



## TRUCKEE MEADOWS WATER AUTHORITY Board of Directors AGENDA

Wednesday, October 16, 2024 at 10:00 a.m.

**NEW VENUE: Independence Meeting Room, TMWA, 1355 Capital Blvd, 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/89110512999?pwd=9d\\_RtYZbsIqIdTYIbUf\\_eHivLK2VIw.GjiPvgdr9D35cFrr](https://tmwa.zoom.us/j/89110512999?pwd=9d_RtYZbsIqIdTYIbUf_eHivLK2VIw.GjiPvgdr9D35cFrr)

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### Board Members

Chair Naomi Duerr – City of Reno  
Paul Anderson – City of Sparks  
Jenny Brekhuis – City of Reno  
Kristopher Dahir – City of Sparks

Vice Chair Clara Andriola – Washoe County  
Alexis Hill – 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](http://tmwa.com/PublicComment)) or by email sent to [boardclerk@tmwa.com](mailto: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. To request to speak, please use the "raise hand" feature or, if on the phone, press \*9 to "raise your hand" and \*6 to unmute/mute your microphone.

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

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 September 18, 2024 meeting of the TMWA Board of Directors (**For Possible Action**)
7. Discussion and action regarding General Manager performance review for contract year 2023-2024 — Jessica Atkinson\* (**For Possible Action**) (**10min**)
8. Discussion and action on request for Board input and acceptance of General Manager performance objectives for contract year 2024-2025 — John Zimmerman (**For Possible Action**) (**10min**)
9. Water supply update — Bill Hauck\* (**10min**)
10. Presentation of TMWA’s fiscal year 2024 Customer Satisfaction Study — Robert Charpentier\* (**10min**)
11. Discussion and action, and possible direction to staff regarding funding plan — Matt Bowman (**For Possible Action**) (**10min**)
12. Presentation of TMWA Goals and Objectives results for fiscal year 2024 — John Zimmerman and Sonia Folsom\* (**15min**)
13. Discussion and action, and possible direction to staff on the proposed TMWA Goals and Objectives for fiscal year 2025 — John Zimmerman and Sonia Folsom (**For Possible Action**) (**10min**)
14. General Manager’s Report\* (**5min**)
15. Public comment — limited to no more than three minutes per speaker\*
16. Board comments and requests for future agenda items\*
17. Adjournment (**For Possible Action**)

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TRUCKEE MEADOWS WATER AUTHORITY  
**DRAFT** MINUTES OF THE SEPTEMBER 18, 2024  
MEETING OF THE BOARD OF DIRECTORS

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The Board of Directors met on Wednesday, September 18, 2024 at Sparks Council Chambers. Chair Duerr called the meeting to order at 10:01 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 Reese attended the meeting virtually.*

*\*\*Director Brekhus attended the meeting virtually and joined at 10:06 a.m.*

2. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Bill Hauck, Water Supply Supervisor.

3. PUBLIC COMMENT

Jonathan Rouse, a dedicated TMWA Heavy Foreperson with nearly 29 years of service, is retiring tomorrow. He has been a key figure at TMWA, known for fixing water leaks in harsh conditions and advocating for local and public management when TMWA was formed in 2001. Rouse has always spoken up against injustices, such as the Juneteenth holiday issue where the collective bargaining unit was initially excluded. After addressing this with the Board, he faced three write-ups in the past year, a first in his long career. Concerned about potentially losing his retirement if he contests these write-ups, he has requested the Board to investigate the matter, accepting any findings if proven wrong.

4. POSSIBLE BOARD COMMENTS OR ACKNOWLEDGEMENTS

Chair Duerr is grateful for the work TMWA does every day.

Director Anderson commended the crews working on fighting the Davis fire, which was a very stressful situation and did whatever it took to ensure the water was secure for the firefighters.

Chair Duerr agreed and was in constant communication with our general manager, and his concern was when power was shut off to be able to pump water, and TMWA staff was delivering generators to ensure the system kept running.

John Zimmerman, General Manager, agreed there was a lot of staff involved, and appreciated the Board's praise. However, there is one staff member who was critical, and incident commander, Eric Mothershead, Maintenance Operations Manager, who was heavily involved.

**5. APPROVAL OF THE AGENDA**

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

**6. APPROVAL OF THE MINUTES OF THE AUGUST 19, 2024 MEETING OF THE TMWA BOARD OF DIRECTORS**

**Upon motion by Director Andriola, second by Director Hill, which motion duly carried by unanimous consent of the Directors present, the Board approved the August 19, 2024 minutes.**

**7. PRESENTATION OF FISCAL YEAR 2024 UNAUDITED FINANCIAL PERFORMANCE**

Matt Bowman, TMWA Chief Financial Officer, presented the staff report.

The Board thanked Mr. Bowman for his diligence and rising salaries and wages, as well as the future building expansion project will need to be addressed, emphasizing the Board's desire to meet various needs despite financial constraints.

**8. REQUIRED COMMUNICATION FROM EIDE BAILLY IN REGARDS TO TMWA'S ANNUAL FINANCIAL AUDIT**

Sophie Cardinal, Financial Controller, presented the staff report and noted that Eide Bailly will conduct a single audit since TMWA received grant funding greater than \$750,000 and she will return in December with the report for Board consideration and approval.

**9. DISCUSSION AND ACTION ON RESOLUTION NO. 329: A RESOLUTION TO APPROVE FUNDING FOR THE PROJECTS RECOMMENDED BY THE TRUCKEE RIVER FUND (TRF) ADVISORY COMMITTEE AND AN AUTHORIZATION FOR THE COMMUNITY FOUNDATION TO FUND SUCH PROJECTS FROM FUND PROCEEDS (RESOLUTION MAY REFLECT ACTION TAKEN IN ONE OR MORE VOTES ON RECOMMENDED PROJECTS)**

Sonia Folsom, Executive Assistant, and Kara Steeland, Senior Hydrologist and Watershed Coordinator, presented the staff report. Of the six proposals submitted for funding, only three were approved. The TRF Advisors recommended that the three which were not approved to return with more specific and direct proposals for the spring cycle in January 2025.

**Upon motion by Director Andriola, second by Director Dahir, which motion duly carried by unanimous consent of the Directors present, the Board approved the projects recommended by the Truckee River Fund (TRF) Advisory Committee and an authorization for the Community Foundation to fund such projects from Fund proceeds.**

#### 10. PRESENTATION OF GENERAL MANAGER GOAL RESULTS FOR CONTRACT YEAR 2023-2024

Mr. Zimmerman presented his general manager goal results for contract year 2023-2024.

The Board expressed appreciation for Mr. Zimmerman's leadership effort, dedication to the community, commitment to employees, and carrying TMWA as a premier agency in the region, if not the state.

#### 11. GENERAL MANAGER'S REPORT

Mr. Zimmerman informed the Board of Cammy LoRé's , GoodStanding, collaboration with the Desert Research Institute (DRI) in obtaining a federal grant funding for improving teacher education in watershed management; recognizing the incident commanders during the Davis Creek fire emergency and highlighting the teamwork and community support.

#### 12. PUBLIC COMMENT

There was no public comment.

#### 13. BOARD COMMENTS AND REQUESTS FOR FUTURE AGENDA ITEMS

Chair Duerr thanked Mr. Zimmerman and the conservation team on their efforts in addressing a complex leak problem in the city.

Director Brekhus requested staff to present on TMWA's water pressure standards before the end of the year.

#### 14. ADJOURNMENT

With no further discussion, Chair Dahir adjourned the meeting at 11:14 a.m.

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

Sonia Folsom, Board Clerk.

**\*\*Director Brekhus was present for agenda items 3 thru 14 only.**

DRAFT



**STAFF REPORT**

**TO:** Board of Directors  
**THRU:** John Zimmerman, General Manager  
**FROM:** Jessica Atkinson, Human Resources Manager  
**DATE:** October 16, 2024  
**SUBJECT:** Discussion and action regarding General Manager performance review for contract year 2023/2024

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**Recommendation**

The TMWA Board review General Manager John Zimmerman’s performance for the past contract year (October 15, 2023 – October 15, 2024).

**Discussion**

In October 2023, the Board adopted the specific objectives that the General Manager would be working to accomplish during the contract year and that the Board would use to evaluate the performance of the General Manager. The General Manager’s report of accomplishments related to the goals set by the Board last year was presented during the September 2024 Board meeting and is shown in **Attachment 1**.

The results of the GM performance feedback survey completed by 1) Board members and 2) Division/Department Heads (direct reports to GM) are shown in **Attachment 2**.

The GM contract between the Board and Zimmerman states Zimmerman’s base salary shall adjust in incrementing steps on July 1, 2023, and each July 1 thereafter until he reaches the “Market” step of the General Manager wage band. Consistent with this direction, on July 1, 2024, Zimmerman’s base salary was adjusted from \$245,923 annually to \$268,237 annually. This adjustment included a 4.95% increase for moving up one step in the General Manager wage band and a 3.92% increase consistent with the general wage increase provided to all TMWA MPAT employees.

Zimmerman’s employment agreement (**Attachment 3**) limits the annual compensation adjustment (base salary adjustment plus any lump sum award) to 10% of base annual salary.

**Attachments**

1. GM Goal Results 2023/2024
2. General Manager Performance Feedback Survey Results FY2024
3. General Manager Employment Agreement



# Truckee Meadows Water Authority

## STAFF REPORT

**TO:** Chair and Board Members  
**FROM:** John R. Zimmerman, General Manager  
**DATE:** September 9, 2024  
**SUBJECT:** General Manager’s report related to performance on goals adopted by the Board for contract year 2023-2024

### RECOMMENDATION

The TMWA Board review the General Manager’s performance results for the past contract year.

### DISCUSSION

In October 2023, the Board adopted the following specific objectives that the General Manager would be working to accomplish during the contract year and that the Board would use to evaluate the performance of the General Manager. The following is a summary of the results.

GENERAL OBJECTIVES		RESULTS
<b>A</b>	Direct the preparation of and propose financial plans, investment strategies, funding plans and adjustments to rates and charges that will continue to keep TMWA in long term financial stability; including preparation of budgets and Capital Improvement Plans and financial reporting that comply with Nevada Revised Statutes and the Securities and Exchange Commission (SEC).	Staff prepared and presented fiscal budgets, including the Capital Improvement Plan, to the Board for preliminary and final approval. Staff also regularly presented updates regarding TMWA’s financial status and investments. In FY 2024, Staff presented a rate plan including a series of rate increases for FY 2024, FY 2025 and FY 2026, then CPI related increases going forward. These rate increases are necessary to keep TMWA on solid financial ground over the long-term while balancing water affordability. In January 2024, Staff completed a cash optimization refinancing which resulted in net present value savings of \$12.1m or 17%.
<b>B</b>	Develop proactive communications to address upcoming issues (e.g., topics affecting water supply, drought planning, regional water issues, utility water system consolidation and rate changes) and to keep all stakeholders including the Board, the employees, and the customers informed through a variety of mediums. Respond to media inquiries and provide informational interviews.	Communications were delivered through multiple media channels, including a myriad of broadcast interviews, various presentations before local groups, bill print messages, bill inserts, TMWA’s e-newsletter, workshops and special events. Focus this year was on water supply, conservation, and water quality. TMWA maintained communications around its operations, Water Leadership, community outreach and internal employee communication.



<b>GENERAL OBJECTIVES (continued)</b>		<b>RESULTS</b>
<b>C</b>	Continue having and improve on a community presence for TMWA through the Water Leadership program and participation in community committees, boards, and networking organizations and by providing presentations and information to these groups; offer Truckee River, Chalk Bluff Plant and/or other informational tours to the community.	TMWA staff continues to participate in a multitude of organizations including Rotary, Reno-Sparks Chamber of Commerce, WaterStart, EDAWN, NWRA, Nevada Water Innovation Institute (NWII), Desert Research Institute (DRI), Washoe County School District and participated in multiple community events. Staff continued with both virtual and in person presentations to schools and organizations such as American Public Works Association, Water Education Foundation, WateReuse, Truckee Meadows Tomorrow, Rotary, the Builders Association of Northern Nevada (BANN), and homeowner’s associations (HOA’s) and have touched on many topics including water supply and resources, watershed protection, water reuse, drought planning, conservation, development/growth and more. TMWA held another successful Smart About Water (SAW) Day, hosted an Open House during National Drinking Water Week and provides weekly public tours in September of both the Chalk Bluff WTP and the Verdi Hydroelectric Plant.
<b>D</b>	Continue to create a highly productive work environment and a highly motivated employee team by developing, training, retaining and recruiting the highest quality employees.	TMWA achieved a favorable rating of 93.2% in our annual third party administered Customer Satisfaction Survey – this outstanding result is a tribute to TMWA’s talented and highly motivated employees. Since switching to an online portal for a full year, on a scale-based star rating, three stars or higher is reflected in our overall customer satisfaction results. TMWA continues to maintain high certification levels for staff and provides and incentivizes both internal and external training opportunities.
<b>E</b>	Strive for continuous improvements in processes and operations targeting initiatives that will enhance revenues and/or reduce operating costs thus keeping customer rates as low as possible.	TMWA’s Operating Margin (Operating Revenue minus Expenses) ended up \$2.6m higher than budget, while capital spend was approximately \$31.4, (30%) under budget (these numbers may change slightly following year-end adjustments for ACFR presentation). Through strategic planning and agility, TMWA’s hydroelectric team was able to optimize generation in FY 2024 resulting in a record \$4.2m of hydro revenue. On the cost side, TMWA’s leadership regularly reviews operating costs compared to budget to help develop cost-saving measures. In FY 2024, TMWA’s water treatment operations department enhanced existing treatment technologies to help optimize the usage of water treatment chemicals. Along with product price decreases, resulted in a savings from budget of \$1.9m.

<b>ONGOING OPERATIONAL OBJECTIVES</b>		<b>RESULTS</b>
<b>a</b>	Monitor federal legislation for opportunities to obtain funding for a variety of TMWA projects.	Staff worked with our federal lobbyists to meet with federal legislative staff to describe TMWA’s priorities and to seek federal funding. TMWA and City of Reno were successful in receiving a grant for \$30M for the American Flat Project from the Bureau of Reclamation. Staff has also submitted several applications for various federal funding. Staff met with federal legislative staff from Senator Rosen, Senator Cortez Masto, Congressman Horsford and Congressman Amodei during the American Water Works Association’s water week on Capitol Hill. Staff also participated in the Western Urban Water Coalition meetings regarding federal legislation and funding.
<b>b</b>	Carefully analyze opportunities to acquire strategic water rights and resources in the market in consideration of current inventory and financial constraints. Ensure adequate resources are available through TMWA’s Rule 7 as directed by the Board.	Staff had the opportunity to increase Rule 7 inventory by approximately 294 acre-feet. Staff has worked diligently and in collaboration with the Pyramid Lake Paiute Tribe (PLPT) on obtaining changes to water rights to satisfy the return flow requirements for current TMWRF treated effluent reuse and TRIGID reuse. Additionally, TMWA staff continue to aggressively pursue water rights purchases.
<b>c</b>	Provide staff support to the SAC, the Truckee River Fund (TRF) Advisors, and One Truckee River and ensure communications regarding TRF projects.	This was done.
<b>d</b>	Manage and direct activities relative to legal issues, keeping the Board informed on all such matters.	This was done.
<b>e</b>	Update TMWA Administrative Instructions as required to ensure they are compliant with applicable laws and current practices. Deliver updates to the Board and employees, and implement the changes.	Complete. The Board approved revised Administrative Instructions (AIs) in December 2023.
<b>f</b>	Minimize cost impacts to customers by maximizing investment and hydroelectric income, pursuing revenue enhancement and collection opportunities, pursuing process improvements and projects that drive savings in TMWA expenses, and actively pursuing grant/low-interest loan funding for projects.	TMWA generated \$4.2 million in hydroelectric revenue this fiscal year and plant availability was at 100%. TMWA meets regularly with investment managers to optimize investment returns while ensuring compliance with TMWA’s investment policy. Another benefit of the cash optimization refinancing was the ability to liquidate investments at lower market rates and re-invest proceeds at higher rates. This will result in a net present value gain, with a payback of only approximately two years. Staff worked with NDEP to secure 1% financing for the American Flat APWF project. This financing (approximately \$50m will result in a net present value savings of between \$5m and \$10m). Further, TMWA will qualify for principal forgiveness (grant) of approximately \$6m on the project.

SPECIFIC OBJECTIVES		RESULTS
1	<p>Develop customer communications plan for 2024, including conservation communication, water supply planning, and detailed public/customer communications/outreach plan - present to the SAC for their recommendation and Board for approval no later than the April Board Meeting.</p>	<p>The communication plan was developed prior to the irrigation season and presented to the Board at their April meeting.</p> <p>The communication plan used a customer-journey centric approach to identifying key touchpoint within TMWA’s key outreach pillars. These included Water Quality, Conservation, Water Leadership and Customer Experience. Throughout the year.</p> <p>After the second above average winter in a row with full upstream storage, the messaging for this summer was once again focused on standard water conservation protocols, as normal river flows are anticipated for at least the next two years. Drought reserves will not be necessary anytime soon. Standard water conservation protocols were enforced this summer, the most important of which is assigned day watering. Through a variety of public outreach methods, this summer’s campaign reinforced the importance of only taking what you need, watering responsibly, not wasting water, and following your assigned day schedule.</p>
2	<p>Continue working with city and county staff and WRWC regarding regional water issues (including wastewater, effluent management, stormwater, etc.), regional economic development initiatives, etc. including the OneWater Nevada initiative that includes advancing the American Flat Project, continued pilot testing and analysis related to infiltrating or injecting highly treated wastewater into the ground for later use, assistance with TMWRF return flow obligations, etc.</p>	<p>TMWA staff has continued to work extensively with the cities and Tahoe Reno Industrial General Improvement District (TRIGID), regarding the planned delivery of reclaimed water to the TRIGID system for industrial use, with a focus on water rights and the return flow management agreement. Staff has executed a settlement agreement with the PLPT regarding the necessary water rights to make up instream flows from treated effluent reuse in the Truckee Meadows and has begun discussions with the Tribe on the necessary water rights to make up instream flows from treated effluent reused at TRIGID. Necessary permits have been obtained for effluent to go to TRIGID per the settlement with the Tribe.</p> <p>TMWA continues in a leadership role along with OneWater Nevada and UNR to advance the design, funding and permitting of groundwater augmentation using Category A+ advanced purified water at American Flat. Assessments of the hydrogeologic feasibility and cost effectiveness of irrigating with recycled water and recharging potable water in Palomino Valley continues.</p> <p>TMWA staff continues to provide technical support to the Regional Effluent Management Team (made up of staff from Reno, Sparks, Washoe County, UNR and WRWC) in evaluating various effluent management strategies.</p>
3	<p>Continue analyzing water supply options related to fringe area development where private systems exist, make recommendations to Board and follow Board direction regarding same.</p>	<p>Staff engaged in ongoing coordination with Great Basin Water Company (GBWC) in Cold Springs and Spanish Springs Valley, including potential GBWC participation in a nitrate groundwater treatment facility in Spanish Springs. Staff has also been communicating with Verdi Meadows Utility Company that provides water to the River Oak subdivision in Verdi regarding options for TMWA water supply to the subdivision. Staff has also met with members of the River Oak HOA and monitored the filings related to the water utility with the Nevada Public Utilities Commission. Staff continues to analyze water supply options related to fringe area development where private systems exist and will bring any recommendations to the Board when they arise.</p>

<b>SPECIFIC OBJECTIVES (continued)</b>		<b>RESULTS</b>
<b>4</b>	<p>Monitor and participate in Legislative activities during the 2024 Interim Legislative Session, prepare and deliver presentations to Legislative Committees as requested, schedule meetings with staff, Board legislative committee members, lobbyists and legislators, keep the Board updated and informed regarding legislative matters, and pursue Board direction regarding Legislative issues. Facilitate open communications between legislators and the TMWA Board.</p>	<p>Staff monitored legislative activities and worked closely with TMWA legal counsel and lobbyists, to update TMWA’s Legislative Subcommittee. TMWA staff and lobbyist met with legislators regarding TMWA’s priorities, infrastructure funding, water supply, and watershed protection. Staff is currently involved in new Hearings regulation making and Extension of Time regulation making. TMWA continues to monitor regulatory actions and continues to meet with NDEP to address analyzing improvements to the Central Truckee Meadows Remediation District program and the review process with Northern Nevada Public Health (NNPH) for water projects. Staff is working closely with the Nevada Division of Environmental Protection regarding the EPA’s national lead and copper service line inventory rule as well as monitoring the proposed PFAS rule and assessing its impact to TMWA operations.</p>
<b>5</b>	<p>Update the 5-year Funding Plan and present to the SAC and the Board. Propose Board actions based on the results of the planning cycle updates. Implement Board direction with regard to funding plan outcomes.</p>	<p>This was done at the Board Strategic Planning Workshop in October 2023.</p>
<b>6</b>	<p>Analyze the need for any necessary rule changes, rate adjustments, water facility charge adjustments, including customer service process improvements, and report results of analysis to the SAC and Board of Directors and follow Board direction regarding same.</p>	<p>During the fiscal year, staff presented rate adjustments of 4.5%, 4.0% and 3.5% in FY 2024, FY 2025 and FY 2026, respectively, to SAC and the Board, which were ultimately approved. These adjustments were required to maintain financial stability, meet board goals and bond covenants. The first of the proposed rate adjustments occurred in June 2024. Staff updated water system facility charges to reflect increases in construction costs and facility requirements to meet growth in the service territory. Additionally, staff analyzed and presented needed rule changes and will bring detailed redlines back to the Board in Fall 2024.</p> <p>During the Fall of 2023 staff began work to implement an extra day for mailing of the 48-hour notice. This is giving our customers an extra day to ensure that they are given proper notification prior to shut off. Staff is also in the process of setting up email, calls and text messages to those customers that are in jeopardy of disconnection.</p>
<b>7</b>	<p>Continue to develop/refine strategies to optimize conjunctive use of surface water and groundwater resources; further develop/refine drought supply operational strategies; and implement plans.</p>	<p>TMWA continues to recharge groundwater to support water quality and pumping goals. TMWA is continuously working on increasing active and passive recharge efforts through existing wells and the development of new wells as necessary and economically appropriate. Long-term ASR goals are to recharge up to 5,500 AFY; where 1,200 AFY is recharged in South Truckee Meadows and Pleasant Valley, 300 AFY in the Central Truckee Meadows, 1,700 AFY in the Spanish Springs Valley and 2,300 AFY in Lemmon Valley with American Flat Advanced Purified Water (APW). Through conjunctive use, groundwater pumping was reduced by about 3,400 acre-feet between the Mt. Rose, Spanish Springs, Lemmon Valley and former STMGID areas, and 1,464 acre-feet was recharged system-wide during FY 2023.</p>

<b>SPECIFIC OBJECTIVES (continued)</b>		<b>RESULTS</b>
<b>8</b>	Continue to develop, refine and implement strategies to mitigate pre-merger groundwater conditions on the Mt. Rose fan including integrating operation of the Mt. Rose Water Treatment Plant and expanding aquifer storage and recovery (ASR) in that area.	TMWA has continued the practice of conjunctive managing our water resources in the Mt. Rose fan area by resting production wells whenever possible and using other sources of supply to meet customer demand. This past fiscal year TMWA also recharged at three existing production well sites on the Mt. Rose Fan, resulting in continually improving water levels of groundwater. This passive and active groundwater recharge will assist in the sustainable groundwater management for the Mt. Rose fan area. Natural Resources, Engineering, and Operations worked diligently to restart operations at the Mt. Rose Water Treatment plant after sedimentation from flood damage in the upper Whites Creek watershed made operation unfeasible. The plant was brought back online in September.
<b>9</b>	Update succession plan and continue to implement the succession/staffing plan to address and fill vacancies created by retirements. Continue staff development in support of TMWA's succession plan with a focus on leadership and critical position succession. Increase employee communication and input regarding succession planning, workforce development requirements and foster more collaboration.	TMWA has continued to spend time focusing on employee development and succession planning efforts. In the last 12 months, we have promoted 8 internal employees and hired two into leadership roles. We have seen 6 internal employees progress in their technical career track, which included movement to staff, senior or principal level designations. We have created a phased retirement path for a retiring director to ensure close out of key projects and knowledge transfer. The management team meets regularly to identify key business drivers and staffing needs. The outcome from these meetings is shared with supervisors during monthly leadership meetings and with employees during quarterly employee meetings. A focus has been placed on open communications where all levels of the organization are encouraged to speak up, ask questions and convey concerns. The General Manager regularly schedules one-on-one meetings with employees and supervisors to foster open communication and to engage all levels of the organization. We have created cross functional teams to work on operational challenges with broad organizational impact. All employees participated in a 4-hour workshop titled "Belonging and Beyond -Keys to Inclusive Leadership" led by Diaz Dixon. The focus of this training was to improve communication and collaboration by leveraging the diversity TMWA employees bring to workplace. We have continued to foster awareness and knowledge across all disciplines and departments at TMWA by holding quarterly all-employee meetings where a department or specific group describes their work and its importance to TMWA. We have also included presentations at all-employee meetings that highlight an example of teamwork and collaboration at TMWA.
<b>10</b>	Continue working under the terms of the MOU with Carson City and Storey County, to determine surplus water availability to TMWA from the Marlette Lake Water System (MLWS).	Both Carson City and Storey County have updated their future water demand needs and are working towards their long-term wholesale agreements with the MLWS based on those demands. TMWA and the State are discussing options of purchasing water to be released from Marlette Lake to facilitate a planned dam rehabilitation project in 2025. TMWA has also entered into an agreement to assist MLWS with updating the State Engineer water right permits to allow TMWA to use MLWS water.

<b>SPECIFIC OBJECTIVES (continued)</b>		<b>RESULTS</b>
<b>11</b>	Continue the CMAR design phase for the Advanced Purified Water Project at American Flat. Continue working on operations plan and seeking grant monies to offset costs. Provide periodic updates to the Board at appropriate milestones.	TMWA hired RSCI as the CMAR in October 2022. TMWA approved the final design PO with AECOM in May 2023. AECOM completed the 30% design in July 2023 and the 60% design in May 2024. TMWA applied for the Bureau of Reclamation Title XVI grant in Fall 2023 and was notified of the successful application in June 2024. TMWA and City of Reno staff have been working on a draft operating agreement for over a year
<b>12</b>	Continue working on collecting additional information based on the results from the feasibility study of Palomino Farms, and recommend whether or not to move forward with an option agreement involving Palomino Farms, Reno, Sparks and Washoe County.	The feasibility study was completed and presented to the Board. The feasibility study noted that additional work is required to address issues such as, return flow, interbasin transfer, permitting and cost sharing opportunities. Additional work has been completed on hydrogeologic water quality assessments and return flow. Staff has met with the State Engineer’s office on permitting matters. Staff has met with Reno and Sparks to discuss the ongoing feasibility of the project. Based on those discussions and analyses, staff has determined that more time is needed to study the project and cannot enter into a contract with the seller at this time. Staff will continue to investigate the project and compare it with potential alternative solutions.
<b>13</b>	Continue analyzing opportunities to increase water conservation for drought resiliency and mitigate impacts to the upstream watershed to protect water quality and reservoirs, use best available science to evaluate global climate change models applicable to this region, and advise the Board.	Staff is routinely monitoring for any changes in hydrological trends in the Truckee River Basin and stays current with the latest publications and peer-reviewed journal articles related to climate science, as well as any new developments in climate change modeling and/or ways to improve upon the scenario- based methods utilized in the 2020-2040 water resource plan. At the April 2024 Board meeting staff presented the 2025-2045 Water Resource Plan planning process which highlighted potential changes to incorporate any new data or developments that have occurred since the last revision. Staff has continued to work with stakeholders in the Truckee River watershed on fire mitigation strategies such as the Ladybug fuels reduction project near Stampede reservoir and other projects identified by the Middle Truckee River Watershed Forest Partnership , and provided an update to the Board in December 2023. Staff has also continued to work with the Bureau of Reclamation and Federal Water Master’s office regarding reservoir re-operation and presented an update to the Board in December 2023.
<b>14</b>	Continue working with Nevada Division of Environmental Protection and Central Truckee Meadows Remediation District to explore ways to optimize PCE remediation.	TMWA continues to work with the CTMRD and NDEP regarding an update to Plan of Remediation during 2023-2024. TMWA completed a basin scale PCE contaminant transport model for use in the Plan update.
<b>15</b>	Update Water Facility Plan and analyze the need for any necessary water facility charge adjustments, report results of analysis to the SAC and Board of Directors for approval.	Staff presented the 2040 Water Facility Plan to the Board and was approved in October 2023.



## General Manager Performance Feedback for FY2024

### Introduction

The General Manager's performance evaluation consists of an annual appraisal by the Board of Directors, as provided for in the General Manager's employment agreement.

The purpose of the evaluation process is to maintain a strong Board/Manager team by ensuring open and productive communication on an annual basis. During this formal review process, there is an opportunity to identify areas of satisfaction and areas for growth or needing change as identified by the Board.

The evaluation will be conducted during the October Board meeting.

The Executive Team and Department Heads reporting to the General Manager have also been invited to participate in this performance review process.

The Human Resources Director is the facilitator for this process, and will gather feedback from the feedback survey completed by each of the above-referenced individuals. A staff report and the summary results from the survey will be provided as supporting materials for the public meeting at which the TMWA Board reviews the annual performance of the General Manager.

