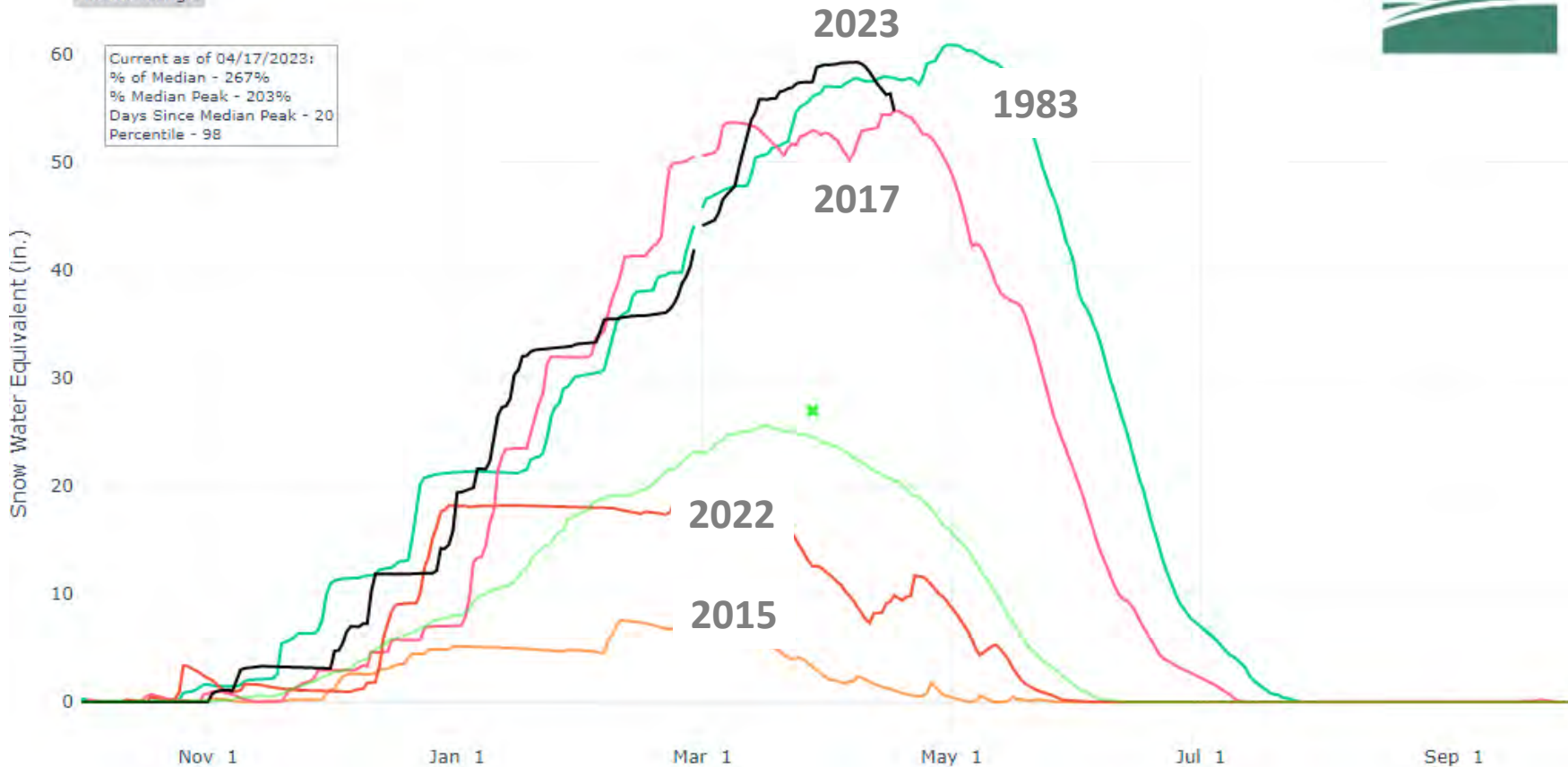


Lake Tahoe Basin Snowpack Comparison

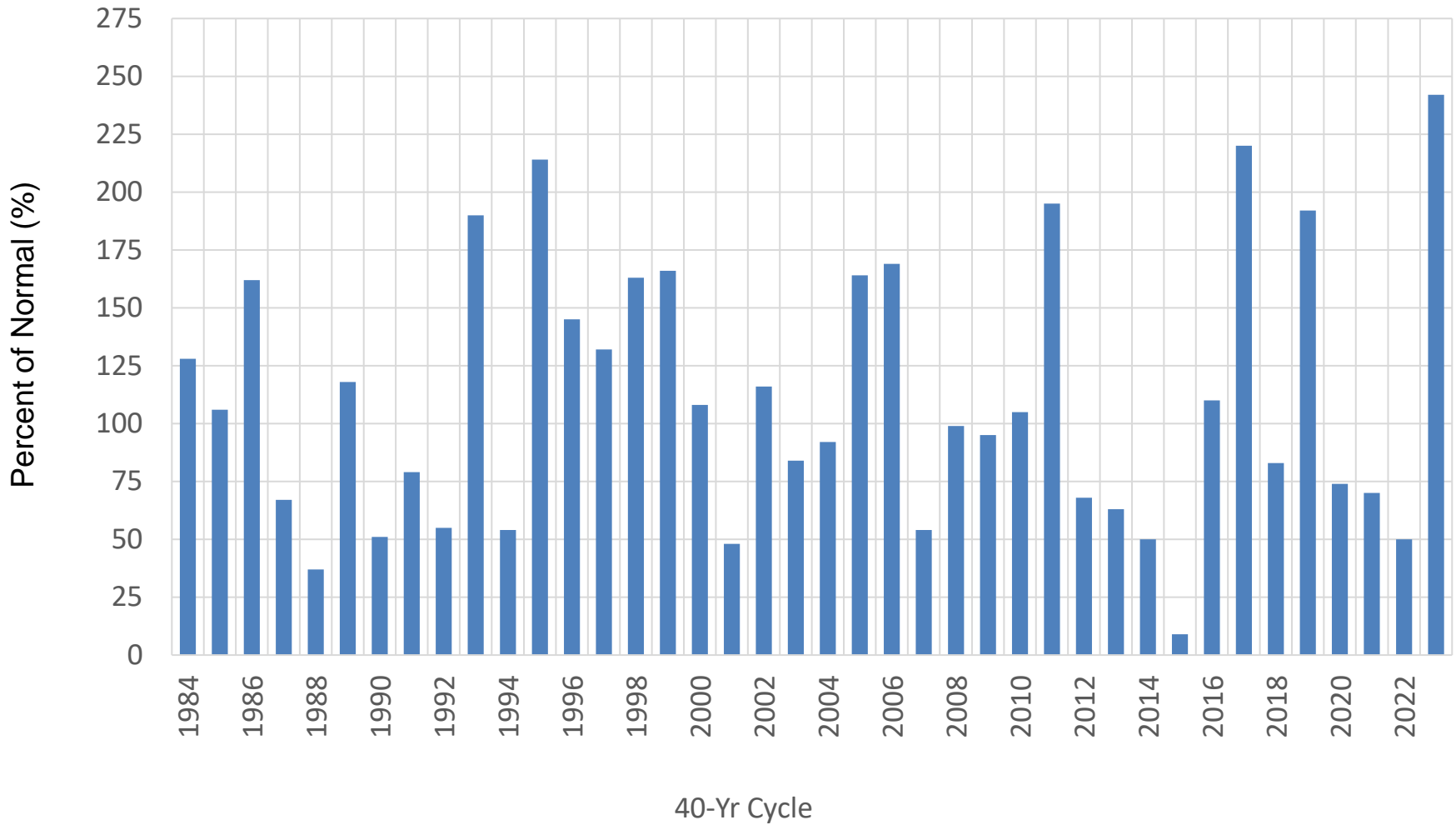


SNOW WATER EQUIVALENT IN LAKE TAHOE

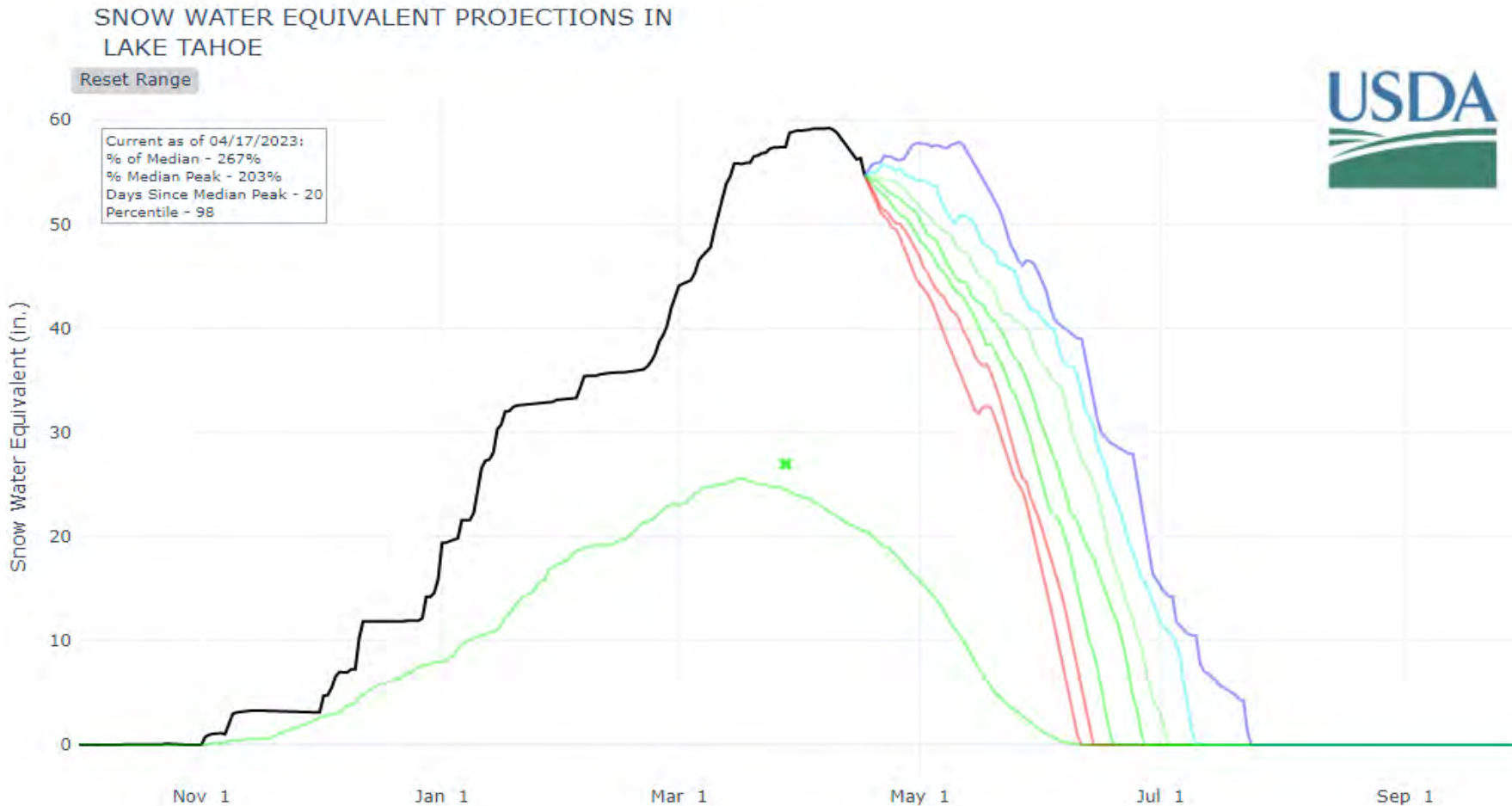
Reset Range



April 1 Lake Tahoe Basin Snowpack (last 40 years)



Lake Tahoe Basin Snowpack Projections



April 01, 2023 NRCS Final Streamflow Forecast

