



TRUCKEE MEADOWS WATER AUTHORITY
Board of Directors
AGENDA

NEW DAY: Thursday, January 18, 2024 at 10:00 a.m.

NEW VENUE: Washoe County Commission Chambers, 1001 E. 9th St. Reno, NV
MEETING VIA TELECONFERENCE & IN-PERSON

MEMBERS OF THE PUBLIC MAY ATTEND VIA THE WEB LINK, OR
TELEPHONICALLY BY CALLING THE NUMBER, LISTED BELOW.

(be sure to keep your phones or microphones on mute, and do not place the call on hold)

Please click the link below to join the webinar:

<https://tmwa.zoom.us/j/86265400526?pwd=Kbi3QXCizLo80rtMVx4j3TzrIr7Myw.1>

Password: 045177

Or call:

Phone: (888) 788-0099

Webinar ID: 862 6540 0526

Board Members

Chair Kristopher Dahir – City of Sparks	Vice Chair Naomi Duerr – City of Reno
Paul Anderson – City of Sparks	Alexis Hill – Washoe County
Jenny Brekhus – City of Reno	Clara Andriola – Washoe County
Devon Reese – City of Reno	

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. TMWA meetings are streamed online at <https://www.youtube.com/@tmwaboardmeetings6598>.
3. 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.
4. 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).
5. 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.
6. Asterisks (*) denote non-action items.
7. Public comment during the meeting is limited to three minutes and is allowed during the two public comment periods rather than each action item. 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 Chair has the discretion to allow public comment on any individual agenda item, including any item on which action is to be taken.
8. Written public comment may be provided by submitting written comments online on TMWA's Public Comment Form (tmwa.com/PublicComment) or by email sent to boardclerk@tmwa.com prior to the Board opening the public comment period during the meeting. In addition, public comments may be provided by leaving a voicemail at (775)834-0255 prior to 4:00 p.m. the day before the scheduled meeting. Voicemail messages received will be noted during the meeting and summarized for entry into the record.
9. In the event the Chair and Vice-Chair are absent, the remaining Board members may elect a temporary presiding officer to preside over the meeting until the Chair or Vice-Chair are present (**Standing Item of Possible Action**).
10. 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.
11. The Board may attend and participate in the meeting by means of remote technology system. Members of the public wishing to attend and/or participate by providing public comment may do so either in person at the physical location of the meeting listed above or virtually. To attend this meeting virtually, please log into the meeting using the link and/or phone number noted above.

¹ 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.

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 December 14, 2023 meeting of the TMWA Board of Directors (**For Possible Action**)
7. Water Supply Update — Bill Hauck*
8. Report and discussion on the results of TMWA's 2023-2024 Cash Optimization Refinancing — Matt Bowman*
9. PUBLIC HEARING ON RATE AND RULE AMENDMENTS
 - a. Presentation on results of TMWA Open Houses (and customer comments) regarding the proposed rate adjustments — Robert Charpentier*
 - b. Rate Amendment, Introduction: Introduction and first reading of a potential water rate adjustment, including possible multi-year adjustments, with proposed initial implementation for the first billing cycle in June 2024 — Matt Bowman (**For Possible Action**)
 - c. Public Comment — limited to no more than three minutes per speaker*

CLOSE PUBLIC HEARING

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**)

¹ 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.

TRUCKEE MEADOWS WATER AUTHORITY
DRAFT MINUTES OF THE DECEMBER 14, 2023
MEETING OF THE BOARD OF DIRECTORS

The Board of Directors met on Thursday, December 14, 2023, 2023 at Washoe County Commission Chambers. Chair Dahir called the meeting to order at 10:00 a.m.

1. ROLL CALL

Directors Present: Paul Anderson, Clara Andriola, Jenny Brekhus, Kristopher Dahir, Naomi Duerr, *Alexis Hill, and Devon Reese.

A quorum was present.

****Director Hill left the meeting at 10:47 a.m. and returned at 11:25 a.m.***

2. PLEDGE OF ALLEGIANCE

The pledge of allegiance was led by Director Duerr.

3. PUBLIC COMMENT

There was no public comment.

4. POSSIBLE BOARD COMMENTS OR ACKNOWLEDGEMENTS

There were no board comments or acknowledgements.

5. APPROVAL OF THE AGENDA

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

6. APPROVAL OF THE MINUTES OF THE OCTOBER 18, 2023 MEETING

Upon motion by Director Duerr, second by Director Anderson, which motion duly carried by unanimous consent of the Directors present, the Board approved the October 18, 2023 minutes.

7. RECOGNITION OF ARLAN MELENDEZ, RENO-SPARKS INDIAN COLONY CHAIRMAN, FOR HIS YEARS OF SERVICE

Chair Dahir acknowledged Chair Melendez and his work with community members.

Members of the Board agreed and recognized the contributions of Arlan Melendez, who recently retired as chairman of the Reno-Sparks Indian Colony (Colony) after nearly three decades in that role. Board members praised Melendez for his efforts to bring economic development and employment opportunities to the Colony while also working closely with regional partners to protect the Truckee River while improving conditions along its banks.

8. REPORT REGARDING OMBUDSMAN ACTIVITIES FROM DECEMBER 2022 THROUGH NOVEMBER 2023 AND REQUEST FOR BOARD DIRECTION AND POSSIBLE AUTHORIZATION FOR THE GENERAL MANAGER TO PROCEED WITH KIM MAZERES AS OMBUDSMAN FOR CALENDAR YEAR 2024

Kim Mazeres, TMWA Ombudsman, and former TMWA customer service director, completed her first year as TMWA's ombudsman and presented her annual report to the Board. Ms. Mazeres outlined 33 customer issues that were addressed during the year; 11 were complaints and 22 were inquiries. Topics ranged from billing issues to questions about main repairs and sprinkler timers.

Director Hill inquired if there were any patterns that would lead to a change in policy. Ms. Mazeres replied no, only with claims issues, not with TMWA staff, but the insurance companies.

The Board voted unanimously to accept the staff recommendation that Kim be retained in the ombudsman position for 2024 and to increase her monthly fee.

Upon motion by Director Reese, second by Director Duerr, which motion duly carried by unanimous consent of the Directors present, the Board authorized the general manager to proceed with Kim Mazeres as ombudsman for calendar year 2024 and increase her monthly fee.

9. PRESENTATION ON MIDDLE TRUCKEE RIVER WATERSHED FOREST PARTNERSHIP PROGRESS AND LADYBUG PROJECT UPDATE

Kara Steeland, TMWA Sr. Hydrologist and Watershed Coordinator, and Dan Alvey, National Forest Foundation (NFF) Program Manager, provided an update on the progress made in the last year by the Middle Truckee River Watershed Forest Partnership (Partnership). The Partnership is working on improving the health of the forest to reduce the risk of catastrophic wildfires. The work also includes developing a 10-year vegetation management plan which will conduct over 62,000 acres of forest restoration and will cost \$120-140 million; funding comes from various sources, including grants from the California Wildlife Conservation Board and the Tahoe Truckee Community Foundation.

John Zimmerman, TMWA General Manager, noted these efforts represent TMWA's tradition of being proactive and innovative and commended Ms. Steeland, who has spent a lot of time and effort, and has taken ownership of this initiative.

Director Hill thanked TMWA for its leadership and collaboration with regional agencies and inquired if they reached out to the Martis Camp Foundation. Ms. Steeland replied no, but they are in the preliminary funding plan stage.

Members of the Board thanked Ms. Steeland and Mr. Alvey for their work and efforts on the initiative.

10. DISCUSSION AND ACTION ON ADOPTION OF RESOLUTION NO. 321: A RESOLUTION TO APPROVE THE ANNUAL COMPREHENSIVE FINANCIAL REPORT FOR FISCAL YEAR ENDED JUNE 30, 2023

Sophia Cardinal, TMWA Financial Controller, presented TMWA's Annual Comprehensive Financial Report (ACFR). The ACFR is a set of statements comprising the report of TMWA's finances in a format that complies with the accounting requirements promulgated by the Governmental Accounting Standards Board (GASB). The purpose of this report is to ensure transparency and accountability in a government entity's financial operations. There were two significant findings Eide Bailly rendered: 1. An unqualified audit opinion which is the highest level of opinion an auditor can render; and 2. In planning and performing their audit, they found no deficiencies in internal controls.

The Board complimented Ms. Cardinal, Matt Bowman, TMWA Chief Financial Officer, and the Finance team for their efforts on the report and a clean audit.

Director Brekhus congratulated staff on a clean audit and inquired about note #6 regarding leases and if it was a new GASB requirement. Ms. Cardinal replied that it relates to GASB #87, which was new last year fiscal year 22 and it is the second year TMWA presented it. Director Brekhus requested who the third party was and confirmed the general manager has authority from the Board. Mr. Zimmerman replied that the third parties are cell phone companies and yes, the general manager has the authority to lease property. Director Brekhus also inquired about note #7 and asked if there is an expiration on the authorization to issue tax exempt long-term debt. Mr. Bowman added that TMWA no longer has commercial paper outstanding and the remaining \$13m was refunded in 2021 with a direct loan at 1.9%, but would look into the authority to issue additional tax exempt debt.

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. 321: A resolution to approve the Annual Comprehensive Financial Report for Fiscal Year ended June 30, 2023.

11. PRESENTATION OF FINANCIAL PERFORMANCE FOR FIRST QUARTER FISCAL YEAR 2024

Mr. Bowman presented the staff report.

Director Brekhus inquired about the budget for the Advanced Purified Water at American Flat and its impact on City of Reno budget. Mr. Bowman replied TMWA expends the funds and then receives reimbursement from City of Reno via the interlocal agreement.

12. DISCUSSION AND ACTION ON ADOPTION OF RESOLUTION NO. 322: A RESOLUTION TO APPROVE CHANGES TO EMPLOYEES' LEAVE POLICIES

Mr. Bowman presented the proposed transition from short-term disability for TMWA's management, professional, administrative and technical employees ("MPAT") employees, to a sick-leave plan with an option for all employees to voluntarily purchase short-term disability plan. This change was recommended by staff to both address risks associated with administering the existing plan and provide employees with more flexibility. The change will take place sometime during the first quarter of 2024 and will allow MPAT employees with greater than one year of service to still have access to the existing short-term disability benefit for up to four years from date of implementation.

At this time, the Board expressed surprise that TMWA did not have a sick leave policy for MPAT's and confirmed that this new policy closely matches other local agencies and keeping with best practice. Jessica Atkinson, TMWA Human Resources Director, confirmed that it does closely match other local agencies policy and she monitors other agencies and associations, TMWA falls in the middle with this policy, and long-term disability is not affected by this change. Ms. Atkinson stated the administrative policy will be brought back to the Board for approval.

Director Andriola appreciated the attempt by staff to make the switch, but echoed the sentiments of others on the Board in terms of flexibility and ensuring there is equity for all especially if there is an employee who does not get sick or need additional time off to care for a family member, for them to feel they are not losing something they have earned; there is a fine line between flexibility and penalty. She would like staff to consider this as they finalize the updates.

Chair Dahir stated this is a positive move but inquired if TMWA employees also thought so. Mr. Zimmerman replied the changes were communicated to employees and adjusted the changes based on feedback, which most supported.

Upon motion by Director Duerr, second by Director Andriola, which motion duly carried by unanimous consent of the Directors present, the Board adopted Resolution No. 322: A resolution to approve changes to employees' leave policies.

13. DISCUSSION AND ACTION, AND POSSIBLE AUTHORIZATION FOR GENERAL MANAGER TO AMEND SUN VALLEY GENERAL IMPROVEMENT DISTRICT WHOLESALE AGREEMENT TO INCREASE TIER 1 USAGE

Mr. Bowman presented the changes to the wholesale agreement with Sun Valley General Improvement District (SVGID) to increase the commodity rate for Tier 1 from 34,000,000 gallons to 38,000,000 gallons effective January 1, 2024. This change was needed to meet increased demand in the SVGID service territory and keep the tier in line with average indoor water use in SVGID.

Director Brekhus inquired about SVGID's authority, adding new connections or increasing its territory. Mr. Zimmerman replied that SVGID is its own entity and TMWA's wholesale customer.