### **Rating Criteria:**

For each performance criteria, please use the following rating scale:

- E - Exceeds your expectations
- M - Meets your expectations
- AG - Areas for growth
- NA - Not applicable

## Truckee Meadows Water Authority - General Manager FY2024 Performance Feedback Survey Data Summary Sheet

Rating Scale				
E-Exceeds your expectations			AG-Areas for growth	
M-Meets your expectations			NA-Not Applicable	
# of Responses				Criteria
E	M	AG	NA	Organizational Leadership
14	2	0	0	<ul style="list-style-type: none"> <li>•Anticipates and clearly communicates risks and changes in market conditions and other factors affecting TMWA's fulfillment of its Vision and Business objectives;</li> <li>•Participates with Board and Staff in strategic planning;</li> <li>•Clearly articulates and advances the strategic priorities to be addressed over the next 3-5 years;</li> <li>•Sets and communicates clear operational priorities for the organization;</li> <li>•Implements new programs and services growing out of the strategic planning process;</li> <li>•Creates and maintains a high performing culture in the organization including strong employee morale, accountability, and cohesiveness;</li> <li>•Performs as the leading role model, setting high professional work standards and pursues goals with honesty, respect, determination, and initiative;</li> <li>•Handles emergencies and crisis situations in an effective, efficient, and professional manner;</li> <li>•Directs the utilization of TMWA resources effectively.</li> </ul>
Organizational Leadership – Additional Comments				
<ol style="list-style-type: none"> <li>1. I am very impressed with John's dedication to the organization and his desire to provide effective leadership. I think he handles crises and emergencies in a very effective manner. He is also very sensitive to customer issues and is willing to work until the issues are resolved.</li> <li>2. John has done well in demonstrating his organizational leadership. He works with staff and the board in strategic planning, clearly communicates the operational priorities, and has handled emergency events in a professional manner.</li> <li>3. I think John's vision for TMWA is clear, that it is an organization that succeeds through the strength and quality of its work force, so many of his own goals work to ensure the wellbeing of that work force in both mind and body. Having those goals to align too sets a guiding light for a department, a group, and an individual level to focus on fostering the characteristics of greatness within people.</li> <li>4. John is constantly thinking of best ways to lead the team and company towards improvement in all aspects.</li> <li>5. I appreciate the balance and care brought to conflict and daily challenges.</li> <li>6. John takes a rational, can-do approach to finding solutions when things pop up and he fosters a leadership style that welcomes and encourages others to speak up so issues can be thoroughly vetted out. He leads by example and allows those who work for him to shine, a prime example is the recent Davis Fire. We all delivered for the community and that's the Leadership needed for us to deliver for the General Manager and the TMWA Board.</li> <li>7. John is an exceptional leader and vested in the organization as a whole. He is committed to communication, knowledge sharing and bringing people together.</li> <li>8. John is always thinking about the future and what is best for the organization and the community. He has open communication with all staff and the board members, makes a big effort to know all staff on a personal level, leads by example and involves TMWA staff experts in making key decisions.</li> <li>9. Enthused with GM Goals and efforts to focus on employee growth, providing additional support and opportunities to those in the organization that wish to grow their knowledge, sate their curiosity, and provide the possibility of taking the next step along a evolving career path should they so choose.</li> <li>10. Doing tremendous work!</li> </ol>				
E	M	AG	NA	Relations with Board/Governance
8	7	0	1	<ul style="list-style-type: none"> <li>•Communicates necessary information openly and honestly in a timely and organized fashion;</li> <li>•Establishes and maintains positive and effective working relationships with each member of the Board;</li> <li>•Has been consistently available to individual Board members whenever necessary;</li> <li>•Conforms to Board policies and directives;</li> <li>•Demonstrates a respectful understanding of the Board's governance role and has supported the Board in its oversight of the organization;</li> <li>•Contributes significant information and important agenda topics for discussion at Board level;</li> <li>•Synthesizes information and frames issues and questions in a manner for the Board to make appropriate decisions;</li> <li>•Makes periodic reports to the Board regarding important aspects of TMWA's functions and operations, highlighting both achievements and areas of concern.</li> </ul>
Relations with Board/Governance – Additional Comments				
<ol style="list-style-type: none"> <li>1. John works exceedingly well with the Board and is very responsive to issues brought up by Board members. If there is any focus for next year, I think it would be to keep the Board even more apprised of emerging situations. He displayed good communication with the Board during the Davis Fire.</li> </ol>				



2. In my experience, John has been very responsive in providing information to the board and has maintained a positive and effective working relationship with the board members.
3. John deeply understands that the board is representative of the community and TMWA customers and so places great emphasis on the need for ensuring that significant and sweeping matters that rise to senior leadership levels are brought to his attention, so he can determine if such matters need to be presented to the board and discussed in an open and public forum.
4. I feel very well informed to make the decisions required of me as a board member.
5. To the best of my knowledge, John enjoys working with each Board Member and involves the Board where potential issues are brewing but without burdening the Board with day-to-day decisions best left to others.
6. Based on what I see and hear, John keeps board members informed on appropriate key issues and strives to help them address specific matters that may not be TMWA only specific. I believe the board members are well informed and have full trust in John's communications and oversight.
7. As I see it, John is very effective in his communication with the Board, but this question would be better answered by Board members.

E	M	AG	NA	Communication Skills
12	4	0	0	<ul style="list-style-type: none"> <li>•Negotiates effectively and is able to handle difficult situations;</li> <li>•Is concise and persuasive orally and in writing;</li> <li>•Listens to what is said and is sensitive to the impact on others;</li> <li>•Demonstrates empathy regarding others and exhibits concern for everyone as individuals;</li> <li>•Exercises good judgement in dealing with sensitive issues between individuals or between groups;</li> <li>•Effectively delivers presentations and engages with the media;</li> <li>•Communicates effectively with Board leadership and Board members.</li> </ul>

Communications – Additional Comments

1. John is a soft-spoken individual who is extremely thoughtful, caring and empathetic. He exercises good judgement. The only area for focus in the coming year is to continue to focus less on legal liability and lean into his problem-solving skills first.
2. John has a calm demeanor that is conveyed in his communications. He has also demonstrated good active listening skills.
3. John's background in litigation benefits his oral acumen, as many of the communication skills described as key metrics to an effective communicator have been well honed, given the ease to which he takes to a podium and conveys vital information
4. John is a very effective communicator and is always looking for feedback on how best to communicate with each individual.
5. He definitely cares about the staff of TMWA and assuring the board of solid representation to staff and the community.
6. John is an extremely effective leader because he empowers each of us to contribute and we welcomes and encourages dialogue. He allows everyone to contribute based on their strengths and is a consensus-builder but I've also seen when direction has been provided when the group needs to be given a path to follow. He knows when/where to engage and merges the tactical approaches with strategic visions.
7. John is a great collaborator and works very hard to ensure communications are effective and timely.
8. John handles difficult situations well and treats all with respect.
9. John is an effective communicator and does a good job soliciting feedback from leadership and other employees. It can be difficult at times to 'reign in' and direct conversation when we have such dedicated and passionate staff who don't always agree. I think John handles this well.

E	M	AG	NA	Relations with Community and Stakeholders
11	5	0	0	<ul style="list-style-type: none"> <li>•Ability to relate well to others and to make people feel at ease, even in difficult situations;</li> <li>•Ability to gain the trust and confidence of the public;</li> <li>•Fosters contact and cooperation among citizens, community organizations and other government agencies;</li> <li>•Understand and embraces the concept of inter-local cooperation when appropriate;</li> <li>•Fosters cooperative communications and working relationships within the community to ensure that TMWA remains a significant partner within the community;</li> <li>•Maintains affiliation with professional associations relevant and beneficial to the successful operation of TMWA.</li> </ul>

Relations with Community and State Holders – Additional Comments

1. John does well with the public and is committed to public outreach, but this could be something to focus on even more in the coming year. Public perception can differ from reality and it is good to keep in touch with the public in a variety of ways.
2. In talking with other organizations, they speak highly of their interactions with John and his team.
3. John is both thoughtful and discerning and its reflective in how he engages with both the individual and the group, seeking to try and connect with people on a personal level.
4. John is a great example of this.

5. He has made it a priority to be in the community.
6. John opens doors with others in the community to bring different sides together and I believe that the public trusts him and the leadership he has provided. TMWA remains active in professional organizations and TMWA's voice is heard in local/state and federal offices.
7. John is open and transparent with others, and continues to build trusted relationships. His leadership American Flat efforts, regional wastewater collaborations and the SC 10 well meetings with the local neighborhood are great examples.
8. John is very aware of TMWA's role in the community and works diligently to ensure we are present and available to all.

E	M	AG	NA	Management of Staff
14	2	0	0	<ul style="list-style-type: none"> <li>•Sets organizational tone that attracts, retains, motivates and develops highly skilled employees;</li> <li>•Establishes and maintains open and collaborative relationships throughout the organization;</li> <li>•Models behaviors and attitudes which promote individual responsibility, programmatic and professional excellence and creative initiative;</li> <li>•Ensures the development and implementation of succession plans and professional development programs;</li> <li>•Encourages innovative thinking and solutions and effectively incorporates the ideas and contributions of others;</li> <li>•Nurtures a culture of engagement and collaboration that focuses on fulfilling TMWA's vision and business objectives;</li> <li>•Appropriately delegates authority, granting proper authority at proper times;</li> <li>•Encourages and rewards initiative;</li> <li>•Recruits and develops a cohesive leadership team to implement organizational goals and objectives.</li> </ul>

**Management of Staff – Additional Comments**

1. TMWA continues to be a highly desirable place to work. A good part of that is due to John's commitment to the staff and the work. He is following in the footsteps of the previous managers in attracting and retaining good staff. TMWA is seen locally as an exceptionally high performing agency.
2. I have only heard good things about John's interactions with staff.
3. Deeply appreciative of John's approach to betterment of the organization through the advocacy of learning and growth resources for employees, including the support of mentorship of emergent leaders, striving to understand the diverse range of jobs within the organization to better connect with staff, and fostering opportunities for employees to have open and honest dialogue beyond charged rhetoric that makes such conversations increasingly taboo.
4. John exceeds in all these categories and is constantly looking for ways to improve himself and others. It's truly and honor and privilege to work for him and see that type of leadership first hand.
5. We have a wonderful staff that is being trained for the next seasons to come through the leadership of the director and his management team.
6. John has helped chart the future by providing succession planning activities and growth opportunities to prepare for the next TMWA leaders to prosper. Further, John has carried out Board directives on DEI training that wasn't just about DEI, it was about seeing how diversity of THOUGHT makes us a better company. I believe John has gone above and beyond meeting with individual employees. I believe John has provided delegated authority when necessary and with his trust. Speaking for myself, I believe the employees feel valued and heard and TMWA is absolutely a great place to work and people want to work here.
7. John leads by example, he delegates authority and responsibility to subject matter experts, he LISTENS and continues to learn the various perspectives within TMWA (it's never just black or white) before making or embracing a decision.
8. This is an area where John excels. He is very focused and intentional in creating a positive and productive work environment. He takes time to meet with and listen to employees and he also looks for opportunities to implement employee feedback.

E	M	AG	NA	Personal Effectiveness
11	4	0	0	<ul style="list-style-type: none"> <li>•Maintains a professional image that reflects positively on the organization and builds trust and support from all stakeholders;</li> <li>•Demonstrates empathy regarding others and exhibits concern for everyone as individuals;</li> <li>•Skillfully analyzes and addresses problems, challenges and conflicts while comfortably navigating ambiguity and complexity;</li> <li>•Adapts quickly and is flexible to new demands and changes;</li> <li>•Performs at a very high standard of ethics and integrity;</li> <li>•Ensures that the organization, its staff and its programs operate in compliance will all applicable local, state, and federal law and regulations;</li> <li>•Pursues profession development resulting in increased capabilities and potential.</li> </ul>

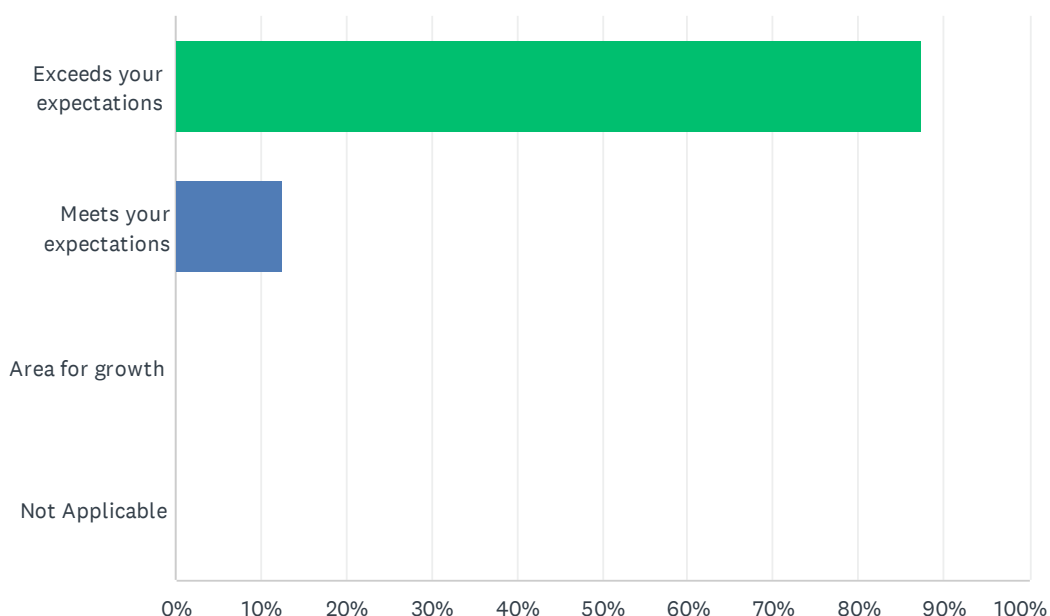
**Personal Effectiveness – Additional Comments**

1. John is doing an exceptional job as the TMWA General Manager.
2. I found John to be open and approachable and his demeanor is one to treat people as individuals, with fairness and respect, no matter who they are or what they do. He conducts himself with integrity through action and words that champion doing the right thing, doing the best you can, and doing those things because you care.

3. Again, exceptional and always looking to improve.				
4. I believe John is a highly regarded leader and his demeanor and approach is appreciated by those both inside TMWA and by outside organizations. I believe John's integrity drives us to maintain full compliance and provides the drive to keep TMWA being viewed in a good light and as a regional resource.				
E	M	AG	NA	Overall, and keeping unanticipated challenges and timeframes in mind, the General manager has achieved the goals and business objectives outlined for this appraisal period.
10	5	0	0	
<b>79</b>	<b>29</b>	<b>0</b>	<b>1</b>	<b>Total number of responses by rating all categories combined</b>
<b>72%</b>	<b>27%</b>	<b>0%</b>	<b>1%</b>	<b>Total % rating all categories combined</b>
Overall Comments				
1	John has kept the agency on track and performing well throughout the year. We have set a very high bar for TMWA's expected performance. The discussion last month of John's and TMWA's goals and achievements was truly remarkable.			
2	John has easily met my expectations over the last year in achieving the goals that were set for him by the board.			
3	John set forth laudable goals for himself and the organization and was able to achieve those goals through his leadership, stewardship, and the trust placed in his supporting staff to help move the organization forward.			
4	Mr. Zimmerman's exemplary leadership helps to put TMWA in the category of being recognized as one of the top agencies not only in our region but in our state. Our community is better served because of the great team that he empowers to be THE best!			
5	I believe TMWA's achievements over the past year have a lot to do with John as our GM because of his leadership style and employee empowerment. John serves the TMWA Board so his achievements are also the Board's achievements and I thank the TMWA Board for helping US to be successful over the past year. Lastly, as a TMWA employee I feel valued, I enjoy working at TMWA, and I believe TMWA continues to have a bright future.			
6	This organization and the community are extremely fortunate to have to have John leading the way!			
7	I think John has done an outstanding job as GM so far. He has maintained the TMWA 'culture,' and probably even improved upon it in his tenure.			
8	John has worked tirelessly on all facets of community engagement. Any time I ask him a question and ask him to reach out to community member, he jumps in!!!! And always figures it out.			
Please identify future performance objective you may have for the general manager				
1	* Continue Management training * Focus on meeting the public where they are and imbuing the staff with the same respect for the public that John displays. * Continue the high level of water messaging and information			
2	Continue building a strong team with a continued focus on strategic planning, succession planning, and mentorship.			
3	Continued development of emergent leader mentorship into a formal program with supporting resources easily available and accessible.			
4	Continue to become the voice for our region and state of the water needs of today and tomorrow.			
5	Continue to challenge staff as TMWA grows and assumes more responsibilities. The only constructive criticism I can offer is to have confidence in your decisions, trust your gut.			
6	Keep growing!			

## Q1 Organizational Leadership - Feedback Rating:

Answered: 16 Skipped: 0



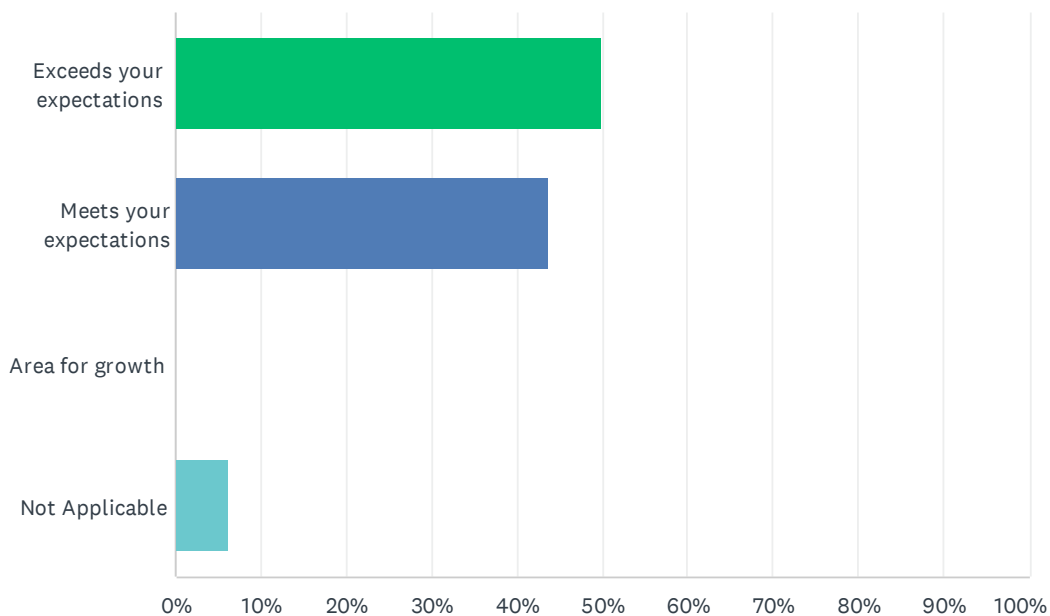
ANSWER CHOICES	RESPONSES
Exceeds your expectations	87.50% 14
Meets your expectations	12.50% 2
Area for growth	0.00% 0
Not Applicable	0.00% 0
<b>TOTAL</b>	<b>16</b>

#	USE THE SPACE BELOW TO PROVIDE ANY ADDITIONAL COMMENTS YOU MAY HAVE FOR THIS RATING CATEGORY.	DATE
1	I am very impressed with John's dedication to the organization and his desire to provide effective leadership. I think he handles crises and emergencies in a very effective manner. He is also very sensitive to customer issues and is willing to work until the issues are resolved.	10/4/2024 3:00 PM
2	John has done well in demonstrating his organizational leadership. He works with staff and the board in strategic planning, clearly communicates the operational priorities, and has handled emergency events in a professional manner.	10/4/2024 10:25 AM
3	I think John's vision for TMWA is clear, that it is an organization that succeeds through the strength and quality of its work force, so many of his own goals work to ensure the wellbeing of that work force in both mind and body. Having those goals to align too sets a guiding light for a department, a group, and an individual level to focus on fostering the characteristics of greatness within people	10/3/2024 8:41 PM
4	John is constantly thinking of best ways to lead the team and company towards improvement in all aspects.	10/3/2024 11:23 AM
5	I appreciate the balance and care brought to conflict and daily challenges.	9/27/2024 12:51 PM

6	John takes a rational, can-do approach to finding solutions when things pop up and he fosters a leadership style that welcomes and encourages others to speak up so issues can be thoroughly vetted out. He leads by example and allows those who work for him to shine, a prime example is the recent Davis Fire. We all delivered for the community and that's the Leadership needed for us to deliver for the General Manager and the TMWA Board.	9/25/2024 4:43 PM
7	John is an exceptional leader and vested in the organization as a whole. He is committed to communication, knowledge sharing and bringing people together.	9/19/2024 9:33 AM
8	John is always thinking about the future and what is best for the organization and the community. He has open communication with all staff and the board members, makes a big effort to know all staff on a personal level, leads by example and involves TMWA staff experts in making key decisions.	9/19/2024 9:24 AM
9	Enthusied with GM Goals and efforts to focus on employee growth, providing additional support and opportunities to those in the organization that wish to grow their knowledge, sate their curiosity, and provide the possibility of taking the next step along a evolving career path should they so choose	9/19/2024 8:54 AM
10	Doing tremendous work!	9/19/2024 7:12 AM

## Q2 Relations with Board/Governance - Feedback Rating:

Answered: 16 Skipped: 0



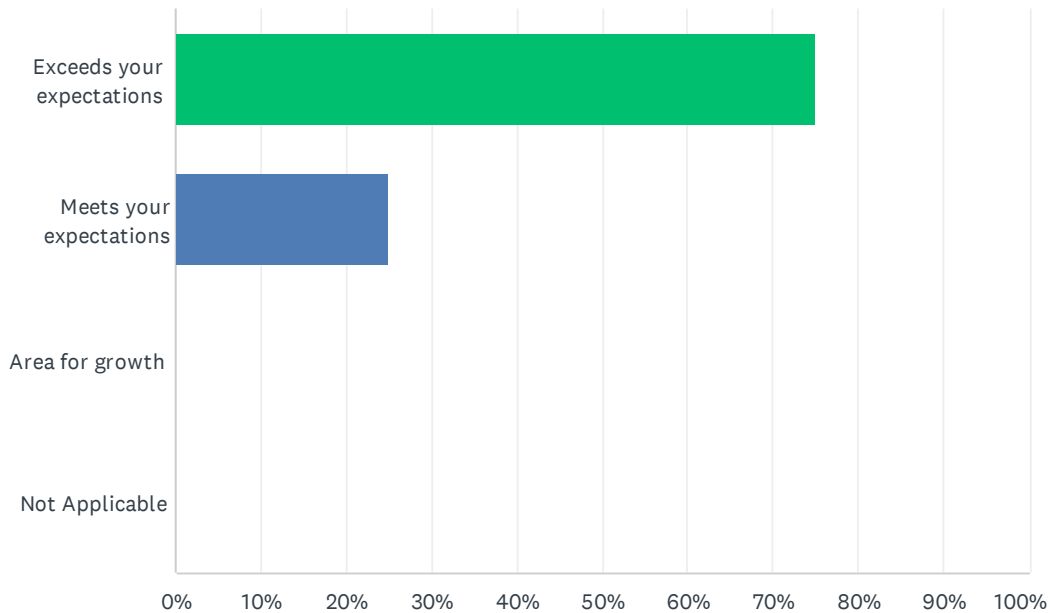
ANSWER CHOICES	RESPONSES	
Exceeds your expectations	50.00%	8
Meets your expectations	43.75%	7
Area for growth	0.00%	0
Not Applicable	6.25%	1
<b>TOTAL</b>		<b>16</b>

#	USE THE SPACE BELOW TO PROVIDE ANY ADDITIONAL COMMENTS YOU MAY HAVE	DATE
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FOR THIS RATING CATEGORY.		
1	John works exceeding well with the Board and is very responsive to issues brought up by Board members. If there is any focus for next year, I think it would be to keep the Board even more apprised of emerging situations. He displayed good communication with the Board during the Davis Fire.	10/4/2024 3:00 PM
2	In my experience, John has been very responsive in providing information to the board and has maintained a positive and effective working relationship with the board members.	10/4/2024 10:28 AM
3	John deeply understands that the board is representative of the community and TMWA customers and so places great emphasis on the need for ensuring that significant and sweeping matters that rise to senior leadership levels are brought to his attention, so he can determine if such matters need to be presented to the board and discussed in an open and public forum.	10/3/2024 8:41 PM
4	I feel very well informed to make the decisions required of me as a board member.	9/27/2024 12:52 PM
5	To the best of my knowledge, John enjoys working with each Board Member and involves the Board where potential issues are brewing but without burdening the Board with day-to-day decisions best left to others.	9/25/2024 4:46 PM
6	Based on what I see and hear, John keeps board members informed on appropriate key issues and strives to help them address specific matters that may not be TMWA only specific. I believe the board members are well informed and have full trust in John's communications and oversight.	9/19/2024 9:31 AM
7	As I see it, John is very effective in his communication with the Board, but this question would be better answered by Board members.	9/19/2024 8:24 AM

### Q3 Communication Skills - Feedback Rating:

Answered: 16 Skipped: 0



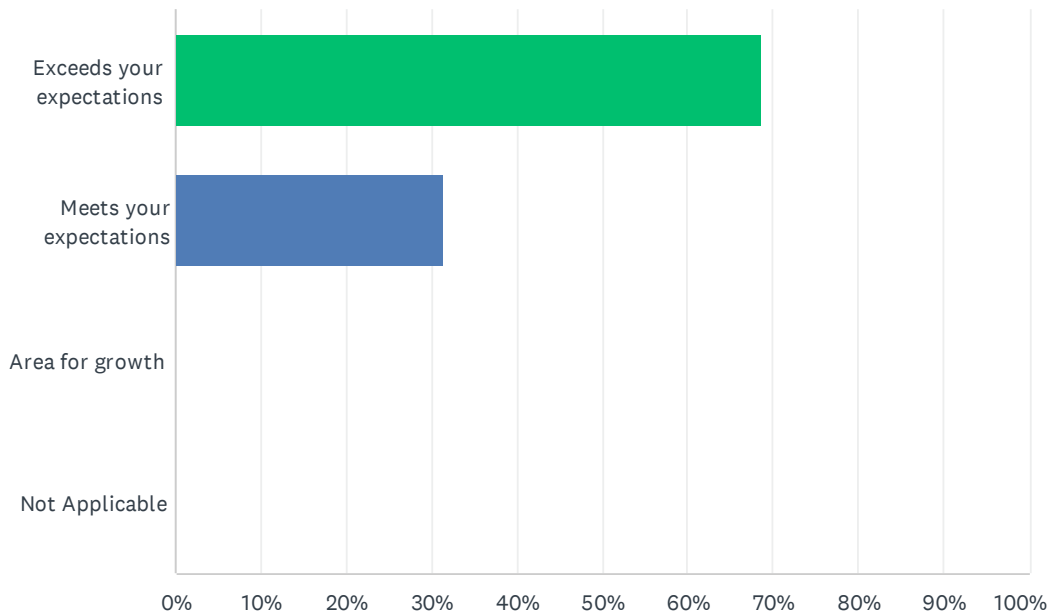
ANSWER CHOICES	RESPONSES	
Exceeds your expectations	75.00%	12
Meets your expectations	25.00%	4
Area for growth	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>16</b>

#	USE THE SPACE BELOW TO PROVIDE ANY ADDITIONAL COMMENTS YOU MAY HAVE FOR THIS RATING CATEGORY.	DATE
1	John is a soft-spoken individual who is extremely thoughtful, caring and empathetic. He exercises good judgement. The only area for focus in the coming year is to continue to focus less on legal liability and lean into his problem-solving skills first.	10/4/2024 3:00 PM
2	John has a calm demeanor that is conveyed in his communications. He has also demonstrated good active listening skills.	10/4/2024 10:30 AM
3	John's background in litigation benefits his oral acumen, as many of the communication skills described as key metrics to an effective communicator have been well honed, given the ease to which he takes to a podium and conveys vital information	10/3/2024 8:41 PM
4	John is a very effective communicator and is always looking for feedback on how best to communicate with each individual.	10/3/2024 11:25 AM
5	He definitely cares about the staff of TMWA and assuring the board of solid representation to staff and the community.	9/27/2024 12:55 PM
6	John is an extremely effective leader because he empowers each of us to contribute and we welcomes and encourages dialogue. He allows everyone to contribute based on their strengths and is a consensus-builder but I've also seen when direction has been provided when the group needs to be given a path to follow. He knows when/where to engage and merges the tactical approaches with strategic visions.	9/25/2024 4:49 PM
7	John is a great collaborator and works very hard to ensure communications are effective and timely.	9/19/2024 9:34 AM
8	John handles difficult situations well and treats all with respect.	9/19/2024 9:32 AM
9	John is an effective communicator and does a good job soliciting feedback from leadership and other employees. It can be difficult at times to 'reign in' and direct conversation when we have such dedicated and passionate staff who don't always agree. I think John handles this well.	9/19/2024 8:27 AM

### Q4 Relations with Community/Stakeholders - Feedback Rating:

Answered: 16 Skipped: 0





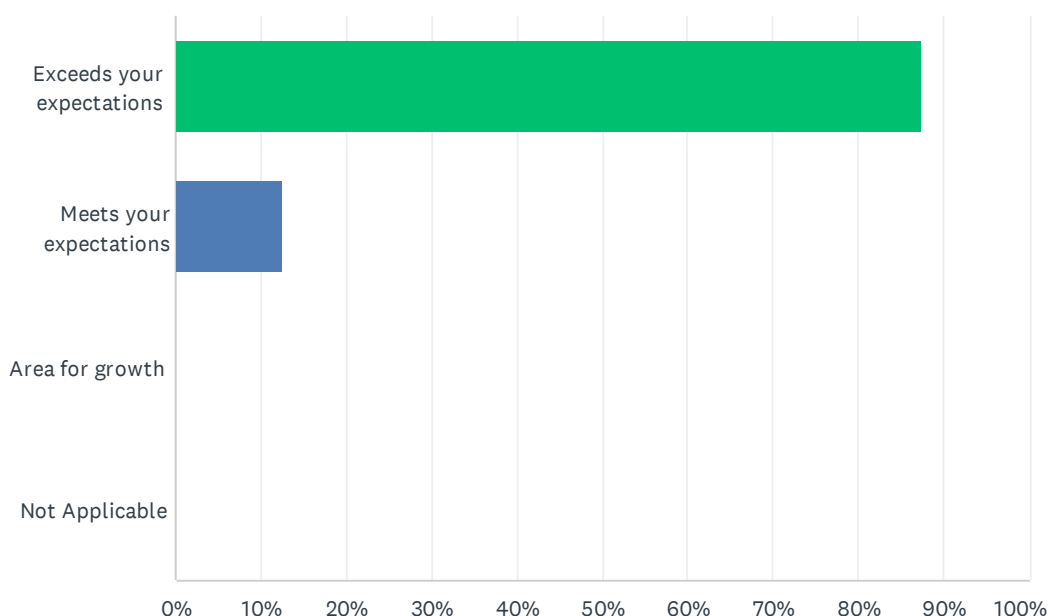
ANSWER CHOICES	RESPONSES	
Exceeds your expectations	68.75%	11
Meets your expectations	31.25%	5
Area for growth	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>16</b>

#	USE THE SPACE BELOW TO PROVIDE ANY ADDITIONAL COMMENTS YOU MAY HAVE FOR THIS RATING CATEGORY.	DATE
1	John does well with the public and is committed to public outreach, but this could be something to focus on even more in the coming year. Public perception can differ from reality and it is good to keep in touch with the public in a variety of ways.	10/4/2024 3:00 PM
2	In talking with other organizations, they speak highly of their interactions with John and his team.	10/4/2024 10:31 AM
3	John is both thoughtful and discerning and its reflective in how he engages with both the individual and the group, seeking to try and connect with people on a personal level	10/3/2024 8:41 PM
4	John is a great example of this.	10/3/2024 11:25 AM
5	He has made it a priority to be in the community.	9/27/2024 12:55 PM
6	John opens doors with others in the community to bring different sides together and I believe that the public trusts him and the leadership he has provided. TMWA remains active in professional organizations and TMWA's voice is heard in local/state and federal offices.	9/25/2024 4:53 PM
7	John is open and transparent with others, and continues to build trusted relationships. His leadership American Flat efforts, regional wastewater collaborations and the SC 10 well meetings with the local neighborhood are great examples	9/19/2024 9:36 AM
8	John is very aware of TMWA's role in the community and works diligently to ensure we are present and available to all.	9/19/2024 9:35 AM



## Q5 Management of Staff - Feedback Rating:

Answered: 16 Skipped: 0



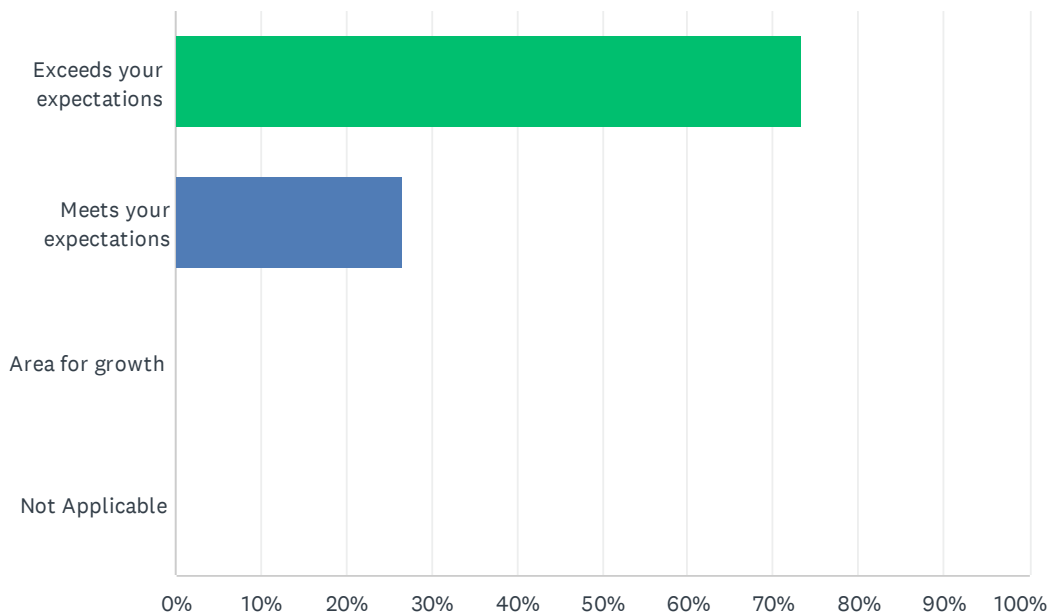
ANSWER CHOICES	RESPONSES	
Exceeds your expectations	87.50%	14
Meets your expectations	12.50%	2
Area for growth	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>16</b>