- Lake Tahoe Gates Closed Rise (GCR) 30-yr median 1.16'

3.9' (336% Avg.) 05% COE (Apr-High)

2.9' (250% Avg.) 50% COE (Apr-High)

2.2' (190% Avg.) 95% COE (Apr-High)

- Truckee River at Farad, CA (A-J) 30-yr median 225 KAF

660 KAF (293% Avg.) 05% COE (Apr-Jul)

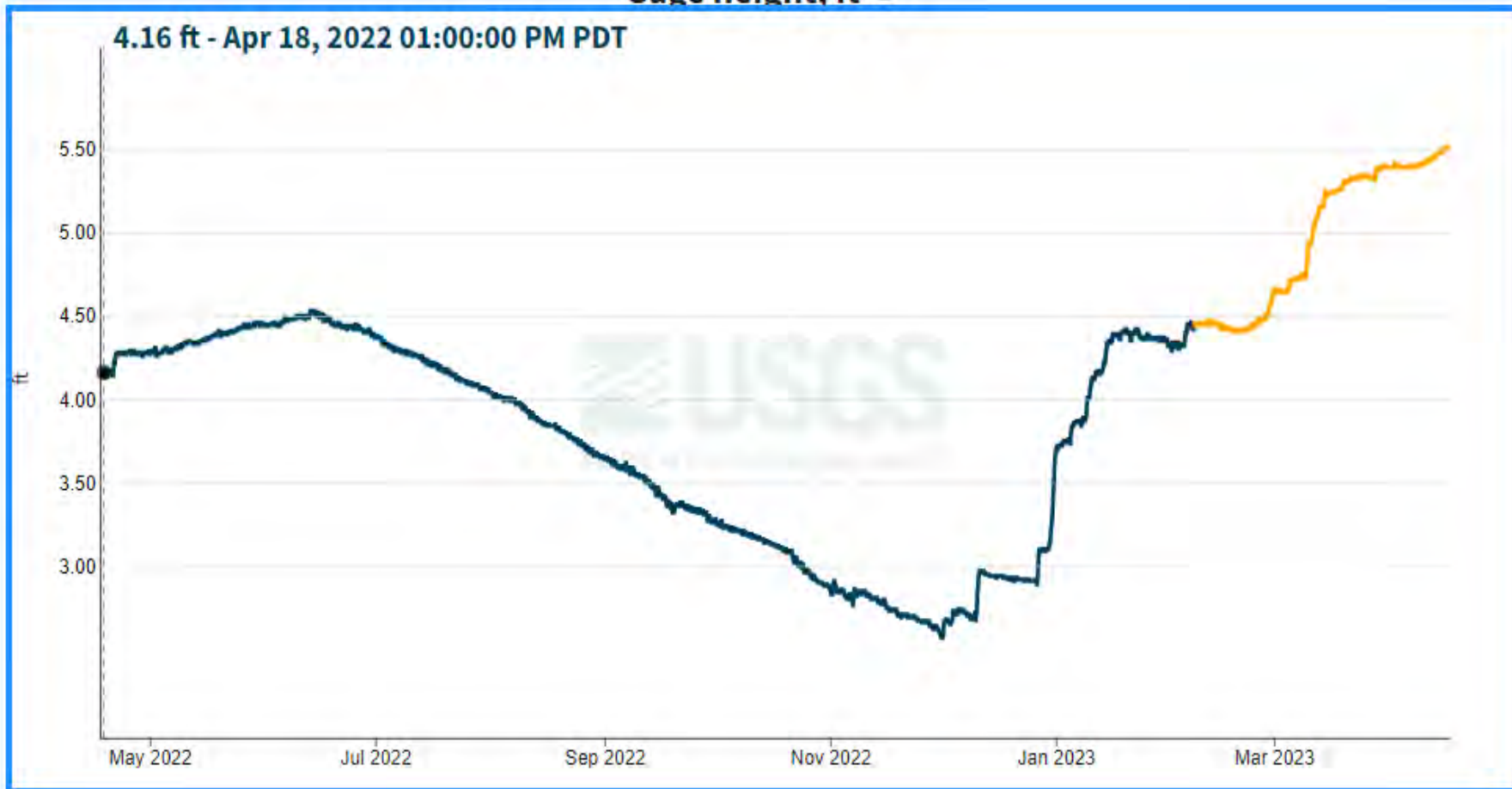
560 KAF (249% Avg.) 50% COE (Apr-Jul)