Chris Melton, SVGID General Manager, added that SVGID has been its own service territory since 1967 and within its territory, has a development plan; the latest was a new school built.

Upon motion by Director Duerr, second by Director Andriola, which motion duly carried by unanimous consent of the Directors present, the Board authorized the general manager to amend Sun Valley General Improvement District wholesale agreement to increase Tier 1 usage.

14. DISCUSSION AND ACTION, AND POSSIBLE DIRECTION TO STAFF REGARDING REQUEST FOR APPROVAL OF REVISIONS TO OTHER POST EMPLOYMENT BENEFITS TRUST (OPEB) PLAN

Mr. Bowman presented the change to OPEB plan that will now include dental coverage, which has no financial impact on TMWA and was approved by the trustees.

Upon motion by Director Reese, second by Director Duerr, which motion duly carried by unanimous consent of the Directors present, the Board approved revisions to Other Post Employment Benefits Trust (OPEB) Plan.

15. DISCUSSION AND ACTION, AND POSSIBLE DIRECTION TO STAFF REGARDING APPOINTMENTS TO THE STANDING ADVISORY COMMITTEE TO FILL VACANCIES IN EXISTING POSITIONS WHOSE TERMS EXPIRE DECEMBER 31, 2023, SUCH APPOINTMENTS TO BE MADE FOR NEW TERMS FROM JANUARY 1, 2024 TO DECEMBER 31, 2025 FROM THE FOLLOWING LIST OF CANDIDATES: (1) BRIAN BOSMA, PRIMARY REPRESENTATIVE, RENO-SPARKS CHAMBER OF COMMERCE APPOINTMENT; (2) COLIN HAYS, PRIMARY REPRESENTATIVE, BANN APPOINTMENT; (3) JOHN KRMPOTIC, PRIMARY REPRESENTATIVE, COMMERCIAL CUSTOMER; (4) JUSTIN MCDUGAL, ALTERNATE REPRESENTATIVE, BANN APPOINTMENT; (5) CHRIS MELTON, PRIMARY REPRESENTATIVE, WHOLESALE CUSTOMER; (6) CONNER NAISBITT, ALTERNATE REPRESENTATIVE, RENO-SPARKS CHAMBER OF COMMERCE APPOINTMENT; (7) JONNIE PULLMAN, ALTERNATE REPRESENTATIVE, MULTI-FAMILY RESIDENTIAL CUSTOMER; (8) KEVIN RYAN, ALTERNATE REPRESENTATIVE, RESIDENTIAL 3 CUSTOMER; AND (9) ALEX TALMANT, ALTERNATE REPRESENTATIVE, SENIOR CITIZEN CUSTOMER

Sonia Folsom, TMWA Executive Assistant, presented the staff report.

Director Brekhus expressed concern that committee members represent organizations, which have their own agenda, sit on government boards and would like to revisit the guidelines.

Director Reese requested a better understanding of what the Standing Advisory Committee does and if a tenant representative could be included.

Upon motion by Director Anderson, second by Director Reese, which motion duly carried by unanimous consent of the Directors present, the Board approved the appointments to the Standing Advisory Committee to fill vacancies in existing positions whose terms expire December 31, 2023, such appointments to be made for new terms from January 1, 2024 to December 31, 2025 from the following list of candidates: (1) Brian Bosma, primary representative, Reno-Sparks Chamber of Commerce appointment; (2) Colin Hays, primary representative, BANN appointment; (3) John Krmpotic, primary representative, commercial customer; (4) Justin McDougal, alternate representative, BANN appointment; (5) Chris Melton, primary representative, wholesale customer; (6) Conner Naisbitt, alternate representative, Reno-Sparks Chamber of Commerce appointment; (7) Jonnie Pullman, alternate representative, multi-family residential customer; (8) Kevin Ryan, alternate representative, residential 3 customer; and (9) Alex Talmant, alternate representative, senior citizen customer.

16. DISCUSSION AND ACTION ON SCHEDULING REGULAR BOARD MEETING DATES AND TIMES FOR THE CALENDAR YEAR 2024

Ms. Folsom presented the staff report.

Upon motion by Director Reese, second by Director Andriola, which motion duly carried by unanimous consent of the Directors present, the Board approved the Board meeting dates and times for calendar year 2024.

17. GENERAL MANAGER'S REPORT

Mr. Zimmerman noted that the water supply update will be brought back in January, and he is working on organizing employee and Board-member tours of Chalk Bluff and Glendale water treatment plants for 2024. He also congratulated Ryan Dixon, TMWA Hydro Manager and hydro team for breaking the generation record for July through November production period which resulted in a record \$1.7m in revenues. Finally, he thanked the Board for their advice and guidance during his first full year as General Manager and acknowledged TMWA's leadership team as well.

Director Brekhus inquired if developers adjacent to Chalk Bluff water treatment plant have access. Danny Rotter, TMWA Director of Engineering, replied they have had discussions, but have yet to grant access.

18. PUBLIC COMMENT

There was no public comment.

19. BOARD COMMENTS AND REQUESTS FOR FUTURE AGENDA ITEMS

Chair Dahir requested to add an item on a future agenda to discuss the Standing Advisory Committee.

20. ADJOURNMENT

With no further discussion, Chair Dahir adjourned the meeting at 11:36 a.m.

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

Sonia Folsom, Board Clerk.

****Director Hill was present for agenda items 1 thru 11 and 15 thru 20 only.***

DRAFT

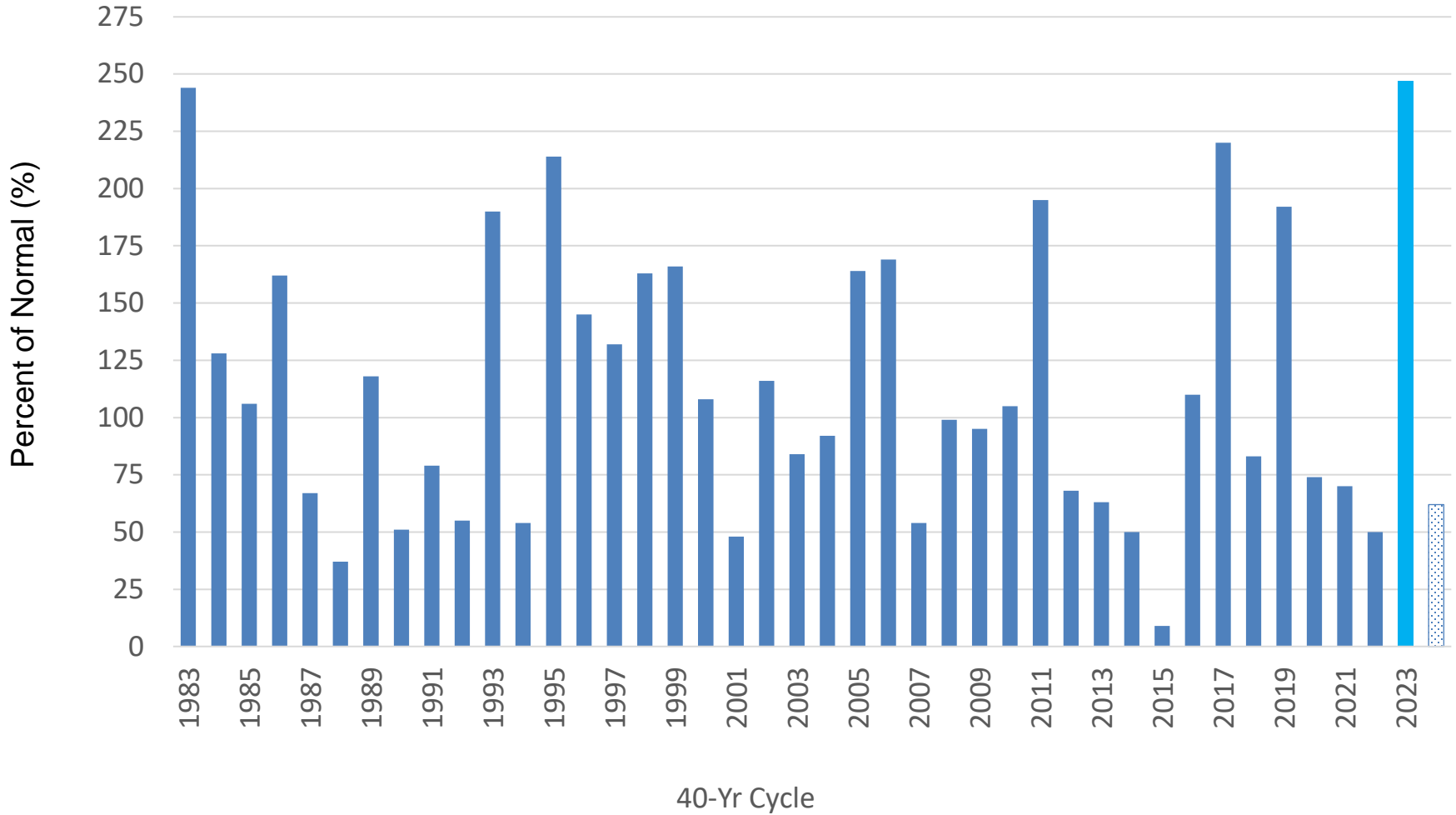


Water Supply Update

Board of Directors Meeting

January 18, 2024

April 1 Lake Tahoe Basin Snowpack (last 40 years)

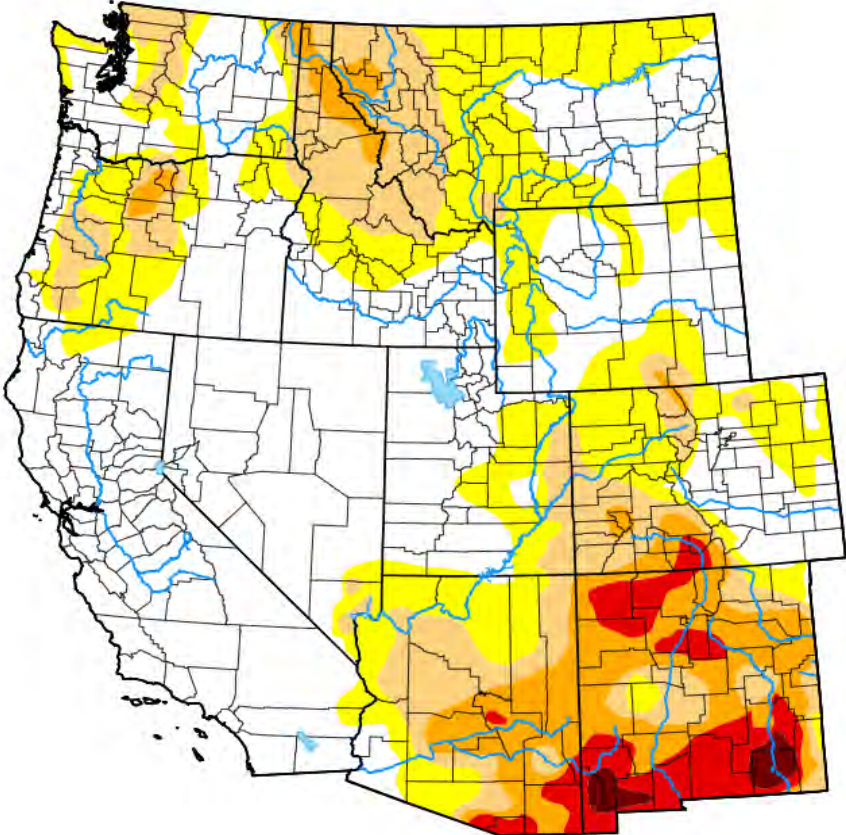


Truckee River System



West

[Home](#) / West



Map released: Thurs. January 11, 2024

Data valid: January 9, 2024 at 7 a.m. EST

Intensity

- None
- D0 (Abnormally Dry)
- D1 (Moderate Drought)
- D2 (Severe Drought)
- D3 (Extreme Drought)
- D4 (Exceptional Drought)
- No Data

Authors

United States and Puerto Rico Author(s):

[Adam Hartman](#), NOAA/NWS/NCEP/CPC

Pacific Islands and Virgin Islands Author(s):