#	USE THE SPACE BELOW TO PROVIDE ANY ADDITIONAL COMMENTS YOU MAY HAVE FOR THIS RATING CATEGORY.	DATE
1	TMWA continues to be a highly desirable place to work. A good part of that is due to John's commitment to the staff and the work. He is following in the footsteps of the previous managers in attracting and retaining good staff. TMWA is seen locally as an exceptionally high performing agency.	10/4/2024 3:00 PM
2	I have only heard good things about John's interactions with staff.	10/4/2024 10:32 AM
3	Deeply appreciative of John's approach to betterment of the organization through the advocacy of learning and growth resources for employees, including the support of mentorship of emergent leaders, striving to understand the diverse range of jobs within the organization to better connect with staff, and fostering opportunities for employees to have open and honest dialogue beyond charged rhetoric that makes such conversations increasingly taboo	10/3/2024 8:42 PM
4	John exceeds in all these categories and is constantly looking for ways to improve himself and others. It's truly and honor and privilege to work for him and see that type of leadership first hand.	10/3/2024 11:26 AM
5	We have a wonderful staff that is being trained for the next seasons to come through the leadership of the director and his management team.	9/27/2024 12:57 PM

6	John has helped chart the future by providing succession planning activities and growth opportunities to prepare for the next TMWA leaders to prosper. Further, John has carried out Board directives on DEI training that wasn't just about DEI, it was about seeing how diversity of THOUGHT makes us a better company. I believe John has gone above and beyond meeting with individual employees. I believe John has provided delegated authority when necessary and with his trust. Speaking for myself, I believe the employees feel valued and heard and TMWA is absolutely a great place to work and people want to work here.	9/25/2024 4:59 PM
7	John leads by example, he delegates authority and responsibility to subject matter experts, he LISTENS and continues to learn the various perspectives within TMWA (it's never just black or white) before making or embracing a decision.	9/19/2024 9:40 AM
8	This is an area where John excels. He is very focused and intentional in creating a positive and productive work environment. He takes time to meet with and listen to employees and he also looks for opportunities to implement employee feedback.	9/19/2024 9:37 AM

### Q6 Personal Effectiveness - Feedback Rating:

Answered: 15    Skipped: 1



ANSWER CHOICES	RESPONSES	
Exceeds your expectations	73.33%	11
Meets your expectations	26.67%	4
Area for growth	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>15</b>

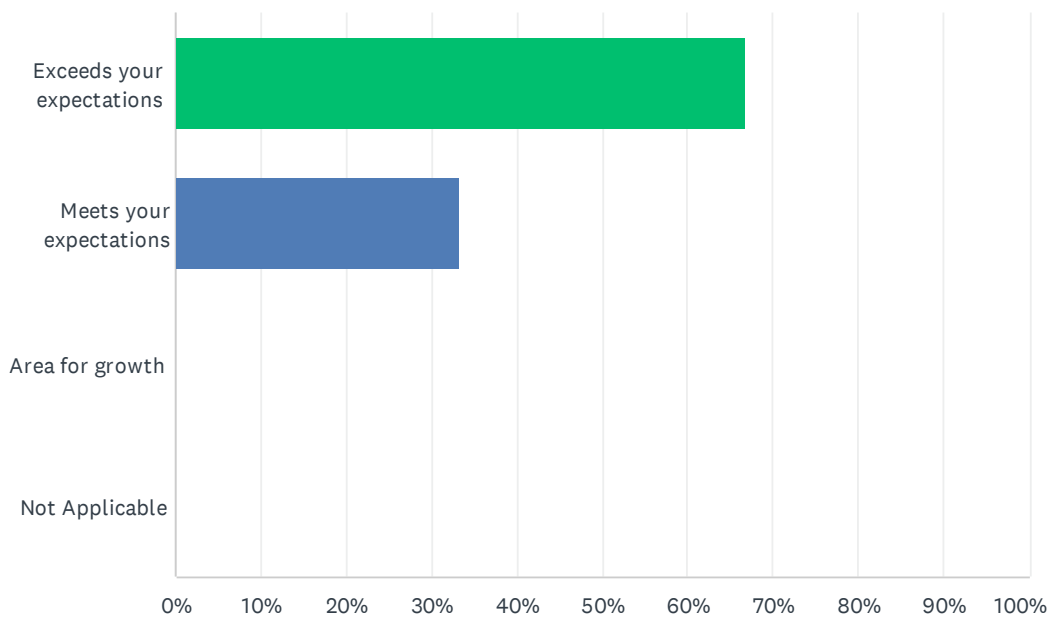
#	USE THE SPACE BELOW TO PROVIDE ANY ADDITIONAL COMMENTS YOU MAY HAVE FOR THIS RATING CATEGORY.	DATE
1	John is doing an exceptional job as the TMWA General Manager.	10/4/2024 3:00 PM
2	I found John to be open and approachable and his demeanor is one to treat people as	10/3/2024 9:14 PM

individuals, with fairness and respect, no matter who they are or what they do. He conducts himself with integrity through action and words that champion doing the right thing, doing the best you can, and doing those things because you care.

3	Again, exceptional and always looking to improve.	10/3/2024 11:27 AM
4	I believe John is a highly regarded leader and his demeanor and approach is appreciated by those both inside TMWA and by outside organizations. I believe John's integrity drives us to maintain full compliance and provides the drive to keep TMWA being viewed in a good light and as a regional resource.	9/25/2024 5:02 PM

**Q7 Overall, and keeping unanticipated challenges and timeframes in mind, the General Manager has achieved the goals and business objectives outlined for this appraisal period.**

Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES
Exceeds your expectations	66.67% 10
Meets your expectations	33.33% 5
Area for growth	0.00% 0
Not Applicable	0.00% 0
<b>TOTAL</b>	<b>15</b>

#	ANY ADDITIONAL COMMENTS?	DATE
1	John has kept the agency on track and performing well throughout the year. We have set a very high bar for TMWA's expected performance. The discussion last month of John's and TMWA's goals and achievements was truly remarkable.	10/4/2024 3:00 PM
2	John has easily met my expectations over the last year in achieving the goals that were set for him by the board.	10/4/2024 10:35 AM

3	John set forth laudable goals for himself and the organization and was able to achieve those goals through his leadership, stewardship, and the trust placed in his supporting staff to help move the organization forward.	10/3/2024 9:27 PM
4	Mr. Zimmerman's exemplary leadership helps to put TMWA in the category of being recognized as one of the top agencies not only in our region but in our state. Our community is better served because of the great team that he empowers to be THE best!	9/27/2024 4:26 PM
5	I believe TMWA's achievements over the past year have a lot to do with John as our GM because of his leadership style and employee empowerment. John serves the TMWA Board so his achievements are also the Board's achievements and I thank the TMWA Board for helping US to be successful over the past year. Lastly, as a TMWA employee I feel valued, I enjoy working at TMWA, and I believe TMWA continues to have a bright future.	9/25/2024 5:06 PM
6	This organization and the community are extremely fortunate to have to have John leading the way!	9/19/2024 9:37 AM
7	I think John has done an outstanding job as GM so far. He has maintained the TMWA 'culture,' and probably even improved upon it in his tenure.	9/19/2024 8:29 AM
8	John has worked tirelessly on all facets of community engagement. Any time I ask him a question and ask him to reach out to community member, he jumps in!!!! And always figures it out.	9/19/2024 7:14 AM

## Q8 Please identify any future performance objectives you may have for the General Manager.

Answered: 6 Skipped: 10

#	RESPONSES	DATE
1	* Continue Management training * Focus on meeting the public where they are and imbuing the staff with the same respect for the public that John displays. * Continue the high level of water messaging and information	10/4/2024 3:00 PM
2	Continue building a strong team with a continued focus on strategic planning, succession planning, and mentorship.	10/4/2024 10:35 AM
3	continued development of emergent leader mentorship into a formal program with supporting resources easily available and accessible.	10/3/2024 9:27 PM
4	Continue to become the voice for our region and state of the water needs of today and tomorrow.	9/27/2024 12:58 PM
5	Continue to challenge staff as TMWA grows and assumes more responsibilities. The only constructive criticism I can offer is to have confidence in your decisions, trust your gut.	9/19/2024 10:00 AM
6	Keep growing!	9/19/2024 7:14 AM

## EMPLOYMENT AGREEMENT

### 1. PARTIES AND RECITALS

This Employment Agreement (“Agreement”) is entered into on July\_\_, 2022 (“Effective Date”) by and between the Truckee Meadows Water Authority, by and through its duly constituted Board of Directors (“TMWA”), a political subdivision of the State of Nevada and a public entity organized pursuant to NRS 277.110, et. seq., and John Zimmerman (“Zimmerman”), collectively the “Parties”.

**1.1** TMWA was formed to exercise powers, privileges and authorities to develop and maintain supplies of water for the benefit of the Truckee Meadows community;

**1.2** TMWA desires to retain the services of Zimmerman as General Manager;

**1.3** Zimmerman desires employment as General Manager of TMWA;

**1.4** The parties desire to enter into an agreement reflecting the terms and conditions under which Zimmerman will be employed by TMWA as its General Manager; and

**1.5** TMWA desires that Zimmerman overlap with the existing General Manager for business continuity purposes and that during the overlap Mr. Mark Foree will retain his authority unless Mr. Foree designates Zimmerman as Acting General Manager through October 15, 2022.

**1.6** For purposes of this Agreement October 15<sup>th</sup> of each year will be deemed the “Anniversary Date.”

NOW, THEREFORE, in consideration of their mutual covenants contained herein, TMWA and Zimmerman agree as follows:

### 2. EMPLOYMENT

TMWA hereby employs Zimmerman and Zimmerman agrees to serve as the General Manager of TMWA to perform the functions and duties specified in Section 3 for the term specified in Section 5.

### 3. DUTIES/ESSENTIAL JOB FUNCTIONS

**3.1** Zimmerman agrees that during the Term of Employment (as defined in Section 5.1) he will hold the office of General Manager of TMWA reporting to TMWA’s Board of Directors (the “Board”). Zimmerman agrees to perform faithfully and to the best of his ability such duties and assignments relating to the business of TMWA as the Board of Directors of TMWA shall direct.

**3.2** During the Term of Employment Zimmerman shall, except during customary vacation periods and periods of illness, devote his business time and attention to the performance of his duties hereunder and to the business and affairs of TMWA and to promoting the best interests of TMWA. Zimmerman shall not, either during or outside of normal business hours, engage in any activity inimical to the best interests of TMWA. Notwithstanding the foregoing, Zimmerman may engage in charitable or civic pursuits provided that such service or pursuits do not interfere with Zimmerman’s obligations under the Agreement.

**4. SALARY**

TMWA agrees to pay Zimmerman for his services an annual base salary of (\$223,297.00) (“Base Salary”) beginning on the Effective Date. Zimmerman’s Base Salary shall automatically adjust in incrementing steps on July 1, 2023 and each July 1 thereafter until he reaches the “Market” step of the General Manager wage band. Zimmerman will have an opportunity to earn a Base Salary increase and a lump sum award based upon Zimmerman’s specific job performance in meeting the mutually agreed upon goals for the previous year. The Board and Zimmerman will meet by December 1, 2022 to set initial performance goals for the 2022-23 fiscal year. The Board shall evaluate Zimmerman’s performance pursuant to Section 6 and in its sole discretion may determine a performance lump sum award or any salary adjustment in accordance with Section 6 of this Agreement. This adjustment may be made either to the Base Salary or in the form of a lump sum award or as a combination of the two at the sole discretion of TMWA. The total award (addition to Base Salary plus lump sum award) may be up to 10% of Base Salary. Any portion of a salary adjustment granted as a lump sum award shall not become part of Zimmerman’s Base Salary for future years.

**5. TERM AND TERMINATION**

**5.1 Term.** The term of this Agreement (“Initial Term”) is two (2) years beginning on the first Anniversary Date of this Agreement (October 15, 2022); subject, however, to prior termination as provided herein. The Term of Employment shall automatically be extended, with the same terms to the extent they comply with applicable Nevada law, for an additional two years from the third Anniversary Date (October 15, 2024) (“Extension Term”), unless either party provides written notice to the other party no later than May 31, 2024 of its election not to extend the Initial Term. The Initial Term and Extension Term, as applicable, are referred to as the “Term of Employment.”

**5.2 Renewal of Contract.** If the Extension Term is exercised, the Parties agree to meet and confer no later than May 31, 2026, to decide if the Parties will negotiate an amendment to this contract.

**5.3 Events of Termination.** The Term of Employment, Zimmerman’s Base Salary, and any and all other rights of Zimmerman under this Agreement or otherwise as an employee of TMWA shall terminate (except as otherwise provided in this Section) for the reasons and at the times set forth below:

- (a) Immediately upon the expiration of the Term of Employment;
- (b) Immediately upon the death of Zimmerman;
- (c) Upon the disability of Zimmerman (as defined in Section 5.4) immediately upon written notice from either party to the other;
- (d) For Cause (as defined in Section 5.5) immediately upon notice from TMWA to Zimmerman, or at such later time as such notice may specify;
- (e) For convenience by Zimmerman following no less than 120 days written notice, unless the parties subsequently agree to a different notice period; or
- (f) For convenience by TMWA following no less than thirty (30) days written notice; provided Zimmerman shall be entitled to severance pay as set forth in Section 5.5.

**5.4 Definition of Disability.** For purposes of Section 5.3(c), Zimmerman will be deemed to have a “disability” if, Zimmerman is unable to perform the essential functions of his duties under this Agreement, with or without a reasonable accommodation, including granting Zimmerman some finite amount of leave, due to disability caused by sickness, accident, injury, mental or physical incapacity. The disability of Zimmerman will be determined by a medical doctor selected by written agreement of TMWA and Zimmerman upon the request of either party by notice to the other. If TMWA and Zimmerman cannot agree on the selection of a medical doctor, each of them will select a medical doctor and the two medical doctors will select a third medical doctor who will determine whether Zimmerman has a disability. The determination of the medical doctor selected under this Section 5.4 will be binding on both parties. Zimmerman must submit to a reasonable number of examinations by the medical doctor making the determination of disability under this Section 5.4, and Zimmerman hereby authorizes the disclosure and release to TMWA of such determination and all supporting medical records. If Zimmerman is not legally competent, Zimmerman’s legal guardian or duly authorized attorney-in-fact will act in Zimmerman’s stead, under this Section 5.4, for the purposes of submitting Zimmerman to the examinations, and providing the authorization of disclosure, required under this Section 5.4.

For the sake of clarity, any leave granted to Zimmerman as a reasonable accommodation, during which he is unable to perform his duties under this Agreement, will be paid for up to 90 days. Any additional leave that may become necessary as a reasonable accommodation beyond the 90-day period—and during which Zimmerman is not performing any duties under this Agreement—will be unpaid. Nothing in this Agreement affects the parties’ ability to discuss and implement alternative accommodations, if needed, such as reassignment of Zimmerman to another position for which he is qualified and the duties of which he can perform.

**5.5 Definition of “For Cause”.** For purposes of Section 5.3(d), the phrase “For Cause” means: (a) Zimmerman’s material breach of this Agreement or gross negligence in the performance of his required duties as TMWA General Manager; (b) Zimmerman’s failure to adhere to any written policy of TMWA or lawful direction of the TMWA Board if Zimmerman

has been given a reasonable opportunity to comply with such policy or direction or cure his failure to comply; (c) the appropriation or attempted appropriation of a material business opportunity of TMWA, including attempting to secure or securing any personal profit in connection with any transaction entered into on behalf of TMWA; (d) any act of dishonesty, fraud, embezzlement, theft, or misappropriation or attempted misappropriation of any of TMWA's funds or property; (e) the conviction of, the indictment for or its procedural equivalent, or the entering of a guilty plea or plea of no contest with respect to, a felony, the equivalent thereof, or any other crime with respect to which imprisonment is a possible punishment; (f) Zimmerman's material violations of TMWA employment policies; (g) Zimmerman's indictment, arrest or conviction for the use or possession of illegal drugs; (h) Zimmerman's willful or material violation of the Code of Ethical Standards set forth in NRS Chapter 281A; or (i) for any other reason constituting cause as that term may otherwise be defined under Nevada law.

**5.6 Termination Pay.** Effective upon the termination of this Agreement, TMWA will be obligated to pay Zimmerman (or, in the event of his death, his designated beneficiary as defined below) only such compensation as is provided in this Section 5.6, and in lieu of all other amounts and in settlement and complete release of all claims Zimmerman may have against TMWA. For purposes of this Section 5.6, Zimmerman's designated beneficiary will be such individual beneficiary or trust, located at such address, as Zimmerman may designate by notice to TMWA from time to time or, if Zimmerman fails to give notice to TMWA of such a beneficiary, Zimmerman's estate. Notwithstanding the preceding sentence, TMWA will have no duty, in any circumstances, to attempt to open an estate on behalf of Zimmerman, but will act reasonably in ascertaining the whereabouts of Zimmerman's beneficiaries and seeing to it that such beneficiaries are properly paid.

(a) If this Agreement is terminated by either party as a result of Zimmerman's death or disability as determined under Section 5.4, by TMWA "For Cause" pursuant to Section 5.3(d) or by Zimmerman for convenience pursuant to Section 5.3(e), TMWA shall pay Zimmerman his Base Salary accrued through the date of termination plus any accrued unused PTO as set forth in section 8 below.

(b) If TMWA terminates this Agreement for convenience pursuant to Section 5.3(f), TMWA agrees to pay Zimmerman severance pay equal to Zimmerman's six-month Base Salary and a lump sum payment equal to the six month's of the employer's share of health insurance premiums, calculated using Zimmerman's enrollment tier at the time of separation upon the effective date of such termination plus any accrued unused PTO as set forth in section 8 below. This payment shall be made 60 days after separation and will be contingent upon Zimmerman signing a release of all claims.

**5.7 Non-Renewal of Agreement.** In the event TMWA elects not to renew or extend this Agreement beyond the Initial Term by providing written notice pursuant to Section 5.1, all compensation, benefits and requirements of the Agreement shall remain in effect until the expiration of the Initial Term, unless the Agreement is terminated sooner as provided herein, and



Zimmerman will receive severance pay as set forth in Section 5.6(b) above upon the expiration of the Initial Term.

## **6. PERFORMANCE EVALUATION**

TMWA's Board of Directors will review and evaluate Zimmerman's performance at least once annually on or within four months after the end of the fiscal year. Zimmerman's annual salary review and any adjustment to compensation will coincide with the annual performance evaluation timeframes established for all TMWA employees.

## **7. RETIREMENT**

**7.1** Subject to applicable laws, TMWA will contribute an amount equal to 8% of Zimmerman's base salary to a deferred compensation plan on Zimmerman's behalf.

**7.2** TMWA agrees that Zimmerman will be a member of the Nevada Public Employees Retirement System at TMWA's expense.

## **8. PAID TIME OFF**

**8.1** Zimmerman will be granted 40 days of compensated paid time off ("PTO") each year for personal use, including vacation and illness. Accrued but unused PTO may be taken as pay in accordance with TMWA's PTO Cash Out Policy or carried over to the next calendar year as set forth in Section 8.2.

**8.2** Accrued but unused PTO will be carried over from year to year. A maximum of 320 PTO hours can be carried over each calendar year. Upon termination of Zimmerman's employment, Zimmerman will be entitled to full compensation for his accrued, unused PTO.

## **9. DUES, SUBSCRIPTIONS AND PROFESSIONAL DEVELOPMENT**

**9.1** TMWA agrees to pay the professional dues, certifications and subscriptions of Zimmerman necessary for his continuation and participation in national, regional, state and local associations and organizations necessary and desirable for his continued professional participation, growth and advancement, and for the good of TMWA.

**9.2** TMWA agrees to pay the travel and subsistence expenses of Zimmerman for professional and official travel and meetings adequate to continue the professional development of Zimmerman as the general manager of a water utility and to adequately pursue necessary official functions for TMWA. Such travel and subsistence expenses must be approved by TMWA's Chief Financial Officer and cannot exceed \$20,000.00 dollars annually. If the costs will exceed \$20,000.00 they must be submitted to and approved by the Chair of the TMWA

Board. TMWA will also pay for Zimmerman's attendance at conferences, seminars and short courses which are deemed to be of value to TMWA.

## **10. EXPENSES, ALLOWANCES AND OTHER BENEFITS**

**10.1** Zimmerman will be paid a fixed sum of \$750 per month for the use of his personal vehicle for TMWA business, with future increases to be determined by TMWA as a part of the budget cycle.

**10.2** TMWA agrees to pay Zimmerman a fixed sum of \$150 per month as a cell phone/personal digital assistance (PDA) allowance.

**10.3** TMWA will pay all costs of any fidelity or other bonds required of Zimmerman by virtue of his employment with TMWA.

**10.4** Zimmerman will receive all other benefits provided to management employees, and nothing in this contract affects Zimmerman's ability to receive any benefit provided to management employees. In the event there is a conflict between the benefits provided to management employees and the terms of this contract, the greater benefit will prevail.

## **11. TEAM BUILDING, GOALS AND RETREATS**

TMWA agrees that annually TMWA's Board of Directors will schedule and participate in the following:

- (a) A goals-setting session to develop objectives for TMWA; and
- (b) A session to develop specific criteria to serve as the basis for Zimmerman's pay-for-performance clause set forth in Section 6 of this agreement. This session will be held within four months after the end of each fiscal year of the Term of Employment.

## **12. MISCELLANEOUS**

**12.1** The captions in this agreement are not part of the provisions hereof, are merely for the purpose of reference and shall have no force or effect for any purpose whatsoever, including the construction of the provisions of this Agreement, and if any caption is inconsistent with any provisions of this Agreement, such provisions shall govern. The Recitals are part of this Agreement.

**12.2** This Agreement is made in and shall be governed by and construed in accordance with the internal laws of the State of Nevada.

**12.3** This Agreement contains a complete statement of all of the arrangements between the parties with respect to the subject matter hereof. There are no representations, agreements, arrangements or understandings, oral or written between the parties relating to the subject matter of this Agreement, which are not fully expressed in this Agreement.

**12.4** This Agreement may not be waived, changed, modified or discharged orally, but only by an agreement in writing signed by the party against whom any waiver, change, modification or discharge is sought.

**12.5** All notices given hereunder shall be in writing and shall be sent by registered or certified mail, return receipt requested as such other address as TMWA and Zimmerman designate. Each such notice shall be deemed to be given on the date received at the address of the addressee.

**12.6** If litigation over this Agreement is initiated in any court, the Parties agree the proper venue is Washoe County, Nevada. Zimmerman irrevocably (i) waives and agrees not to assert in any such action, suit or other proceeding that he is not personally subject to the jurisdiction of such courts, that the action, suit or other proceeding is brought in an inconvenient forum or that the venue of the action, suit or other proceeding is improper, (ii) waives personal service of any summons, complaint or other process and (iii) agrees that the service thereof may be made by certified or registered mail directed to Zimmerman at his address for purposes of notices hereunder. Should Zimmerman fail to appear or answer within the time prescribed by law, he shall be deemed in default and judgment may be entered by TMWA against him for the amount or other relief as demanded in any summons, complaint or other process so served.


IN WITNESS WHEREOF, the parties have executed this Agreement the day and year first hereinabove written.

**TMWA**

**GENERAL MANAGER**


Dated this 26 day of July, 2022

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2022

By:   
\_\_\_\_\_  
Vaughn Hartung, Chairman

By: \_\_\_\_\_  
John R. Zimmerman

Approved as to form:

  
\_\_\_\_\_  
Lucas Foletta, Esq.  
General Counsel

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IN WITNESS WHEREOF, the parties have executed this Agreement the day and year first hereinabove written.

TMWA

GENERAL MANAGER

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2022

Dated this 26 day of July, 2022

By: \_\_\_\_\_  
Vaughn Hartung, Chairman

By: John R. Zimmerman  
John R. Zimmerman

Approved as to form:

\_\_\_\_\_  
Lucas Foletta, Esq.  
General Counsel

October 7, 2024

Mr. John Zimmerman  
General Manager, Truckee Meadows Water Authority  
PO Box 30013  
Reno, NV 89520-3013

Re: Notice of meeting of the TMWA Board of Directors meeting to evaluate your performance, discuss your employment contract and consider your professional competence

Mr. Zimmerman,

The TMWA Board, at its meeting scheduled for Wednesday, October 16, 2024, at 10:00 AM, will conduct an annual evaluation of your performance as General Manager. In addition, the TMWA Board may also discuss your employment contract. In the process of these discussions, the Board may consider your professional competence and make take administrative action related to your compensation.

This public meeting will take place at TMWA's Corporate office located at 1355 Capital Blvd, Reno, NV, 89502.

By signing below, you acknowledge personal receipt of this notice.

This notice is being provided to you in accordance with NRS 241.033.

Sincerely,



Naomi Duerr, Chair  
Truckee Meadows Water Authority Board of Directors

**RECEIPT**

John Zimmerman acknowledges personal receipt of written notice of the foregoing as of October 7, 2024.

  
John Zimmerman





**STAFF REPORT**

**TO:** Chair and Board Members  
**FROM:** John R. Zimmerman, General Manager  
**DATE:** October 7, 2024  
**SUBJECT:** Discussion and action on request for Board input and acceptance of General Manager performance objectives for contract year 2024-2025

**RECOMMENDATION**

The TMWA Board review the objectives proposed herein, provide input to the proposed objectives, and approve the objectives as amended by the Board discussion.

**DISCUSSION**

Under the Employment Agreement with the TMWA General Manager, the Board has an opportunity to discuss and approve specific objectives and criteria that the General Manager would be working to accomplish during the current fiscal year. These objectives and criteria would be used to evaluate the performance of the General Manager at the end of the contract year. Below are suggestions for the Board’s discussion and input.

<b>GENERAL OBJECTIVES</b>	
<b>A</b>	Direct the preparation of and propose financial plans, investment strategies, funding plans and adjustments to rates and charges that will continue to keep TMWA in long term financial stability; including preparation of budgets and Capital Improvement Plans and financial reporting that comply with Nevada Revised Statutes and the Securities and Exchange Commission (SEC).
<b>B</b>	Develop proactive communications plans to address upcoming issues (e.g., topics affecting water supply, drought planning, regional water issues, utility water system consolidation and rate changes) and to keep all stakeholders including the Board, the employees, and the customers informed through a variety of mediums. Respond to media inquiries and provide informational interviews.
<b>C</b>	Continue having and improve on a community presence for TMWA through the Water Leadership program and participation in community committees, boards, and networking organizations and by providing presentations and information to these groups; offer Truckee River, Chalk Bluff Plant and/or other informational tours to the community.
<b>D</b>	Continue to create a highly productive work environment and a highly motivated employee team by developing, training, retaining and recruiting the highest quality employees.
<b>E</b>	Strive for continuous improvements in processes and operations targeting initiatives that will enhance revenues and/or reduce operating costs thus keeping customer rates as low as possible.

<b>ONGOING OPERATIONAL OBJECTIVES</b>	
<b>a</b>	Monitor federal legislation for opportunities to obtain funding for a variety of TMWA projects.
<b>b</b>	Carefully analyze opportunities to acquire water rights and resources in the market in consideration of current inventory and financial constraints. Ensure adequate resources are available through TMWA’s Rule 7 as directed by the Board.
<b>c</b>	Provide staff support to the Standing Advisory Committee (SAC), the Truckee River Fund (TRF) Advisors, and One Truckee River and ensure communications regarding TRF projects.
<b>d</b>	Manage and direct activities relative to legal issues, keeping the Board informed on all such matters.
<b>e</b>	Update TMWA Administrative Instructions as required to ensure they are compliant with applicable laws and current practices. Deliver updates to the Board and employees, and implement the changes.
<b>f</b>	Minimize cost impacts to customers by maximizing investment and hydroelectric income, pursuing revenue enhancement and collection opportunities, pursuing process improvements and projects that drive savings in TMWA expenses, and actively pursuing grant/low-interest loan funding for projects.
<b>SPECIFIC OBJECTIVES</b>	
<b>1</b>	Develop customer communications for 2025, including conservation communication, water supply planning, and detailed public/customer communications/outreach plan - present to the SAC for their recommendation and Board for approval no later than the April Board Meeting.
<b>2</b>	Continue working with city and county staff and Western Regional Water Commission (WRWC) regarding regional water issues (including wastewater, effluent management, stormwater, etc.), regional economic development initiatives, etc. including the OneWater Nevada initiative that includes advancing the American Flat Project, continued pilot testing and analysis related to infiltrating or injecting highly treated wastewater into the ground for later use, assistance with Truckee Meadows Water Reclamation Facility (TMWRF) return flow obligations, etc.
<b>3</b>	Continue analyzing water supply options related to fringe area development where private systems exist, make recommendations to Board and follow Board direction regarding same.
<b>4</b>	Monitor and participate in Legislative activities during the 2025 Legislative Session, prepare and deliver presentations to Legislative Committees as requested, schedule meetings with staff, Board legislative committee members, lobbyists and legislators, keep the Board updated and informed regarding legislative matters, and pursue Board direction regarding Legislative issues. Facilitate open communications between legislators and the TMWA Board.
<b>5</b>	Update the 5-year Funding Plan and present to the SAC and the Board. Propose Board actions based on the results of the planning cycle updates. Implement Board direction with regard to funding plan outcomes.
<b>6</b>	Analyze the need for any necessary rule changes, rate adjustments, water facility charge adjustments, including customer service process improvements, and report results of analysis to the SAC and Board of Directors and follow Board direction regarding same.

<b>SPECIFIC OBJECTIVES (continued)</b>	
<b>7</b>	Continue to develop/refine strategies to optimize conjunctive use of surface water and groundwater resources; further develop/refine drought supply operational strategies; and implement plans.
<b>8</b>	Continue to implement strategies to mitigate pre-merger groundwater conditions on the Mt. Rose fan by maximizing operation of the Mt. Rose Water Treatment Plant and expanding aquifer storage and recovery (ASR) in that area. Encourage workforce development by providing training opportunities and tours.
<b>9</b>	Update succession plan and continue to implement the succession/staffing plan to address and fill vacancies created by retirements. Continue staff development in support of TMWA’s succession plan with a focus on leadership and critical position succession. Increase employee communication and input regarding succession planning, workforce development requirements and foster more collaboration.
<b>10</b>	Continue working under the terms of the Memorandum of Understanding (MOU) with Carson City and Storey County, to determine surplus water availability to TMWA from the Marlette Lake Water System.
<b>11</b>	Continue the CMAR design phase for the Advanced Purified Water Project at American Flat. Continue working on operations plan and seeking grant monies to offset costs. Provide periodic updates to the Board at appropriate milestones.
<b>12</b>	Continue working on collecting additional information based on the results from the feasibility study of Palomino Farms, and recommend whether or not to move forward with an option agreement involving Palomino Farms, Reno, Sparks and Washoe County.
<b>13</b>	Continue analyzing opportunities to increase water conservation for drought resiliency and mitigate impacts to the upstream watershed to protect water quality and reservoirs, use best available science to evaluate global climate change models applicable to this region, and advise the Board.
<b>15</b>	Continue working with Nevada Division of Environmental Protection and Central Truckee Meadows Remediation District to explore ways to optimize PCE remediation.
<b>16</b>	<b>NEW:</b> Draft the 2025-2045 Water Resource Plan (WRP) based on Board feedback from the August 19 WRP Policy Workshop and present to the Board of Directors in spring 2025, conduct public outreach, and finalize draft for Board approval in September or October 2025.