490 KAF (218% Avg.) 95% COE (Apr-Jul)

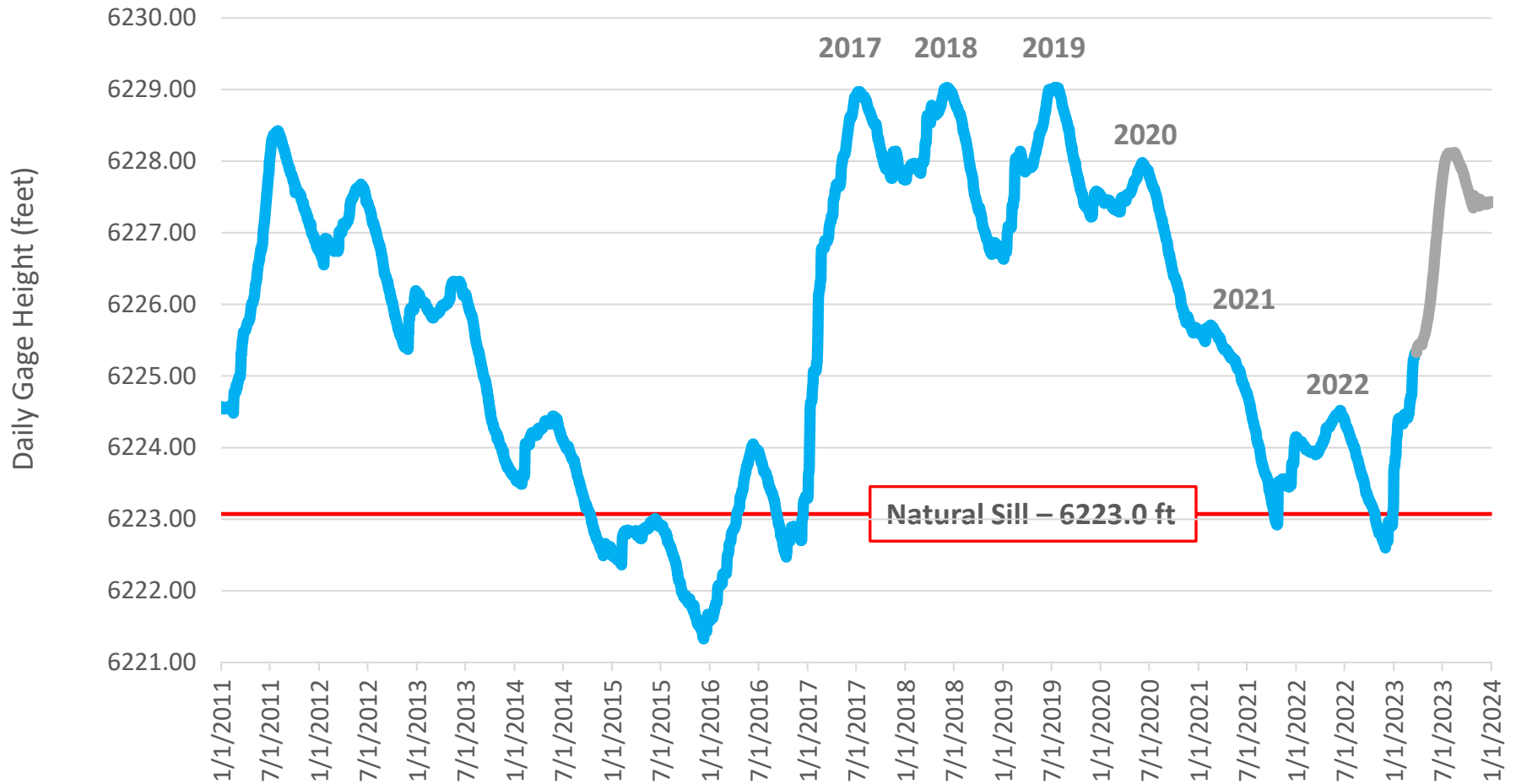
Lake Tahoe at Tahoe City, CA - 10337000

April 17, 2022 - April 17, 2023

Gage height, ft 



Actual and Projected Lake Tahoe Elevation through 2023

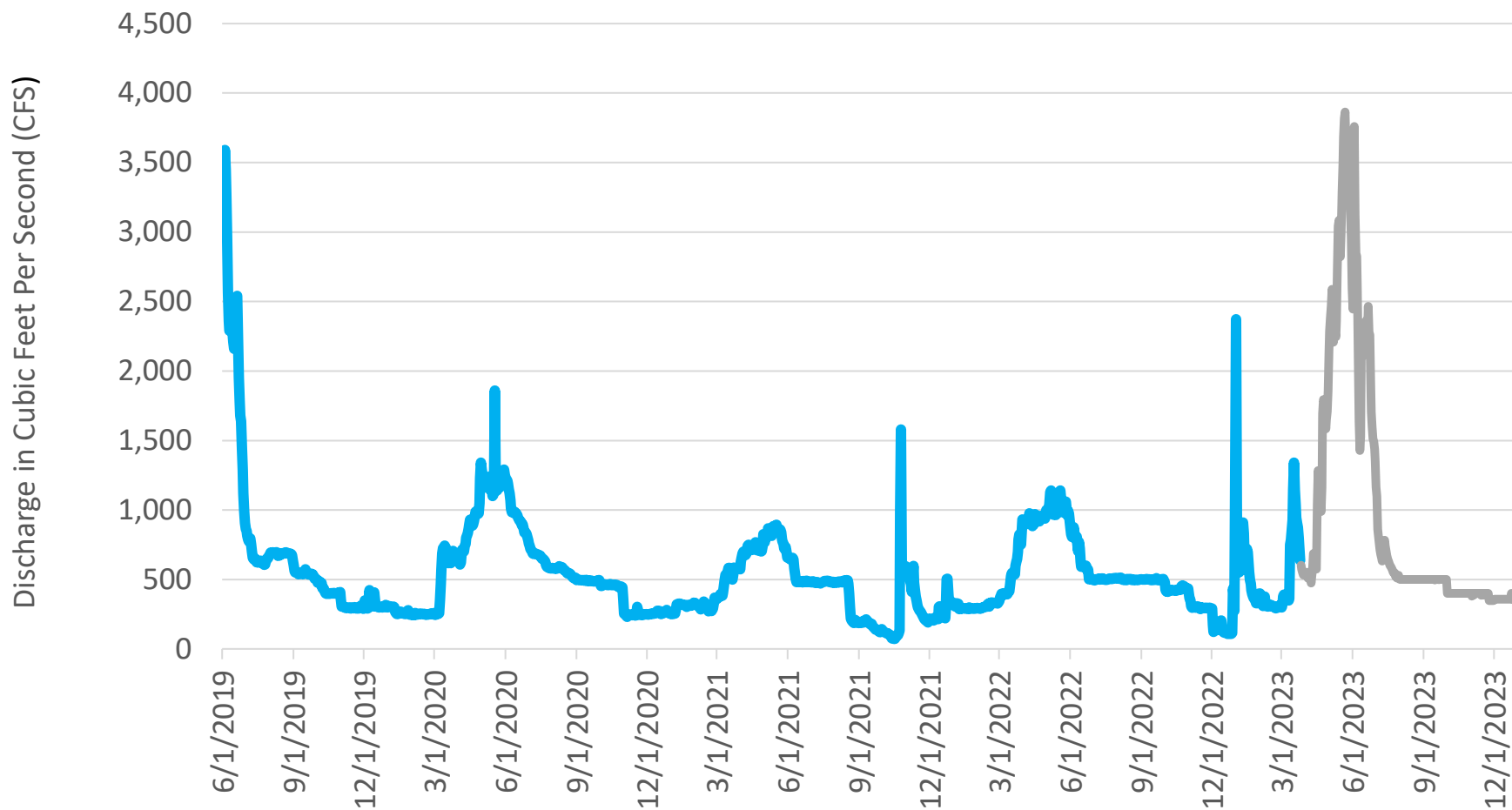


Truckee River System





Actual and Projected Flow through 2023 @ CA/NV State Line



Truckee River Operating Agreement (TROA)

Definition No. 26 “Drought Situation”

“Means a situation under which it is determined by April 15, based on procedures set forth in Section 3.D, *either* that there will not be sufficient **Floriston Rate Water** to maintain **Floriston Rates** through October 31, *or* the projected amount of **Lake Tahoe Floriston Rate Water** in Lake Tahoe (including **Lake Tahoe Floriston Rate Water** in other **Truckee River Reservoirs** as if it were in Lake Tahoe) on or before the following November 15 will be equivalent to an elevation less than 6223.5 feet Lake Tahoe datum.”