[Anthony Artusa](#), NOAA/NWS/NCEP/CPC

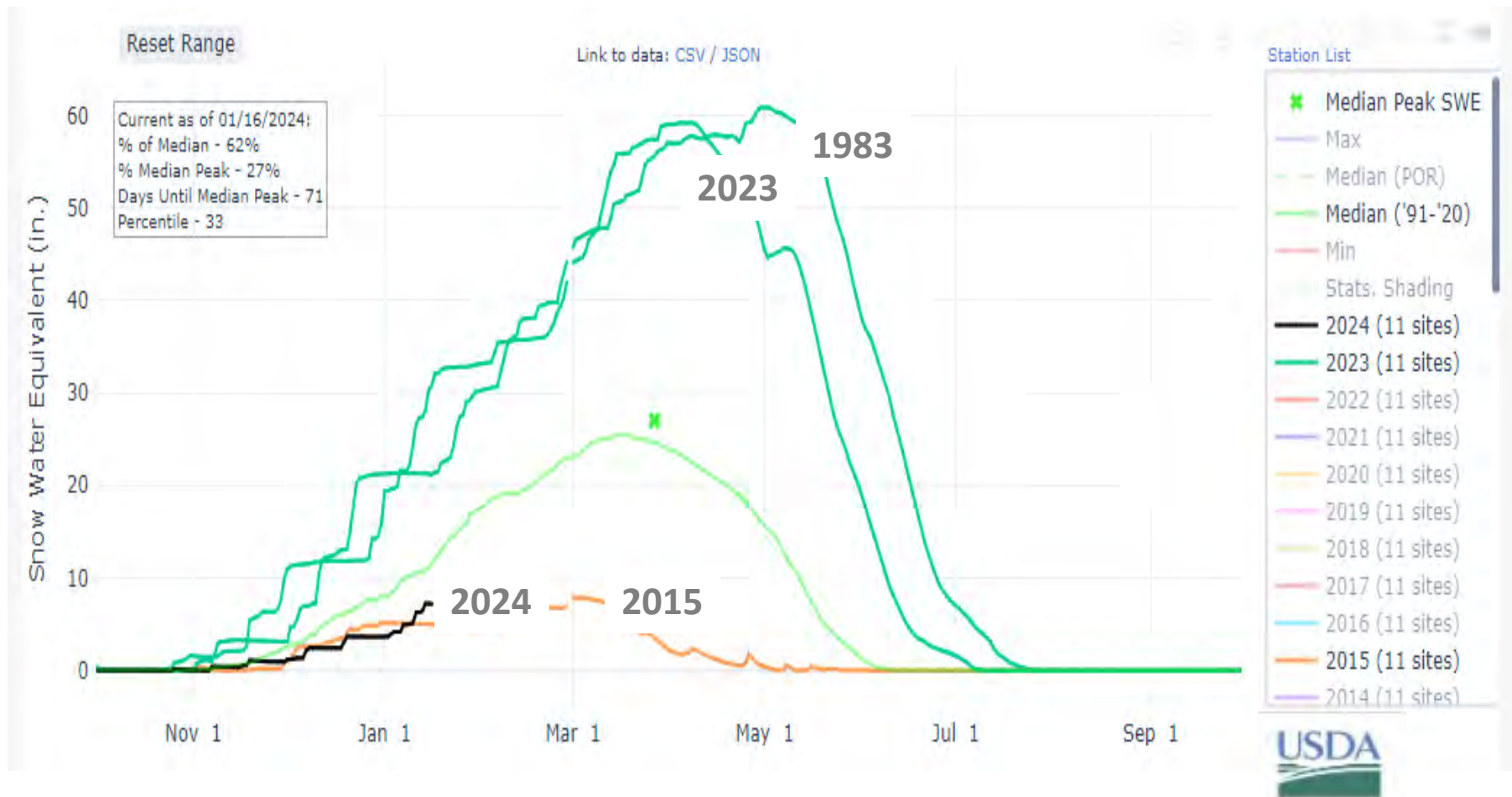
tor 16

ner Lake PTZ

DANGER
DROWNING HAZARD
UNDERMINED & STICKY CONCRET
NO SWIMMING DURING
BOATING SEASON

01/16/2024 10:19:35

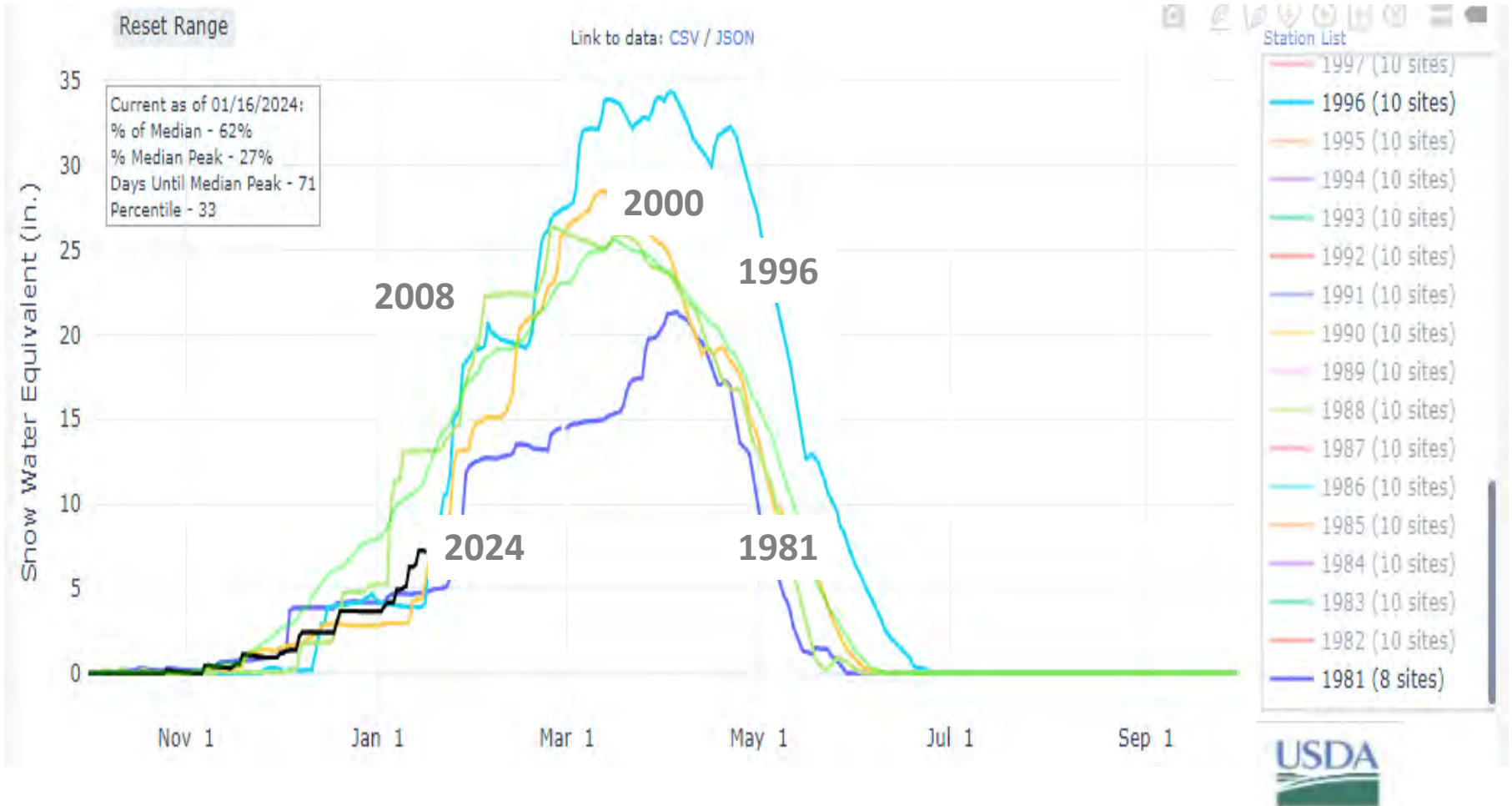
Lake Tahoe Basin Snowpack Comparison (NRCS)



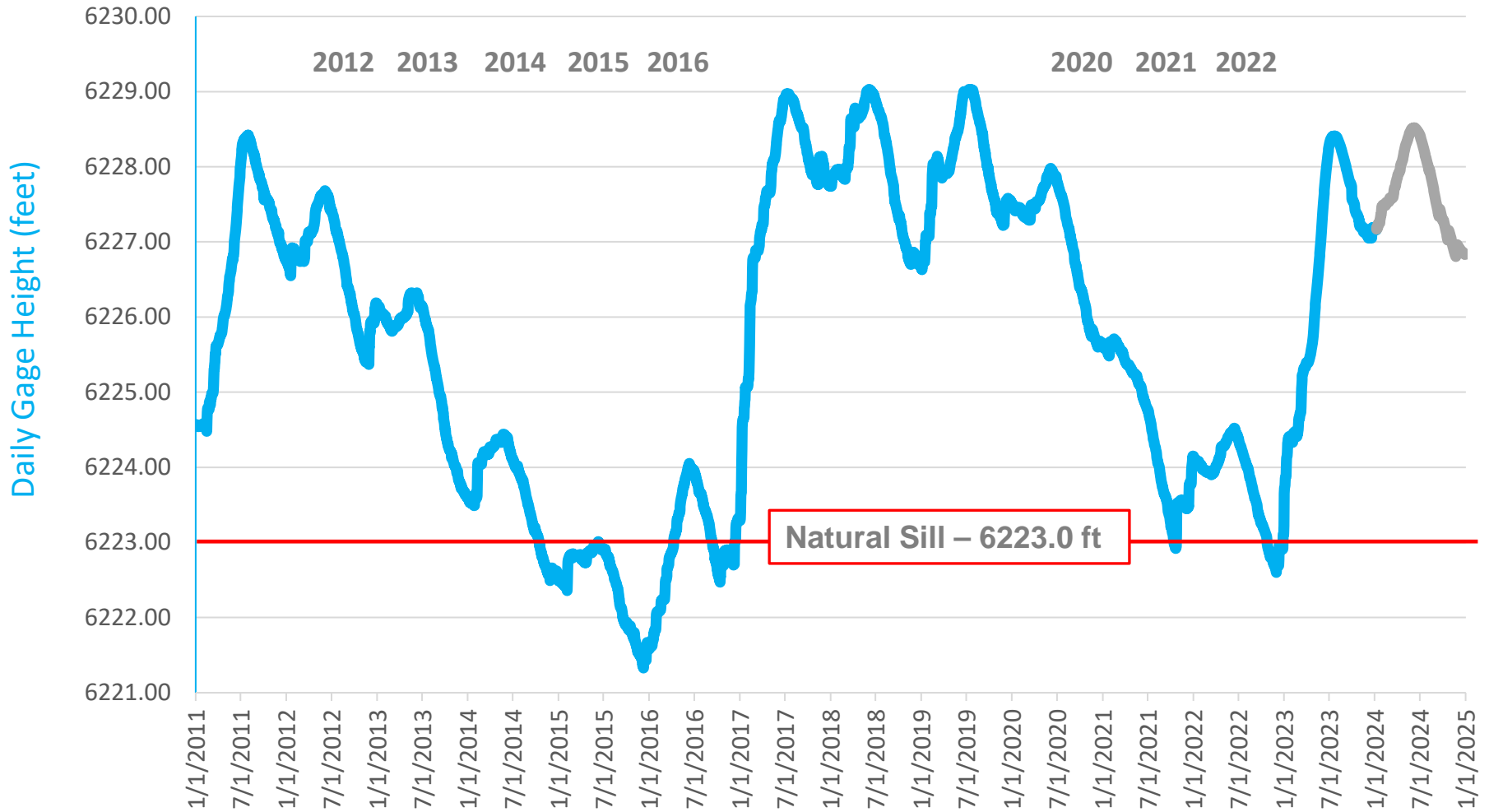
Lake Tahoe Basin Snow Water Equivalent Report (NRCS)