# Water Supply Update

**Board of Directors Meeting**

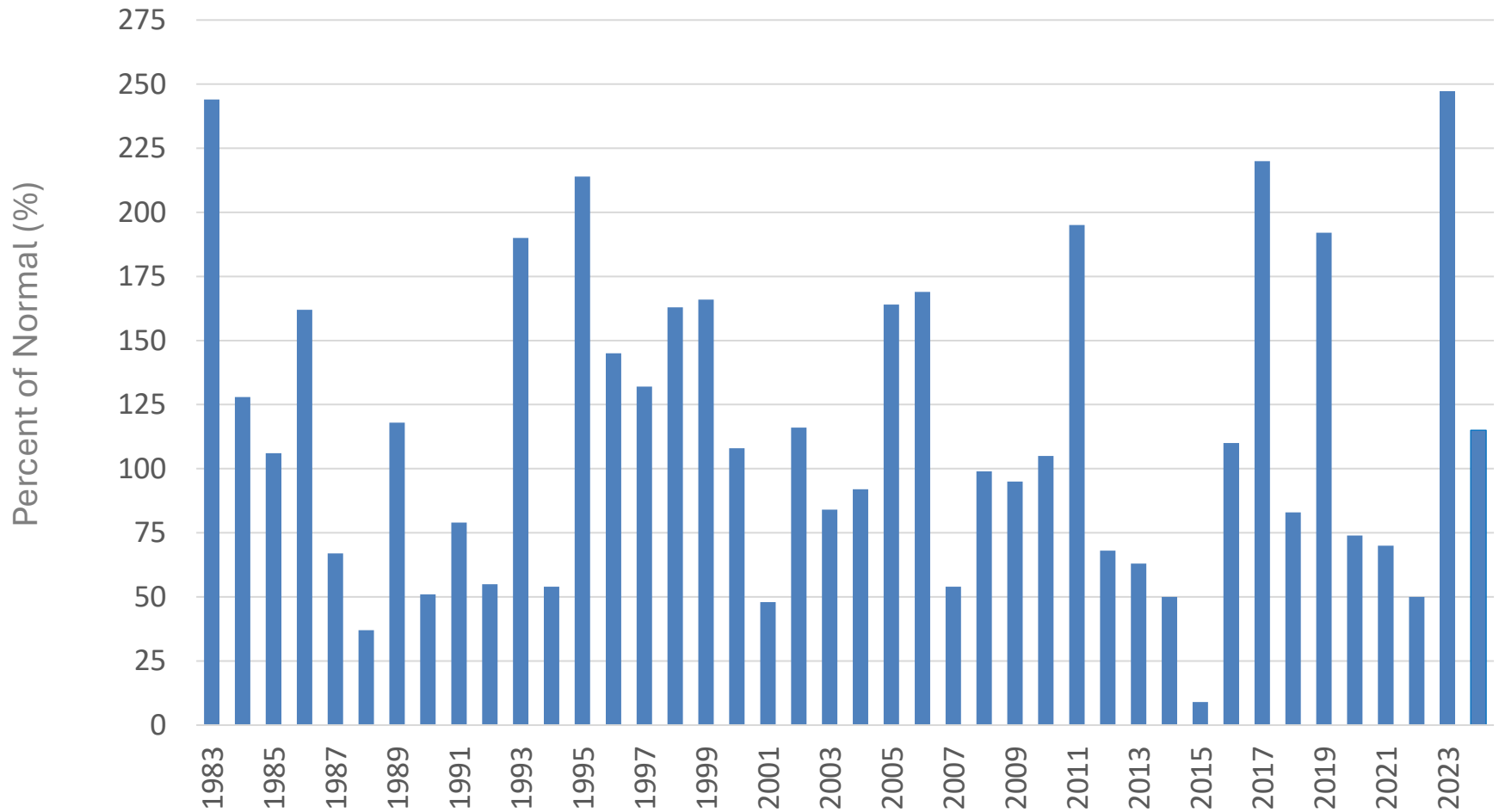
October 16, 2024



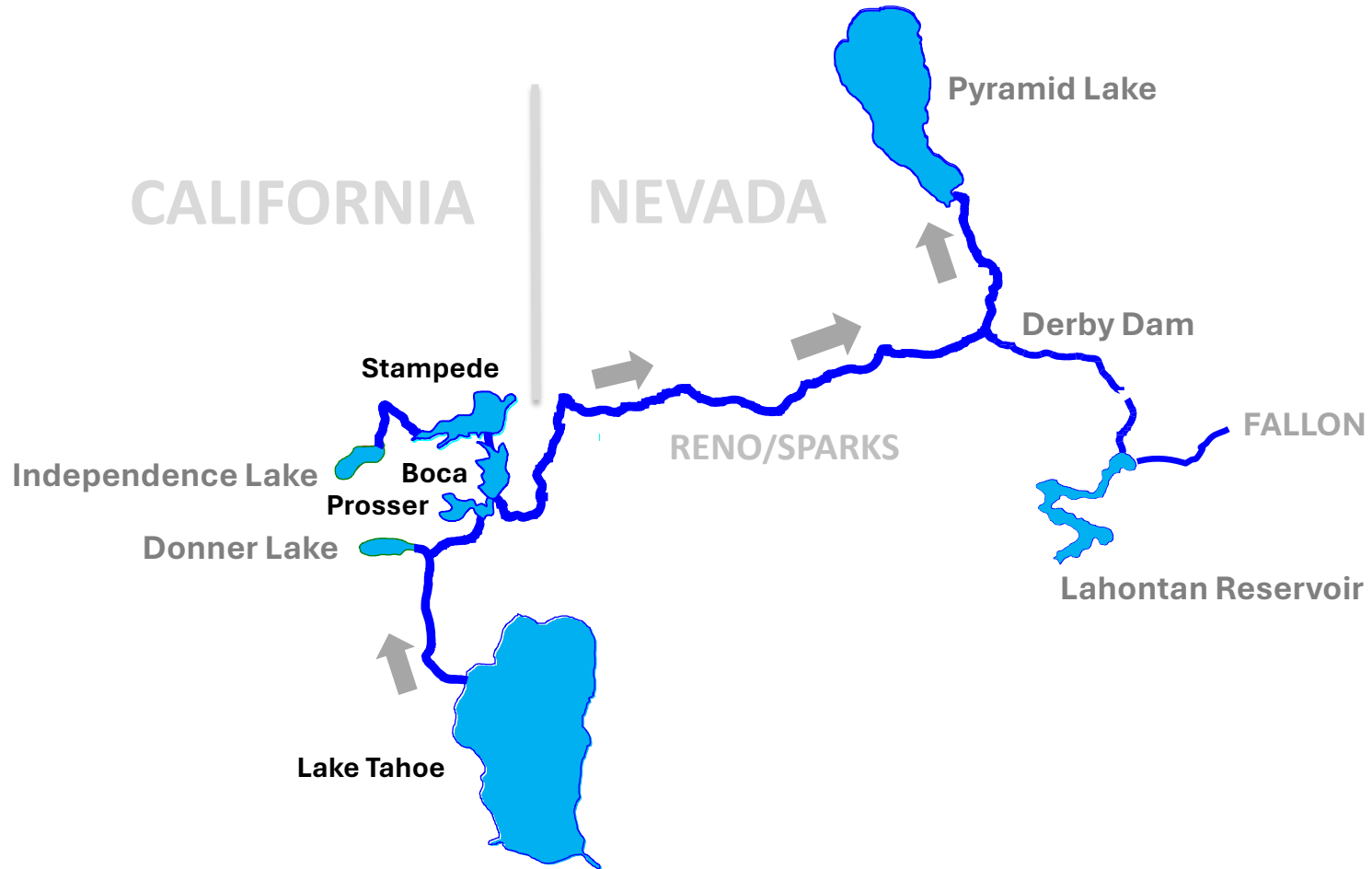
**Truckee Meadows  
Water Authority**

*Quality. Delivered.*

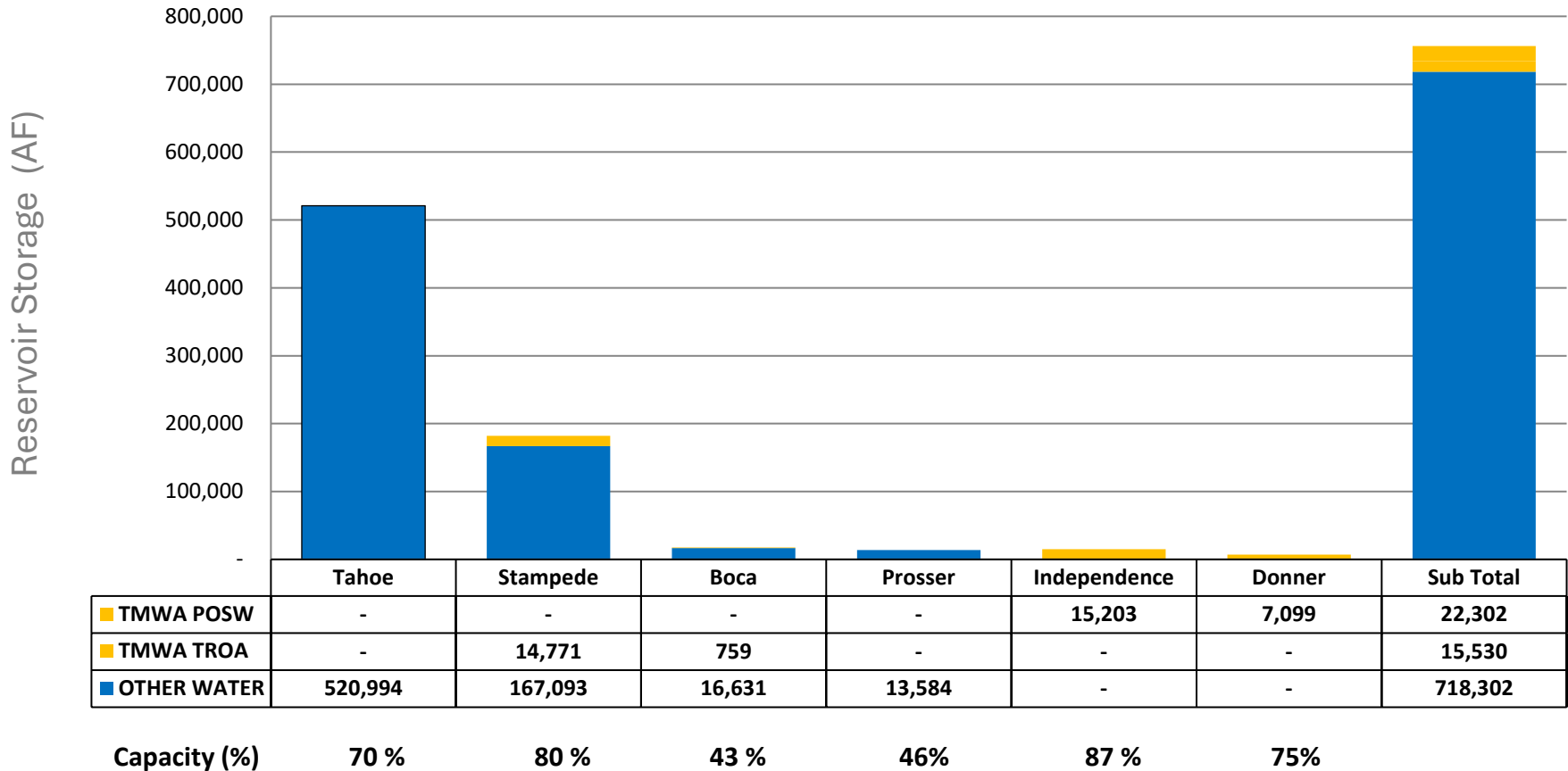
# April 1 Lake Tahoe Basin Snowpack



# Truckee River System



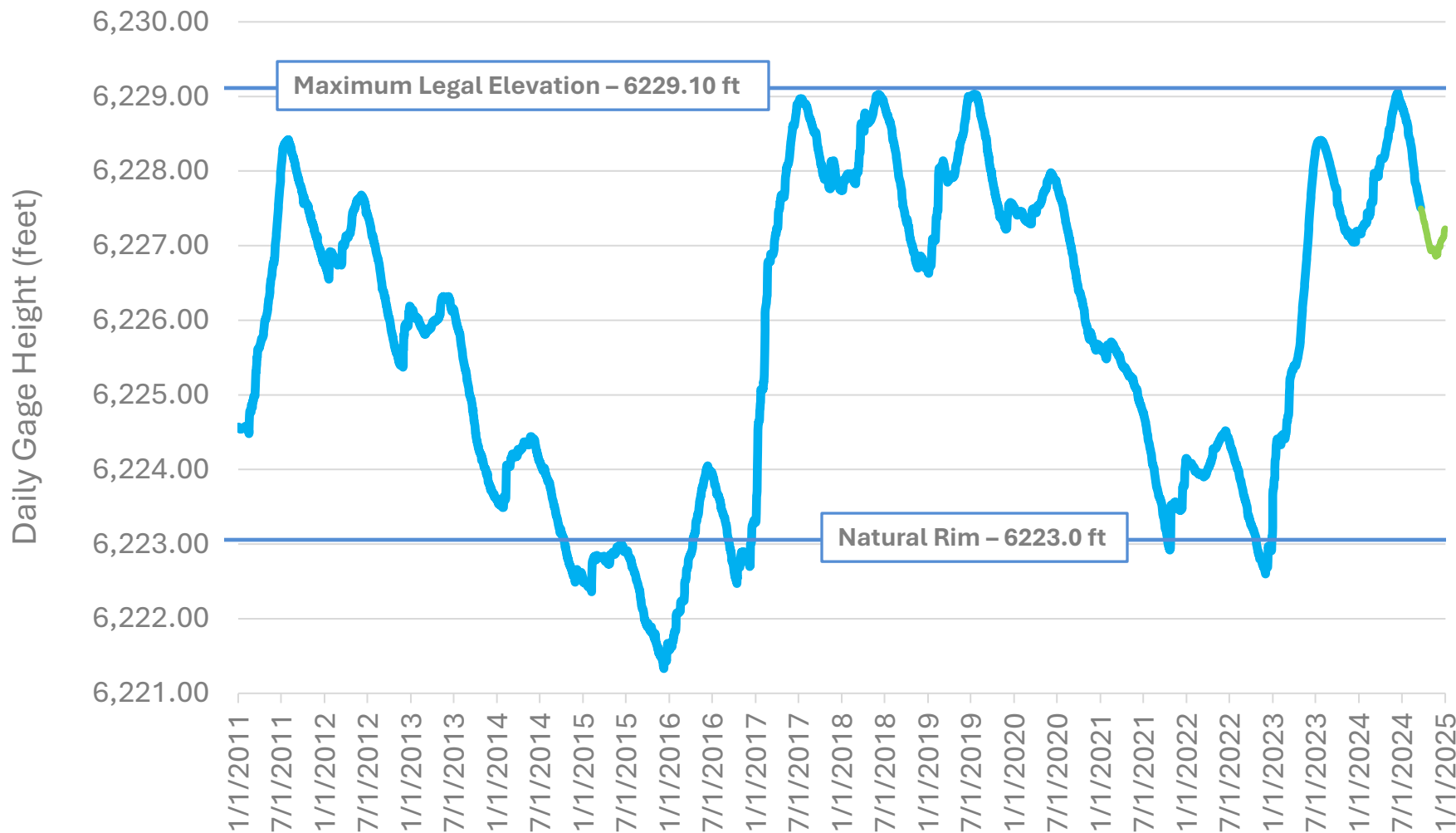
# Truckee River Reservoir System Storage (acre-feet)



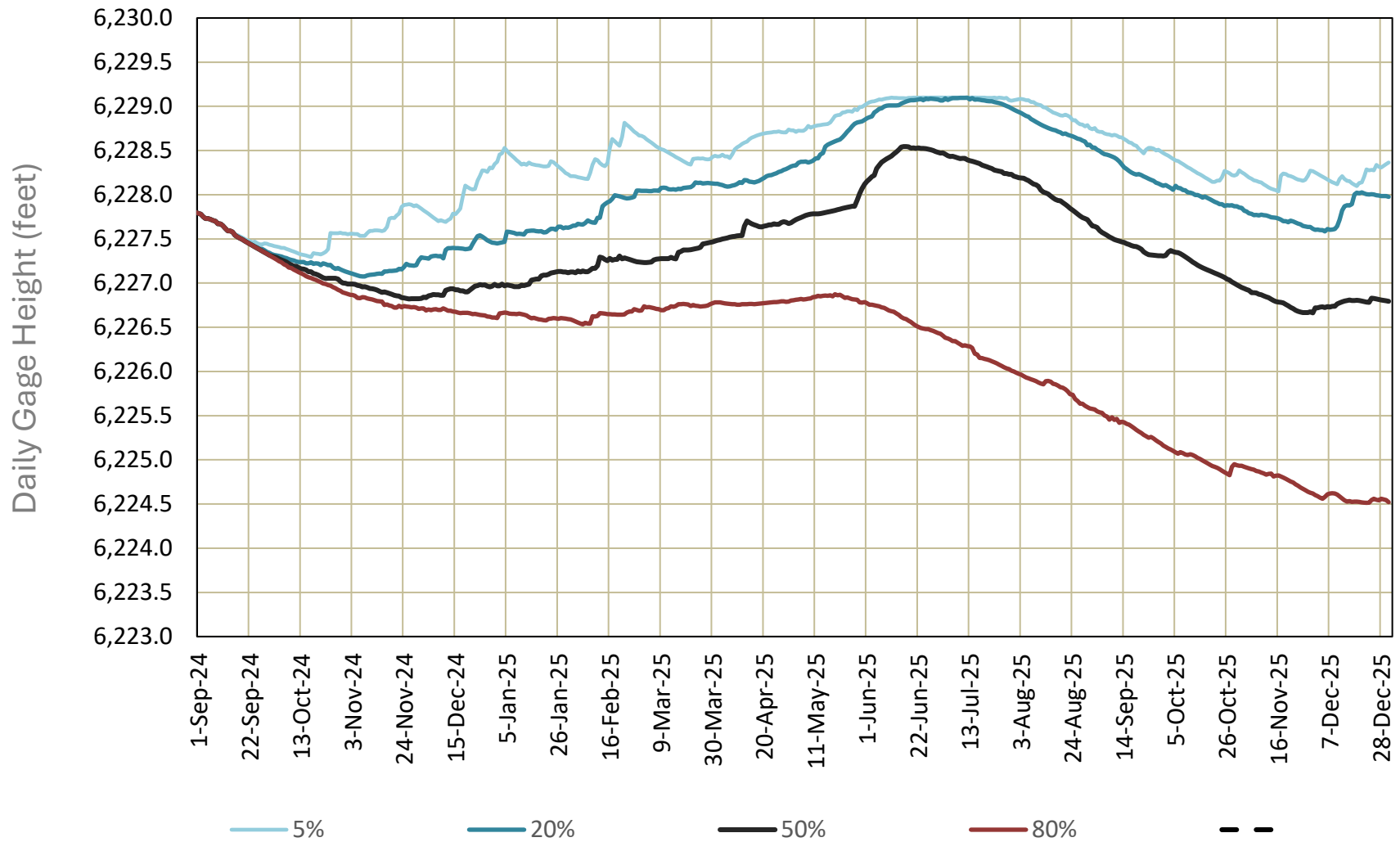
**MAX SYSTEM CAPACITY 1,068,270 AF**

**CURRENT STORAGE 756,134 (71% CAPACITY)**

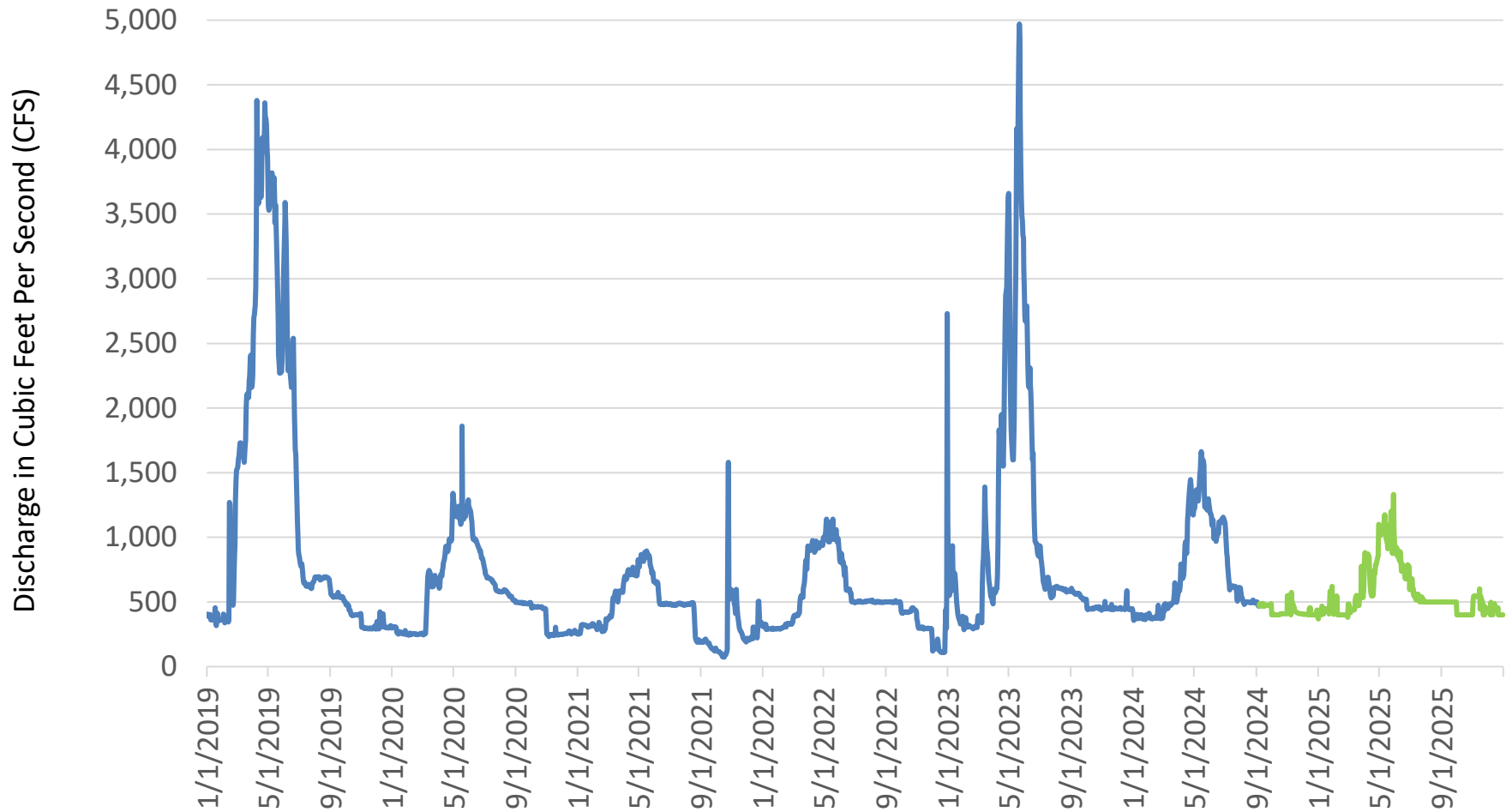
# Lake Tahoe Elevation Actual and Projected (2011-2024)



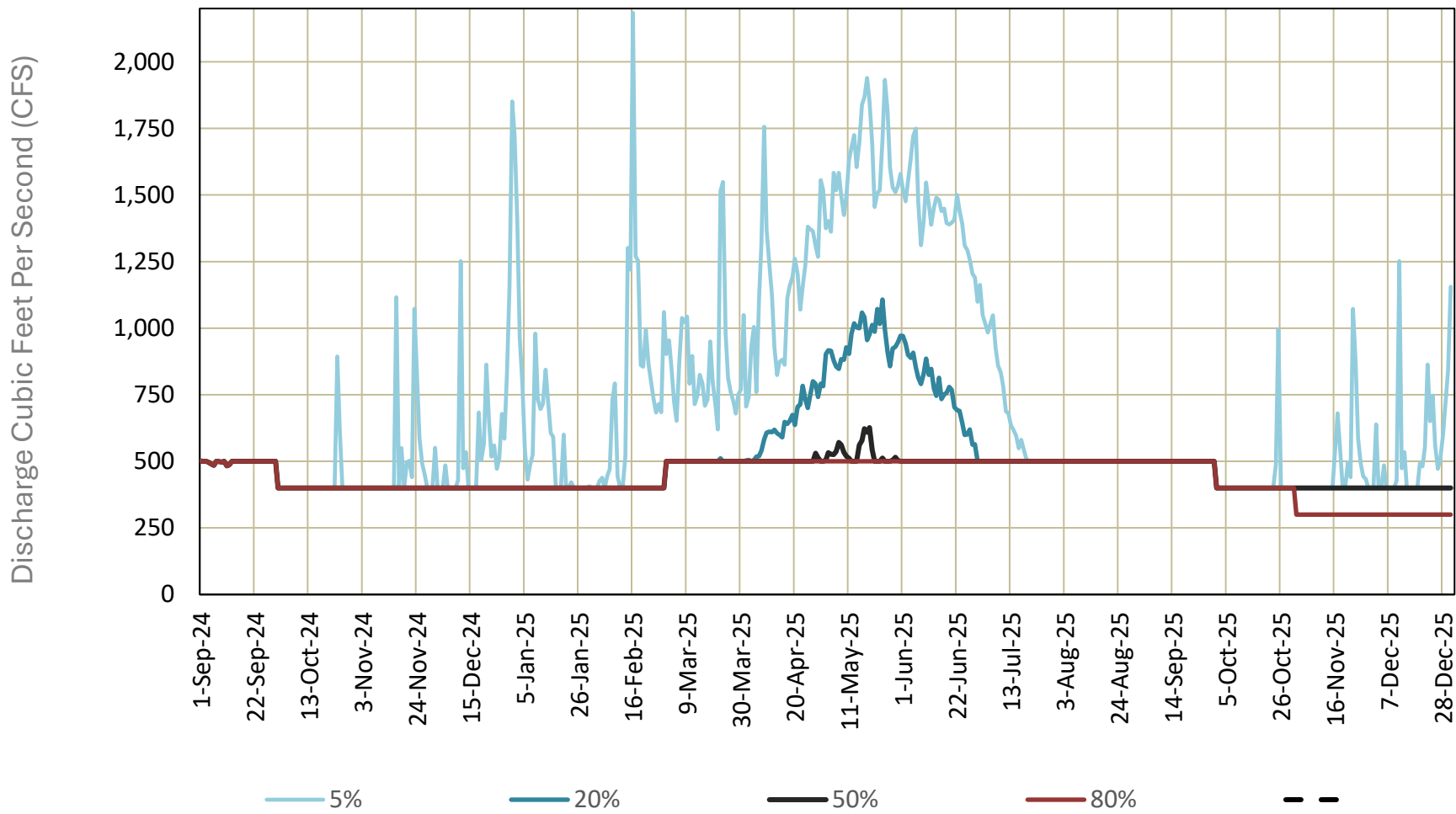
# Projected Lake Tahoe Elevation through 2025



# Actual and Projected Truckee River Flow through 2025 @ CA/NV State Line

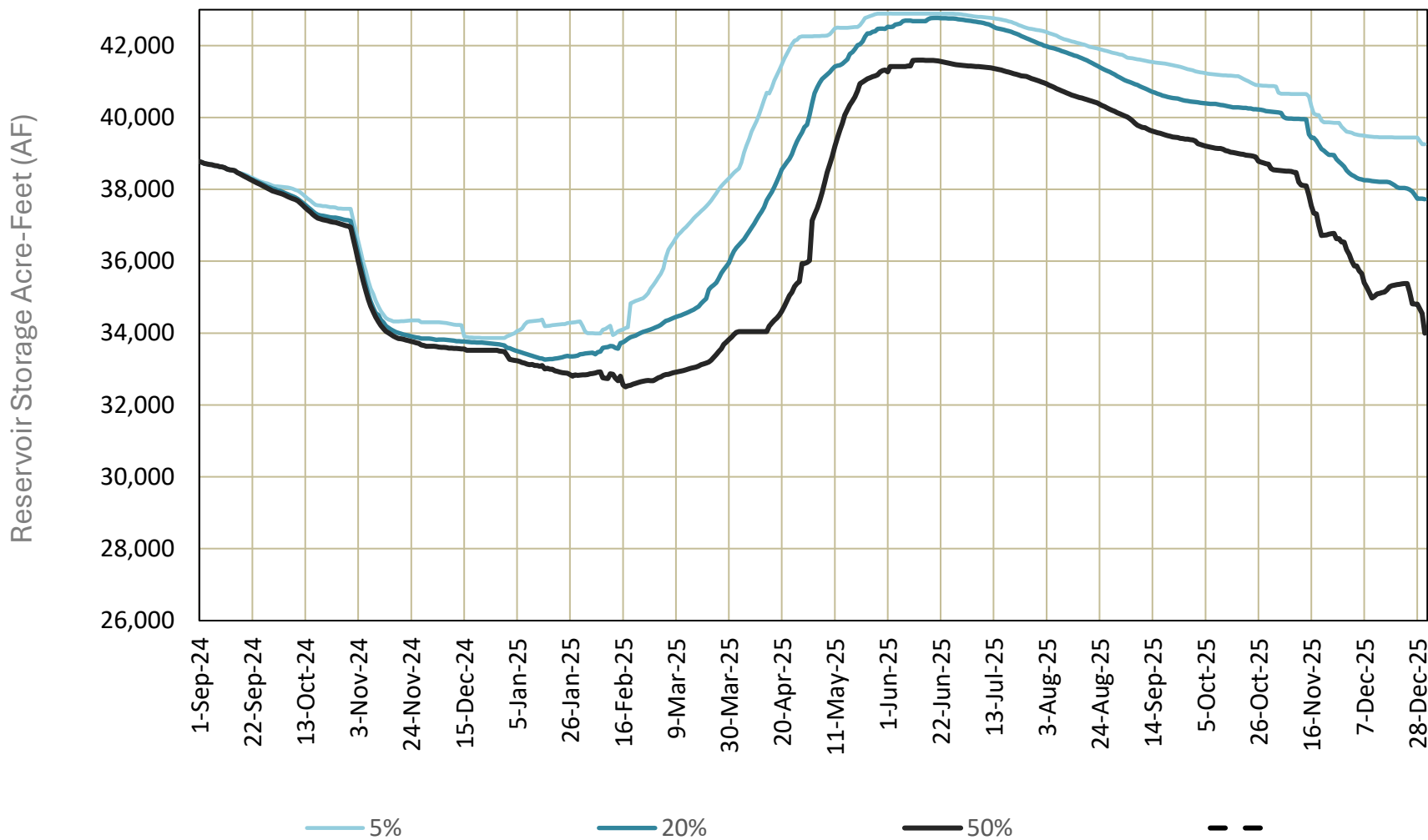


# Projected Truckee River Flow at Farad through 2025





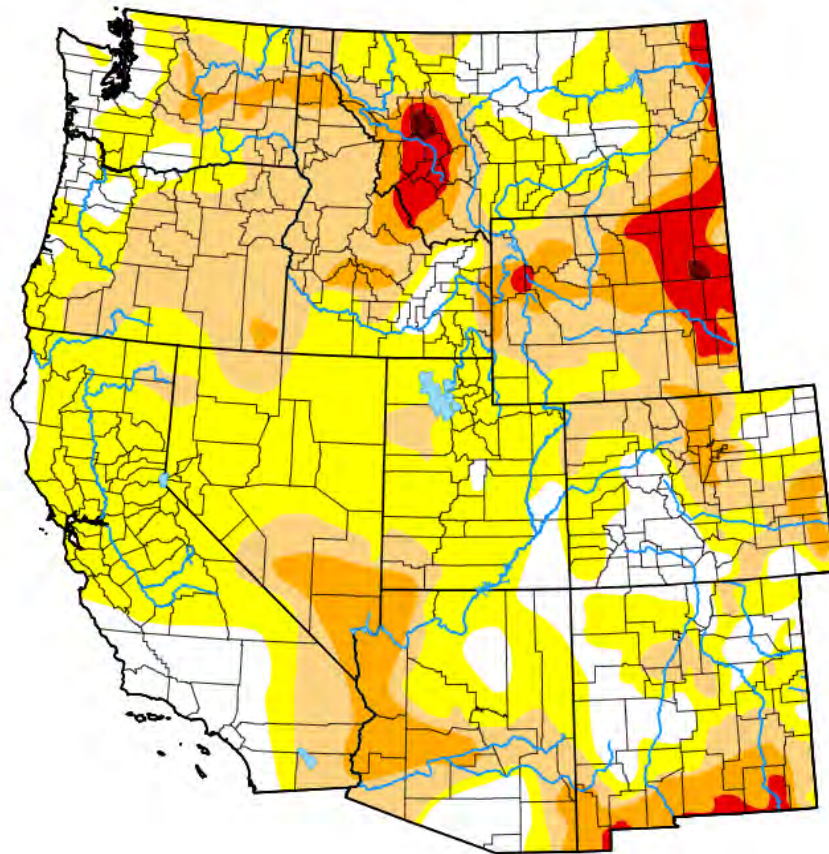
# Projected Total TMWA Upstream Storage through 2025



# U.S. Drought Monitor

West

[Home](#) / West

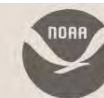


Map released: Thurs. October 10, 2024

Data valid: October 8, 2024 at 8 a.m. EDT

## Intensity

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



The U.S. Drought Monitor is produced through a partnership between the National Drought Mitigation Center at the University of Nebraska-Lincoln, the United States Department of Agriculture and the National Oceanic and Atmospheric Administration.