1. **Median forecast for November 15, 2023 Tahoe Floriston Rate Pool Elevation is 6227.4 ft**
2. **Median forecast shows that Floriston Rates will be met through the end of December**

“Non-Drought” designation took effect on April 15, 2023

TROA Conversion of Credit Water

Because a “drought designation” no longer exists, conversions of credit water occur on April 15th. Including the following:

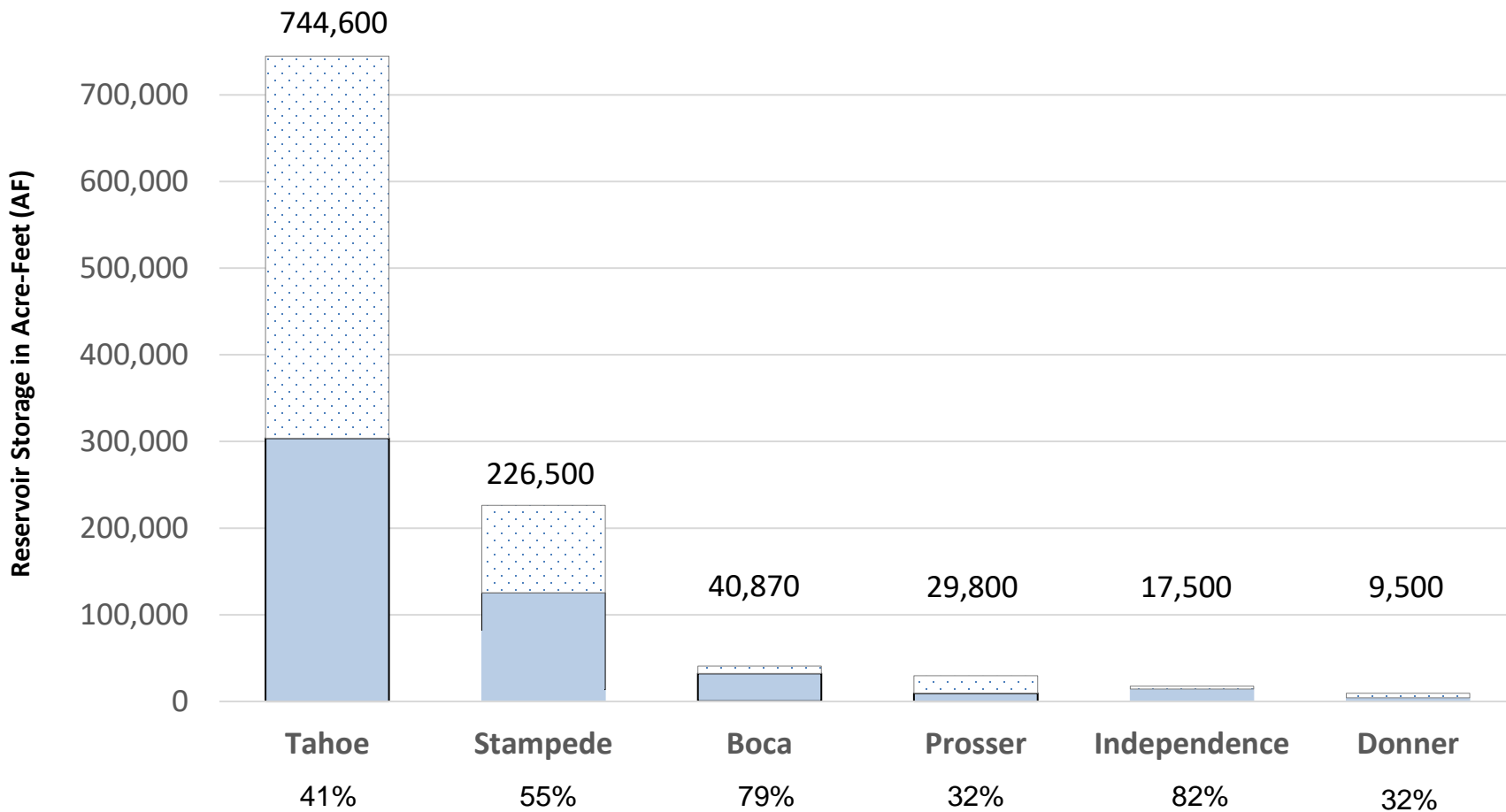
Conversion of excess Non-Firm M&I CW to Fish CW per 7.B.4(e)

- April 1 Non-Firm M&I Cred storage: 32,180.85 AF
- Non-Firm Base Amount: 4,000 AF
- Conversion: 28,180.85 AF

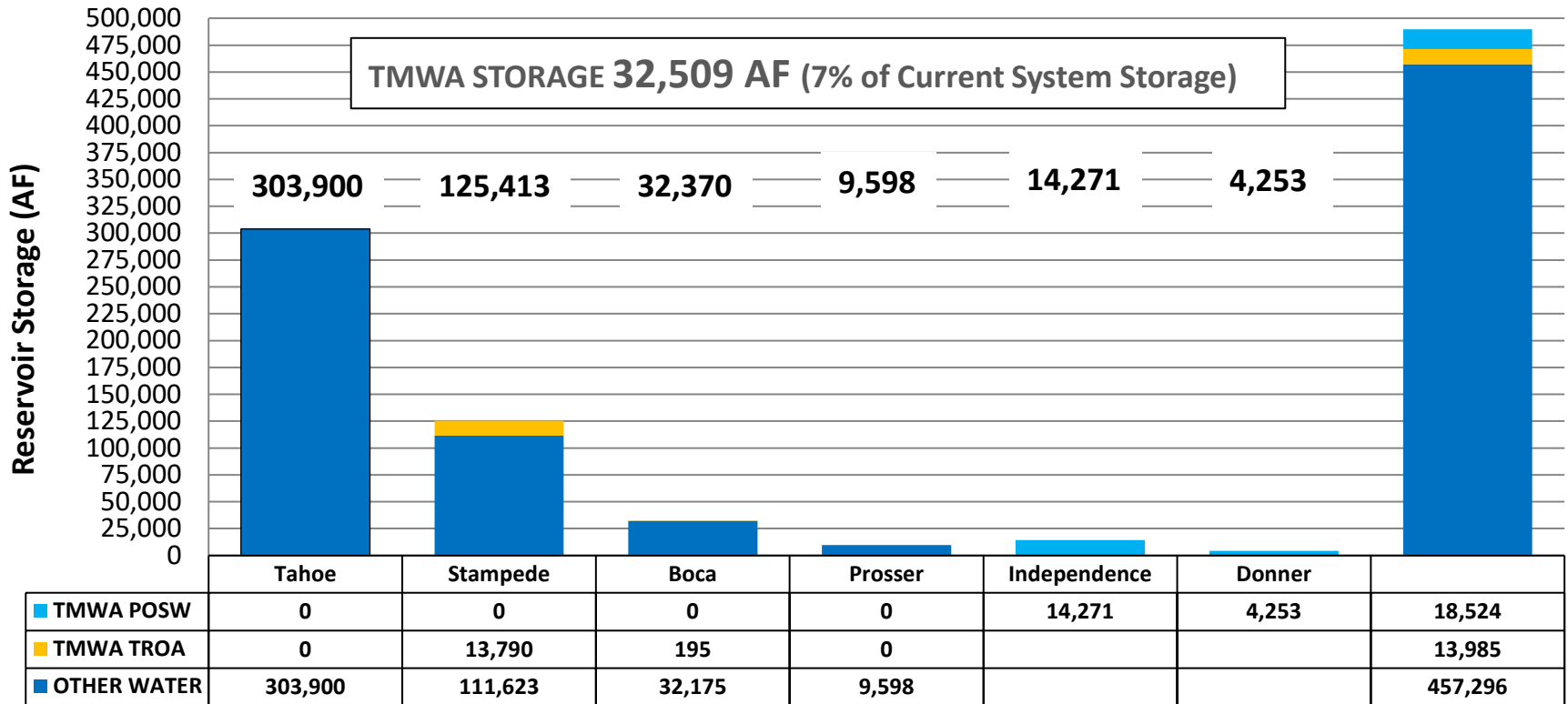
• Conversion of “Conserved Water” portion of Non-Firm M&I to WQCW per 7.B.4(f)

- Total: 591.77 AF

Truckee River System Storage (Apr 17, 2023)



TMWA System Storage (Apr 17, 2023)



Capacity (%)

41 %

55 %

79 %

32 %

82 %

45%

489,805

MAX SYSTEM CAPACITY 1,068,270 AF

CURRENT STORAGE 489,805 (46% Capacity)

Key Points

- Water supply outlook for our region is excellent!
- 2023 Lake Tahoe Basin set an all-time record for this snowpack this year (Apr01 SWE)
- Official Apr01 snowpack was 242% normal in the Lake Tahoe Basin
- Significantly above average streamflow runoff projections this spring (~200% normal)
- Elevation of Tahoe has already increased ~3.0 feet since low on 12/1/22
- Projected to rise another 2.9' or so by July (possibility still exists that it fills)
- All other upstream reservoirs expected to completely fill and spill in 2023
- Significant carry-over storage projected going into next winter
- Expect normal river flows for at least the next 2 to 3 years
- Currently in a Non-Drought Designation under TROA
- Normal water supply operations

Thank you!