California/Nevada SNOTEL Snow/Precipitation Update Report							
Based on Mountain Data from NRCS SNOTEL Sites							
Provisional data, subject to revision							
Data based on the first reading of the day (typically 00:00) for Tuesday, January 16, 2024							
Basin Site Name	Elev (ft)	Snow Water Equivalent			Water Year-to-Date Precipitation		
		Current (in)	Median (in)	Pct of Median	Current (in)	Median (in)	Pct of Median
LAKE TAHOE							
Mt Rose Ski Area	8801	9.9	16.2	61	14.2	18.8	76
Heavenly Valley	8534	7.5	9.2	82	9.3	10.6	88
Carson Pass	8355	6.8	14.4 ₍₁₆₎	47	9.3	15.0 ₍₁₆₎	62
Palisades Tahoe	8013	12.2	18.7	65	16.7	22.3	75
Marlette Lake	7884	5.8	9.8	59	8.0	12.1	66
Hagans Meadow	7742	4.0	7.6	53	8.6	10.8	80
Echo Peak	7653	10.5	17.1	61	16.7	21.4	78
Rubicon #2	7619	5.8	10.6	55	11.8	13.7	86
Tahoe City Cross	6797	4.2	6.4	66	11.4	13.8	83
Ward Creek #3	6745	10.0	13.6	74	22.1	26.2	84
Fallen Leaf	6242	2.4	3.2	75	8.6	11.8	73
Basin Index (%)		62			77		

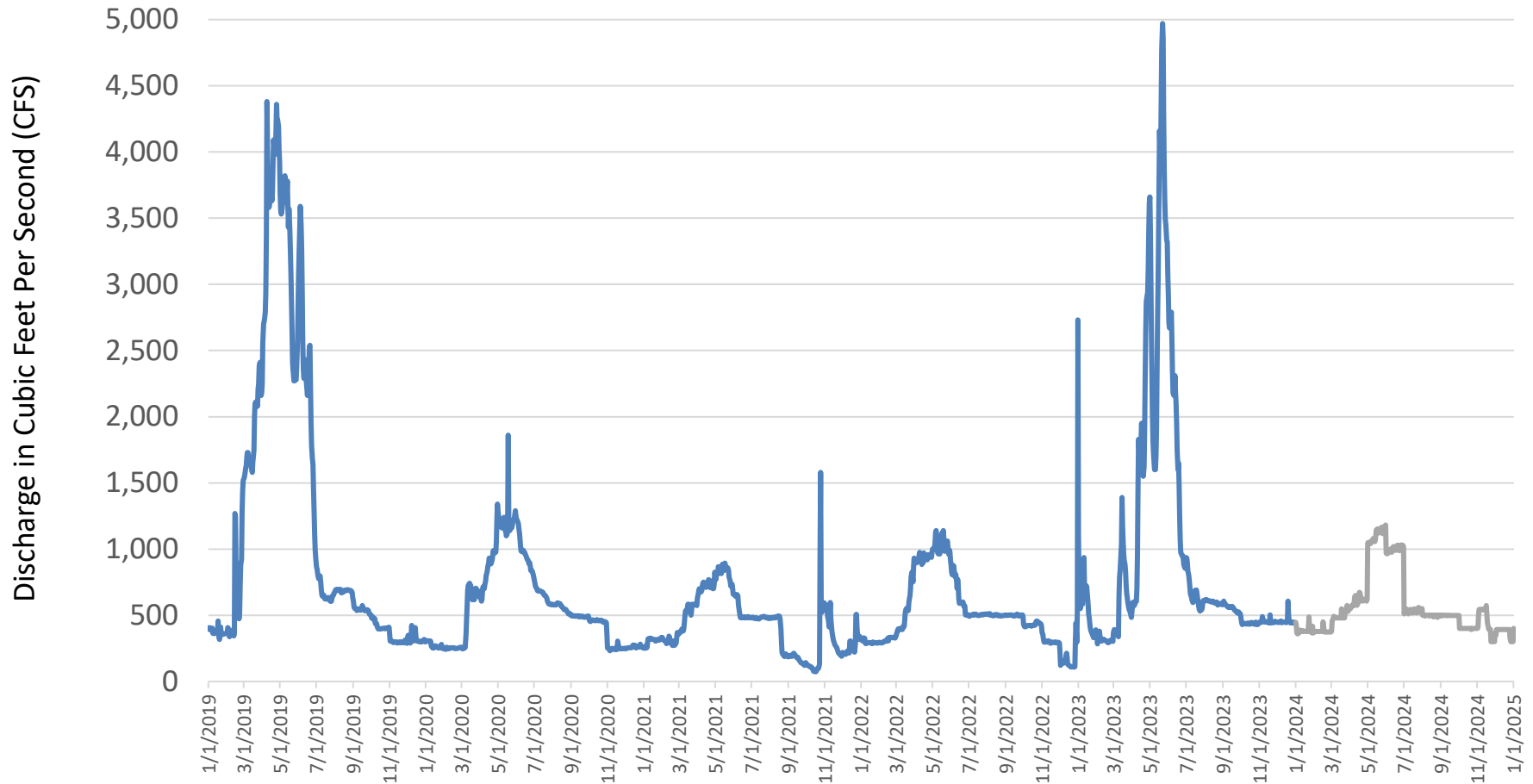
Slow Start - What Does it Mean?



Lake Tahoe Elevation Actual and Projected (2011-2024)



Actual and Projected Truckee River Flow through 2024 @ CA/NV State Line





- HOME
- FORECAST ▾
- PAST WEATHER ▾
- SAFETY ▾
- INFORMATION ▾
- EDUCATION ▾
- NEWS ▾
- SEARCH ▾
- ABOUT ▾

[View Location Examples](#)

Your local forecast office is
[Reno, NV](#)

Arctic Air Remains Across Most of the Country; Heavy Snow for the Northeast; Heavy Precipitation for the Northwest

Dangerous wind chills and recording setting cold temperatures continue for the center of our nation. Meanwhile, snow will accumulate across the eastern Great Lakes and Northeast corridors through today. More lake effect snow downwind of the Great Lakes are expected through mid-week. Isolated severe thunderstorms possible for central Florida today. A strong storm will approach the Northwest today. [Read More >](#)

[En Español](#)

Current conditions at
TAHOE DONNER (TADC1)
Lat: 39.33819°N Lon: 120.27339°W Elev: 7399.0ft.

NA
39°F
4°C

Humidity 37%
Wind Speed SW 13 MPH
Barometer NA
Dewpoint 15°F (-9°C)
Visibility NA
Wind Chill 31°F (-1°C)
Last update 16 Jan 10:33 AM PST

More Information:
[Local Forecast Office](#)
[More Local Wx](#)
[3 Day History](#)
[Mobile Weather](#)
[Hourly Weather Forecast](#)

Extended Forecast for
2 Miles W Truckee CA

Today	Tonight	Wednesday	Wednesday Night	Thursday	Thursday Night	Friday	Friday Night	Saturday
30%	100% 90%	10%				30% → 60%		
Chance Rain and Freezing Fog	Rain then Rain/Snow and Breezy	Slight Chance Rain/Snow then Partly Sunny	Partly Cloudy	Partly Sunny	Mostly Cloudy	Chance Rain then Rain Likely	Rain/Snow	Rain/Snow Likely
High: 43 °F	Low: 29 °F	High: 39 °F	Low: 22 °F	High: 45 °F	Low: 29 °F	High: 45 °F	Low: 29 °F	High: 38 °F

Key Points

- The record snowpack in 2023 ended the 3-year drought on the Truckee System
- All reservoirs on the Truckee River system filled and spilled (Lake Tahoe filled ~90% capacity)
- A significant amount of this reservoir storage was carried-over into the winter setting this region up for the next couple of years or so
- An average winter this year 2023/2024 would mean that Lake Tahoe fills or comes close to filling again next summer
- The region is off to a slow start as far as snowpack is concerned (~1/3 way through season), but still too early to predict outcome and write this year off
- Normal river flows are projected through the end of this year (2024) and into 2025, *regardless* of what happens this winter
- The region is *still well positioned* from a water supply perspective

Thank you!
Questions?

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



STAFF REPORT

TO: TMWA Board of Directors
THRU: John R. Zimmerman, General Manager
FROM: Matt Bowman, Chief Financial Officer
DATE: January 10, 2024
SUBJECT: **Report and discussion on the results of TMWA's 2023-2024 Cash Optimization Refinancing**

SUMMARY

TMWA successfully refunded approximately \$69.8 million of Series 2015A and 2016 debt, resulting in a net present value savings of approximately \$12.1 million or 17%.

BACKGROUND

At the September 20, 2023 Board meeting, the TMWA Board approved two separate resolutions to defease portions of the outstanding Series 2015A and 2016 senior bonds and issue new money bonds with the objective to achieve 5% savings from reduced interest rates. Using a cash optimization strategy, TMWA would pay off higher cost, existing debt, then separately, issue new debt at lower rates. The structure was proposed to maintain similar or better senior lien debt service to protect TMWA's debt service coverage (DSC) ratios, and effectually TMWA's credit ratings. These transactions were supported by TMWA's financial advisors, PFM, bond counsel, Sherman & Howard, and underwriters Wells Fargo and Loop Capital.

Following the September 20, 2023 BOD meeting, market interest rates rose to a level which brought the estimated savings of the transactions to less than 5%, causing the transactions to be paused. The parties involved continued to monitor the market and in mid-November, following significant decreases in market interest rates, re-engaged to execute the transactions.

On December 20, 2023, TMWA defeased \$69,830,000 of outstanding debt. Subsequently, on January 4, 2024, TMWA priced the new, Series 2024 bonds, with Wells Fargo and Loop Capital at a principal amount of \$61,530,000. The pricing was extremely favorable to TMWA with significant interest from investors resulting in more than eight times oversubscription to the Series 2024 bonds. The oversubscription allowed for a further reduction in interest rates on the new debt on the day of pricing.

The table below shows the results of pricing for the Series 2024 bonds.

Maturity Date	Amount	Rate	Yield	Price	Yield to Maturity	Call Date	Call Price	Call Date for Arb Yield	Call Price for Arb Yield	Premium (-Discount)	
07/01/2031	465,000	5.000%	2.370%	117.869						83,090.85	
07/01/2032	495,000	5.000%	2.380%	119.952						98,762.40	
07/01/2033	26,435,000	5.000%	2.390%	121.965						5,806,447.75	
07/01/2034	27,755,000	5.000%	2.440%	123.492						6,520,204.60	
07/01/2035	5,780,000	5.000%	2.570%	122.149	C	2.734%	07/01/2034	100.000	07/01/2034	100.000	1,280,212.20
07/01/2036	600,000	5.000%	2.710%	120.722	C	2.994%	07/01/2034	100.000	07/01/2034	100.000	124,332.00
	61,530,000									13,913,049.80	

The net present value savings of \$12.1 million from this transaction will be realized over the life of the Series 2024 bonds through reduced debt service as a result of lower principal amounts and lower interest rates.



STAFF REPORT

TO: Board of Directors
THRU: John R. Zimmerman, General Manager
FROM: Robert Charpentier, Communications Specialist
DATE: January 3, 2024
SUBJECT: **Presentation on results of TMWA Open Houses (and customer comments) regarding the proposed rate adjustments**

SUMMARY:

At the September 20, 2023 meeting, the Board tentatively approved the proposed rate adjustments and directed staff to proceed with the outreach process for notifying the public and obtaining comments. The following communications tactics were used to inform customers about the proposed rate adjustment and how formal public comments could be submitted for consideration by the Board:

- Held four customer open house style meetings, which were set in locations across the TMWA service area.
- Dedicated bill insert (October) sent to all customers who receive paper bills (81,870 accounts).
- Email sent (Nov. 7) to all customers receiving electronic billing (54,948 accounts).
- TMWA homepage banner announcing public meetings.
- TMWA Rate Adjustment webpage with FAQs, detailed information regarding the proposed rate adjustment, and a schedule and locations of public open houses. (<https://tmwa.com/rates2024>)
- Legal notices of public meetings posted in RGJ, TMWA lobby, TMWA website, and the State of Nevada Public Notices website.