National Drought Mitigation Center  
University of Nebraska-Lincoln

# Climate Prediction Center (CPC) Oct 10, 2024 ENSO Alert System Status: La Niña Watch

La Niña is favored to emerge in September-November (60% chance) and is expected to persist through January-March 2025

- **A weak and a short duration La Niña is projected**
- Implies that it would be less likely to result in conventional winter impacts, though predictable signals could still influence the forecast guidance (e.g., CPC's seasonal outlooks)

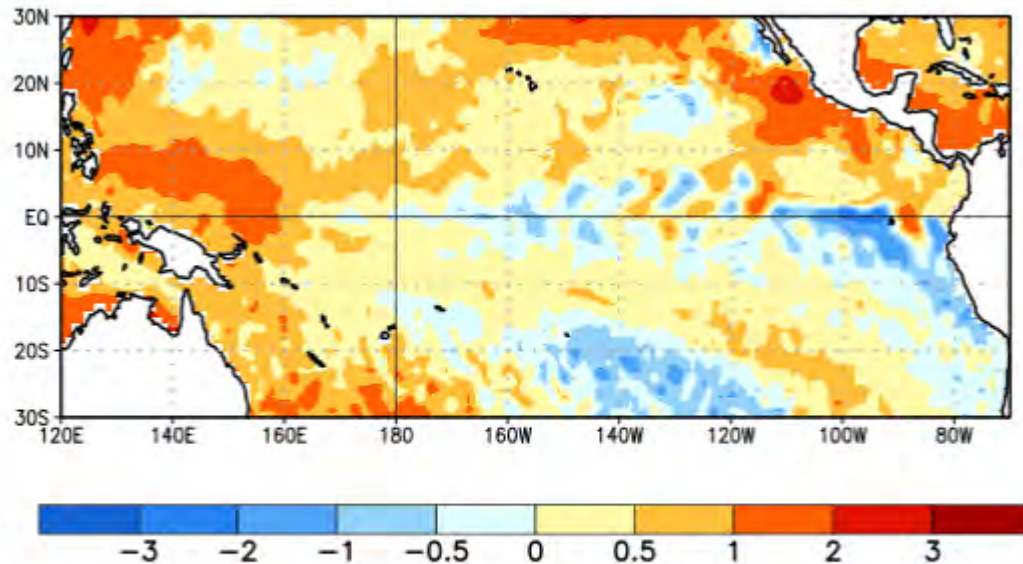


Figure 1. Average sea surface temperature (SST) anomalies ( $^{\circ}\text{C}$ ) for the week centered on 4 September 2024. Anomalies are computed with respect to the 1991-2020 base period weekly means.

In summary, La Niña is favored to emerge (60% chance) and is expected to persist through January-March 2025





**Thank you!**  
Questions?

Bill Hauck, Water Supply Supervisor  
Email: [bhauck@tmwa.com](mailto:bhauck@tmwa.com)  
O: (775) 834-8111 M: (775) 516-0601



# FY 2024 Satisfaction Survey Results

October 2024



**Truckee Meadows  
Water Authority**

*Quality. Delivered.*

# Methodology

The following data features Satisfaction Surveys findings from FY 2024. It will also compare results from FY 2024 to FY 2023. Prior to this, TMWA's satisfaction surveys were conducted by phone interview.

## Population size for each survey:

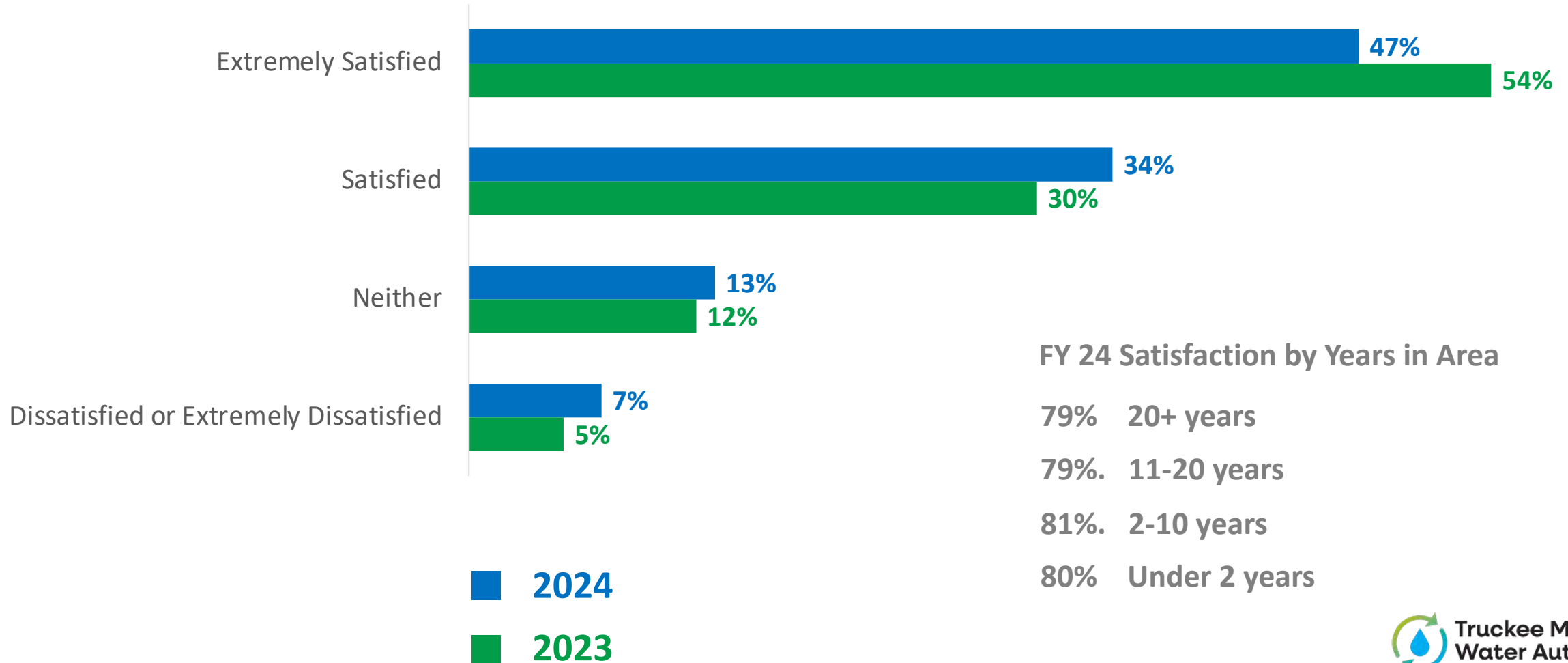
<b>FY 2024</b>	<b>2,272 respondents</b>
<b>FY 2023</b>	<b>1,454 respondents</b>

Distribution variation between the two years may be attributed to a shift in the survey system used. FY 2024 fall survey was distributed by Qualtrics, a survey software system that can integrate with operational data insights.

Bi-annual satisfaction surveys are released on the 3<sup>rd</sup> Tuesday of April and October. The fall 2024 survey is scheduled for release on October 15<sup>th</sup>.

# Satisfaction Score (with agreement levels)

In fiscal year 2024 TMWA Satisfaction Rate was 81%.  
The year prior the rate was 84%.



## FY 24 Satisfaction by Years in Area

79% 20+ years

79% 11-20 years

81% 2-10 years

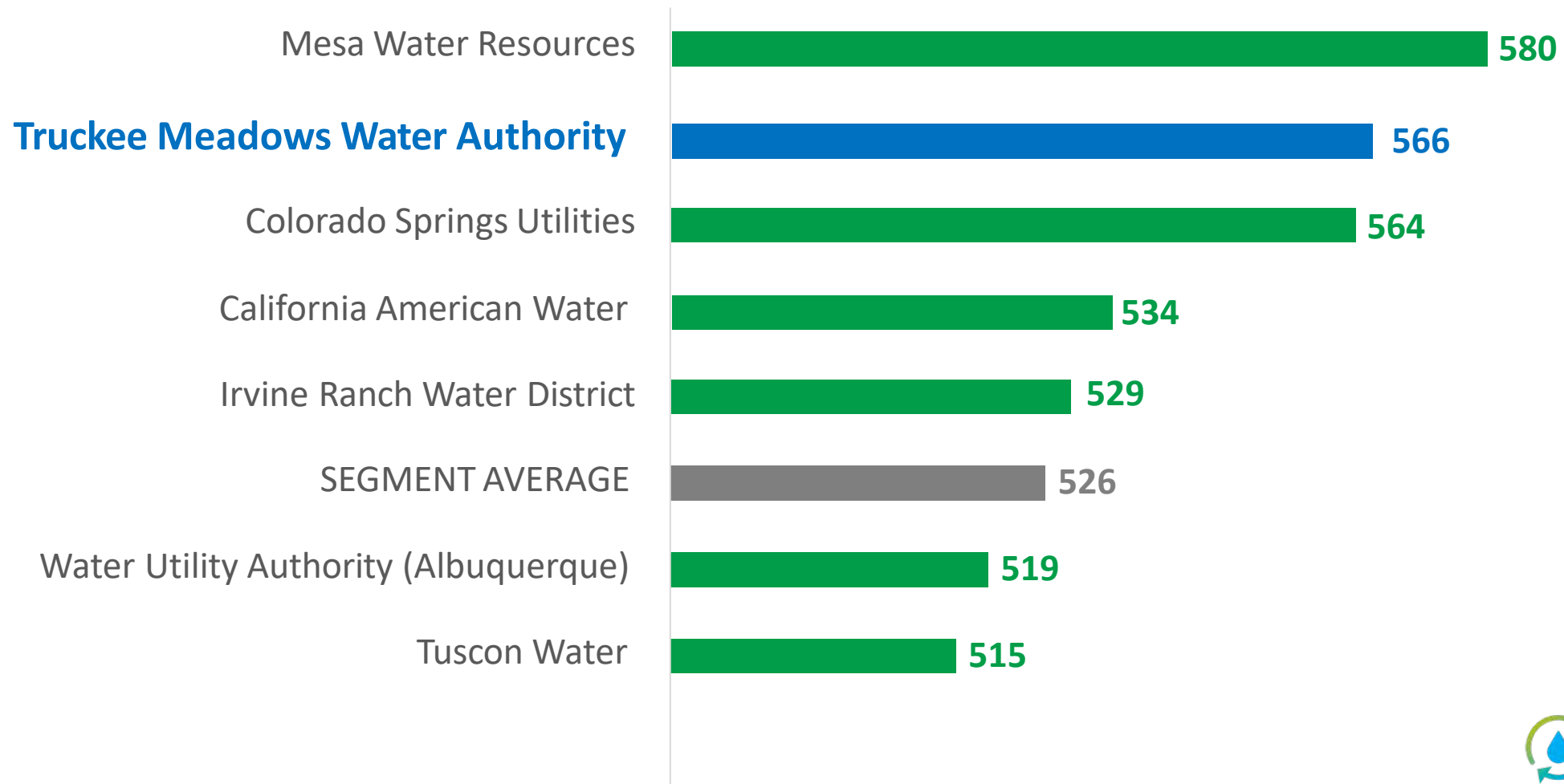
80% Under 2 years



# Satisfaction Industry Benchmark

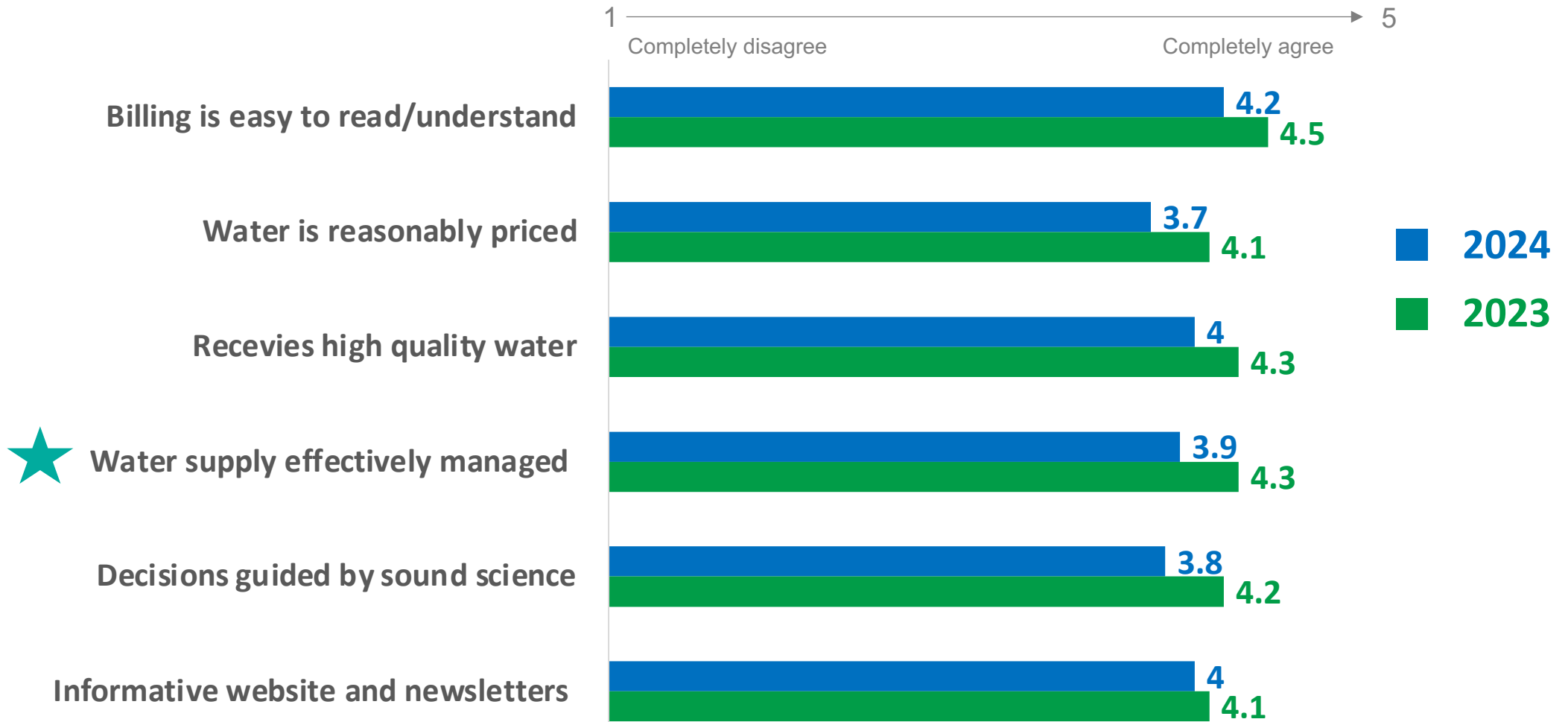
## J.D. Power 2024 US Water Utility Residential Customer Satisfaction Survey, TMWA Ranks Second

Overall Ranking: West Region Mid-size Utilities (1,000 pt scale)



# Agreement Questions (5-point scale, average score)

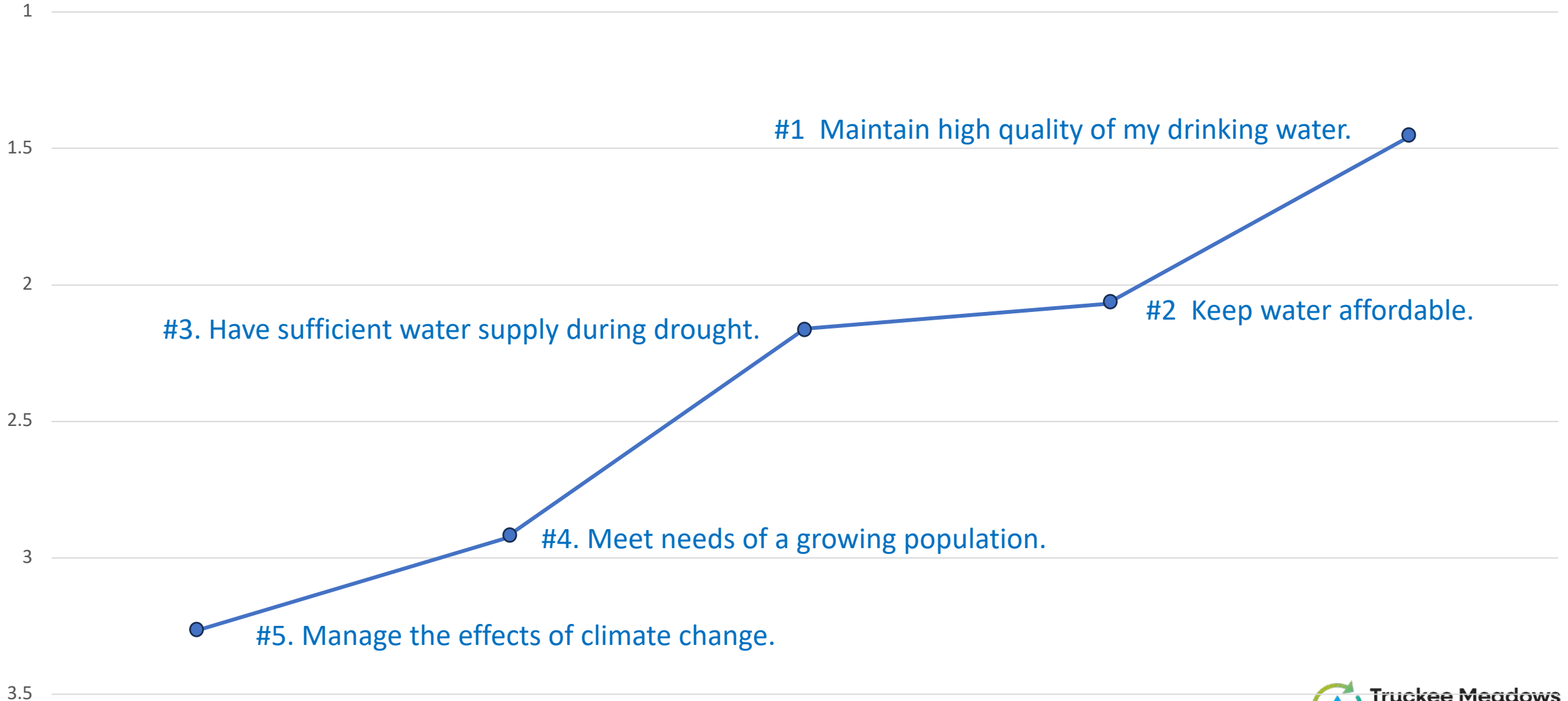
Cumulatively, the questions below can explain 38.4% of what impacts satisfaction.



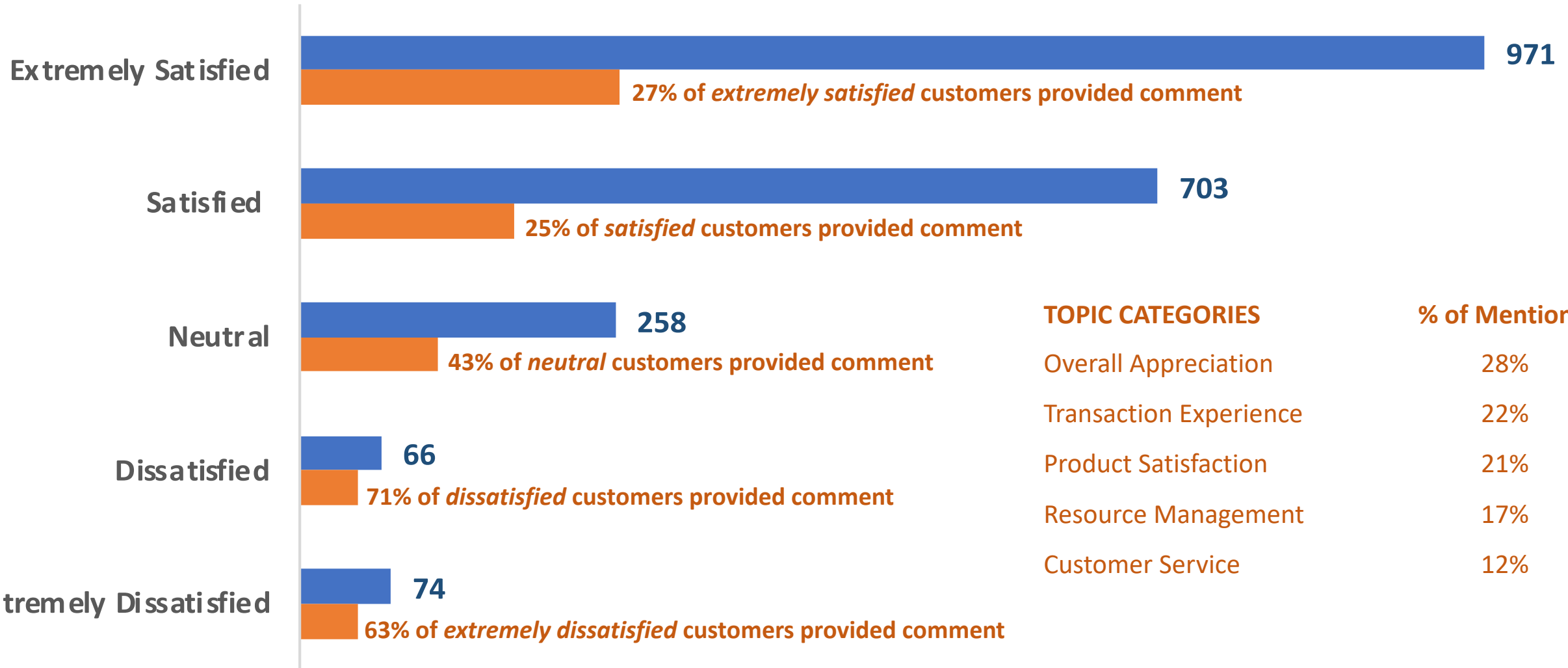
★ Agreement with this question has the strongest correlation to increased satisfaction.

# Rank Priority FY24

Customers used a drag & drop functionality to list their Top 2 topics of interest



## Percentage of Customers Submitting Comment by Satisfaction Group



TOPIC CATEGORIES	% of Mentions
Overall Appreciation	28%
Transaction Experience	22%
Product Satisfaction	21%
Resource Management	17%
Customer Service	12%

## How TMWA will use this data

- ✓ Identifying strategic communication objectives
- ✓ Addressed in appropriate plans and reports (i.e. Water Resource Plan, Water Quality Report, etc.)
- ✓ Featured content in annual “Big Topics” bill insert and newsletter
- ✓ Guide stakeholder outreach event materials
- ✓ Guide social media message development
- ✓ Identify spotlights for employee appreciation

**Thank you!**  
Questions?

Robert Charpentier, Communication Specialist  
Email: [rcharpentier@tmwa.com](mailto:rcharpentier@tmwa.com)  
O: (775) 834-8092 M: (775) 462-2986

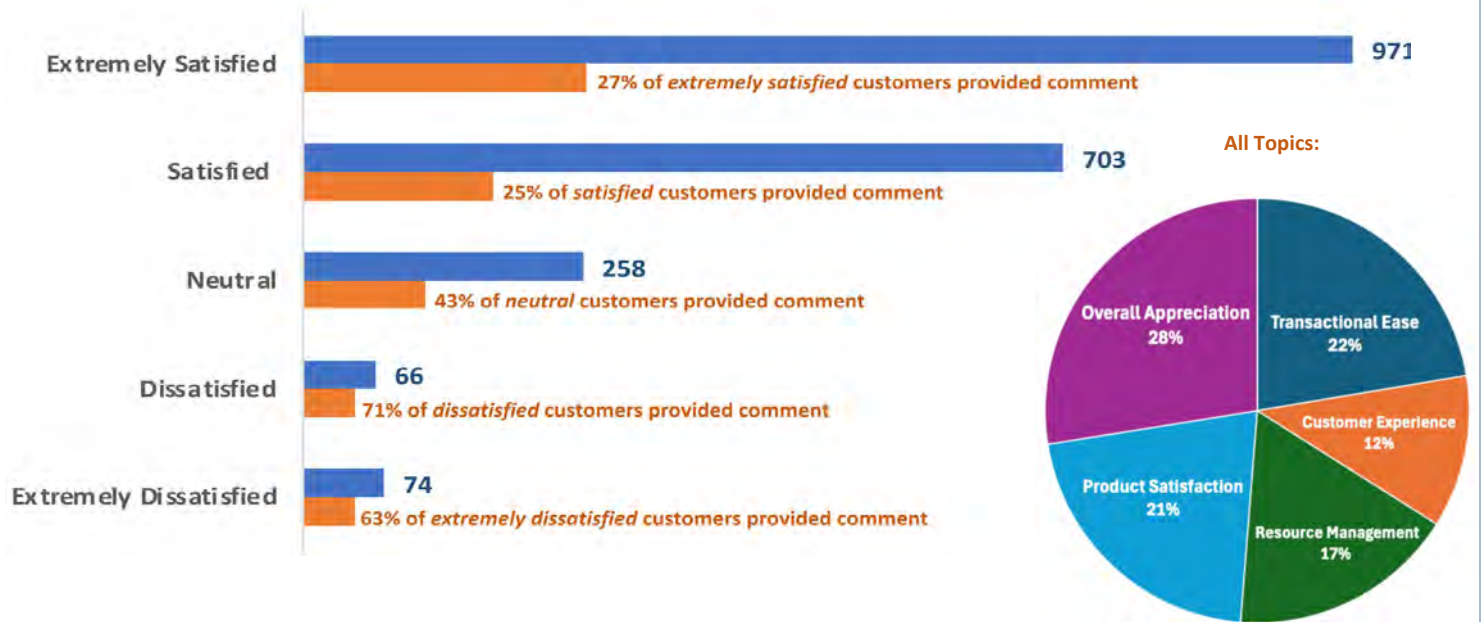
# TMWA Satisfaction Survey - FY 2024 10-16-24 BOARD Agenda item 10 All Comments Report

## OVERVIEW AND GRAPH DESCRIPTIONS

This report has been sourced from 2,272 responses collected from surveys conducted in October 2023 and June 2024.

Of these, 642 left comments, representing additional insight from 28% of the survey population. All comments can be found on the next sheet.

The **Comment Volume** graph below displays the percentage of comments, grouped according to the satisfaction level of the respondents. The pie chart demonstrates the topic volume grouped by customer experience areas.