Questions?

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

TMWA Communication Plan Update


FY 2023-2024

Contents

Page 3	➔	Communication Framework and Objectives
Pages 4-5	➔	Customer Experience Mapping
Pages 6	➔	New Initiatives for 2023
Pages 7-10	➔	Cornerstone Campaigns for 2023
Page 11-12	➔	On-going Established Initiatives
Pages 13-14	➔	Stakeholder Categorization and Cross-over Matrix
Pages 15-16	➔	Communication Channels Inventory and Reach

Topic Framework: Communication Pillars, Objectives and Outcomes

All outreach efforts are developed to support one or more of the following core categories:

Conservation 


Ensure customer water usage is responsible and meets TMWA's requirements and obligations under TROA.

Outcome: Behavioral Impact


Water Quality


Establish trust regarding the standards and rigor applied to produce high-quality drinking water.

Outcome: Product Confidence


Customer Experience

Maintain and advance customer experiences toward achieving high satisfaction levels and transactional trust in TMWA.

Outcome: Business Ease


Water Leadership

Further promote TMWA's role and positive impact as a regional steward of water resources, quality and infrastructure through stakeholder engagement, collaboration and partnership.

Outcome: Strategic Alignment

Identifying key experiences to help develop timely and relevant messages, *from the customer perspective*



Customer Experience Stages and Milestones

Awareness & Reach	Service (establish reliability)	Engagement (establish reliability)	Support	Advocacy
Knows about TMWA	Gets onboarding info	Uses water responsibly	Trusts TMWA to execute projects and initiatives	Comfortable endorsing TMWA's efforts to others
Knows about local drinking water system	Easily pays bills	Needs help (i.e. leak)	Acknowledges need for rate adjustments	
	Creates online account	Attends TMWA event/s		

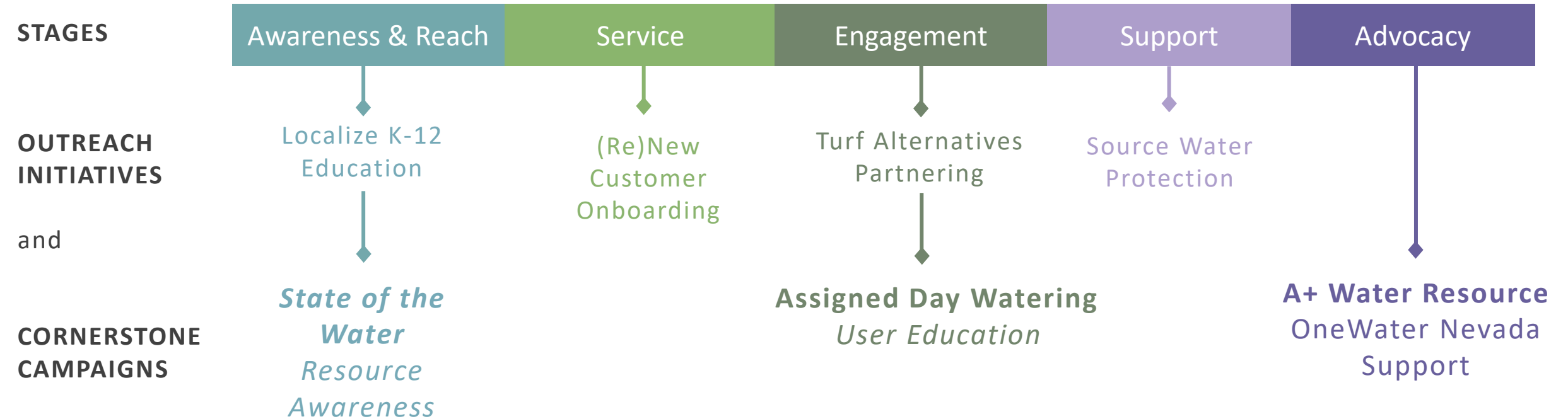
TMWA's Vision

"To enhance the quality of life in the Truckee Meadows by delivering exceptional, customer-focused water services"

Customer Experiences: Focused Initiatives for 2023



Additional outreach projects for 2023/2024 and associated tactical touchpoints



Outreach Initiatives: What's New for 2023

(Re)New Customer Onboarding:

Review and improve bill layout and new customer onboarding materials in anticipation of more people moving into the Truckee Meadows who are not familiar with our water system or conservation programs.

Customer



Experience

Update Conservation Outreach Materials:

Revise, localize and collaborate to update WCSD education conservation materials to include information about the Truckee River Watershed, the application of recycled water in our community and the promise of water treatment to create new water resources for the next generation.



Conservation



Conservation

Source Water Protection

Spotlight the collaborations and partnerships to protect source water in the region and within our community. Includes awareness regarding upstream forest health, source water quality, the applicability of the EPA's proposed PFAS regulatory guidelines and the relevance of the Lead and Copper Pipe Revision within TMWA's service area.



Water
Quality



Through exceptional water years and through drought cycles, conservation measures are **always** in place

- ✓ Take-away #1: **Great winters can be followed by dry winters, so we always conserve. It's what we do.**
Call-to-action focuses on Assigned Watering Days
- ✓ Take-away #2: **Outdoor irrigation *can* be supported in the Truckee Meadows with responsible planning and water use.**
Call-to-action includes watching DIY Irrigation System Videos, attending workshops, using landscape guide, exploring turf alternatives
- ✓ Take-away #3: **Weathering our extreme weather- How TMWA does it.**
Call to action includes highlighting content out of the Water Resource Plan, and topics on Aquifer Storage & Recovery and Conjunctive Use



What drives customer satisfaction? (2022 surveys)

"I believe TMWA's water management approach is based on sound science and information"

Agreement on this survey question impacted the way people rank satisfaction the way they do... **66%** of the time.



With year-end snowpack measurement (April 1), each spring will bring a predictable information flow to the public

April

- ✓ 'State of the Water' presented to media and community stakeholders
- ✓ Content posted on TMWA.com/news
- ✓ Guest editorial submitted to local outlets
- ✓ Related earned news coverage associated with outreach
- ✓ Content includes promotion for public to attend Smart About Water Day

May

- ✓ Topic focus, all bill inserts and electronic newsletter (130,000+ customers)
- ✓ Focus of Smart About Water Day messaging
- ✓ Inclusion in Smart About Water Day mini-presentations
- ✓ Content socialized via owned media and with partners throughout May
- ✓ Lead story on SmartAboutWater.com from mid May – mid July

Measuring Effectiveness

- ✓ Add "Water Literacy" Quiz to Satisfaction Surveys to track changes in public awareness about water system basics.

NATIONAL GEOGRAPHIC

THE HILL News Policy Business Opinion Events Jobs THE HILL TV Newsletters

Just in...
 EQUILIBRIUM & SUSTAINABILITY
Nearly two-thirds of California is now drought-free
 BY SHARON UGASIN - 03/19/23 4:19 PM ET

Impressive snowpack notwithstanding, drought impacts persist in Nevada
 By Nevada Current Date: March 16, 2023

reno gazette journal
Snowpack deepens as flood watch issued is for lower elevations
 Risk of gas leaks, collapsing roofs at higher elevations.
 Amy Alonso
 Reno Gazette Journal
 Published 2:10 p.m. PT March 6, 2023 | Updated 2:19 p.m. PT March 6, 2023

ENVIRONM

The drought in the west could last until 2030
 After a brutally hot and dry 2021, the region is now facing a "megadrought" in 1,200 years. Climate change is to blame.
 BY ALEJANDRA BORUNDA

Key Points

- The snowpack is reaching record levels across Nevada and the Sierra.
- Reservoirs throughout the region are expected to fill this spring.
- An increase in gas leaks are being reported around North Tahoe due to the storms and heavy snow.
- Roads are at risk of collapsing due to feet of heavy snow piling up.

The snowpack in both the Carson River Basin and Walker River Basin is poised to reach record levels.



TMWA Outreach for A+ Recycled Water Projects will

- ✓ **Coordinate** with the OneWater Nevada communication plan via Data Instincts.
- ✓ **Be iterative** over time to achieve broad awareness and understanding.
- ✓ **Achieve legitimacy** when multiple pragmatic, moral *and* cognitive considerations help guide message development.

Legitimacy Dimensions

Pragmatic Value – What’s in it for me? Who is implementing this? Can I trust them?

Moral Evaluation – Is this safe? Does the process have safeguards? Does it meet standards?

Cognitive Evaluation – Can I taste any difference (individual)? Does this address existential concerns (climate change)?