Public Comment was taken via a dedicated email address (rates@tmwa.com), a comment form on the TMWA website, and via hand-written notes at the open houses. A total of 11 public comments have been received to date, which are included at the end of the report.

Additional Agendized & Noticed Public Comment Opportunities:

- TMWA Standing Advisory Committee meeting - January 9, 2024
- TMWA Board of Directors - January 18, 2024 – (First Public Hearing)
- TMWA Board of Directors - Wednesday, February 21, 2024 – (Second & Final Public Hearing)

CUSTOMER OPEN HOUSES (4):

All of the scheduled public open houses were staffed by members of TMWA’s Finance and Communications teams as well as representatives from GoodStanding Outreach. All public attendees were invited to submit written comments and provided with FAQ sheet. Finance staff walked attendees through posters, featuring information on the following topics:

- General information, including population served, water production, and infrastructure scope
- Distribution of TMWA expenses – services & supplies, wages & benefits, debt service, and capital spending
- Inflationary impact on power and chemical costs
- TMWA rates vs. Inflation (CPI-U vs. TMWA rate increases over time)
- Debt management & reduced interest expenses
- The importance of strong financial ratings
- Chart showing how the proposed, June 2024 increase will impact various billing levels

Most customers left satisfied that their question(s) were answered and chose to not leave a written comment. Transcripts of the four written comments are included below.

Tuesday, November 14, 2023 from 5:30 - 6:30 p.m.

South Valleys Library, Diamond Room at 15650 Wedge Pkwy., Reno, NV

In attendance: 3 customers

Written comments submitted: 1

Questions and concerns fielded by staff:

- Growth’s impact on rates and how the increase impacts my bill
- Unrelated questions about the Advanced Purified Water Facility project

Wednesday, November 15, 2023 from 5:30 - 6:30 p.m.

Truckee Meadows Water Authority, Independence Room, 1355 Capital Blvd, Reno, NV

In attendance: 0 customers

Written comments submitted: 0

Questions and concerns fielded by staff:

- NA
-

Tuesday, December 5, 2023 from 5:30 p.m. to 6:30 p.m.

McKinley Arts & Culture Center, Auditorium, 925 Riverside Drive, Reno NV

In attendance: 4 customers

Written comments submitted: 2

Questions and concerns fielded by staff:

- How will this increase impacts my bill?
- Growth's impact on the rate increase?
- Considerations of rate design and tier structure

Monday, December 11, 2023 from 5:30 p.m. to 6:30 p.m.

Spanish Springs Library, Paiute Room, 7100 Pyramid Way, Sparks, NV

In attendance: 4 customers

Written comments submitted: 1

Questions and concerns fielded by staff:

- Consideration of those on a fixed income
- Questions about Advanced Purified Water Project at American Flat

DETAIL OF ALL COMMENTS RECEIVED:

Note: Comments below are shown exactly as provided by the customer

SUBMITTED AT PUBLIC MEETINGS (ORIGINAL COMMENT CARDS ARE AVAILABLE)

- **Connie/Dallas Westbrook:** Good presentation by several employees/managers. All my questions were answered. I am impressed by the presentation. Thank you everyone for giving up personal time at night. (Lived in Reno 30 yrs. From Bay Area).
- **William Mantel:** Understanding the CPI is critical. I would like to see how much hasn't been generated in revenue by not adjusting until now. That shows sacrifice. Otherwise, as TMWA has tiers I wondered if these increases could practically be split amongst them. It sounds challenging. Thanks for all you do!!
- **Dale Sanderson:** Matt did an excellent job in presenting a complex issue.
- **Brad Kaneyuk:** Great job in explaining the rates and reuse water.

COMMENTS SUBMITTED FROM E-NEWSLETTER

- **npatterson285@gmail.com:** So we do not receive curstiosity calls before we get shut off. Which allows TMWA to reach another million in revenue but now on top of the "it isn't fair for us to have to call when your haven't paid your bill" you want to increase 4.5%. This is ridiculous if you will not fix your office problem. Have you not been paying attention to what has been going on in Reno? This increase should also come with new policies and procedures for your office to implement curstiosity calls. EVERY OTHER BUSINESS DOES IT. Have a wonderful day.
- **Jack Kiserow:** I have a big issue with your: The proposed single-digit rate adjustment is intended to help the utility meet revenue requirements. The proposed series of increases will begin with a 4.5 percent increase, How about you put the full schedule of your intended rate gouging you plan to ask for up front in this message.
- **Mark Hutchings:** My only comment is that this Public Notice is misleading. Are you proposing a rate increase or decrease? After reading the entire email, it is an increase but calling it an "adjustment" in the headline is misleading and an attempt to make it unclear to the public what you are proposing. Identifying it as a Rate Increase in the Headline would likely create more public outcry which you seem determined to minimize through unethical means. Do better.
- **Berna & Stephen Arnold:** As Reno residents at 6243 Chesterfield Lane, Reno 89523, we are against rate increases. People cannot afford living with the gas prices, inflation, high insurance rates, and no pay increases that keep up with Biden's financial ruinous agenda. Please no more rate increases until inflation drops down.

Thank You.

- **Lorraine Benson:** No to raising the rates. Food, gas costs and property taxes all have increased. For those of on a fixed income this is out of the question.

No to raising rates.

Thank you,

Lorraine Benson

SUBMITTED TO WEBSITE COMMENT FORM

- **Julie Ruiz:** We absolutely do not agree to this rate hike! With our new larger population due to the new housing developments, apartment developments AND warehouse buildings, there is no reason for us to pay a higher water rate because there are thousands more people living here !!!!!!!

You don't need a rate hike.

We vote NO!

- **Donnald Manni:** On your rate increase "it's only" 1.24 in winter and 2.56 in summer. For us older residence at the end of the month, SS dos not refund us that increase. With all construction going on, have them pay the increase.



STAFF REPORT

TO: Board of Directors
THRU: John Zimmerman, General Manager
FROM: Matt Bowman, Chief Financial Officer
DATE: January 10, 2024
SUBJECT: **Rate Amendment, Introduction: Introduction and First Reading of a potential water rate adjustment, including possible multi-year adjustments, with proposed initial implementation for the first billing cycle in June 2024**

Recommendation

Staff recommends the Board refer to a second reading a series of rate adjustments to be phased in over 3 years, as shown in Exhibit A, then correlated to CPI thereafter. The rate adjustment proposed includes increases of 4.5%, 4.0%, and 3.5% in June of 2024, 2025 and 2026, with annual reviews as per TMWA's standard process and a policy of annually reviewing the need for rate increases thereafter based on CPI-U¹ with a maximum of 4.5% and a minimum of 1.0%. These increases will apply to all customer classes including both the customer charge and the commodity charge for all tiers. Staff recommends the Board review underlying assumptions and re-evaluate the increases each year prior to implementation to track whether assumptions remain consistent with justifications and the Board reserve the ability to defer or modify the increase prior to the implementation date if deemed appropriate by the Board. The second reading of this proposal is tentatively scheduled for the Board's February 21, 2024 meeting with the Year 1 rate adjustments to be effective the first billing cycle in June 2024.

Discussion

At the Board's August 16, 2023 meeting, Staff presented its analysis of TMWA's funding plan which shows a shortfall in recurring revenues, making them insufficient to cover costs of service. The period covered by the funding plan was FY 2024 through FY 2033. This was the basis for recommending rate adjustments.

Working with TMWA's financial advisors, PFM, the funding plan was developed using the most recent and relevant information available. The funding plan included projections for customer water use, TMWA operating expenses, capital expenditures and connection fees. The funding plan indicated the need for future rate adjustments. We believe these adjustments, along with some use of the Rate Stabilization Fund, are prudent and necessary to maintain TMWA's financial goals and excellent credit ratings and are balanced against the relative affordability of TMWA's existing water rates.

¹ TMWA will use the Consumer Price Index for All Urban Consumers (CPI-U) for the Western Region as reported by the U.S. Bureau of Labor Statistics. This methodology was recommended by TMWA's financial advisors and is a common benchmark for annual utility rate adjustments.

First, TMWA’s Board established financial guidelines of maintaining a minimum of 1.50x debt service coverage on TMWA’s senior lien debt. This target provides adequate resources to fund a portion of capital projects from current year revenues and helps mitigate financial risk. Second, TMWA’s Board established an unrestricted cash minimum to further mitigate significant and unexpected financial burdens, whether from a loss of revenue or increase of unavoidable expenses. The proposed rate adjustments are required for TMWA to meet both criteria. Lastly, TMWA is evaluated annually by three credit rating agencies who consider the financial health of the organization and determine a rating. Both of the guidelines established by the TMWA Board and noted above are in line with the criteria considered by the credit rating agencies. These ratings are important for TMWA to maintain as it offers another risk mitigation in the way of access to capital markets and more attractive interest rates. TMWA’s excellent financial ratings are also important to the public and rate payers as an independent validation of TMWA’s financial health and management.

At the Board’s direction, Staff evaluated two additional scenarios and brought these back to the Board for consideration at the September 20, 2023 Board meeting. At this meeting, the Board tentatively approved the proposal and directed staff to move forward with the public process to seek input on the proposed increases.

Proposed Rates

Since its inception, the Board has embraced the philosophy that every customer, whether new or existing, should pay their reasonable share for the service they use. Furthermore, TMWA sets its pricing to recover its costs of providing service while encouraging efficient use of resources. These increases will apply to all customer classes including both the customer charge and the commodity charge for all tiers. While Staff is recommending the Board take final action on implementation of the proposed increases, Staff also recommends the Board reserve the ability to review the adjustments each year, prior to implementation, in the event the Board should believe the circumstances in existence at those times warrant deferring or discontinuing the implementation of the upcoming, planned rate increase.

Exhibit A contains the proposed changes to the rate schedules. The first three years of the proposed rate increases as applied to TMWA’s median customer result in the increases shown in the table below.

	FY 2024		FY 2025		FY 2026		Total	
Rate Increase	4.50%		4.00%		3.50%			
Season	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer
Residential	\$1.24	\$2.56	\$1.16	\$2.38	\$1.05	\$2.17	\$3.45	\$7.11
Multi-Family	\$2.09	\$2.80	\$1.94	\$2.60	\$1.77	\$2.36	\$5.80	\$7.76
Commercial	\$1.49	\$2.46	\$1.38	\$2.28	\$1.26	\$2.08	\$4.13	\$6.81

Recommended Motion

Move to refer the proposed rate adjustments to a final hearing on February 21, 2024.