Satisfaction Group	Are there any additional thoughts you would like to share with TMWA?
Extremely Satisfied	No
Extremely Satisfied	None
Extremely Satisfied	❤️😊
Extremely Satisfied	99% of the time our water is excellent. On occasions it has a smell of a stagnant water hole. It usually only last f day or two then it goes away. I change our filters often but it still persist.
Extremely Satisfied	A little concerned on company handling water problems. Would like Times to stay in the lead. We realize that ot may need to fix waterline and related problems.
Extremely Satisfied	Absolutely impressed with TMWA communication in mailings and especially with electronic billing/payment!
Extremely Satisfied	Add water usage amount to email invoice along with total. Would be nice to see how much I used without loggir instead of just the bill amount. Thanks
Extremely Satisfied	Administrative staff have been great in dealing with our well within the HOA.
Extremely Satisfied	All good. Many thanks...
Extremely Satisfied	All is good!
Extremely Satisfied	Always on top of things and notify us if something is wrong or if the water will be turned off in our area. Thank y
Extremely Satisfied	Andy rules
Extremely Satisfied	Appreciate the efforts to manage our regional water supply while ensuring high quality and dealing with the fact an expanding population and climate change/drought.
Extremely Satisfied	Attended a tour of the TMWA water treatment plant and it was very informative and enjoyable. Our guide, Will Raymond, did a terrific job explaining the process and answering questions from visitors. Many thanks to team T
Extremely Satisfied	Being on a limited income I appreciate the low rates! Thank you!
Extremely Satisfied	Concrete cover for meter box needs replacement
Extremely Satisfied	Customer service reps are always accommodating
Extremely Satisfied	Do you have any concerns about lead in the water since AT&T has left lead cables in Lake Tahoe for years and it' they are leaching lead.
Extremely Satisfied	Don't sell your hydropower plants. Keep the FERC licenses active. Hire me to help manage your hydropower licei dam safety challenges.
Extremely Satisfied	Drag and drop feature on two questions did not work! Good quality of water is foremost, affordability also impo and continually supply of water extremely important at all times.
Extremely Satisfied	Every time I've interacted with TMWA staff, either on the phone or in person, I've always received exceptional c service! As an aside, I wish more people would pay attention to your water quality reports and stop buying bottl water!
Extremely Satisfied	Every TMWA employee I have ever encountered has been well informed, courteous and eager to help. I wish th company was publicly traded as I would buy oodles of stock.
Extremely Satisfied	Everything has been great!!! Thanks!!!
Extremely Satisfied	excellent
Extremely Satisfied	Fine service, thank you kindly! Will further study and make sure to correctly implement Assigned-Day Watering.
Extremely Satisfied	FLUORIDATE THE DANG WATER PLEASE I DON'T WANT MY CHILDREN GROWING UP WITH CAVITIES OUT THE W/
Extremely Satisfied	For both tmwa and nv energy I will vote against a 3rd party carrier. These 2 are fine as is.
Extremely Satisfied	Glad we have good drinking water. Thank you.
Extremely Satisfied	good job
Extremely Satisfied	Good Job
Extremely Satisfied	good job
Extremely Satisfied	Good job TMWA--keep it up.
Extremely Satisfied	Good job, always able to speak to someone
Extremely Satisfied	good job, penalize those that do not play fair and water whenever they feel like it and those that water the sidev and street
Extremely Satisfied	Good job!
Extremely Satisfied	Grade 👍
Extremely Satisfied	Great company thank you for making Reno clean
Extremely Satisfied	Great informational newsletters, website and workshops
Extremely Satisfied	Great job
Extremely Satisfied	Great job. Keep it up.
Extremely Satisfied	great water! and I like the 'turn of sprinklers for winter' videos, use them every winter
Extremely Satisfied	Having enough quality water to support the growing population is my biggest concern especially in light of clima change.
Extremely Satisfied	Help plant trees. Reno and Sparks are the fastest warming cities in the US. Make subdividers, highway designer anyone else that disturbs the ground plant trees where they can. AND LARGE SHADE TREES THAT SEQUESTER CA



Extremely Satisfied	How do you get an on line account?
Extremely Satisfied	I always see broken public sprinkler heads wasting so much water. Is there a number to call when we see this? , companies with their water on while it's raining etc...
Extremely Satisfied	I am confident my water is safe to drink. You are doing a good job
Extremely Satisfied	I am glad that we have a reliable municipal water source and don't have to deal with private companies working profit.
Extremely Satisfied	I am good with all
Extremely Satisfied	I am retired single income person. Please don't raise my rates.
Extremely Satisfied	I am thrilled at the willingness to invest and capability to store snow melt run off in various water storage, natural man made, facilities.
Extremely Satisfied	I am very happy with my service.
Extremely Satisfied	I am very pleased with the quality of the water in our area. Thanks for your good work.
Extremely Satisfied	I am very satisfied with quality of water and level of service TMWA provides.
Extremely Satisfied	I am very satisfy with the service.
Extremely Satisfied	I appreciate the watering days schedule and feel that all communities should have this rule. Reno is my second home and due to the watering schedule have cut back considerably from my watering schedule in the Bay Area where primary home is.
Extremely Satisfied	I appreciate your work. Safe water is the highest priority.
Extremely Satisfied	(some of your reviews were not happy with office staff.) I called for some help on my bill. The lady there helped me out. I'm happy.
Extremely Satisfied	I didn't rank the order of the standards TMWA follows, as I really can't truly "know", only hope that what they are stands true. I also wish that you would only send out my billing notice and not the "almost due" notice as well. Thank you!
Extremely Satisfied	I enjoy being able to drink out of my tap in my home without any worries about the quality.
Extremely Satisfied	I enjoy the product that you supply.....And it tastes good too!
Extremely Satisfied	I enjoy there seminars
Extremely Satisfied	I enjoyed the tour of Chalk Bluff. Tried to tour Verdi plant but couldn't find the place. No sign. GPS was confused Your map was no help.
Extremely Satisfied	I especially appreciate the TMWA exhibition at the California Building this past summer.
Extremely Satisfied	I feel reasonably confident that the long range water supply plan in place is a good one, but I have a great deal of concern that effects of climate change could derail that plan.  While I enjoy green space as much as most people, we live in a high desert where maintaining green space is just sustainable option. More regulation is required to curb the installation of new green areas, and incentives and grants (bordering on force) to reduce the amount of existing greenery as well as water usage by industry.
Extremely Satisfied	I feel TMWA does an excellent job of providing a very necessary service. It is well run and has very good employees
Extremely Satisfied	I feel TMWA provides the best drinking water. Those that move here from out of state are surprised to be able to get water straight from the tap. We are lucky.
Extremely Satisfied	I find the insert with my bill is very informative and like having it.
Extremely Satisfied	I had a 10 to 12 gallon an hour water leak I was unaware of. I got an email from TMWA and immediately discovered was an irrigation problem. Fixed the leaky valve and it's all good now
Extremely Satisfied	I had a leak that was repaired. I understand I may be eligible for a credit on my bill. I haven't checked this out as of yet
Extremely Satisfied	I had a water leak in the street I called they sent a inspector to look at it and said yes it was a leak and would have crew out to fix it asap it took a while but they fixed it and able to go and enjoy there weekend. Thanks guys Mich Green.
Extremely Satisfied	I have always found your monthly newsletter very informative and easy to read. Proud to be a TMWA customer.
Extremely Satisfied	I have had dependable service for many years and hope the cost of water service does not rise in cost with the economy being so bad retired need to save money to cover rising costs
Extremely Satisfied	I have no other water company to compare TMWA with, so thanks for your consistency.
Extremely Satisfied	I have only lived here about 3 months. But the bill seems fair and I am used to conserving water and electricity and
Extremely Satisfied	I have resided in the area since 1970 and have spent most of that time on well water. I am concerned we are over developing the area and water is my top resource concern. The well in the home I grew up in is having sediment with the well for the first time in 50 years.
Extremely Satisfied	I live in a 5 year old house and still don't understand the irrigation system timing to make sure plants thrive but not overwater.
Extremely Satisfied	I love how easy it is to log in and pay/view my bill every month
Extremely Satisfied	I love that I can drink TMWA's water straight from the tap! It's clean and it tastes WONDERFUL!!!
Extremely Satisfied	I love that water bill is reasonable every month. Thanks for that.

Extremely Satisfied	I love the detailed data available online It helped us locate a huge leak.
Extremely Satisfied	I love the quality of the water in Reno.
Extremely Satisfied	I love the taste of my water. Let's me drink more!
Extremely Satisfied	I LOVE TMWA!! The water is excellent and the people that work there are so knowledgeable! Thank you for allow to turn on the tap everyday and know it's quality water coming out!! Keep up the good work!!
Extremely Satisfied	I messed up on one question. I do not have a lawn, but I follow your water guidelines for my drip system.
Extremely Satisfied	I moved to Reno in 1968 and whenever the population has an increase I automatically think "where is the water to come from?" We do not have more water every year.
Extremely Satisfied	I never take clean water for granted. I live part time in India and I know how fortunate we are in our little valley. you...
Extremely Satisfied	I often see people and businesses wasting water on a daily basis during the summer. Water is running during off running down the street. I try to follow the rules everyone else should too.
Extremely Satisfied	I really enjoy the customer service representative when I call in, everyone is really friendly, helpful, and in a good mood. Hopefully they are well taken care of
Extremely Satisfied	I see way too much sod that is used as decoration and not for use - mostly subdivisions and businesses. These businesses and subdivisions should be compelled to change landscaping to rock.
Extremely Satisfied	I think they are wonderful and do a great job keeping up with update
Extremely Satisfied	I think you are doing a great job! Your radio commercials are very good.
Extremely Satisfied	I think you do a great job.
Extremely Satisfied	I understand the fee schedule.
Extremely Satisfied	I just wish there was some type of program for people of my age (68) to reduce fees based on historic usage and Thank you
Extremely Satisfied	I use a filtering system. Our water has a chlorine taste.
Extremely Satisfied	I want to be able to pay my bill through Bill Pay at GNCU.
Extremely Satisfied	I wish you would give financial help to get rid of lawns
Extremely Satisfied	I would like more information on the waterline insurance. IS that a third party? IS it reliable? worth it?
Extremely Satisfied	I would like TMWA to do more to discourage water wastage and enforce water conservation measures, especial more affluent neighborhoods like mine. Too many homes in my neighborhood still have historically large lawns with malfunctioning sprinkler systems that spray water into our streets.
Extremely Satisfied	I would like to schedule a residential water line service line replacement soon due to old pipes are Corroded less inter the house. Where do I made the schedule for replacing the service line? Thank You.
Extremely Satisfied	I'm glad TMWA continues with assigned watering days despite that year's precipitation.
Extremely Satisfied	I'm grateful TMWA is a reliable utility available to me
Extremely Satisfied	I'm happy with TMWA services.
Extremely Satisfied	I'm just really appreciative of the fine-quality people that work for TMWA and how helpful they have been when needed their help and guidance. We are a better community for the TMWA team.
Extremely Satisfied	I'm very happy with TMWA...good water quality, reasonable rate from my perspective, reassuring about upstrea storage and ability to weather short-term droughts. No complaints.
Extremely Satisfied	I'm very impressed with TMWA. I love the little newsletters you sent out to let us know what you're doing. Are I live in California, and nothing is managed the way it is here in Reno. Thank you for everything. Keep up the good
Extremely Satisfied	In this location, TMWA is one of the best water agencies I have ever lived in.
Extremely Satisfied	Interested in any information pertaining to programs to replace lead water pipes
Extremely Satisfied	It would be really nice if once a year, if customer reads it on a news letter that you giving a water test strip or kit ( Not familiar with cost ) Just thought it was a good idea for those who are in our 50+ age group who were broug being told that the tap water was a good way to build up your immune system, and teeth care. Could be old wivi I don't know the truth in either one. I would love this and so would some of my neighbors and family love the id Thanks for taking the time to read my thoughts today.
Extremely Satisfied	John E and staff doing a great job!
Extremely Satisfied	keep DEI out of TMWA please, just stick to providing quality water. thank you!
Extremely Satisfied	keep it flowing!
Extremely Satisfied	Keep the good work
Extremely Satisfied	Keep the water flowing!
Extremely Satisfied	Keep up [T] the great ☺ work

Extremely Satisfied	Keep up great work and good communication. Thanks
Extremely Satisfied	KEEP UP TGE GOOD WORK
Extremely Satisfied	keep up the good work
Extremely Satisfied	Keep up the good work
Extremely Satisfied	Keep up the good work
Extremely Satisfied	Keep up the good work Thank you
Extremely Satisfied	Keep up the good work and good communications
Extremely Satisfied	Keep up the good work and thank you.
Extremely Satisfied	Keep up the good work!
Extremely Satisfied	keep up the good work!
Extremely Satisfied	Keep up the good work!
Extremely Satisfied	Keep up the good work!
Extremely Satisfied	Keep up the good work!
Extremely Satisfied	Keep up the good work!
Extremely Satisfied	Keep up the good work!
Extremely Satisfied	Keep up the good work!
Extremely Satisfied	Keep up the good work! ♡
Extremely Satisfied	Keep up the good work!!! 😊
Extremely Satisfied	Keep up the good work.
Extremely Satisfied	Keep up the good work. My water is safe and I like that.
Extremely Satisfied	Keep up the good work. Thank you
Extremely Satisfied	Keep up the good work. You have a tough job managing our most precious resource.
Extremely Satisfied	Keep up the good work...
Extremely Satisfied	Keep up the great job.
Extremely Satisfied	Keep up the great work! ♡💧
Extremely Satisfied	Love TMWA
Extremely Satisfied	LOVE TMWA - thank you for all you do!
Extremely Satisfied	Lucas Robb is a professional employee and is always helpful.
Extremely Satisfied	M/A
Extremely Satisfied	Managing climate change is #1 It definitely appears we are over developing Spanish Springs, especially with apartments. We can't sustain our water supply in a drought with the extreme over development we are now experiencing!
Extremely Satisfied	My husband and I still have concerns with the taste of our cold water. If we haven't used the faucet for awhile the day, the cold water has an awful taste. We have complained about this since we moved into our home a year and it is no better. Concerned that there is sediment in our water from the nearby mine or something else.
Extremely Satisfied	My wife and I have toured the Verdi hydro plant and the TMWA water processing center. We found the tours to be very informative. Was nice to see where our water comes from, how it is managed, and how the quality is maintained.
Extremely Satisfied	Nice people who are willing to help if needed.
Extremely Satisfied	Nice to know we can turn on the faucet and get some of the nations BEST water at a affordable price.
Extremely Satisfied	No additional charge. I think you guys are doing a good job.

Extremely Satisfied	No additional comments at this time.
Extremely Satisfied	No complaints and appreciate they seem to want to be responsible and caring of the environment.
Extremely Satisfied	No i'm happy I like the News Letters,very much they're informative
Extremely Satisfied	No issues or concerns.
Extremely Satisfied	No, all good, keep up the good work.
Extremely Satisfied	No, Thanks
Extremely Satisfied	Not at this time. You keep me pretty much informed.
Extremely Satisfied	Nothing
Extremely Satisfied	Nothing & thank you..
Extremely Satisfied	nothing at this time
Extremely Satisfied	Nothing more to add. Just trying to live within my means and keeping my bill low helps with that.
Extremely Satisfied	Occasionally there is a strong chlorine/chemical smell that comes from the water. I get that it is a part of the tre: process, but sometimes it strait smells like I'm poolside.
Extremely Satisfied	ok
Extremely Satisfied	One of my concerns is arsenic content. I realize it is a naturally occurring element, but it causes health problems. newsletter many years ago you described how you diluted it by mixing water from different wells. I hope this is s case. Thank you for providing good water.
Extremely Satisfied	One thing you might want to add in your reviews of the water bills. If you see the water bill is higher then it sho: please alert the customer because they probably have a leak. Thanks again and Happy Halloween!!!
Extremely Satisfied	Our growth is worrisome in connection with climate change & availability of limited water resources & supply. I believe we have some of the best water in the country & don't want to see it jeopardized with mismanaged gro: Outstanding job. Thank you for providing me and my community with clean, healthy, fresh water.
Extremely Satisfied	Overall, I am very pleased with the way TMWA takes care of our water needs. Though, I do wish that you were n diligent at enforcement of the rules for watering lawns. I see so many of my neighbors that are careless about th amount of waste & times of watering their lawns. I have turned them in and yet nothing seems to change their behavior. Also, we are very conservative with our water use, but last July I had a hidden irrigation box leak. Ther: no sign to alert me. But when I found it, I repaired it immediately. When I contacted your office and asked for so relief on my bill, I was disappointed at the actual amount that was credited. Since we had been customers in this home for 4 years, I figured my track record was sufficient enough to garner a one time refund of the actual amo: wasted. That wasn't the case. But other than these items, I am thrilled with the service and quality of TMWA.
Extremely Satisfied	Overall, TMWA does a good job. I have not had much interaction, but when I do, they have taken care of things. water quality is very good and supplies seem well managed
Extremely Satisfied	Please continue to share your information regularly. It's the right thing to do and lets us know we are important and the community. Plus it creates a feeling of transparency. DO NOT SELL to any 3rd party-like private equity f
Extremely Satisfied	Please keep the rates lower, as they have been
Extremely Satisfied	Please use the email to inform customers each month of the amount due a little sooner.
Extremely Satisfied	Please work with all stakeholders to manage the open lands, especially wetlands, in the Truckee watershed to h: improve natural water cleanup effects.
Extremely Satisfied	Quite satisfied with TMWA.
Extremely Satisfied	Really appreciated the irrigation winterization class. Thank you!
Extremely Satisfied	Recently, I had a water irrigation leak, and a very nice lady helped me through the situation and put notes in the computer that allowed me to get a credit which for I I was very grateful
Extremely Satisfied	Reno MHC by Monte Christo communities appreciates TMWA and all you do for commercial accounts.
Extremely Satisfied	Shannon in customer service has been so value added in helping up figure out our huge water leakage. It took s: time but I think we have it all fixed.

Extremely Satisfied	Since consolidating with STMGID, we have been happy with TMWA. We do see reduced water pressure with the growth of the South suburban area.
Extremely Satisfied	So many people have incorrect assumptions about the water supply and what is in it. They think they need filter: just removes needed minerals for their health. Many think there is too much arsenic in the water, especially those moving here from California. You could give pamphlets to real estate agents to give to new homeowners dispelling these myths.

Extremely Satisfied	Sorry we are in top 10 water user but have an acre of grass and a 55k pool. We asked about water pressure whic seems high as we have had several underground sprinkler line breaks. Plastic piping. It is 4 ft underground so expensive repairs. You visited yo check and when we measured it was 78 and you measured Kate at 70 psi. Sau: our prior homr was way lower. Guess Reno with hills needs high pressure
Extremely Satisfied	State of the State TV program appearances are extremely informative
Extremely Satisfied	Thank you
Extremely Satisfied	Thank you
Extremely Satisfied	Thank you for keeping your customers informed about your services by sending those newsletters.
Extremely Satisfied	Thank you for a job well done.
Extremely Satisfied	Thank you for being a great company and working with the community. PLEASE DO NOT BE LIKE NV ENERGY. rip people off. Prices are great customer service excellent. KEEP UP THE GREAT WORK TMWA!!!! : )
Extremely Satisfied	Thank you for keeping our communities with high standards in our water supply.
Extremely Satisfied	Thank you for providing clean drinking water. We are very fortunate to be able to turn on the faucet and drink t water. I never take water for granted.
Extremely Satisfied	Thank you for providing clean water to our community.
Extremely Satisfied	Thank you for providing the best tasting water in the country!
Extremely Satisfied	Thank you for putting out the home warranty people that you back up. Homeserve . I sign up with them. You gt doing a great job ...
Extremely Satisfied	Thank you for the great service
Extremely Satisfied	Thank you for your service.
Extremely Satisfied	Thank you for your work.
Extremely Satisfied	Thank you keep trying your best.
Extremely Satisfied	THANK YOU SO MUCH.
Extremely Satisfied	Thank you TMWA for supporting in making sure we have the water we need and guide us to how to keep this exceptional resource.
Extremely Satisfied	Thank you your great service!!!
Extremely Satisfied	Thank you!
Extremely Satisfied	Thankful for the great service!
Extremely Satisfied	Thanks
Extremely Satisfied	Thanks
Extremely Satisfied	Thanks for all you do to maintain our water quality.
Extremely Satisfied	Thanks for all you do..
Extremely Satisfied	Thanks for doing a good job!
Extremely Satisfied	thanks for the great service
Extremely Satisfied	Thanks for your good work. God bless all of you at TMWA.
Extremely Satisfied	Thankyou for a good services and keep are water clean .
Extremely Satisfied	The concrete around my water is broken and is a tripping hazard. It needs to be repaired now.
Extremely Satisfied	You do a great job. No problems in 25 years. Just a question. Where does the water supply come from & is there sufficient supply to meet the needs of a growing community expected to reach in excess of 600000/+ by 2030 & all the new companies moving to this area?

Extremely Satisfied	The drought possibilities and the growing population are a BIG concern for me. Secondary to that tho is the amo ornamental lawns and non-native plants and trees that have to be watered. Seem ridiculous for some of that to legal, given our climate and water issues.
Extremely Satisfied	The most important for us is "Water Taste" when the wells kick in we get an odd taste that's not good, no fear o just taste. We don't follow the days as our water usage is fairly light and Reno's resources are in very good shape been a water customer here since 1976 but first with Virginia Foothills on the Grade, then on Fieldcreek prior to merger. I don't worry about arsenic, <b>but changes to the taste did upset us so have have had conversations with quality team and they were great!</b> Thanks for the interest
Extremely Satisfied	The online account paying my invoice I don't like the default paperless statement. TMWA makes me change it ea every time. Once I forget was charged a late fee because the paper copy reminds to pay
Extremely Satisfied	The only thing I worry about is the quality of our water.. I a
Extremely Satisfied	The reason I don't receive all my bills electronically is because if something were to happen to me, nobody woul able to access/pay my bills. At least with mailed bills, someone would know they're out there and need to be pa
Extremely Satisfied	The taste was much better before the merger/buyout( years ago). We noticed a marked difference and increase likely chemicals. Taste is something our friends who move here from out of state report being off. Curious, how from terrorist activity is our water supply?
Extremely Satisfied	There's typo in one of your questions; I think it was in the "Do you have an TMWA account?" "An" should be "a" only used with vowels (a, e, i, o, u).
Extremely Satisfied	TMWA does a great job of managing our water supply.
Extremely Satisfied	TMWA has been fantastic!!! I've never had a problem or complaint!!! Thank you !!!!!
Extremely Satisfied	TMWA is the best! I've lived in 3 other states, for a year each, and have "really" seen the difference, between th "corporate/for profit only" water companies and TMWA. I fear the day, that one of them makes an offer, that T can't refuse and everything changes. I pray, that TMWA stays the same way, forever!
Extremely Satisfied	Took the tour at Verdi power plant Very informative Extremely nice setting on River
Extremely Satisfied	TWMA does a very good job of showing up promptly when water waste by uninformed neighbors is reported.
Extremely Satisfied	Ur doing a great job
Extremely Satisfied	Water bills are very affordable and actually the least expensive utility we have. When we had a 2nd home in Tru the water there was considerably more expensive than in Truckee Meadows, and we used a LOT less water than
Extremely Satisfied	Water is an important but easy to ignore but extremely important service. Thank you for responsible.stewardshi this is one of the best surveys I have ever seen. It is easy to use and covers important concepts..
Extremely Satisfied	water out of the tap is cool and delicious
Extremely Satisfied	Water seems hard, lots of minerals?
Extremely Satisfied	Water tastes great, especially chilled.
Extremely Satisfied	We appreciate your efforts to maintain our water quality and supply.
Extremely Satisfied	We are having issues with our HOA and our trying to change our landscaping to be more water efficient. We war remove non-native vegetation and replace it with fewer native plants that are less water-needy than the introdu plants.
Extremely Satisfied	We are very pleased with TMWA work. Wish they stopped overbuilding Reno!

Extremely Satisfied	We are very satisfied with TMWA.
Extremely Satisfied	We feel that the pricing for our water service is a bit high. We also noticed that whenever we use our "Tier 3" water source at the front of the house we notice that the bill is higher. We have since removed the hose from there and <u>wash our car or anything else at the front of the house.</u>
Extremely Satisfied	We had a water issue and received a call from TMWA. Shannon and another employee came and helped us resolve the problem. She said we had a leak and recommended a company that is highly recommended. They came over and fixed where the leak was happening.
Extremely Satisfied	TMWA is really looking out for their customers. We really appreciate what you have done for us and my neighbors. We had one water emergency, and TMWA was on-the-spot to turnoff at the meter. Good Job! and good service for safe water.
Extremely Satisfied	We love you....Andy G. is great...
Extremely Satisfied	We moved to Reno from the East Bay and were used to EBMUD water, which was one of the best. The quality of drinking water, while still not as good as EBMUD, is a close second. The water filter on our fridge makes it better.
Extremely Satisfied	We need controlled growth in this area. The ongoing building/construction is out of control. Our current infrastructure cannot handle the influx of new residents, that includes water.
Extremely Satisfied	We need more winter water storage for parks in North Reno.
Extremely Satisfied	We recently moved to Reno and the house we purchased had irrigation leaks. TMWA contacted me about "excessive water consumption" and this helped me zero in on my issues which I then was able to fix.
Extremely Satisfied	we wish you could stop wrong day waters or water waste.
Extremely Satisfied	Weekly water usage numbers would be helpful in managing water consumption during the summer months.
Extremely Satisfied	Well run organization.
Extremely Satisfied	Well run utility that truly strives to provide reliable, great quality water at a fair price while serving an ever-growing expanding community.
Extremely Satisfied	what is being done to mitigate microplastics and PFAS in drinking water? what happens to the chemicals that are used to put out forest fires that are in our watershed? What is being done at TMWA to improve the efficiency of the water purification plants and distribution system?
Extremely Satisfied	What to do when I see a neighbor watering every day and washing the driveway off, the sidewalks of the corner and the gutters.
Extremely Satisfied	When I had a problem recently, you sent a very nice, capable lady out the next day to check for any leaks.
Extremely Satisfied	When I lived elsewhere, I had the ability to see my real-time water usage and time-bound usage/cost, via an app. TMWA had something similar, other than an async look back (with no cumulative/avg/cost stats)
Extremely Satisfied	When I look at the daily water usage chart, it is inaccurate and shows use between watering days, which current is correct.
Extremely Satisfied	When I turned people in for watering on the wrong day or overwatering, I hope someone follows upon it. Thank you.
Extremely Satisfied	Where will all the water come from? With all the building that is being allowed in the Truckee meadows. You can't drive anywhere without every little space of open land being built with Multifamily units.
Extremely Satisfied	Would like immediate notification of excessive usage, as a few years ago I had a valve stuck open and between 1 and 2 weeks I wasn't able to be notified or figure it out for over a month and a half. It is amazing that my house didn't sink into a hole for the amount of water the TMWA rep told I was leaking ... 🙄
Extremely Satisfied	Would like to know if/when TWMA will monitor for PFAS



Extremely Satisfied	Would love more assistance offered with pipeline inspection and repair as we are struggling to afford it. Also po: with removing trees or roots that are growing into residential pipes.
Extremely Satisfied	You are doing a fine job, keep up the good work.
Extremely Satisfied	You are doing a great job!
Extremely Satisfied	You guys do an excellent job.
Extremely Satisfied	You guys doing good with your service to us. Thank you
Extremely Satisfied	Your community outreach, newsletter information and website resources instill confidence in the commitment c management team.  Thank you.
Extremely Satisfied	Your water tastes great!
Extremely Satisfied	I think TMWA is doing an excellent job providing water service. Our pressure is good, the water is of high quality we've had no outages.
Satisfied	A couple of years ago I had my lawn removed and had Xeriscape installed. It seems there should be some kind c incentive to encourage other residents to do the same.
Satisfied	A year ago I had all of my emails from TWMA go to spam. The reason is I would get bombarded with several em each of my SIX accounts with you. All I got was a bunch of numbers so I always had to look up which property (c personal and five rental properties). It consumed so much unnecessary time I had no choice but to dump them in spam. When they come up in spam I just check to make sure the amount charged is consistent with previous mc If there is a big change than I investigate otherwise I just delete. Not sure why you can put the location of the pr next to the account number. Reached out several times over the years to get this done but without success.
Satisfied	Add an alert option for water usage spikes to help detect leaks in irrigation and monitor usage. Add weekly upda water usage and bill projections.
Satisfied	An informed, engage consumer base can lead to stated goals. All consumer concerns whether positive or negativ insight to guide future actions. All means of public media platforms should be used to promote a community str for quality water management.
Satisfied	Appreciate the informative newsletters and helpful staff.
Satisfied	Be careful with over-chlorination during summer months. It can give a bad taste to your otherwise tasty water.
Satisfied	Better water pressure would be nice.
Satisfied	Billing is very inconvenient. The bills are \$20-30 a month. TMWA won't link to auto send the bill to my bank. I wi was a 3 month payment option for such a low bill. I typically pay \$100 and wait for the money to run out, in the   the bill was late I started getting shut off notices right away. Absolutely crazy!
Satisfied	Businesses are allowed to waste water by not following watering days, watering in the rain, letting water run do gutters and not repairing broken water fixtures in a timely fashion. I see a lot of people not following guide lines. So I don't think they work very well.
Satisfied	can't delete old payment methods so it always defaults to old acct's
Satisfied	Clean water is most important
Satisfied	Cost of water is very high considering we are on drip system for front and back yard.
Satisfied	Create a new initiative for customers to change Grass to low water use landscape, it will have a critical impact @ reservoirs
Satisfied	Customer providing services by keeping trees alive should get some subsidy because my bill goes 8 times higher summer, and I don't have much lawn. Trees provide a service to the city such as temperature regulation.
Satisfied	Do not charge people to come look at water issues - I almost didn't want to have you come out when water was down the street because \$50 was a lot for me if it "was my fault of my own waterline". I finally decided to do it and the tmwa water line in the steer had broken - how many people don't have you come out because of this ric and counterintuitive fee to protecting water?

Satisfied	Do something to increase water pressure, sometimes pressure .is so low in the evenings that it difficult to take a shower
Satisfied	Doing a great job.
Satisfied	Don't enjoy the bleach smell coming from the water sometimes.
Satisfied	don't like having to log out of the tmwa website and hook into another for bill paying, it's inconvenient and time consuming.
Satisfied	Don't pay on line because of credit card fees.
Satisfied	E bill is broken and difficult to use
Satisfied	Enjoyed the Verdi old hydroelectric plant tour.
Satisfied	Fluoride should be eliminated, it is useless and unhealthy to drink...also arsenic was detected. Also would be nice lower the chlorine levels.
Satisfied	Give ideas on how to conserve water.
Satisfied	good and reliable service
Satisfied	Great job, but is always room for improvement.
Satisfied	Have a good day. No issues here.
Satisfied	How can I find out where the water comes on to my propert. I'm having some large trees taken out and would n to damage my water lines. Can someone come 1001 sonoma street and mark where my water lines come onto r property.
Satisfied	I am a retired hydrologist and think you are doing fine on management and planning.
Satisfied	I am concerned about the continuing growth and building in this area and the burden it could have on our water and quality.
Satisfied	I am curious about the hard white residue left after our water evaporates, which does not dissolve with cleaners acidic ones. Is it silica in the water? It creates a hard ring in our toilet, which can't be removed with any chemical tried. It's not calcium, or I could get rid of it. I can get it off with a pumice stone, but that will eventually ruin the scrub weekly, and it still accumulates. I called your office a couple of years ago, and it was suggested that it might silica. Is there any remedy? We live in Arrowcreek.
Satisfied	I am in an HOA that won't let me replace my lawns with products like DG and synthetic turf is very costly.
Satisfied	I am unable to drill my own well if I am served by your water company - so, I (we) have to rely on you to provide during times of emergency. Therefore, it concerns me how resilient & strong your emergency preparedness is - example, if we enter a wartime environment and our sources of fuel are taken out, for how long can you continue provide water to residents when you can't get fuel to operate the water pumps?? What is your battle contingency
Satisfied	I am very glad TMWA does not fluoridate. Please keep customers informed if lawmakers try to change that.
Satisfied	I appreciate the service provided....
Satisfied	I appreciate TMWA Thank You
Satisfied	I can never pay my bill on the one-time web site I have to call. Big hassle!
Satisfied	I do not consider our Reno tap water drinkable. This survey claims it is 'drinking water' however I strongly disagree Reno tap water is disgusting and I avoid using it at home or outside the home. I avoid ice, and water at restaurant tap water. I try not to think about my food from restaurants being cooked using it. If TMWA claims it is good enough to be called drinking water there is a major problem at the company. Thank for your time
Satisfied	I do not drink TMWA hard water. If it smells like a swimming pool I do not drink it. As a healthcare provider I understand protecting the source w/chemicals to prevent water-borne diseases, however, I filter the water at the end source. Sometimes the bleach smell is overpowering & nauseating it is so strong.
Satisfied	I do pay online with quick pay, but it charges extra money, I can't figure out why. That's my only complaint. Other than happy with our service.
Satisfied	I don't know enough about TMWA to answer the first section so I marked neutral
Satisfied	I don't think it's ok for residents, especially those with large properties, to continue to be grandfathered in on flat billing. If they are going to have giant properties that they water, they should have to pay for it like everyone else. Maybe if they did, they would reconsider the amount of water that they use.