Harris-Lovett, S.R.; Binz, C.; Sedlak, D.L.; Kiparsky, M.; Truffer, B.
Beyond User Acceptance: A Legitimacy Framework for Potable Water Reuse in California;
 Environmental Science & Technology, 2015, 7552-7561.

Outreach, coordinated with OneWater Nevada, will focus on *addressing the legitimacy of A+ Water and benefits of ReUse.*

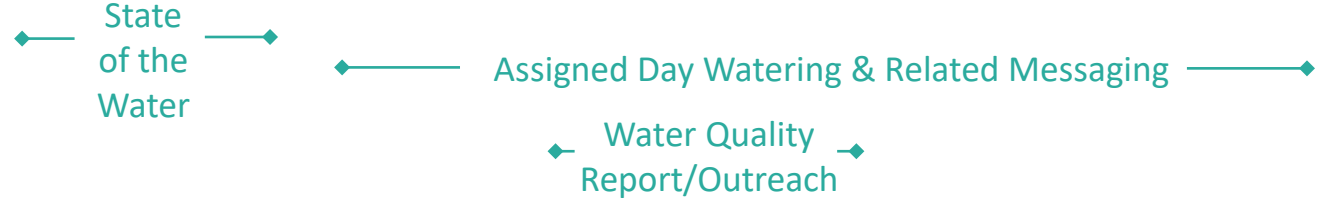


- ← Climate Resilient Addition to TMWA’s Water Portfolio (*Cognitive*)
- ← Broad Reaching Benefit to the Truckee Meadows Watershed (*Cognitive, Pragmatic*)
- ← Regulated to Ensure Safety and Health (*Pragmatic, Moral*)

On-going Outreach Overview: Outdoor Irrigation Season

APR MAY JUNE JULY AUG SEPT OCT

Campaigns



Events

Smart About Water Day (May)

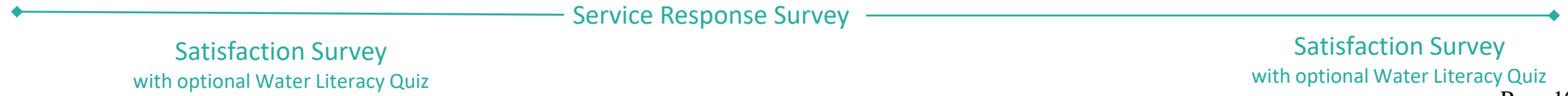
Workshops



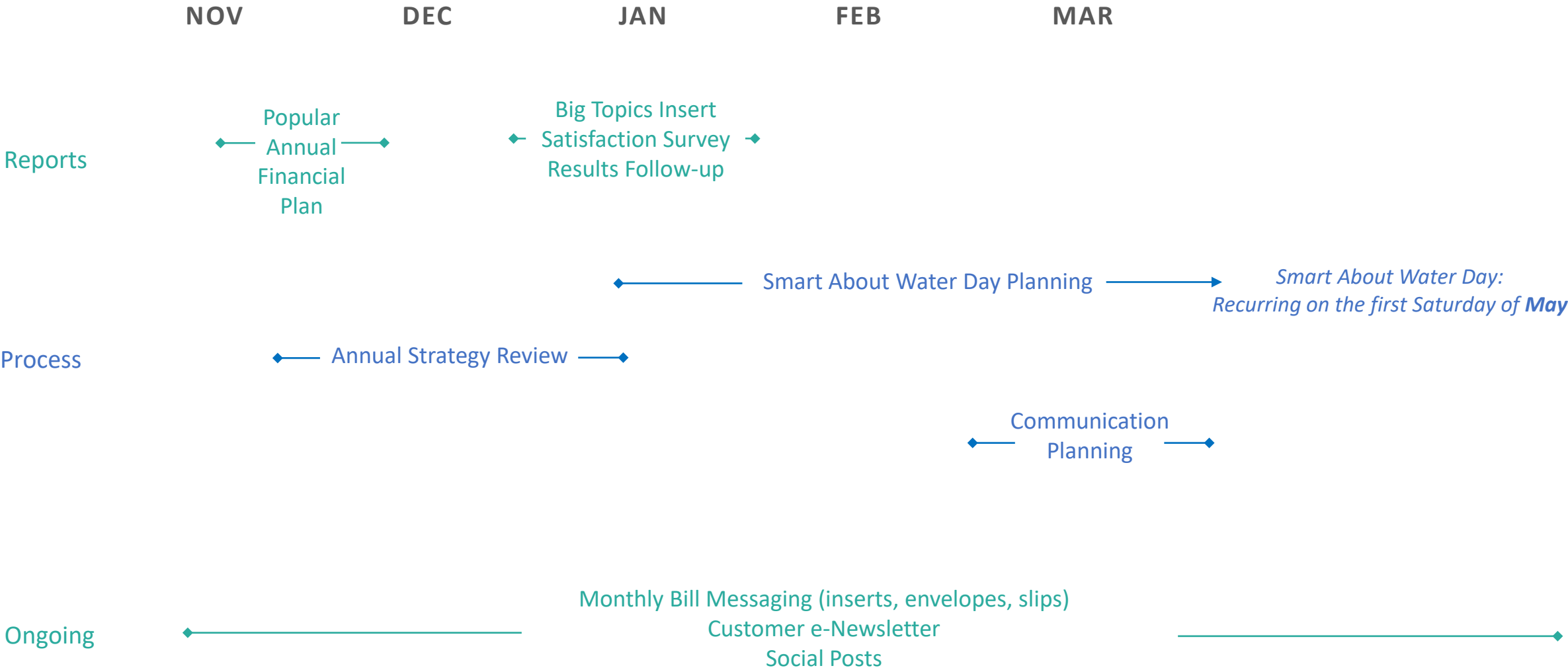
Tours



Survey



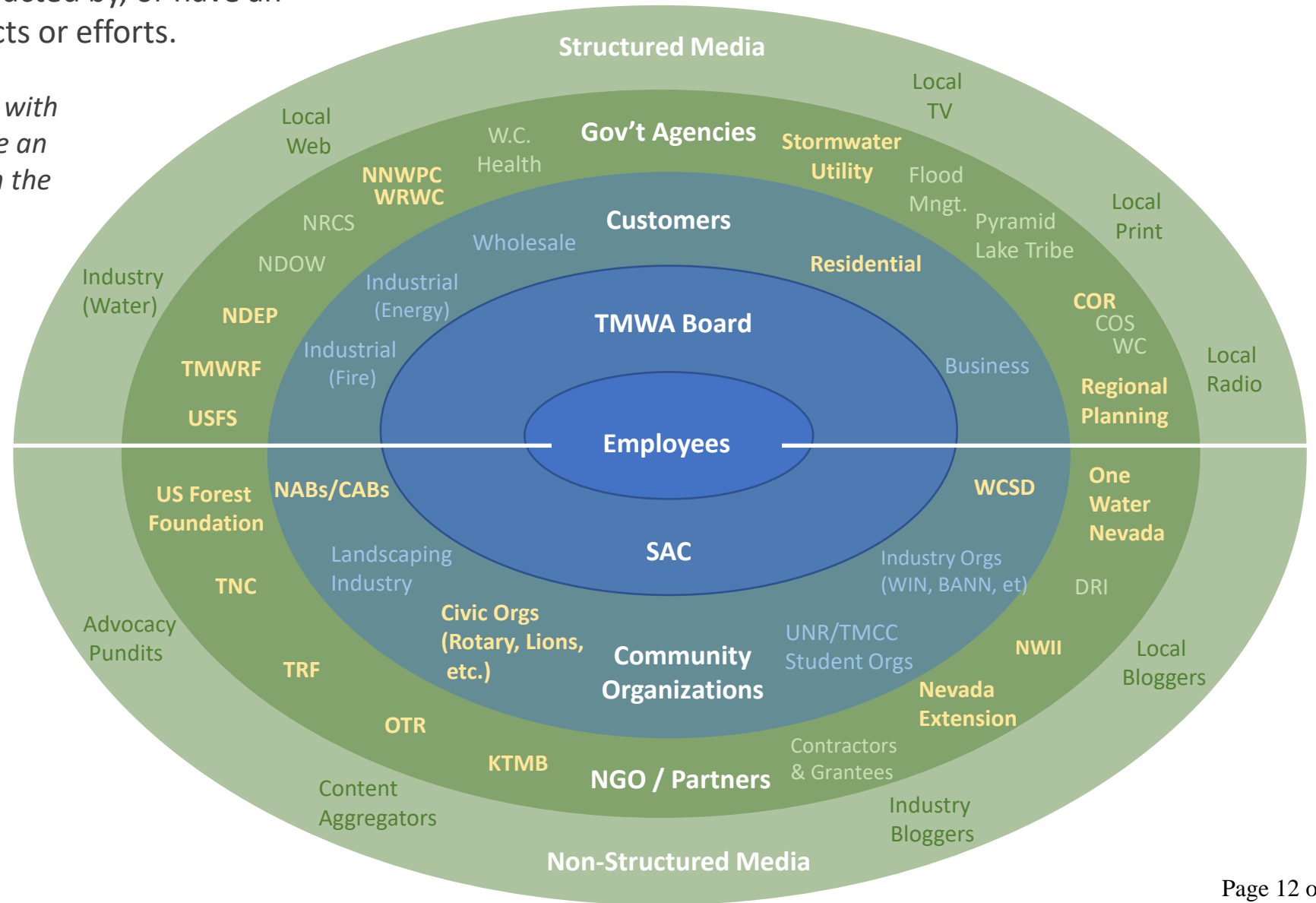
On-going Outreach and Activity: Off-Season