TMWA Rate Tables

	Meter Size	Current Rates	New Rates		
			4.50% 2024	4.00% 2025	3.50% 2026
RESIDENTIAL SCHEDULES/CHARGES					
METERED RESIDENTIAL - Schedule RMWS	¾"	\$ 21.18	\$ 22.13	\$ 23.02	\$ 23.82
Customer Charge per meter, per Billing Period	1"	\$ 23.30	\$ 24.35	\$ 25.32	\$ 26.21
	1-½"	\$ 26.51	\$ 27.70	\$ 28.81	\$ 29.82
	2"	\$ 30.73	\$ 32.11	\$ 33.40	\$ 34.57
	3"	\$ 34.95	\$ 36.52	\$ 37.98	\$ 39.31
	4"	\$ 40.21	\$ 42.02	\$ 43.70	\$ 45.23
	6"	\$ 46.61	\$ 48.71	\$ 50.66	\$ 52.43
Commodity Charge per 1,000 gallons					
Usage <= 6 mgal		\$ 1.97	\$ 2.06	\$ 2.14	\$ 2.22
Usage > 6 & <= 25 mgal		\$ 3.18	\$ 3.32	\$ 3.46	\$ 3.58
Usage > 25 mgal		\$ 3.72	\$ 3.89	\$ 4.04	\$ 4.18
Backflow Charge (where TMWA maintains backflow prevention device at service property)		\$ 5.14	\$ 5.37	\$ 5.59	\$ 5.78
METERED RESIDENTIAL - Schedule RMWD					
METERED RESIDENTIAL - Schedule RMWD	¾"	\$ 19.91	\$ 20.81	\$ 21.64	\$ 22.40
Customer Charge per meter, per Billing Period	1"	\$ 25.61	\$ 26.76	\$ 27.83	\$ 28.81
	1-½"	\$ 36.63	\$ 38.28	\$ 39.81	\$ 41.20
	2"	\$ 48.84	\$ 51.04	\$ 53.08	\$ 54.94
	3"	\$ 78.66	\$ 82.20	\$ 85.49	\$ 88.48
	4"	\$ 115.20	\$ 120.38	\$ 125.20	\$ 129.58
	6"	\$ 210.05	\$ 219.50	\$ 228.28	\$ 236.27
Commodity Charge per 1,000 gallons- meters less than 1 1/2"					
Usage < 7 mgal		\$ 2.99	\$ 3.12	\$ 3.25	\$ 3.36
Usage >= 7 & < 21 mgal		\$ 3.74	\$ 3.91	\$ 4.06	\$ 4.21
Usage >= 21 & < 41 mgal		\$ 4.49	\$ 4.69	\$ 4.88	\$ 5.05
Usage >= 41 mgal		\$ 6.00	\$ 6.27	\$ 6.52	\$ 6.75
Commodity Charge per 1000 gallons - 1 1/2" and larger meters					
Usage < 29 mgal		\$ 2.99	\$ 3.12	\$ 3.25	\$ 3.36
Usage >= 29 & < 151 mgal		\$ 3.74	\$ 3.91	\$ 4.06	\$ 4.21
Usage >= 151 & < 601 mgal		\$ 4.49	\$ 4.69	\$ 4.88	\$ 5.05
Usage > 601 mgal		\$ 6.00	\$ 6.27	\$ 6.52	\$ 6.75
Backflow Charge (where TMWA maintains backflow prevention device at service property)		\$ 5.14	\$ 5.37	\$ 5.59	\$ 5.78
METERED RESIDENTIAL - Schedule RMWG					
METERED RESIDENTIAL - Schedule RMWG	¾"	\$ 10.84	\$ 11.33	\$ 11.78	\$ 12.19
Customer Charge per meter, per Billing Period	1"	\$ 13.27	\$ 13.87	\$ 14.42	\$ 14.93
	1-½"	\$ 18.82	\$ 19.67	\$ 20.45	\$ 21.17
Commodity Charge per 1,000 gallons					
Usage <= 6 mgal		\$ 1.56	\$ 1.63	\$ 1.70	\$ 1.75
Usage > 6 & <= 20 mgal		\$ 2.06	\$ 2.15	\$ 2.24	\$ 2.32
Usage > 20 & <= 40 mgal		\$ 2.52	\$ 2.63	\$ 2.74	\$ 2.83
Usage > 40 & <= 65 mgal		\$ 2.95	\$ 3.08	\$ 3.21	\$ 3.32
Usage > 65 mgal		\$ 3.12	\$ 3.26	\$ 3.39	\$ 3.51
FLAT-RATE SMALL RESIDENTIAL - Sched. SUFR (lot size < 3000 sq ft)	¾"	\$ 44.69	\$ 46.70	\$ 48.57	\$ 50.27
RESIDENTIAL UNMETERED - Sched. RFWG (lot size < 3000 sq ft)		\$ 51.31	\$ 53.62	\$ 55.76	\$ 57.72
MULTI TENANT SCHEDULES/CHARGES					
METERED MULTI TENANT - Schedule MMWS	¾"	\$ 21.18	\$ 22.13	\$ 23.02	\$ 23.82
Customer Charge per meter, per Billing Period	1"	\$ 23.30	\$ 24.35	\$ 25.32	\$ 26.21
	1-½"	\$ 26.51	\$ 27.70	\$ 28.81	\$ 29.82
	2"	\$ 30.73	\$ 32.11	\$ 33.40	\$ 34.57
	3"	\$ 34.95	\$ 36.52	\$ 37.98	\$ 39.31
	4"	\$ 40.21	\$ 42.02	\$ 43.70	\$ 45.23
	6"	\$ 46.61	\$ 48.71	\$ 50.66	\$ 52.43
	8"	\$ 54.04	\$ 56.47	\$ 58.73	\$ 60.79
	10"	\$ 63.52	\$ 66.38	\$ 69.03	\$ 71.45
Commodity Charge per 1,000 gallons					
Usage <=4 mgal per unit		\$ 1.97	\$ 2.06	\$ 2.14	\$ 2.22
Usage >4 mgal per unit		\$ 3.18	\$ 3.32	\$ 3.46	\$ 3.58

TMWA Rate Tables

	Meter Size	Current Rates	New Rates		
			4.50%	4.00%	3.50%
			2024	2025	2026
METERED MULTI TENANT - Schedule MMWD					
Customer Charge per meter, per Billing Period	¾"	\$ 19.91	\$ 20.81	\$ 21.64	\$ 22.40
	1"	\$ 25.61	\$ 26.76	\$ 27.83	\$ 28.81
	1-½"	\$ 36.63	\$ 38.28	\$ 39.81	\$ 41.20
	2"	\$ 48.84	\$ 51.04	\$ 53.08	\$ 54.94
	3"	\$ 78.66	\$ 82.20	\$ 85.49	\$ 88.48
	4"	\$ 115.20	\$ 120.38	\$ 125.20	\$ 129.58
	6"	\$ 210.05	\$ 219.50	\$ 228.28	\$ 236.27
Commodity Charge per 1,000 gallons					
Usage < 29 mgal		\$ 2.99	\$ 3.12	\$ 3.25	\$ 3.36
Usage >= 29 mgal & < 151 mgal		\$ 3.74	\$ 3.91	\$ 4.06	\$ 4.21
Usage >= 151 mgal & < 601 mgal		\$ 4.49	\$ 4.69	\$ 4.88	\$ 5.05
Usage >= 601 mgal per unit		\$ 6.00	\$ 6.27	\$ 6.52	\$ 6.75
FLAT-RATE MULTI-TENANT - Schedule MRFS					
Customer Charge per service connection, per Billing Period	¾"	\$ 19.42	\$ 20.29	\$ 21.11	\$ 21.84
(without irrigation)	1"	\$ 21.37	\$ 22.33	\$ 23.22	\$ 24.04
	1-½"	\$ 24.34	\$ 25.44	\$ 26.45	\$ 27.38
	2"	\$ 28.22	\$ 29.49	\$ 30.67	\$ 31.74
	3"	\$ 32.10	\$ 33.54	\$ 34.89	\$ 36.11
	4"	\$ 36.91	\$ 38.57	\$ 40.11	\$ 41.52
	6"	\$ 42.73	\$ 44.65	\$ 46.44	\$ 48.06
Unit Rate per Billing Period (per dwelling unit)		\$ 12.45	\$ 13.01	\$ 13.53	\$ 14.00
FLAT RATE MULTI-TENANT - Schedule MRIS					
Customer Charge per service connection, per Billing Period	¾"	\$ 39.07	\$ 40.83	\$ 42.46	\$ 43.95
(with irrigation)	1"	\$ 57.46	\$ 60.05	\$ 62.45	\$ 64.63
	1-½"	\$ 90.72	\$ 94.80	\$ 98.59	\$ 102.05
	2"	\$ 143.15	\$ 149.59	\$ 155.58	\$ 161.02
	3"	\$ 240.27	\$ 251.08	\$ 261.13	\$ 270.26
	4"	\$ 490.46	\$ 512.53	\$ 533.03	\$ 551.69
	6"	\$ 791.84	\$ 827.47	\$ 860.57	\$ 890.69
	8"	\$ 1,011.54	\$ 1,057.06	\$ 1,099.34	\$ 1,137.82
	10"	\$ 1,439.97	\$ 1,504.77	\$ 1,564.96	\$ 1,619.73
Unit Rate per Billing Period (per dwelling unit)		\$ 13.14	\$ 13.73	\$ 14.28	\$ 14.78
COMMERCIAL SCHEDULES/CHARGES					
METERED COMMERCIAL - Schedule GMWS					
Customer Charge per service connection, per Billing Period					
Tier 1 mgals	Tier 2 mgals	Tier 3 mgals			
0 to 7	>7 and <=30	>30	¾"	\$ 21.18	\$ 22.13 \$ 23.02 \$ 23.82
0 to 14	>14 and <=65	>65	1"	\$ 23.30	\$ 24.35 \$ 25.32 \$ 26.21
0 to 28	>28 and <=120	>120	1-½"	\$ 26.51	\$ 27.70 \$ 28.81 \$ 29.82
0 to 50	>50 and <=210	>210	2"	\$ 30.73	\$ 32.11 \$ 33.40 \$ 34.57
0 to 165	>165 and <=640	>640	3"	\$ 34.95	\$ 36.52 \$ 37.98 \$ 39.31
0 to 300	>300 and <=1,300	>1,300	4"	\$ 40.21	\$ 42.02 \$ 43.70 \$ 45.23
0 to 1,000	>1,000 and <=2,600	>2,600	6"	\$ 46.61	\$ 48.71 \$ 50.66 \$ 52.43
0 to 1,475	>1,475 and <=6,000	>6,000	8"	\$ 54.04	\$ 56.47 \$ 58.73 \$ 60.79
0 to 9,500	>9,500 and <=15,000	>15,000	10"	\$ 63.52	\$ 66.38 \$ 69.03 \$ 71.45
Commodity Charge per 1,000 gallons					
Usage first tier - mgal		\$ 1.97	\$ 2.06	\$ 2.14	\$ 2.22
Usage second tier - mgal		\$ 3.18	\$ 3.32	\$ 3.46	\$ 3.58
Usage third tier - mgal		\$ 3.72	\$ 3.89	\$ 4.04	\$ 4.18
METERED COMMERCIAL - Schedule GMWD					
Customer Charge per meter, per Billing Period	¾"	\$ 19.91	\$ 20.81	\$ 21.64	\$ 22.40
	1"	\$ 25.61	\$ 26.76	\$ 27.83	\$ 28.81
	1-½"	\$ 36.63	\$ 38.28	\$ 39.81	\$ 41.20
	2"	\$ 48.84	\$ 51.04	\$ 53.08	\$ 54.94
	3"	\$ 78.66	\$ 82.20	\$ 85.49	\$ 88.48
	4"	\$ 115.20	\$ 120.38	\$ 125.20	\$ 129.58
	6"	\$ 210.05	\$ 219.50	\$ 228.28	\$ 236.27
	8"	\$ 315.79	\$ 330.00	\$ 343.20	\$ 355.21
Commodity Charge per 1,000 gallons					
On Peak (6/1-9/30)		\$ 3.36	\$ 3.51	\$ 3.65	\$ 3.78
Off Peak (10/1-5/31)		\$ 2.88	\$ 3.01	\$ 3.13	\$ 3.24