Satisfied	I don't use a lot of water, so with that being said my bill should stay at under 30\$ a month.
Satisfied	I feel it was difficult to prioritize the goals. I rearranged the multiple times. All of them are very important. Do we to sacrifice water quality to make water affordable or insure water during a drought? Can we not address climat change and still meet the needs of a growing population? These must be looked at holistically. All are dependent on eachother.
Satisfied	I feel that tmwa should be more involved in stopping the over population of our valley / Reno. More building m less water especially during drought years.
Satisfied	I got a water bill during Winter was \$300.00. I knew there had to be a leak. Found it fixed it then called TWA. No was running the next water bill was \$26.00. I thought TWA would have refunded money. They had to know nobc that much in the winter.
Satisfied	I had a huge bill for apparently a bad solenoid. This went on unnoticed for over 10 days. Your company should to notice an unusual usage and notify the customer asap to amend or have the water shut off. I did receive a m reduction for the high bill. But it could have been avoided with better software on your end. I changed out the k solenoids
Satisfied	I have been on a water meter for many years, but will all private residences on city water be required to have m the county?
Satisfied	I have concerns that our water (I live off Red Rock Rd. in Reno) is much too hard in mineral deposits, and have re news source that Nevada water is the highest in the nation with arsenic. Please help change these two points of concern.
Satisfied	I have had experiences with my billing that states I used way more than I actually did. First response from TMW. was my fault when in the end it wasn't, very fast to accuse guilt instead of listening and working with customer. Need a better program for waterline breakage between meter and house, poor inspections and contractor work customers holding the bag for repairs, there should be a 50/50 split of cost. Customers weren't there when horr were built
Satisfied	I have real doubts about the long term water resources for our expanding population. Majorly concerning. And sorry, but I'm rather cynical about TMWA's assurances that everything is OK. In the summer of 2022 my drinking was AWFUL. Well water? Oh, that's right - drought. There should be no decorative lawn landscaping on public parkways, and I'm sure there are other ways to conserve.
Satisfied	I keep trying to update my mailing address on the website and it consistently says that it is under maintenance. been going on for months.
Satisfied	I live in a maintained community that hires the groundskeepers and gardeners and water is on a timer not under control, so we follow the guidelines garden watering
Satisfied	I pay my bill online and it automatically checks the box for paperless billing. I have missed paying my bill on occa because sometimes I forget to uncheck that box and I don't receive the bill in the mail, then I get a late notice. I : changing the default to uncheck the box. Thank you
Satisfied	I religiously conserve water but yet I am still into Tier 2 pricing. I think you lower bands are unachievable.  Provide TMWA discounted landscapers to convert lawns into dry landscapes or rebates to people who remove tl lawns
Satisfied	I think I'd be better off if I could have my bill decided from yearly average and/or notified immediately if it appe be inconsistent because a couple of times my bill was close and over \$500 for one month due to a leak I was una So I'd hate to have such an amount included as part of my yearly average! But an affordable amount I would like paid w/auto pay. I am a 73 yr old widow living on SS and it's already a struggle w/out additional charges I'm unaware of such as ar unknown leak! So there's my sharing! One more thing is I am very pleased w/the quality of the water! Thank you

Satisfied	I think it's strange that when I report water waste sometimes TMW A doesn't care because it's "city of Reno's pr "that doesn't make sense to me. Shouldn't we care about all water waste?
Satisfied	I think when observing and sending out notices for water running on the sidewalk, one should really pay attentio the land as well. when I did have a lawn I would get notices, thing is my house is nearly the only one on the bloc the lawn on a steep incline. So even if I watered for 10 min, the water may still run onto the sidewalk. To get a n something like that is very frustrating. Instead of a just a notice, a couple of suggestions on how to resolve the is That would be truly a lot more helpful. Instead I let my grass die to keep from getting anymore notices.
Satisfied	I tried to sign up for auto pay with a credit card but there is a monthly fee for that that I will not pay.
Satisfied	I use bottled water because I don't care for the taste of my tap water, but that's probably just me.
Satisfied	I was very pleased in getting a response regarding the spike in my water consumption. Her response was spot or her willingness to come to our house to help us figure out our problems was WOW customer service offerings.
Satisfied	I would like to know if TMWA is confident they can continue to sustain our water quality and availability with the increased demand.
Satisfied	I would like to see the water quality metric for pfas
Satisfied	I'm very impressed with their facilities and the people running it.
Satisfied	I've reported a mass water leak to you guys and my property managers and the city and yet there's gallons of wa leaking in my front yard on a daily basis and now there's a pool of ice since the pipes froze and have broken
Satisfied	If there is an unknown leak and water usage is higher than average TMWA can't detect it and notify homeowner they can it can save water and make customer service better.
Satisfied	If your interested please call me. ive came down the several times and your billing is broken 775 379 3224
Satisfied	IF, water purification is controlled via internet or electronically please pay close attention to these methods beca Hacking and Terrorist activity.
Satisfied	improve online bill pay. I should not need to open a new window, just to pay a bill
Satisfied	Informative classes are helpful
Satisfied	It would be great if the city and TMWA managed green space watering better in town. It hurts to see streets and sidewalks soaked from commercial lawn watering that is poorly managed or maintained.
Satisfied	It would be great if we could do automatic payments and not have to look up the account every month to pay it. life it would make it way more convenient and we would never be late .
Satisfied	It would be so easy to be able to talk to person rather than AI or play the press 1,2,3 and so on game. Usually a s question and we need to go through a maze of useless questions and no applcable options.
Satisfied	It's annoying that the monthly meter-read day is not on the website for my account nor on my bill. Very much n info, it was printed on the old bill.
Satisfied	Keep averaging - helps as I age to know my budget
Satisfied	Keep planning smartly for the future.
Satisfied	Keep public aware of our desert - sensible educated rules always continuing to avoid scarcity - new residents r constant education in their face type of reminders of the locale and its true condition at all times.
Satisfied	KEEP UP THE GOOD WORK ! 👍
Satisfied	Keep up the good work.
Satisfied	Keep up the good work.
Satisfied	Keep up the good work.
Satisfied	Keep up the patrol in our neighborhood
Satisfied	Keeping water cost the lowest possible while insuring quality supplies is the key goal

Satisfied	Last year, I was out shopping and upon return to my home I noticed that water was pouring from my front lawn. Apparently my neighbors noticed as well bcuz someone called TMWA officers to investigate. He drove by my res I explained that I had just gotten home and was trying to figure out the source of the leak and he said "I will com later and if it is not turned off, I will have to issue a summons/ticket" I was surprised by that reaction since I had gotten home and instead of assisting me, he stood in his TMWA labeled car and ensured I understood the ramifi of something I had no control over. I immediately found the source of the leak and shut off all water but was dis at his ability to assist rather than his encouragement of enforcement. It definitely left a bad taste in my mouth.
Satisfied	Make paying the bill easier with fewer stet
Satisfied	Mineral content seems to be up. Toilet stains more quickly.
Satisfied	More patrols need to be made for those who are not following the watering guidelines. I have many neighbors who water on their off days, but also on their watering days. Some say it is because they gone on vacation and are making up for it. Others just do it all the time. It is wrong and a waste.
Satisfied	My husband and I are at our home only during Spring and Summer.
Satisfied	My only complaint is a few years ago I suddenly lost water pressure to my home, after changing faucets and sho heads, I noticed lots of black Little Rocks come out and a few neighbors and friends had the same exact scenario same time. so I had you guys come out and you told me everything was fine with my pressure.  And I feel like we're getting very hard water too.
Satisfied	My only frustration has been with billing. Especially setting up auto pay, it takes a while and trying to get it on d: Accessible for those of us that are only paid once a month on social security. And then we wanted to put the bac Because it takes so long to get a set up. I think I'm caught up and then all of a sudden. I have a back bill from it. C cycling through
Satisfied	My tap water used to be good, about 3 years ago it began to taste like dirt. I live in the northwest, 7th/Keystone Now I have to use a filter. Ive talked to many neighbors, they have had the same experience.
Satisfied	My water pressure is very low. I would like to know what I should do about this
Satisfied	My water was blue last weekend, after running awhile it cleared up. Not sure why
Satisfied	Need to help stop all of the building in the area.
Satisfied	Need to keep developers from building more single family homes. All users should have metered water. Need to increase rates on biggest water consumers, we don't need more jobs, we do need reduced/regulated growth
Satisfied	No Comments
Satisfied	No Floride in the drinking water please!
Satisfied	No thoughts
Satisfied	nO THOUGHTS THANK YOU FOR YOUR SERVICE
Satisfied	Overall a job well done with a limited resource
Satisfied	Paying bill on line fee almost \$3 There should not be a fee to pay
Satisfied	Please do not betray us by ignoring historical data. We're sick of politicians enriching themselves by promoting f global warming propaganda.
Satisfied	Please Do not put flouride/chlorine the water whatsoever. Please consider the additives/chemicals and the long effects on the community you serve before dosing our water. No peptide dosing. More 3rd party testing/researc provide the highest quality water to residents. Testing and adequate Filtration for Pfa's. FDA guidelines are a goc baseline but I would appreciate more data/info into how we test our water and how its dosed and why.
Satisfied	Please do not raise the rates. I am already drowning with everything that has gone up. I am barely surviving. I a single woman living off of \$16.76 per hour and 61 yrs old with no help. Please keep the cost down.
Satisfied	Please don't put Fluoride in our water....Please Don't!

Satisfied	<p>Please fix the asphalt roadwork that TMWA did in the University Ridge area on N. University Park Loop (just after turning right from Socrates Ave.</p> <p>The asphaltting wasn't done properly as the road is uneven and has a noticeable dip.</p> <p>Kindly confirm to me at chitojhernandez@yahoo.com that this is being addressed. Thank you.</p> <p><u>Juan Hernandez</u></p>
Satisfied	Please maintain and update the older water delivery systems!
Satisfied	Recently had an opportunity to request a meter reading to confirm a leak (excess usage); the technician (Vicky) \ personal and very competent and I so appreciated her time and skills. Thank you!
Satisfied	Should have an option to pay an averaged fixed fee each month instead of large fluctuations in amounts paid.
Satisfied	Signed up for the online account but cannot access it still just use quick pay for bills
Satisfied	So far happy with the service
Satisfied	Sometimes my water bill varies a lot when there is no reason for it to. Like last bill...said I used around 20% mor this month than it was either last month or last year, but the number of days and gallon usage was exactly the sa Sometimes it says I have used a lot more water than is possible. Frustrating having such fluctuations stated on n when it is just not possible to have happened.
Satisfied	Sometimes my water tastes like chlorine and I don't like it.
Satisfied	Sometimes the billing is confusing.
Satisfied	Sometimes the charts don't substantiate the "your gas/electric went up/down this month" section.
Satisfied	Sometimes the chlorine odor of my water is too strong, and the water pressure isn't great.
Satisfied	Still unable to use the online bill pay. It's glitchy
Satisfied	Stopped on line bill payment due to \$15 additional credit card processing charge. Why penalize people for saving additional mailing time and expenses for TWMA and your customers?
Satisfied	Thank you for doing a great job. We all appreciate your efforts in keeping costs down.
Satisfied	Thank you for the quick response when our water was shut off at your error. Hopefully, our bill will not be huge not having one for almost 2 months. 🙏
Satisfied	Thank you for your service. Please keep our water clean, affordable, and used with sustainability in mind.
Satisfied	Thanks for all you do.
Satisfied	Thanks for for your commitment
Satisfied	Thanks!
Satisfied	The bill / payment notification process needs to be improved. There is a link that says to view or pay and it only 1 me to the payment screen. I am on auto pay so I am looking for the quickest and easiest way to just get my bill. the drag and drop feature does not work so here are my choices
Satisfied	<p>maintain high quality of water</p> <p>keep water affordable</p> <p>sufficient supply for drought</p> <p>meet growing population</p> <p>WEATHER IS WEATHER - NO CC</p> <p>lower water bill</p> <p>protect natural resources</p> <p>stay within watering guidelines</p> <p>right thing for community</p> <p>family/friends feel important</p>
Satisfied	The payment portal on the website is the worst I've ever seen. There is no reason you should have to click so many times through so many menus to pay a bill.
Satisfied	The smell of chlorine is very strong the first time in the morning when turning water on. It would be nice to be a afford to water a yard

Satisfied	<p>The water is excessively chlorinated!!!</p> <p>I have installed a filtration system to curve down the chlorine smell and taste. Other than that it is good.</p> <p>I have full knowledge of delivering safe treated water however that chlorine is outrageous high. Please test, re-t adjust.</p> <p>By the way, I have lived in Somerset, North Reno and currently in the North Valleys, the water is still the same!!</p> <p>Thank you.</p>
Satisfied	<p>The water is too hard in the past 3 years. Spots on everything. Not sure whats going on. I use a pitcher with a filt drinking water. I am a tap water drinker so I notice.</p>
Satisfied	<p>The water pressure seems to be a little lower than my previous home</p>
Satisfied	<p>The water smells like bleach. Not very appealing or drinkable. When it is really strong smelling I drink bottle wat should do a better job of keeping the water safe to drink and not smell like bleach.</p>
Satisfied	<p>The water tastes like it has too much chlorine. I cannot drink it without filtering, which is unfortunate.</p>
Satisfied	<p>The water that stays in my dish towels smells bad. I have to let them dry in the garage before I wash them. Also spot below the faucet in the bathtub causes pink spots or growth. What is that? Other neighbors have made sir observations.</p>
Satisfied	<p>The website could use a change. I would like to be able to delete old accounts. One was with an abusive ex and i up bad memories as well as starts fights with current mate. And the way it opens a second page is unsecure &amp; m annoying. Other than that I think TMWA does a good job managing the areas water. 😊</p>
Satisfied	<p>There are times that the water smells bad and pressure is low.</p>
Satisfied	<p>There have been days of strong smell or odd taste every couple of months or so, what that is about would be nic know.</p>
Satisfied	<p>they are doing a good job</p>
Satisfied	<p>TMWA seems great on conservation which is important to us.</p> <p>However, we are very concerned with water quality -- PFAS and arsenic in particular.</p>
Satisfied	<p>TMWA should supply grey water (the type the golf course uses) to be plumbed into residential areas for use as landscaping irrigation.</p> <p>For existing residential homes, it should be piped to a separate meter and billed accordingly.</p>
Satisfied	<p>Too early to ask. We have only been here two months.</p>
Satisfied	<p>Too many days of heavy chlorine taste in my drinking water</p>
Satisfied	<p>Too many minerals in Water is becoming known to cause prostate issues in males. Has tmwa researched this issi</p>
Satisfied	<p>Too much information already.</p>
Satisfied	<p>Very difficult changing my payment method.</p>
Satisfied	<p>Very high pressure at my residence. 114 pounds!</p>
Satisfied	<p>Want to know more about TMWA water recycling and repurposing efforts as well as aquifer maintenance as construction takes more and more wetlands away!!!!</p>
Satisfied	<p>Water has a high mineral content. I would like to see lower mineral levels.</p>
Satisfied	<p>Water systems in other areas have been hacked. What steps or systems do you have in place to protect the safe deliver of our water?</p>
Satisfied	<p>Water taste is worse than a few years ago</p>
Satisfied	<p>We had a water leak for a whole month. Should have been notified we had a problem. Only discovered when ou arrived. Tried to call to find out why customers are not notified when there is a problem. Could not get any one answer the phone.</p>

Satisfied	We have a growing population in this area. what is being done to supplement the growing needs of an expanding population?
Satisfied	We have a lot of run off water and reservoir storage capacity looking good. Keep pumping water into the aquifer
Satisfied	We have periodic water pressure changes. Not good.
Satisfied	we have several persons in our area who don't seem to know what even and odd numbers are
Satisfied	When a water bill is 6 times the normal usage for 4 months straight maybe send someone out to say "Hay you m have a water leak... lets check your meteor?" Give a helping hand to the elderly and care if your water is being w
Satisfied	When there have been issues, it is not always easy to get ahold of someone. Also, the message on the phone tree annoying and makes me want to hang up (I don't know if that is intentional). Listening to the deep voice guy dro about how wonderful TMWA is does not need to happen. Just get me to the place I need to go to pay my bill or r an issue (like billing). I have rentals and frequently need to put the water in my name as tenants move in or out. means contacting TMWA, often.
Satisfied	When you decide to send out letters of over usage of water don't do it randomly - its not fair to those of us that conserve.
Satisfied	Where I live the water pressure is poor and sub standard. I would appreciate a solution from TMWA for this water pressure issue.
Satisfied	While generally I think TMWA has done a good job, it has been very confusing and irritating to get what looks like official TMWA mail regarding insurance for the water line to the house, then to find out it is a third party and the home owners insurance would provide better coverage at a slightly lower cost. BOTH OF THESE THINGS THIS SH HAVE BEEN MADE MUCH CLEARER in the mailings! Or does TMWA actually endorse a company that gets very m reviews from people who have made claims? I have received several mailings and they all have TMWA on the en even though it's a third party.
Satisfied	WHY ? Would I want an online TMWA account ?
Satisfied	Wish the online bill was simpler to navigate
Satisfied	Wish TMWA would take on long term sponsorship of a natural landscaping/no more pools campaign, maybe find incentive/resource for removing lawns that need water. Our house is about to take this step, but find it is cheap water the lawn than to remove it, which shouldn't be the case.
Satisfied	With the rapid growth of this community I'm concerned we'll have enough water to sustain everyone
Satisfied	Would like to have a TMWA ebill (showing the linked bill as well as date due and amount due summary) on my B America account instead of having to get the TMWA email then go into BofA to schedule the payment.
Satisfied	Would like to know if Ground water doing better. The WATER Table. Especially after this past winter. Back to normal
Satisfied	Xerescaping should be mandatory for front yards
Satisfied	Years ago we were told we didn't have enough water, now apparently we have enough for unlimited expansion:
Satisfied	You guys were great a few years ago when we had a water leak. Lowered my bill but said it was a one time thing never get another one. Think senior should get a break on bill. I don't want my lawn to go bad as like it to look nice
Satisfied	You make it extremely difficult to pay our bill online. It is not a simple task, you have to move through at least 10 screens to finally come to the end. I am pretty sure if I confirm once that I want to pay, I don't need another 9 to confirm. It is rather ridiculous.
Satisfied	You should accept credit cards for payment, not willing to provide banking info and the system is not user friendly disabled
Satisfied	you you guys are great you just charge too much And don't explain fees I know it's not your fault but shouldn't pay surcharge for water. I'm a human being. We have rights like we forgotten that is a country.
Satisfied	Your online payment portal hasn't worked for months. Please fix it.



Satisfied	Your operators are rude and only grudgingly helpful.
Satisfied	Your survey's bias is not invisible.
Neutral	A customer or client should not be charged by For what a previous tenant had pay in the past or where where one resides but by what is consumed
Neutral	A high amount of water could have been saved in 2023 yet our high water bill stays same or is raised???
Neutral	Appreciate the service and interest in what your customers would like to see from the company they pay for.
Neutral	Arrangements aren't always easy to understand
Neutral	Arsenic poisoning happened to my family member. As a result, I have filters on the house now.
Neutral	Been here 6 months. Don't use water almost the entire property is rock and or gravel so essentially this quiz is u: Hence neutral answers. Why would you want to waste my time with this?
Neutral	Bill is over priced. Amazing that I use less water but my bill keeps going up.
Neutral	Billing is always a problem and team that reconciles accounts is not good. Very frustrating when they argue and catch items you specifically ask about like auto pay and credits on account.
Neutral	Bla meh bla
Neutral	Calls into the main service center in MT? Not very friendly or warm. Yuck
Neutral	Chris in Water conservation helped me with TOLL bros! Had a 38,000 gallon irrigation leak. Toll Bros ignored for weeks. One call to Chris and fixed after weekend!,  Thank you Chris. And TNWA for letting me know about leak!
Neutral	Clean out Pfas and Pfos. I should not have to spend 110 a year on filters for drinking water. Test for them and remove them from the tap water.
Neutral	Clean up drinking water by removing toxic chemicals like chlorine- it is so hard, water marks are everywhere. An horrible!
Neutral	Clerical staff could be more pleasant to talk to.
Neutral	Customer service is not a high priority. For a recent leak it was hard to get help.
Neutral	Customer service representatives, need to be better educated on your regulations and responsibilities of customer (based on situation) in a couple calls both times we were misled by their assumptions. The last time ended up with service dept which was very well trained and reliable to drill holes in the street because your water line was leaking. Cust Serv Rep, jumped to conclusions and told us it was our responsibility. Serv Dept, thanked us for informing them it could have been disastrous.
Neutral	Do you have a neighborhood advisory board? If not you should. The online bill payment is a hassle.
Neutral	Don't ever use fluoride in the water! I feel very strongly about this. Keep the water pure and clean.
Neutral	Every single month when I go to pay my water bill and always says past due even on the day that it comes out, it due that's impossible. I've asked them to fix this, and I was told numerous times there is nothing that can be done
Neutral	Find a tune about how much water there is available to this area and stick to it with appropriate documentation
Neutral	For the first time in like forever, my online payment didn't go thru and therefore I was behind a month on my next statement. I usually access online before work at an early hour. I always get confirmations but this time I did not that one was not sent. Felt horrible.
Neutral	For the past year or so our family hasn't been able to drink from our tap water due to feeling ill afterwards and tap water being too highly chlorinated. It has obviously raised our water costs as we not outsource our drinking water are no longer able to sustain a garden. It's extremely inconvenient and we'd like to see our water treatment better handled.

Neutral	Go woke, go broke!
Neutral	Hard to want to conserve water when we keep building and building with no consideration of water conservatio seeing so many new neighborhoods to supply water and landscapinh
Neutral	I am very concerned with the use of PVC pipes for the circulation of water as it is known to leach extremely toxic chemicals. TMWA needs to be more transparent about its use of PVC and effort to find sustainable and healthy s
Neutral	I answered the questing about on-line account. While I have one I can not access it since you changed whoever managing the website. Somewhere along the line my account log-in got screwed up and I am unable to use it. Please have someone contact me so I can once again manage my account.
Neutral	I appreciate the water quality, but the board and billing structures are terrible. I missed one bill and had my watr off. That is not right, and there should be state oversight.
Neutral	I believe water use is more politically driven than science-based. Water quality is managed very well and from a based approach, but water scarcity, conservation, etc., is woefully inadequate in the tmwa service area. Develop a growth mentality is king instead.
Neutral	I believe y'all could give seniors a break sometimes. It's so hard to make ends meet. Thank you.
Neutral	I don't pay my bill online due to extra charge for using this service/credit card fees.
Neutral	I felt that Inhad a leak a. Pony ears ago. I called TMWA & was forwarded to the environmental office. That perso me I had to have it checked & srepaired myself. I tried tha, & was charged an amazingly huge amount of money. said they wouldn't have to sign&!would use a bladder camera to find the leak. Then they said my system wasn't code and they would have to dig a trench From the street & completely replace the system. I feel like I was duped & taken advantage of. They re-piped the water line from the street to my house & never found a leak. It may have been further out-down to my barn, bu couldn't afford for them to look further. I had them cut & cap the line past the house. I was flabbergasted @ the wasn't fair. I had to put the bill on several credit cards & it took a long time to pay them off
Neutral	I find your water saving standards a joke. There's lots places all over this area where water is just running out int streets from watering landscaping in front of businesses. Broken pipes / golf courses. All just a waste. It's all hypi
Neutral	I have concerns about mold in my water. I have discussed this with TMWA who assured me there are tests perfct to check the water clarity but I continue to experience moldy water, so am unsure.
Neutral	I have noticed skin irritation, dryness and occasional strong chemical odor from the water tap. I wonder if the ch level is too high at tines
Neutral	I marked "Disagree" because when I first turned on the faucets in my home, I was shocked at the amount of chl odor. I would like to better understand why it is so strong.
Neutral	I personally think the water quality in the area is poor. I will not drink it from the tap unless is is filtered with a hi quality filter.
Neutral	I used to have a water monitoring sensor for my water meter to detect leaks such as from the irrigation system. However, when you replaced the water meter with a smart meter, I lost that ability. I called you to inform if you service to help detect leaks and The representative said that they might add it later. I'm very frustrated with this trying to conserve water and detect leaks but you've taken away tools for me to be able to do that.  So you need to be able to provide functionality taken away such as leak detection using your smart meter system give the ability to the homeowner to do that.
Neutral	I was accused of a water leak and watering on wrong days by a TMWA employee when it was my neighbor. I hac prove to him that I had no water running. They never said anything to my neighbor.
Neutral	I wish are water would have stayed in the valley, instead of getting our water from honey lake. Reno should have Honey lake water and we should of been able to keep our water.

Neutral	I wish TMWA had an automatic alert system that could email us whenever unusual water activity is detected on account. IE I've had several irrigation leaks now that I haven't caught for several days and we have lost THOUSAND gallons of water. Having an automatic email if your meter is ticking off a gallon every second for more than half a day would be very useful...
Neutral	I wish you could do something about the hard water here in the Reno, NV area. Mineral deposits inside the house chlorine destroys water valve gaskets and components.
Neutral	I would like to know how to access results of third party evaluations regarding the quality of our drinking water in the Reno-Sparks area. I get really concerned about the invisible and possibly harmful levels of elements and minerals that consumers don't even know are there. I might invest in a water filtering system - need to do a little more research on this concerning subject.
Neutral	I would like to see our quality of water published and sent in an email to us as Customers
Neutral	I'm concerned about all of the chlorine, arsenic and other contaminants that may be in our water
Neutral	I've never been able to have you stop mailing paper bills
Neutral	Keep the homeless from camping anywhere near the Truckee River. It being our major source of water we should allow homeless encampments of any size use it as a public restroom.  I would also limit the exposure of hazardous materials from being carried by rail, With the continued derailment trains throughout the US. I am afraid that it will only be a matter of time before we too could be affected by such an environmental hazard. Smaller allowance of tankers or reroute them through the desert to the south.
Neutral	keep up the good work. this survey is a good one. first in like 20 years
Neutral	Long established customers should not have to bear the cost of providing services to new home developments.
Neutral	Love how I can pay my bill online without an account. Please don't change that.
Neutral	Mail me my bill!
Neutral	make it easier to pay the bill online, Instead of going to a separate website to pay bill
Neutral	Most people I see way over water and not on correct day!
Neutral	My challenges is I have SIX accounts with you. When I get the bill for each one all I get is the account number. It would be nice if you could ADD the property NAME along with the account numbers. My properties are 1996 Idlewild 700 Thoma, 3300 Gypsum, 1024 I-Street, 505 Kirman and 1700 Aquila Avenue. I have requested this for over 10 years so I am not very confident anything will change but I can always hope!!
Neutral	My hair turned green . The woman I got at your office said I live close to the water treatment plant and there's nothing you could do. She said to use purple shampoo. My hairdresser had already told me that. I'm not really pleased.
Neutral	My main concern is the growth rate of our area. I know the more I conserve the more water there is for growth. the water supply gets lean it will be the residence who have lived here most of their lives that will be paying for the growth not the builders or city and county managers who are approving the growth without a water plan.
Neutral	My meter sits down in a hole. This makes it very difficult and unsafe for me to do yard work around it. Needs to be raised. Why do the HOA's get to water 3 times a day, 7 days a week? Shouldn't we all be following the same rules?
Neutral	My water pressure is not good.
Neutral	My water quality in North Spanish Springs is horrible. I have to use a zero water filter to make it palatable. It tastes terrible. Some days are worse than others, for which I have no explanation.
Neutral	NA
Neutral	Nil

Neutral	No. That ought to do iut.
Neutral	None
Neutral	None, it's just water
Neutral	Not enough water for the growth.
Neutral	our street was worked on a couple of years ago and since then, I have had a lot of air in my water line. I have had plumber come out to assess the problem and there are no leaks or openings on my owned part of the water line TMWA putting air in the water line?
Neutral	Please don't turn Nevada into California water practices.
Neutral	Please keep up the good work and importantly...keep us informed. Thanks!
Neutral	Prior to TMWA taking over our private water co., there was a meeting and the leader of your pack whom i spoke response to my inquiry if the meeting would include cost increase i was told no, no pricing was being discussed. and I will never trust a public administrator, commissioner or otherwise again and such parties need to held liable not given free rain to bs the public and get paid well in doing so. That is actual b.s.
Neutral	Recently I had a water line leak. When my former neighbor experienced this, his water bill was adjusted to the LI RATE, and he saved close to \$400. I was only given a leak adjustment of approximately \$87.00. I am a senior citizen a widow on a fixed income. I feel that this was very inequitable.
Neutral	Reduce water waste, xeriscape grass medians. Promote xeriscape in our desert, Reno is not Kentucky.
Neutral	Research by local river advocacy groups is indicating that TMWA operated dams and powerhouses are no longer financially viable. These should be considered for removal to return the Truckee to a natural state and for river u safety. Dams that do remain should be considered for safe watercraft and fish passage.
Neutral	So very much chlorine in the water in Lemmon Valley. Please evaluate and reduce. Thanks!
Neutral	Stop charging us to pay our bills online. We should not have to pay extra to give you money. No matter how we   That is bullshit. Figure it out
Neutral	Stop charging when people pay with their debit card
Neutral	Stop the growth in our community! Why has our population doubled when water was a concern 20 yrs ago?
Neutral	Taste of water is horrible. Too much Chlorine. You can smell it right away
Neutral	thank you for keeping our water fluoride free.
Neutral	The billing time to process payments is entirely too slow. Also having the billing location outside of the serviced communities is completely unacceptable.
Neutral	The funky smell of the water coming out of the faucets in the morning gives me cause to not drink tap water...
Neutral	The last water info I saw was a gentleman holding a bottle of "poop water" (their words not mine) smiling on the of a magazine. Nobody smiles holding nor drinking poop water. It's absurd
Neutral	The water always smells off, like fish. Plus being in Nevada, TMWA needs to take more lead and arsenic out of our drinking water!
Neutral	The water has a metallic taste, even if I let it run for a minute, it still tastes metallic
Neutral	The water smells and tastes bad way too often. Prices are outrageous.
Neutral	The website payment program stinks


Neutral	There are "SO" many areas in the common areas near where we live, that the water is TOTALLY WASTED, runs on the streets rather than the grass. We walk our dog near these places, have even mentioned it in person when we see a TMWA person, and IT STILL DOES "NOT" get fixed. Sprinkler heads are broken, and the water goes everywhere, it stays like that for the entire summer months. I realize the landscaping company should get it fixed, but feel TMWA doesn't go around and see this for themselves. It's very annoying, as they go through the residential areas check to see if we're watering on the correct days, and if not get warnings. Something is just not right here. We even telephoned TMWA "last summer" and the areas mentioned are basically still the same this summer.
Neutral	There was a quality issue that happened just after the peak of this summer's heat. Mine and all my neighbors' lawns stopped growing, bushes and plants stopped growing, and both of my pet parrots refused to drink the water. I called several times with this issue and not 1 person helped or offered any information. Just got the "I'll connect you to someone around. It was not the heat. My parrots are starting to drink it, but still not wanting it right now. Whatever, right?"
Neutral	TMWA continues to FAIL to deal with those who violate TMWA rules, eg, assigned water days, watering sidewalks, streets, draining pools into public streets, washing vehicles and trailers with that water being run off into the gutters and Truckee River, and use of toxic pesticides on lawns, sidewalks, driveways, and yards that end up in the drains and Truckee River. TMWA continues to FAIL to deal with toxic vehicle work being done on driveways and streets and vehicles that are leaking fluids onto the driveways and streets with all those toxic fluids ending up in the gutters and Truckee River. TMWA continues to support NON-sustainable water use such as lawns.
Neutral	TMWA should fight the eco-terrorists and provide more reservoir water storage for dry years
Neutral	Too much chlorine in the water. I've had many towels ruined from the shower or washing machine because of the chlorine in the water (I do not use bleach). Have to filter/boil to drink. Also fluoride is not needed. Does more harm than good especially when we have fluoride toothpaste.
Neutral	Truckee Meadows needs to stop building on every square inch of land decreasing our ability to have enough water in a high desert, of course we've had hundred year droughts. Why are we watering our lawns with drinking water? Need to propose legislation to limit lawn (grass) size and to promote xeriscaping. Suggest low water and drought tolerant plants in your newsletter.
Neutral	Uncheck the "Go paperless" option, so it's actually an option and not an underhanded way to sucker paying customers into something they don't want or need. I shouldn't have to uncheck it every month.  This should be common sense for anyone with half a brain.
Neutral	Very concerned about the water supply due to increasing population and industry in the region.
Neutral	Water in Spanish Springs sucks. Turns everything black. Probably killing all of our kidneys
Neutral	water smells like chloroform
Neutral	Water taste very chlorinated
Neutral	Water tastes a little fishy, probably wrong word, but does not taste clean and fresh. Have to use a filtration system to drink it straight. For the price, it seems like it should taste better. My children won't even drink it.
Neutral	Water, like air, is a necessity to live. We should not have to pay for clean drinking water. But that's a government responsibility.
Neutral	Watermill is still really high from last year hope it goes back down?
Neutral	We had the largest water added to reservoirs in decades a few years ago and prices still went up. That is upsetting and demonstrates incompetence, inefficiency or greed. Unacceptable

Neutral	We have had two major sprinkler breaks this last summer while out of town. Never would have noticed until the came and it was twice as much as it should been. I would think you would have a program to notify customers th there might be a problem.
Neutral	We have multiple properties. TMWA refuses to put all of them on ONE log in to pay bills unless I pay \$30 per prc Some are in my name, some are in my husband's name, all are in our trust. So, I have to wait until they mail the I I get them on the day they are due and they charge a late fee. I should not have to pay to have them all on ONE
Neutral	We need to slow growth in the region to assure that we have enough resources going forward.
Neutral	we need to stop growth we do not have enough water to support the growth that is happening. Also for long ter residents water has gone up in price is a ridiculous amountn
Neutral	We should have a dehydrated water option.
Neutral	We use bottled water. I don't like the taste and clarity of tap water
Neutral	Why did all the excess water storage not affect the rates or eliminating assigned watering days?
Neutral	why does tmwa support the continued development of all the new house and apts. Did you tyell the authorities down on the development and ease the waTEWR crisis? yes or no ?
Neutral	WTF. I signed up for paperless billing & now I get a hard copy each month. You changed your billing system & nc responsible to fix this. Because your IT & customer service doesn't give a fuck about the environment I'm respo I've asked to have this fixed several times but ... NO!
Neutral	Y'all's website is garbage, the phone calls are ridiculously confusing to navigate when they actually go through, customer service people need to be able to speak clearly, not like they're chewing on rocks and whispering, and don't use any water and had the pipes checked for leaks why did I still get charged
Neutral	You are doing a good job. But again comes down to those that have and the have nots. The rich will afford more then the poor. To bad there isn't an Evan of water for each...
Neutral	You only get the answers you want to hear on surveys if you already have certain answers as the only option. Nc of survey is it? TMWA really paid for this garbage?
Neutral	You should offer services in all of Verdi. Some people there have very expensive water and for some reason TMV won't buy out the small company.
Dissatisfied	<ol style="list-style-type: none"> <li>1. I despise your website. It's awful and should be scrapped.</li> <li>2. Your customer "service" is awful. Impossibility to link my home and business accounts to ME! Gave up after attempts with the customer service brain trust. Never able to pay business account online. To repeat, website is waste of time.</li> <li>3. Climate change is a farce. Do NOT give me a list of survey choices that include that liberal crap.</li> <li>4. Don't tell me when to water. I will water when I damn well please. I pay for it. HOAs throughout Sparks wat Mondays anyway. Great example.</li> <li>5. How much would I save if you eliminated your Narc patrol cars? Now there's a waste of resources!</li> </ol>
Dissatisfied	I would like to see how to utilize the online for bill pay. I know it's supposed to roll out soon.
Dissatisfied	I would really like the ability to change what date my bill charged and due (like other utility services provide) as i ALWAYS conflicts with my income stream.
Dissatisfied	I'm signed up to receive paperless billing but it doesn't work. I have to remember to look for my bill each month it on time or be charged a late fee
Dissatisfied	The new billing system is awful. I've had my water shutoff because I missed the new billing process and new acc number. I used to get paper bills and now they go off into the ether somewhere. Please clean up the billing pro Not everyone wants a text or an email or to be set up on auto-pay.