Understanding TMWA's Stakeholders by Category and Entity

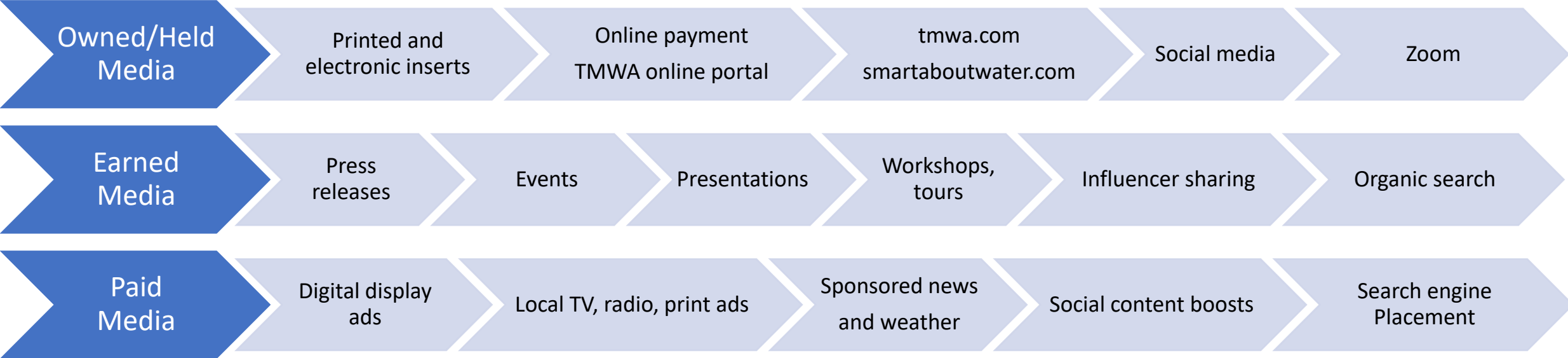
Mapping out the groups that are impacted by, or have an impact on, TMWA's operation, projects or efforts.

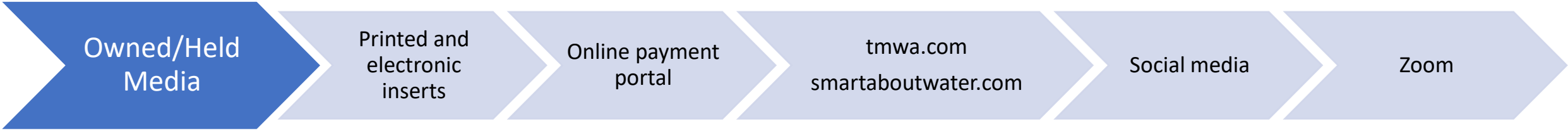
Highlighted stakeholders are either active with TMWA's current efforts, projects, or will be an important partner for planned outreach in the coming year.



Stakeholder groups with active water resource related projects will be an important partner in the coming year.







Mailed Billing Inserts, Envelope Backers, and Buck Slips

Audience: Customers, can also apply target or exclusion audience rules
 Reach: 95k households/businesses
 Frequency: Monthly
 Distribution: With bill statements

Electronic Inserts

Audience: Customers with online accounts, can also apply target or exclusion audience rules
 Reach: 130,541 households/businesses; 43.2% open rate average over the last 12 months
 Frequency: Monthly
 Distribution: Email

www.tmwa.com

Audience: Customers, Public
 Reach: 26,800 visitors median average per month
 Top Hit: www.tmwa.com/

www.smartaboutwater.com

Audience: Customers, Public
 Reach: 20,309 pageviews per year
 Top Hit: www.smartaboutwater.com/

TMWA Social Media – 163,000 Impressions Over the Last Year

Audience: Public
 Followers: 2,600 Facebook; 665 Linked-In; 1,300 Instagram; 1,800 Twitter
 Frequency: Multiple posts per week

TMWA YouTube Channel – 49,000 Views Over the Last Year

Audience: Public
 Subscribers: 336
 Frequency: As needed



STAFF REPORT

TO: Board of Directors
FROM: John R. Zimmerman, General Manager
DATE: April 7, 2023
SUBJECT: **General Manager's Report**

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 8, 2023 through, April 7, 2023.



STAFF REPORT

TO: Board of Directors
THRU: John Zimmerman, General Manager
FROM: John Enloe, Director Natural Resources
BY: Bill Hauck, Water Supply Supervisor
DATE: April 11, 2023
SUBJECT: April 2023 Water Operations Report

SUMMARY

- 2023 was one of the biggest snowpack years on record
- The water supply outlook for our region is excellent
- Snowpack is currently well over 200% of median
- Runoff is projected to be more than twice the median
- Lake Tahoe is projected to come close to filling
- All other reservoirs on the Truckee system are projected to completely fill in 2023
- Normal river flows can be expected for the next two to three years
- Lake Tahoe storage is currently @ 40% of capacity (2.43 feet above the rim).
- Total, combined Truckee River reservoir storage is ~44% of capacity
- TMWA's upstream reserve storage is in great shape between Donner and Independence reservoirs, and water stored under the terms of TROA (58,761 AF)
- Customer demand averaged 42 MGD last week
- Aquifer Storage and Recovery (ASR) averaged ~ 6 MGD last week
- Hydroelectric generation for March was 2,898 MWh, with a revenue of \$219,734

(A) Water Supply

- **River Flows** - Truckee River discharge at the CA/NV state line was about 1,900 cubic feet per second (CFS) this morning. This is above normal for this time of the year, as the 114-year median flow for this day at Farad is 879 CFS.
- **Reservoir Storage** - Overall Truckee River reservoir storage is ~44% of capacity. The elevation of Lake Tahoe is 6225.43 feet (2.43' above the rim). Storage values for each reservoir as of April 11th are as follows:

Reservoir	Current Storage (Acre-Feet)	% Capacity (Percent)
Tahoe	295,400	40%
Boca	28,951	71%
Stampede	118,160	52%
Prosser	10,001	34%
Donner	3,898	41%
Independence	14,104	81%

In addition to the 18,002 acre-feet of storage between Donner and Independence reservoirs, TMWA also has about 40,760 acre-feet of water stored between Stampede and Boca reservoirs under the terms of TROA. TMWA’s total combined upstream reservoir storage as of this writing is 58,761 acre-feet.

- **Snowpack** - 2023 was simply a huge snowpack year. The Sierra Nevada saw record March snow accumulation on top of an already staggering amount of snow though the month of February. April 1st snow measurements set new records at many locations throughout the eastern Sierra. Some of these records extend back 80 to over 100 years, surpassing measurements made in some of the biggest winters such as 1983, 2011 and 2017. Mount Rose snowpack was the 3rd highest in 112 years of record keeping, and Marlette Lake had the highest snowpack measurement in 107 years of record keeping. Official April 1st measurements for Lake Tahoe Basin snowpack came in at 242% of median, and 218% of median for the Truckee River Basin.
- **Runoff** - Streamflow forecasts for April through July are more than twice median. Lake Tahoe GC (gates closed) rise (April-high) is forecasted at 2.9 feet (250% of median). And the Truckee River at Farad (CA/NV state line) is forecasted at 249% of median and 560,000 acre-feet (KAF).
- **Outlook** - Big snowpack and runoff years mean positive things for our water supply. This year is no exception, with Lake Tahoe expected to rise another three (3) feet or so before peaking in August. The most likely forecast shows it coming remarkably close to filling, but still a half a foot or so shy (~90% full). There is still an outside chance that Lake Tahoe does end up filling, which would completely reset the system. Regardless of whether Tahoe completely fills or not, this has been an amazing comeback as the lake started the water year about a half a foot below the rim. All the other reservoirs on the Truckee River system are expected to fill completely in the coming months. So, the outlook for the regional water supply is excellent with significant carry over reservoir storage projected this next fall. Normal Truckee River flows can be expected for the next two to three years.