TMWA Rate Tables

	Meter Size	Current Rates	New Rates		
			4.50%	4.00%	3.50%
			2024	2025	2026
COMMERCIAL AND INDUSTRIAL METERED (COM)					
Customer Charge per meter, per Billing Period	¾"	\$ 10.84	\$ 11.33	\$ 11.78	\$ 12.19
	1"	\$ 13.27	\$ 13.87	\$ 14.42	\$ 14.93
	1-½"	\$ 18.82	\$ 19.67	\$ 20.45	\$ 21.17
	2"	\$ 25.39	\$ 26.53	\$ 27.59	\$ 28.56
	3"	\$ 45.00	\$ 47.03	\$ 48.91	\$ 50.62
	4"	\$ 65.78	\$ 68.74	\$ 71.49	\$ 73.99
	6"	\$ 123.67	\$ 129.24	\$ 134.40	\$ 139.11
	8"	\$ 207.22	\$ 216.54	\$ 225.21	\$ 233.09
	10"	\$ 313.58	\$ 327.69	\$ 340.80	\$ 352.73
Commodity Charge per 1,000 gallons- meters less than 2"					
Usage <= 20 mgal		\$ 1.62	\$ 1.69	\$ 1.76	\$ 1.82
Usage > 20 & <= 40 mgal		\$ 1.79	\$ 1.87	\$ 1.95	\$ 2.01
Usage > 40 mgal		\$ 2.02	\$ 2.11	\$ 2.20	\$ 2.27
Commodity Charge per 1000 gallons - meters 2" & larger					
Usage <= 70 mgal		\$ 1.56	\$ 1.63	\$ 1.70	\$ 1.75
Usage > 70 & <= 275 mgal		\$ 1.82	\$ 1.90	\$ 1.98	\$ 2.05
Usage > 275 mgal		\$ 3.65	\$ 3.81	\$ 3.97	\$ 4.11
GOVERNMENT METERED - Schedule GOV					
Customer Charge per meter, per Billing Period	¾"	\$ 10.84	\$ 11.33	\$ 11.78	\$ 12.19
	1"	\$ 13.27	\$ 13.87	\$ 14.42	\$ 14.93
	1-½"	\$ 18.82	\$ 19.67	\$ 20.45	\$ 21.17
	2"	\$ 25.39	\$ 26.53	\$ 27.59	\$ 28.56
	3"	\$ 45.00	\$ 47.03	\$ 48.91	\$ 50.62
	4"	\$ 65.78	\$ 68.74	\$ 71.49	\$ 73.99
	6"	\$ 123.67	\$ 129.24	\$ 134.40	\$ 139.11
	8"	\$ 207.22	\$ 216.54	\$ 225.21	\$ 233.09
	10"	\$ 313.58	\$ 327.69	\$ 340.80	\$ 352.73
Commodity Charge per 1,000 gallons- meters less than 2"					
Usage <= 30 mgal		\$ 1.68	\$ 1.76	\$ 1.83	\$ 1.89
Usage > 30 & <= 50 mgal		\$ 2.08	\$ 2.17	\$ 2.26	\$ 2.34
Usage > 50 mgal		\$ 2.99	\$ 3.12	\$ 3.25	\$ 3.36
Commodity Charge per 1000 gallons - meters 2" & larger					
Usage <= 200 mgal		\$ 1.69	\$ 1.77	\$ 1.84	\$ 1.90
Usage > 200 & <= 700 mgal		\$ 2.40	\$ 2.51	\$ 2.61	\$ 2.70
Usage > 700 mgal		\$ 3.40	\$ 3.55	\$ 3.70	\$ 3.82
IRRIGATION SCHEDULES/CHARGES					
METERED IRRIGATION - Schedule MIS					
Customer Charge per meter, per Billing Period	¾"	\$ 21.18	\$ 22.13	\$ 23.02	\$ 23.82
	1"	\$ 23.30	\$ 24.35	\$ 25.32	\$ 26.21
	1-½"	\$ 26.51	\$ 27.70	\$ 28.81	\$ 29.82
	2"	\$ 30.73	\$ 32.11	\$ 33.40	\$ 34.57
	3"	\$ 34.95	\$ 36.52	\$ 37.98	\$ 39.31
	4"	\$ 40.21	\$ 42.02	\$ 43.70	\$ 45.23
	6"	\$ 46.61	\$ 48.71	\$ 50.66	\$ 52.43
	8"	\$ 54.04	\$ 56.47	\$ 58.73	\$ 60.79
	10"	\$ 63.52	\$ 66.38	\$ 69.03	\$ 71.45
Commodity Charge per 1,000 gallons					
On Peak (6/1-9/30)		\$ 3.85	\$ 4.02	\$ 4.18	\$ 4.33
Off Peak (10/1-5/31)		\$ 3.18	\$ 3.32	\$ 3.46	\$ 3.58
METERED IRRIGATION - Schedule MISD					
Customer Charge per meter, per Billing Period	¾"	\$ 19.91	\$ 20.81	\$ 21.64	\$ 22.40
	1"	\$ 25.61	\$ 26.76	\$ 27.83	\$ 28.81
	1-½"	\$ 36.63	\$ 38.28	\$ 39.81	\$ 41.20
	2"	\$ 48.84	\$ 51.04	\$ 53.08	\$ 54.94
	3"	\$ 78.66	\$ 82.20	\$ 85.49	\$ 88.48
	4"	\$ 115.20	\$ 120.38	\$ 125.20	\$ 129.58
Commodity Charge per 1,000 gallons		\$ 4.97	\$ 5.19	\$ 5.40	\$ 5.59
COMMERCIAL/GOVERNMENT METERED IRRIGATION - Schedule MISG					
Customer Charge per meter, per Billing Period	¾"	\$ 9.95	\$ 10.40	\$ 10.81	\$ 11.19
	1"	\$ 12.37	\$ 12.93	\$ 13.44	\$ 13.91
	1-½"	\$ 17.94	\$ 18.75	\$ 19.50	\$ 20.18
	2"	\$ 24.51	\$ 25.61	\$ 26.64	\$ 27.57
	3"	\$ 44.11	\$ 46.09	\$ 47.94	\$ 49.62
	4"	\$ 64.88	\$ 67.80	\$ 70.51	\$ 72.98
	6"	\$ 122.77	\$ 128.29	\$ 133.43	\$ 138.10
	8"	\$ 206.33	\$ 215.61	\$ 224.24	\$ 232.09
	10"	\$ 312.69	\$ 326.76	\$ 339.83	\$ 351.73
Commodity Charge per 1,000 gallons		\$ 2.27	\$ 2.37	\$ 2.47	\$ 2.55

TMWA Rate Tables

	Meter Size	Current Rates	New Rates		
			4.50%	4.00%	3.50%
			2024	2025	2026
OTHER SCHEDULES/CHARGES					
PRIVATE FIRE - Schedule FPS (charge per inch diameter of service pipe, per Billing Period)		\$ 5.79	\$ 6.05	\$ 6.29	\$ 6.51
FIRE PROTECTION SERVICE	3"	\$ 28.73	\$ 30.02	\$ 31.22	\$ 32.32
Customer Charge per meter size, per Billing Period	4"	\$ 45.13	\$ 47.16	\$ 49.05	\$ 50.76
	6"	\$ 83.32	\$ 87.07	\$ 90.55	\$ 93.72
	8"	\$ 135.97	\$ 142.09	\$ 147.77	\$ 152.94
	10"	\$ 199.96	\$ 208.96	\$ 217.32	\$ 224.92
	12"	\$ 289.22	\$ 302.23	\$ 314.32	\$ 325.33
FIRE PROTECTION SERVICE	¾"	\$ 0.42	\$ 0.44	\$ 0.46	\$ 0.47
Customer Charge per meter size, per Billing Period	2"	\$ 4.96	\$ 5.18	\$ 5.39	\$ 5.58
	3"	\$ 14.40	\$ 15.05	\$ 15.65	\$ 16.20
	4"	\$ 30.69	\$ 32.07	\$ 33.35	\$ 34.52
	6"	\$ 89.15	\$ 93.16	\$ 96.89	\$ 100.28
	8"	\$ 189.99	\$ 198.54	\$ 206.48	\$ 213.71
	10"	\$ 341.67	\$ 357.05	\$ 371.33	\$ 384.32
LARGE VOLUME RESALE SERVICE - Schedule LVS					
Customer Charge per meter, per Billing Period		\$ 144.53	\$ 151.03	\$ 157.08	\$ 162.57
Commodity Charge per 1,000 gallons					
Usage <=34 Mgal		\$ 1.69	\$ 1.77	\$ 1.84	\$ 1.90
Usage >34 Mgal		\$ 2.81	\$ 2.94	\$ 3.05	\$ 3.16
FIRM STANDBY & PARTIAL REQUIREMENTS - Schedule FSPR					
Customer Charge per meter, per Billing Period		\$ 144.53	\$ 151.03	\$ 157.08	\$ 162.57
Commodity Charge per mgal		\$ 1.13	\$ 1.18	\$ 1.23	\$ 1.27
Demand charge per mgal (On-Peak Period)					
per 1,000 of contract demand		\$ 16.16	\$ 16.89	\$ 17.56	\$ 18.18
per 1,000 over contract demand to allowable variance		\$ 97.00	\$ 101.37	\$ 105.42	\$ 109.11
per 1,000 over contract demand and over allowable variance		\$ 193.99	\$ 202.72	\$ 210.83	\$ 218.21
Demand charge per mgal (Off-Peak Period)					
per 1,000 of contract demand		\$ 16.16	\$ 16.89	\$ 17.56	\$ 18.18
NON-POTABLE WATER - Schedule NPS					
Customer Charge per delivery point, per Billing Period		\$ 37.81	\$ 39.51	\$ 41.09	\$ 42.53
Treated water rate per mgal		\$ 3.85	\$ 4.02	\$ 4.18	\$ 4.33
Untreated water rate per mgal		\$ 1.13	\$ 1.18	\$ 1.23	\$ 1.27
DITCH IRRIGATION SERVICE - Schedule DIS (per acre foot)		\$ 21.65	\$ 22.62	\$ 23.53	\$ 24.35
INTERRUPTIBLE WATER - Schedule IWS					
Customer Charge per meter, per Billing Period		\$ 37.81	\$ 39.51	\$ 41.09	\$ 42.53
Commodity Charge per mgal		\$ 1.13	\$ 1.18	\$ 1.23	\$ 1.27
INTERRUPTIBLE LARGE VOLUME NONPOTABLE SERVICE - Schedule ILVNPS					
Customer Charge per meter, per Billing Period		\$ 37.81	\$ 39.51	\$ 41.09	\$ 42.53
Commodity Charge per acre-foot per year		\$ 50.61	\$ 52.89	\$ 55.00	\$ 56.93



STAFF REPORT

TO: Board of Directors
FROM: John R. Zimmerman, General Manager
DATE: January 3, 2024
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*).


Last month we received two thank you emails from customers. One, from a customer who experienced water loss at the meter box, thanking TMWA staff for going above and beyond to ensure it was fixed in a timely manner and the second thanking dispatch and staff for turning off the water due to a leak and putting salt down on the sidewalk so it would not get icy (**see attached**).

Also, listed below are news clippings from December 5, 2023 through January 10, 2024:

- 12/05/23 [Tahoe's Wetlands Are Gaining Ground](#) MtnDemocrat
- 12/03/23 [Placer County Approves Murals Along Truckee River](#) Sierra Sun
- 12/10/23 [Officials Advance \\$166 Million in Truckee River Flood Prevention Projects](#) FoxReno
- 12/09/23 [Pasadena Announces Public Scoping Meeting for WaterReuse Project](#) Pasadena City
- 12/11/23 [Geysers South of Town and Water Predictions with Chris Smallcomb-- Podcast](#) Nevada Independent
- 12/12/23 [Reno-Sparks Indian Colony to Get \\$2.9 million in Water Improvements](#) KOLO TV
- 12/12/23 [Mountain West Climate Experts Leading the Federal Effort to Advance Climate Change Projections](#) KSUT Radion
- 12/14/23 [Stormwater Utility Approved](#) the Nevada Globe
- 12/18/23 [Restoration on the Resilient Truckee River](#) CalTrout.org
- 12/19/23 [More Than \\$51 Million to Restore and Protect Rivers and Watersheds](#) Department of Interior
- 12/20/23 [California OKs New Rules for Turning Wastewater into Drinking Water](#) AP News
- 01/09/24 [Bottled Water Filled with Tiny Plastic Bits is Harmful](#) CNN
- 01/09/24 [Feds: Snowpack Below Normal for Nevada](#) This is Reno

8:08

📶 86

<  **Andrew Fisk is at Truckee Meadows Water Authority.** ...
10h · Reno · 🌐

Just want to send a shout out of thanks to Truckee Meadows Water Authority. To Dawn and Joe in the call center. To Justin Greenland out in the field. You all went above and beyond. To deliver remarkable service for my clients! When it seemed impossible to achieve. You helped my clients in ways you'll never know. That will help them so much. I appreciate it beyond words! Utility work isn't easy. Thank you for all you do!!
Andrew Fisk
Realtor
Sierra Nevada Properties



Write a comment...



From: Contact Us Submitted <info@waterforms.net>
Sent: Wednesday, December 20, 2023 7:41 AM
To: __info <info@tmwa.com>
Subject: New submission from Contact Us Submission

Name
Mark Vosmik
Mailing Address
[REDACTED] Sparks, Nevada 89436 United States Map It
Email
[REDACTED]
Phone
[REDACTED]
Account Number
[REDACTED]
Please explain your question
<p>On 12-19-2023, I noticed water flowing out of my water meter box. I called TMWA and easily connected to the emergency phone line. The lady was pleasant and helped me quickly and accurately. A man named Aaron arrived from your company and we discussed the problem, the solution and the rest of the vitals. Aaron was super nice, intelligent, respectful and helpful. He totally put my mind at ease. Shortly after Aaron left, much to my surprise, another man George, from the utility company arrived and mapped out the utilities. Another super nice person, George got it done. Then, that's right, it gets even better. Within the hour, two trucks with crews came out and fixed the problem. Unbelievable! I felt like a king! I just want to say that my entire household, that includes an 85 year young mother in law totally appreciate you. This was the most pleasant, quick, and respectful experience I have ever had with any company for any reason. I wish you and your company and employees a heart felt Merry Christmas, and a Happy New Year. God Bless you all. Thank you, thank you, thank you! Five Stars*****</p>

Our vision is to enhance the quality of life in the Truckee Meadows by delivering exceptional, customer-focused water services.

From: Goins, April <agoins@tmwa.com>
Sent: Tuesday, January 9, 2024 2:00 PM
To: Gebhardt, Andy <agebhardt@tmwa.com>; Filut, Amanda <afilut@tmwa.com>; SB-Dispatch <SB-Dispatch@faneuil.com>
Cc: __info <info@tmwa.com>
Subject: FW: New submission from Contact Us Submission

☆☆☆ Very nice compliment ☆☆☆

From: Contact Us Submitted <info@waterforms.net>
Sent: Tuesday, January 9, 2024 12:17 PM
To: __info <info@tmwa.com>
Subject: New submission from Contact Us Submission

Name
Linda Bucher
Mailing Address
██████████ Sparks, Nevada 89434 United States Map It
Email
██████████
Phone
██████████
Account Number
██████████
Please explain your question
<p>This is not a question. I just wanted to give huge thanks to both the dispatcher (Joanne) and the wonderful man who came out last night and shut my gushing water off. I so much appreciate not only what they did to help me but how very pleasant they were to deal with when I was highly stressed. Please thank them for me. I had no idea I even had a problem until one of my unknown neighbors rang my bell. I say unknown as I have only been here three months after living in the north valleys for over 25 years.</p> <p>I have to say the young man who shut the water off also put down salt so that it would not get too icy. This is a 55 plus community and people can get seriously hurt if they fall. Again thank you for your great service.</p> <p>Sincerely, Linda Bucher</p> <p>***Our vision is to enhance the quality of life in the Truckee Meadows by delivering exceptional, customer-focused water services.***</p>



STAFF REPORT

TO: Board of Directors
THRU: John R. Zimmerman, General Manager
FROM: Bill Hauck, Water Supply Supervisor
DATE: January 09, 2024
SUBJECT: **January 2024 Water Operations Report**

SUMMARY

- The first third of the snowpack building season has been noticeably slower than normal
- Lake Tahoe is about 70% full right now, which is very positive
- Total combined Truckee River reservoir storage is ~69% of capacity
- A significant amount of upstream reservoir storage was carried over into the new year
- Normal Truckee River flows are projected through 2024 and into 2025 because of the significant amount of carry-over storage, regardless of what type of winter we have in 2024
- This means normal water supply operations once again this summer for TMWA
- Customer demand is at wintertime lows, and averaged about 37 MGD last week
- Hydroelectric generation for December 2023 was \$365,196 (@ 4,886 MWh)

(A) Water Supply

- **River Flows** - Truckee River discharge at the CA/NV state line was about 380 cubic feet per second (CFS) this morning. This is close to typical for this time of year as the 115-year median daily discharge for this day at Farad is 396 CFS.
- **Reservoir Storage** - Overall Truckee River reservoir storage is ~69% of capacity. The elevation of Lake Tahoe is 6227.18 feet (~1.92' from full). Storage values for each reservoir as of January 9th are as follows:

Reservoir	Current Storage (Acre-Feet)	% Capacity (Percent)
Tahoe	508,800	68%
Boca	5,744	14%
Stampede	201,911	89%
Prosser	6,456	22%
Donner	3,320	35%
Independence	13,957	80%

In addition to the 17,277 acre-feet of storage between Donner and Independence reservoirs, TMWA also has about 10,903 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 approximately 28,180 acre-feet.

- **Outlook** - Due to the significant amount of storage on the Truckee system that was carried-over into 2024, the water supply outlook for our region is extremely good. This carry-over storage provides a hedge against drought should this upcoming winter turn out to be a dry one, which is possible as we are off a very slow start to the snowpack building season. As of this writing the snowpack in the Lake Tahoe Basin is about 50% of normal, and some bigger atmospheric river (AR) type storms are probably going to be needed over the next several months to put us back on track. We are only about 1/3rd of the way through the snowpack building season, so there is still a lot of winter left. Just an average snowpack year this time around would likely fill Lake Tahoe. But regardless of what happens this winter, we will have normal river flows for the rest of the year and into 2025. The state of the regional water supply is still particularly good.

(B) Water Production

- **Demand** - TMWA customer demand has been at wintertime lows since mid-November. Consumption has been averaging about thirty-seven (37) million gallons per day (MGD). Surface water made up 80% of the supply, and groundwater pumping the other 20% last week. We are currently recharging (injecting) about 1.7 MGD back into the aquifer.

(C) Hydro Production

Generation - The average flow in the Truckee River at Farad (CA/NV state line) during the month of December was 456 CFS. All three of TMWA’s hydroelectric plants were on-line all month and 100% available.

Statistics and generation for the month as follows:

Plant	Generation Days	% Availability	Generation (Megawatt Hours)	Revenue (Dollars)	Revenue (Dollars/Day)
Fleish	31	100%	1,832	\$139,580	\$4,503
Verdi	31	100%	1,685	\$125,561	\$4,050
Washoe	31	100%	1,369	\$100,055	\$3,228
Totals	93	-	4,886	\$365,196	\$11,781



STAFF REPORT

TO: Chairman and Board Members
THRU: John R. Zimmerman, General Manager
FROM: Eddy Quaglieri, Water Rights Manager
DATE: January 5, 2024
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		3,249.63 AF
Purchases of water rights	65.34 AF	
Refunds	0.00 AF	
Sales	-108.43 AF	
Adjustments	0.00 AF	
Ending Balance		3,206.54 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		7,354.34 AF
Committed water rights	- AF	
Ending Balance		7,354.34 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.

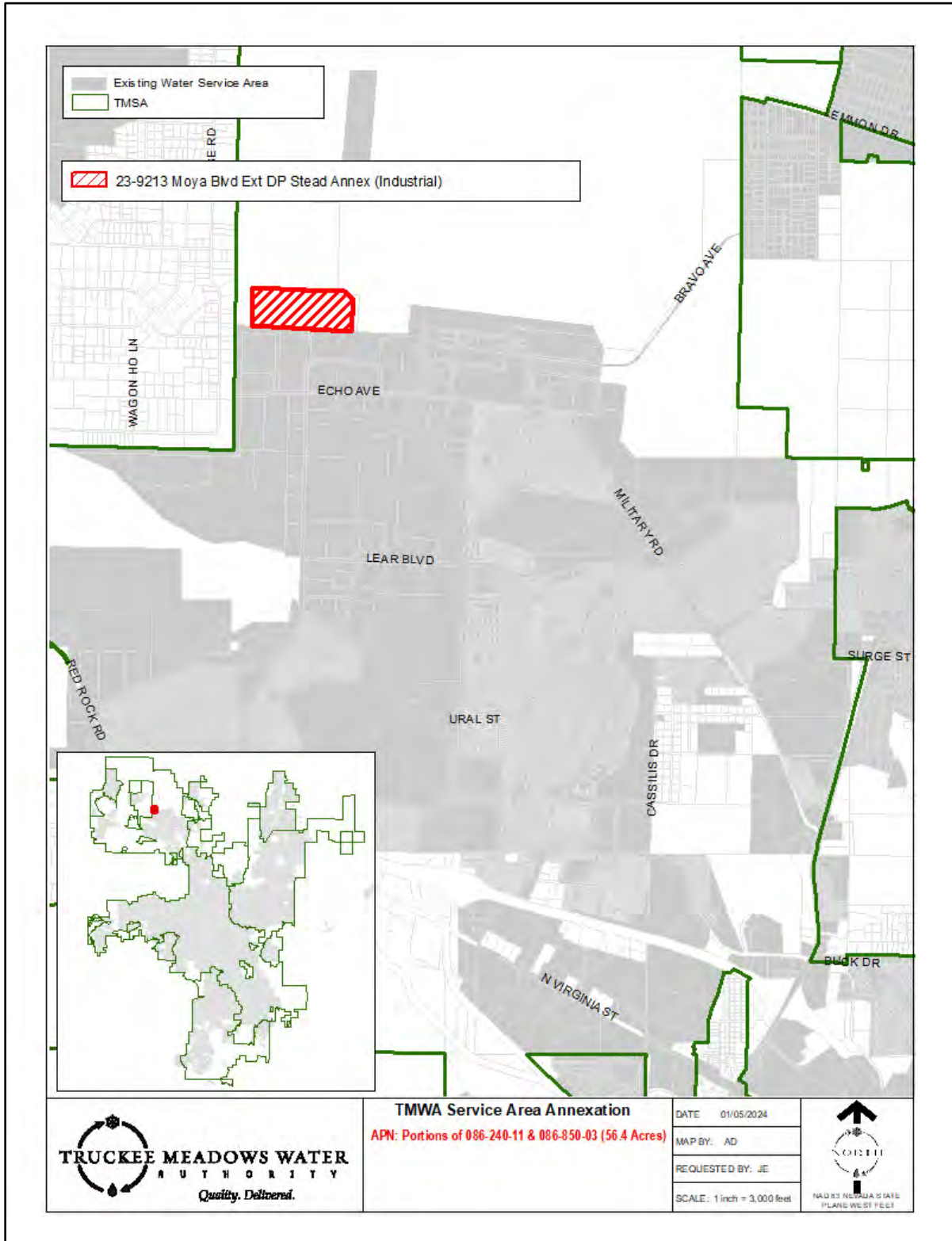
WATER SERVICE AREA ANNEXATIONS

Since the date of the last report, there have been 56.4 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: January 18, 2024
SUBJECT: **December Customer Service Report**

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

Ombudsman Report -Kim Mazeres

- Customer wanted to know how to file a claim with TMWA for a recent main break that caused damage. Ombudsman referred them to our Claims department.

Communications- Public Outreach – December

- Eddy Quaglieri did a Water Rights presentation online for Power Up and 50 people attended.
- Kara Steeland had a presentation for Forest Management & Drinking Water Protection at the Horseshoe Casino in Las Vegas and 40 people attended.
- Matt Bowman, Robert Charpentier and Shawn Stoddard had a public outreach meeting for future rate adjustments at the McKinley Arts & Culture Center and 4 people attended.
- Matt Bowman, Robert Charpentier, Shawn Stoddard & Sandra Tozi had a public outreach meeting for future rate adjustments at the Spanish Springs Library and 3 people attended.

Conservation (2023 Calendar year)

- 1,175 Water Usage Reviews
- 5,848 Water Watcher Contacts

Customer Calls – December

- 6,046 phone calls handled.
- Average handling time 4 minutes 32 seconds per call.
- Average speed of answer :19 seconds per call.

Billing – December

- 137,093 bills issued.
- 55,742 customers (41%) have signed up for paperless billing to date, which equates to an annual savings of \$ 401,342.

Remittance – December

- 14,110 Mailed-in payments.
- 22,496 Electronic payments
- 50,997 Payments via AutoPay (EFT)
- 15,798 One-time bank account payments
- 106 Store payments
- 775 Pay by Text
- 4,386 IVR Payments
- 786 Reno office Payments
- 8 Kiosk Payments

Collections – December

- 15,279 accounts received a late charge.
- 3,870 Mailed delinquent notices, 0.03% of accounts.
- 665 accounts eligible for disconnect.
- 425 accounts were disconnected. (Including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- 0.17% write-off to revenue.

Meter Statistics – Fiscal Year to Date

- 3,306 Meter exchanges completed.
- 848 New business meter sets completed.