(B) Water Production

- **Demand** - TMWA’s customer demand averaged forty-two (42) million gallons per day (MGD) last week. Surface water made up 94% of the supply, and groundwater pumping the other 6%. Recharge averaged ~ 6 MGD.

(C) Hydro Production

Generation - The average flow in the Truckee River at Farad (CA/NV state line) for the month of March was 654 CFS. The Verdi hydroelectric plant was on-line all month and available 100% of the time. The Fleish hydroelectric plant was on-line twenty-three out of 31 days and 74% available. The Washoe hydroelectric plant, which was taken off-line on November 3rd, remained idle during the month of March.

Statistics for the month are as follows:

Plant	Generation Days	% Availability	Generation (Megawatt Hours)	Revenue (Dollars)	Revenue (Dollars/Day)
Fleish	23	74%	1,410	\$107,380	\$3,464
Verdi	31	100%	1,488	\$112,354	\$3,624
Washoe	0	N/A	0	\$ 0	N/A
Totals	54	-	2,898	\$219,734	\$7,088



STAFF REPORT

TO: Chairman and Board Members
THRU: John Zimmerman, General Manager
FROM: Stefanie Morris, Director, Legal and Regulatory Affairs
DATE: April 12, 2023
SUBJECT: **Water Resources and Annexation Activity Report**

RULE 7

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

Beginning Balance		2,960.55 AF
Purchases of water rights	6.66 AF	
Refunds	0.00 AF	
Sales	-11.16 AF	
Adjustments	0.00 AF	
Ending Balance		2,956.05 AF

Price per acre foot at report date: \$7,900

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		7,466.87 AF
Committed water rights	- 32.74 AF	
Ending Balance		7,434.13 AF

Price per acre foot at report date: \$45,753.75 (SFR and MFR); \$39,690 (for all other services)¹

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

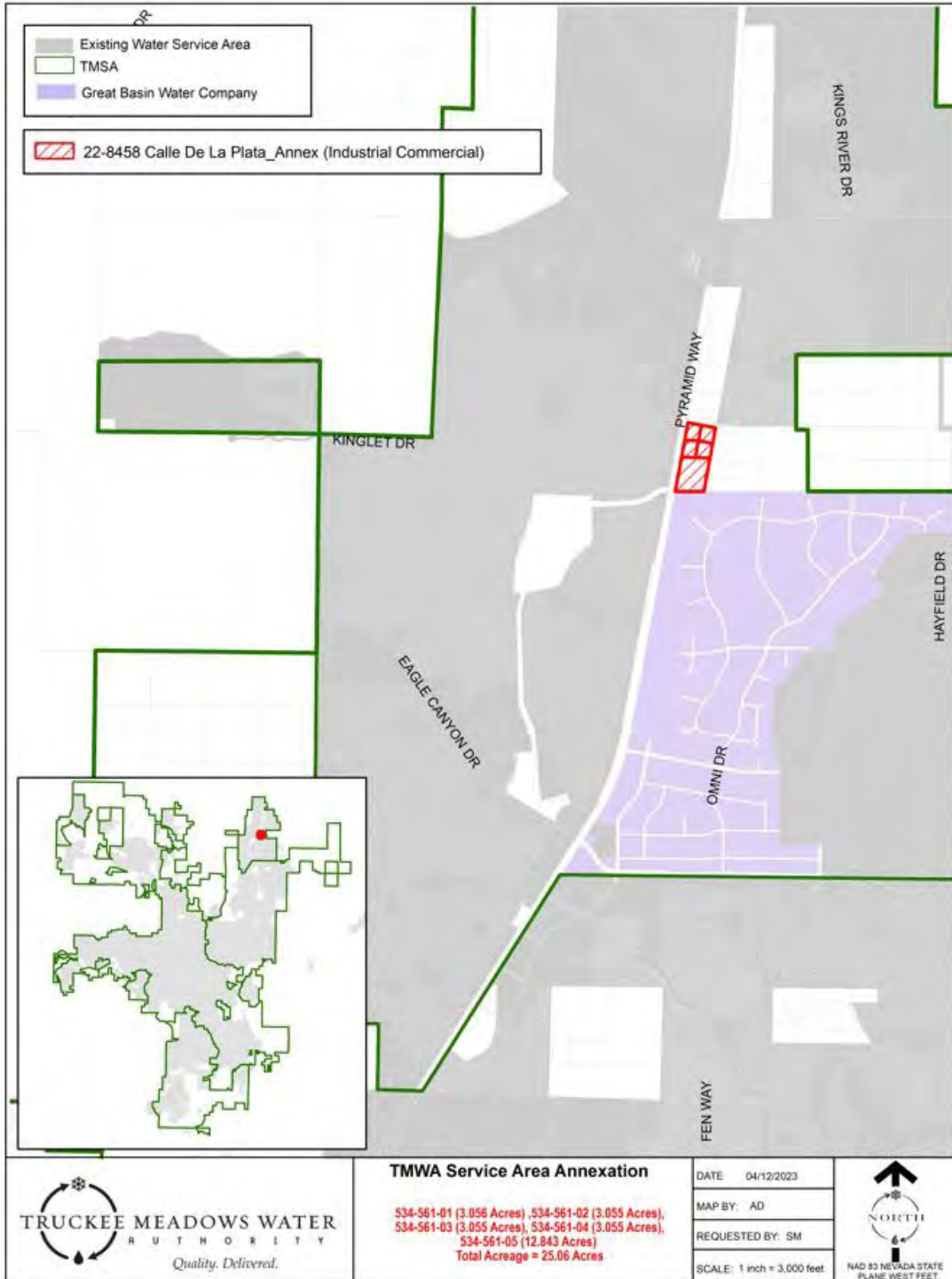
WATER SERVICE AREA ANNEXATIONS

Since the date of the last report, there have been 25.06 acres (Exhibit A) annexed into TMWA's service area.

INTERRUPTIBLE LARGE VOLUME NON-POTABLE SERVICE

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

EXHIBIT "A"





STAFF REPORT

TO: Board of Directors
THRU: John R. Zimmerman, General Manager
FROM: Marci Westlake, Manager Customer Service
DATE: April 19, 2023
SUBJECT: **March Customer Service Report**

The following is a summary of Customer Service activity for March 2023

Ombudsman

- Customer believes something is wrong with smart meter recording capacity. Customer does not believe that the old meter was recording correctly. Meter was exchanged and customer shown how to get daily readings on her computer. TMWA will get manual readings in late April and late May. After that time, TMWA will determine if any adjustment to customer's bill is needed.
- Customer called and did not leave a message. Ombudsman called and the customer indicated that he had stopped by the office and TMWA's customer service representatives were helping him with a credit card payment. Customer would call back if he needed additional help.

Communications - Public Outreach - March

- Chuck Swegles had a Water Conservation & General Overview of TMWA and TMWA system presentation at the 1st Congregational Church of Reno and 11 people attended.
- Chalk Bluff Operators and Water Quality Staff had a Water Treatment Plant Operations/Water Quality presentation for Envirolution, a 501(c)(3) non-profit educational organization and 30 people attended.
- Lydia Teel and Angel Lacroix had an American Flat APWF presentation for Nevada Water Environment Association at the GSR and 40 people attended.

Conservation (2023 Calendar year)

- 281 Water Usage Reviews
- 41 Water Watcher Contacts

Customer Calls – March

- 6,385 phone calls handled.
- Average handling time 6 minutes 36 seconds per call.
- Average speed of answer :18 seconds per call.

Billing – March

- 136,092 bills issued.
- 47,660 customers (35%) have signed up for paperless billing to date.

Remittance – March

- 19,417 Mailed-in payments.
- 24,927 Electronic payments
- 55,387 Payments via AutoPay (EFT)
- 16,214 One-time bank account payments
- 120 Store payments
- 653 Pay by Text
- 4,403 IVR Payments
- 690 Reno office Payments
- 34 Kiosk Payments

Collections – March

- 17,628 accounts received a late charge.
- 3,006 Mailed delinquent notices, 0.02% of accounts.
- 650 accounts eligible for disconnect.
- 525 accounts were disconnected. (Including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- 0.20 % write-off to revenue.

Meter Statistics – Fiscal Year to Date

- 5,414 Meter exchanges completed.
- 1,281 New business meter sets completed.