Dissatisfied	You have the worst bill on-line payment service of any I use. Its terrible and the tricks they play are very petty and annoying.
Dissatisfied	I could taste /smell a difference in our water lately. Concerned that too much building to keep up the maintenance quality. Drought didn't help then a heavy influx of new water this past year. I conserve a lot.
Dissatisfied	Any time I talk to an employee they act like I've personally wronged them anytime I ask a question. Unbelievably every single time without fail
Dissatisfied	customer service is terrible always has been
Dissatisfied	Doesn't seem to matter what I do. My bill keeps going up.
Dissatisfied	Don't allow the water pressure get too high for the hoses we have on washing machines etc.
Dissatisfied	Extremely hard water causing skin problems
Dissatisfied	I don't drink the water. I buy bottled water for both myself and my dog. At the end of the season my pads in my cooler are coated with a white substance and are stiff as a board. I have to change them every year.
Dissatisfied	I find your billing department difficult to deal with. I have lived here all my life and yet when I opened a new water service, they said I needed a DEPOSIT in order to get the water service. Yes, I did have my water cut off several years ago because of non-payment, but I have been a customer for over 50 years! This is total BS. All the other utilities opened had no such requirement. Total nonsense. :(
Dissatisfied	I have a water leak for over a month that TMWA should have been able to alert me to but did not. As a result a city resource was wasted dumping 20 gallons of water an hour into the soil. TMWA should invest in the necessary system to alert customers of continuous water flow indicating leaks.
Dissatisfied	I live in the double Diamond ranch area and the water is extremely chlorinated. Isn't there something you can reduce chlorine taste and smell, e.g. additional filtration?
Dissatisfied	I need a water filtration system as the drinking water is SO BAD!
Dissatisfied	I see so much water waste but no tmwa employees doing anything about it
Dissatisfied	I'd like to have an advanced notice when you're cleaning out the pipes you know when the water turns to rust color
Dissatisfied	My home water pressure is too low. I get chlorine smell occasionally from my faucets. Very strong smell when it happens several times per week.
Dissatisfied	My house used to be on city water, several years ago I began to notice a mineral buildup in my appliances and that's really bad, I had to replace a coffee maker and a toilet. LimeAway and other products I have tried to clean with did not remove the buildup. I called TMWA and told them about the problems and I was told sorry it seems that about the time I started seeing these issues was about the time they put our homes on well water! Too bad. This makes me frustrated given no solution to my complaint. What are we to do? I'm elderly and live alone, I have no family to help me. Please can you give me some filtration help? Thank you for your time and consideration. Sylvi 7820 Crystal Shores Dr. Reno 89506-2183. 🙏🙏
Dissatisfied	My water doesn't taste good. I only use it for bathing and cooking and I don't believe it is drinkable as is.
Dissatisfied	My water quality is terrible too much chlorine and calcium sticking and clogging all my faucets every year seems worse. I can also see sediment in glass of water this is not well managed water and I no longer run this water through the refrigerator or ice maker.

Dissatisfied	Not enough follow-through after reported wasteful commercial watering. Poor compliance by irrigation contractors. Not enough flexibility in irrigation scheduling ahead/after precipitation events, and too little seasonal adjustment.
Dissatisfied	Personally go to a customer's home if there is an unusual amount of water being used. This year I used over 90,000 gallons of water within three months and spent about \$600 on water. If I wouldn't have checked my account on a leak would still be there and I would keep getting charged. It should be a priority of the water company to conserve water and the problem of not notifying clients when their water usage is high. In no way is this helping the situation during droughts, climate change, etc., that TMWA claims that they do.
Dissatisfied	Please give more time to pay bill. I receive my bill and am literally due almost immediately. I was late once my fault had my water shut off almost immediately. Very embarrassing for almost always on-time customer. Thank you
Dissatisfied	Raise the amount of gallons for tier one and two, the amount for Tier 1 and tier 2 are too low.
Dissatisfied	Rate increases and reasons for them should be scrutinized by an independent, highly qualified 3rd party for reasonableness and should have the ability to challenge TMWA's analyses and rate structures for customer awareness, representation and Board consideration. TMWA has frequent rate increases that are not adequately reviewed or challenged. Good management requires reasonable efforts to limit increases in water service.  TMWA should be more active/aggressive in making new growth pay for the cost of additional facilities and costs imposed on existing customers and the demand on the region's limited water resources.
Dissatisfied	Since the installation of my water meter, I'm always amazed how I use an even number of gallons each month. I must be pretty talented or you have absolutely NO PROBLEM stealing from your customers by charging for water that you use. What's the purpose of a meter after all? How about charging your customers for the actual amount of water used?
Dissatisfied	Since you installed new water meters in my neighborhood, my water pressure is worse than it was before.
Dissatisfied	Stop with the climate change BULLSHIT and CRT and DEI. Enough commie crap already. Stop it.
Dissatisfied	the water STINKS of CHLORINE and other chemicals. I don't even let my dogs drink it. It stinks
Dissatisfied	The water tastes disgusting and I don't trust it. But water and also have filtered water. It is also extremely hard and I don't even trust it to water my indoor plants. It is also extremely expensive. My bill is outrageous for a single woman living alone with a tiny piece of lawn to water and laundry one load per week and I buy my drinking water. Compare Seattle where my water bill was \$50/month to \$150/mo. Average in Fernley NV is outrageous.
Dissatisfied	Too damn expensive
Dissatisfied	Too much particulates in our water
Dissatisfied	Water quality is really harsh, leaves water marks on my sinks, tubs, and hardware. Water comes out brown and I reached out to TMWA, but have been told it is sediment.
Dissatisfied	Water tastes like chlorine
Dissatisfied	We've pulled our lawn to try to reduce water usage
Dissatisfied	When my bill was still high after shutting down my irrigation 2 months prior in order to lower my bill, I saw the water usage was 600% of the same months last year. After accessing the meter, notice it was running but knowing there was no water usage in the house. I then shut off the backflow device which supplies all of the outside water in the meter and it stopped running. Couldn't TMWA have alerted me that there may be a problem rather than just billing me for it. I pulled my lawn to lower my bill.
Dissatisfied	While you have commercials informing about the watering guidelines and importance of watering correctly, I find it hilarious that the largest offenders are city and/or county properties. Your (paraphrasing) "don't water the road/sidewalk it'll never grow," Veterans Pkwy is a major offender of wasted water daily, but there are many more in the Reno/Sparks area.



Dissatisfied	Why do you ask or even care you have a monopoly and you charge money for water you get from the river for fr can charge what you want and do what you want because none of us can go elsewhere unless your lucky enough have a well.
Dissatisfied	Why do you let commercial properties not only water but use water heavy landscape to a new project. You shou monitor those properties more than you do home owners.
Dissatisfied	Why don't you talk with the Regional Planning Commission and stop the crazy growth in this area and stop lectu your long-time customers about conserving water. No amount of conservation is going to do anything if they jus building. This has been a high desert for thousands and thousands of years. Stop with the climate change rhetori building, region isn't big enough and doesn't have enough water in the first place.
Dissatisfied	Why is there so much arsenic in our water supply and why hasn't TMWA done anything about it?
Dissatisfied	You've done a good job I like the way we could pay over the phone a lot faster. You make it very hard to many cl to go through to pay a \$14 bill. The way it was five years ago was much better with just the guy. But you guys are a good job.
Dissatisfied	Your customer service reps and supervisors are belie standard
Dissatisfied	Your not protecting the truckee river , it's horrible the people you let live on using it as a toilet & garbage pit
Extremely Dissatisfied	Fix your online payment system. It's terrible. There shouldn't be any additional fees to use such a terrible produc
Extremely Dissatisfied	Need set up electronically Online bill payment from bank  , avoid convenient fee and cyberattacks on your we
Extremely Dissatisfied	You don't let us easily opt out of your information sharing scam and you don't have an easy one time on line bill You SUCK!
Extremely Dissatisfied	Your billing process and invoicing needs a LOT of work. I need to be able to change the due date on my account. bills on the 15th and TMWA is the only service with this problem. I'm continually getting charged late fees even I set up automatic payments on YOUR due date. Please fix this. Also, the water quality is TERRIBLE. It's sad.
Extremely Dissatisfied	Your online bill payment service is ridiculous! WAY too many clicks to get through the process. In fact, it's the r time consuming of ALL my bill pays. Too many questions like "do you want to pay..." that are repeated, and ther to log out twice when finished. Everybody else has streamlined their online payment process, but this set up is v than what you had previously. Please change so it's fast and simple, rather than dragging out the process. Than
Extremely Dissatisfied	Customer service sucks
Extremely Dissatisfied	Your customer service is the worst. Since you have a monopoly on the water I guess it doesn't matter.
Extremely Dissatisfied	Your survey is ridiculous not providing any way to offer pertinent input to questions and offer question clarificat customer oriented input ,especially regarding your services and flaws !!!!
Extremely Dissatisfied	Bill is too expensive

Extremely Dissatisfied	City laws must prohibit all outside residential use of water.
Extremely Dissatisfied	Cost is terrible. Wish there were others to choose from.
Extremely Dissatisfied	Doing a great job managing our water resources.
Extremely Dissatisfied	Everything here is going downhill
Extremely Dissatisfied	Failure
Extremely Dissatisfied	I am still angry about the huge bill that I received when one of my toilets wasn't running properly, and I feel like should have some sort of exemption for a situation like that, especially if your employee is the one that found it explained it to me they had no regard for the \$500 bill that I was expecting to pay after that incident so I'm still a very happy customer
Extremely Dissatisfied	I dislike Your company very much. Customer Service sucks. If I could choose I would choose your company. But I can't because it's a damn monopoly
Extremely Dissatisfied	I haven't had a TMWA account in 3 years so I think you need to get rid of my information for surveys. Also this e address magmykrth@sbcglobal.net has been spammed and cancelled so please delete me from your reports
Extremely Dissatisfied	I haven't had an account with you in awhile. you keep sending me these stupid emails even though I've unsubscr multiple times. So from now on, I will give you a shitty response every time.
Extremely Dissatisfied	I haven't had tmwa service in like 4 years. Take me off your email list I keep getting emails
Extremely Dissatisfied	I think it's truly illegal and piss poor customer service to shut off someone's water, without knocking on the door contacting them directly, and simply up on the rumor mill of some neighbor, who thinks that they've got the right that's overwatering. That occurred to us on a morning without warning, without a knock on the door, or even a call!!!
Extremely Dissatisfied	In the past your office staff has been rude and disrespectful! I feel like you have lied to us when you purchased \ County as a water supplier. You don't give a flying F.... about commercial water wasting over all I find TMWA full deception!
Extremely Dissatisfied	I don't have an active account
Extremely Dissatisfied	Let's go Brandon
Extremely Dissatisfied	Lower your prices for single family residence!!!! Make new construction install drought landscaping!! Make large subdivisions pay more for their landscape that waters sidewalks!
Extremely Dissatisfied	Meep up good work
Extremely Dissatisfied	My drinking water reeks of chlorine
Extremely Dissatisfied	Please stop the slow death of Pyramid Lake
Extremely Dissatisfied	Poor maintenance.
Extremely Dissatisfied	quit increasing water rates to pad your employee's pockets
Extremely Dissatisfied	Someone came to install a smart water meter. He asked if I was using water and I told him no, but I had been confused about it. He told me not to worry about it, it's definitely just a toilet or something. Hundreds and hundreds of dollars later, I finally asked TMW about a possible leak and they told me to handle it myself. I did, and it was a major leak cracked pipe on my property. I had to investigate, solve, and pay for this problem myself, in spite of your "professionals" telling me my bill was normal and to deal with it.

Extremely Dissatisfied	Stop complying with the United Nations Healthy People 2050 Agenda. Stop adding fluorosilicic acid to our water
Extremely Dissatisfied	The water in the north valleys is horrible. It is recently over chlorinated. The white scum it produces is getting w have to buy water from outside source because the water tastes bad & the white solid scum plugs up my dishwa showerheads, coffee pot, refrigerator with water dispenser was constantly plugged, swamp cooler is covered in solids. This water in North Valleys is unacceptable.
Extremely Dissatisfied	TMWA is a complete mess, and I think they need to improve in every area!
Extremely Dissatisfied	TMWA is a necessary evil. Don't have a choice with going elsewhere. If I could I would.
Extremely Dissatisfied	TMWA is the worst. Their customer service is the worst. I wish Reno had another water company.
Extremely Dissatisfied	Too expensive
Extremely Dissatisfied	Towards sucks and overcharges for water
Extremely Dissatisfied	Water is a critical resource. There needs to be more attention to water use by the transient population (hotels, special events) and conservation efforts need to be taken by those businesses that serve that population. The burden of water conservation should not fall on the permanent residents of the area.
Extremely Dissatisfied	Water is so so very expensive! It makes me consider apartment living
Extremely Dissatisfied	Water is too expensive in Northern Nevada. Ridiculous.
Extremely Dissatisfied	Water quality is one of the things that I appreciate about living in Reno. This includes the absence of added fluor
Extremely Dissatisfied	We had a very bad experience in which we were out of two for two months and received a high bill. When I calle I was told our meter was broken and they were estimating based off last year
Extremely Dissatisfied	why are all of the multifamily units being allowed. your got maybe 4 people in a single-family home_ now 1000's been allowed in multifamily dwellings- where will that water come from in the future????????? Stop the overgrowth of an area that cannot possibly sustain it into the future! Maybe we don't have the power t change it -- but you do- NOW before it is too late!!!!!!!!!!!!
Extremely Dissatisfied	You have been lying about testing for PFAS. Because of your lies we were poisoning ourselves with your water. over safe levels is not only unacceptable, it is criminal.  <u>Stop lying about the quality of the water here.</u>
Extremely Dissatisfied	Your emails need to give more information. Customer service needs improvement. Disconnection emails needs 1 that. You should care about all customers not just the ones that have a high ranking in your system. Maybe look <u>sensitivity training for you office team.</u>
Extremely Dissatisfied	Your shut of notice should be included in text messages!!!! I don't see my mail in time absolutely stupid that my was shut off for that reason.
Extremely Dissatisfied	Your water quality is awful. You have one of the highest rated bacteria water supply and it tastes awful. I testec water we drink and you have the highest rated bacteria . You should filter our water better.



## STAFF REPORT

**TO:** Chairman and Board Members  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Matt Bowman, Chief Financial Officer  
**DATE:** September 26, 2024  
**SUBJECT:** **Funding Plan for Fiscal Years 2025-2029**

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### Recommendation

Recommendation is to approve the five-year funding plan as presented and proceed with the previously approved 4.0% rate increase to be implemented in May 2025. The TMWA Standing Advisory Committee (SAC) and TMWA Board of Directors (Board) will continue to monitor recurring revenues and the cost of servicing TMWA customers based on the funding plan, annually, considering debt service coverage ratios and minimum unrestricted cash balances.

### Summary

At the February 21, 2024 TMWA Board meeting, the Board adopted resolution No. 323, outlining a series of rate increases over three years followed by annual rate adjustments based on CPI-U, subject to annual review based on TMWA's financial position. The approved rate increases for the first three years were 4.5%, 4.0% and 3.5% in May 2024, May 2025 and May 2026, respectively. Following this adoption, TMWA implemented the first rate increase of 4.5% in May 2024.

Each year, the TMWA SAC and Board will review TMWA's five-year funding plan and consider whether the upcoming, scheduled rate adjustment is required to meet certain financial objectives. These objectives include a debt service coverage ratio of 1.50x on TMWA's senior lien debt and a minimum unrestricted cash balance based on certain financial criteria calculated each year.

The proposed funding plan includes rate increases of 4.0% and 3.5% in May 2025 and 2026, respectively and assumed CPI-U based rate increases of 2.5% in years 2027-2029. **Attachment A** includes a summary of revenue sufficiency, debt service coverage and cash balances over the five years. These three measures are discussed in more detail below. Critical financial goals for TMWA that need to be considered in these funding plans are as follows:

- Maintain recurring revenues sufficient to cover the cost to serve customers.

- Maintain a senior lien coverage (DSC) ratio that not only meets bond covenants of 1.25x, but also meets the board designated goal of 1.50x.
- Maintain sufficient cash balances to facilitate the payment for rehabilitative capital projects on a pay-go basis.
- Maintain high investment grade credit ratings to effectively access credit markets.

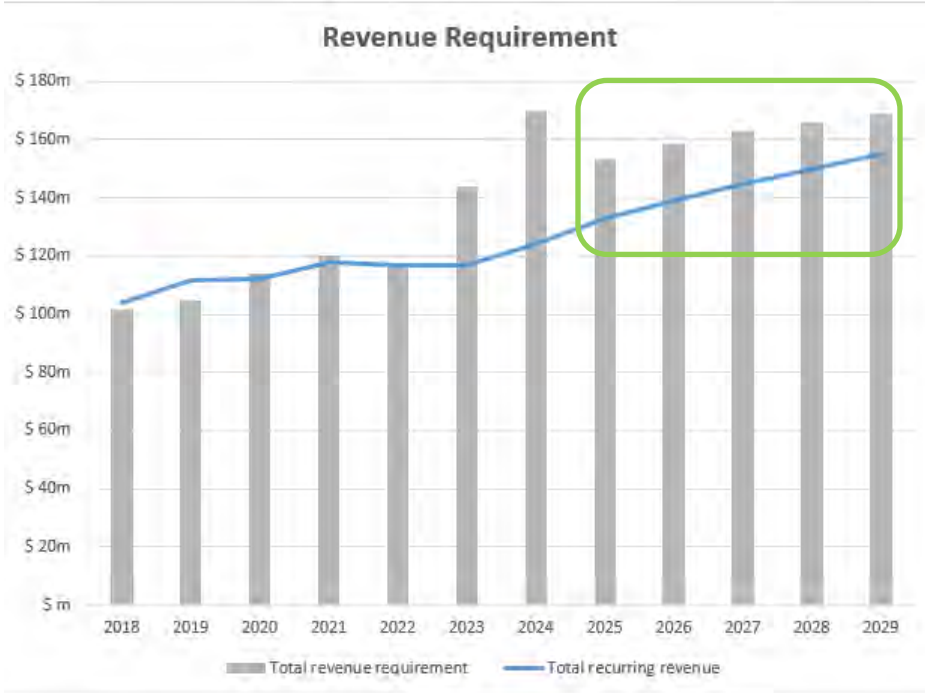
The funding plan analyzes the ability of TMWA to fund the cost to serve customers which includes operating expenses, principal and interest payments on current outstanding debt related to customers, and all capital improvements presented in the TMWA Capital Improvement Plan (CIP) that relate to maintaining service for current customers from recurring revenues. Recurring revenues are comprised of water sales, hydroelectric revenues, other miscellaneous operating revenues and investment income with water sales making up between 90% and 95% of recurring revenues. Critical Risks for TMWA to consider related to this funding plan include:

- This funding plan does not predict any conservation that may occur due to possible drought conditions, and it assumes that there will be sufficient river flows to operate hydroelectric plants in each year of the plan.
- Growth is expected to remain steady throughout the plan. Should the local economy experience a slow-down or recession, growth could slow, which would have a negative effect on cash balances.

The funding plan is based on detailed financial projections. Assumptions used in these financial projections can be found in **Attachment B**. The funding plan is different from the budget. When Staff prepares the annual budget, we ensure that we have enough expenses projected to cover all reasonable scenarios. Since the funding plan is used to determine whether rate increases are necessary, it is typically less conservative in projecting operating expenses and capital spending.

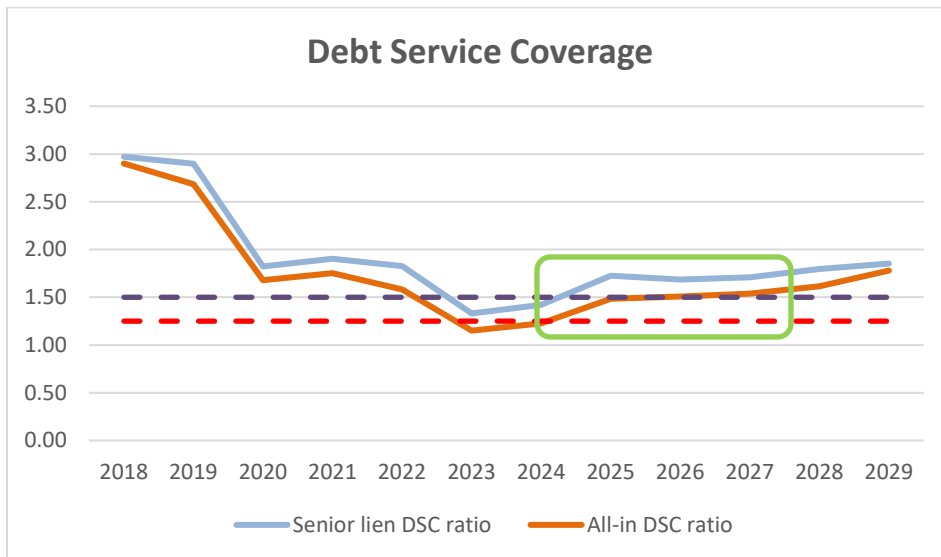
### **Revenue Sufficiency**

TMWA is forecasting a deficiency in revenue requirement and recurring revenues. This is consistent with the funding plan presented for fiscal years 2024-2028 and is largely a function of inflation incurred in fiscal years 2023 and 2024. While the deficiency is present each year, it narrows from \$17.5 million in FY 2025 to \$13.7 million in FY 2029. Revenue requirement and recurring revenue are shown in the chart on the following page.



**Debt Service Coverage**

TMWA is forecasting all-in debt service coverage to be 1.49x which is slightly below the Board goal of 1.50x in fiscal year 2025. However, through use of the rate stabilization fund<sup>1</sup> of only \$0.5 million, the ratio reaches 1.50x. Use of the rate stabilization fund alleviates the need for further rate increases and will have a project balance of \$11.2 million.



<sup>1</sup> The rate stabilization fund was established by the TMWA board through adoption of resolution No. 267. The rate stabilization fund is calculated as three percent of the next three years’ total water sales revenue.

### **Cash Balances and Credit Ratings**

TMWA's unrestricted cash balances remain above the minimum required per Board policy. In fiscal year 2027, unrestricted cash reaches a low point of \$111.6 million, which is \$1.5 million above the required minimum. TMWA's credit ratings remain strong, holding at AAA, AA+ and Aa2 from Fitch, Standard and Poor's and Moody's, respectively.

### **Recommended Motion**

Move to approve the funding plan as presented.

<b>ATTACHMENT A</b>						
	Forecast FY25	Forecast FY26	Forecast FY27	Forecast FY28	Forecast FY29	Total FY 25-29
<b>Projected Rate Increases</b>	<b>4.00%</b>	<b>3.50%</b>	<b>2.50%</b>	<b>2.50%</b>	<b>2.50%</b>	
<b>Revenue Sufficiency</b>						
<b>Revenue Requirement (expenditures)</b>						
Operating Expenses (excluding depreciation)	88,775,935	94,254,136	97,763,790	100,288,648	103,907,177	484,989,686
Principal and Interest on customer related debt	29,091,834	27,776,001	28,869,320	28,704,272	26,889,027	141,330,453
Rehabilitative Capital Spending	35,590,563	36,124,421	36,666,288	37,216,282	37,774,526	183,372,081
Total Revenue Requirement	153,458,331	158,154,558	163,299,398	166,209,202	168,570,730	809,692,219
<b>Recurring Revenues</b>						
Water Sales Revenues	123,715,379	126,957,990	132,816,801	137,761,421	142,741,118	663,992,708
Hydroelectric Sales	2,963,889	3,023,166	3,083,630	3,145,302	3,208,208	15,424,195
Other Operating Sales	4,220,374	4,256,378	4,298,942	4,341,931	4,385,350	21,502,975
Investment Income	5,103,838	4,564,360	4,658,306	4,490,083	4,530,440	23,347,028
Total Recurring Revenues	136,003,480	138,801,894	144,857,678	149,738,737	154,865,117	724,266,906
Surplus (Deficiency)	(17,454,851)	(19,352,664)	(18,441,720)	(16,470,465)	(13,705,614)	(85,425,314)
<b>Debt Service Coverage (DSC)</b>						
Total Revenue	136,003,480	138,801,894	144,857,678	149,738,737	154,865,117	
Operating Expenses	(88,775,935)	(94,254,136)	(97,763,790)	(100,288,648)	(103,907,177)	
Net Revenue	47,227,545	44,547,758	47,093,888	49,450,089	50,957,939	
Senior Lien Debt Service	27,378,971	26,452,875	27,550,625	27,543,375	27,511,750	
Senior Lien DSC	1.72	1.68	1.71	1.80	1.85	
Total Debt Service	31,789,182	29,516,325	30,611,644	30,606,725	28,632,904	
All-in DSC	1.49	1.51	1.54	1.62	1.78	
<b>Total Cash</b>						
Restricted Cash	51,040,469	52,163,257	54,815,801	53,541,966	53,759,643	
Rate Stabilization Fund	11,738,045	11,926,086	12,399,580	12,847,174	13,279,604	
Unrestricted Cash	118,965,207	121,395,126	111,570,749	114,003,950	123,198,094	
Total Cash	181,743,720	185,484,469	178,786,130	180,393,090	190,237,341	
Unrestricted Cash Required by BOD Resolution 266	106,457,036	108,572,980	110,038,538	111,181,746	112,695,541	
Cash Surplus/(Deficiency)	12,508,171	12,822,146	1,532,211	2,822,205	10,502,552	



**(ATTACHMENT B)**

**2025-2029 Draft Funding Plan Assumptions**

**Operational Assumptions**

1. Reliance on surface water will continue with groundwater supplies augmenting the surface water treatment plants.
2. Orr ditch hydro will supply power to the Chalk Bluff treatment plant beginning in fiscal year 2026.

**Revenue/Capital Contribution Assumptions**

1. The Funding Plan anticipates an additional 7,789 service connections over the five-year period, based on the most recent population forecast.
2. Hydroelectric sales projections are based on sufficient river flows in 2025 through 2029, with consideration given for typical planned and unplanned downtime.
3. Weighted average yield on investable cash is estimated to average 2.5% each year.
4. Will-serve sales are expected to be approximately \$24.6 million in FY 2025 through 2029.
5. Developer facility charges are projected to be \$75.8 million over the ensuing period.
6. Construction on the Advanced Purified Water Facility at American Flat is expected to commence in FY 2026 and run through FY 2028.
  - a. Funding for the project will come from three sources: grant proceeds, State Revolving Fund loan proceeds and City of Reno contributions.
  - b. Net impact on cash flow over the life of the project is an outflow of \$17.8 million from FY 2025-2028.
  - c. Operating expenses of \$1.4 million are expected to commence in FY 2029.

**Operating Expense Assumptions**

1. Wages and salaries increase for all employees is projected to be 3.5%, 3.0%, 2.5% and 2.5% in each of the fiscal years 2026 through 2029, respectively.
2. Headcount is projected to increase by 20 employees from the fiscal year 2025 budget, or 7%.
3. Public Employee Retirement System contribution rates are assumed to remain at 33.50% in all years.
4. General annual inflation of 2.0% is assumed for service and supplies.

**Debt Management Assumptions**

1. Drinking Water State Revolving Fund loan to be issued to partially fund APWF at American Flat.
  - a. Amount of loan - \$48.9 million
  - b. Interest rate – 1%
  
2. No other debt is expected to be issued in fiscal years 2025-2029.

# TMWA

## Funding Plan

### Fiscal Years 2025-2029

*October 1, 2024*

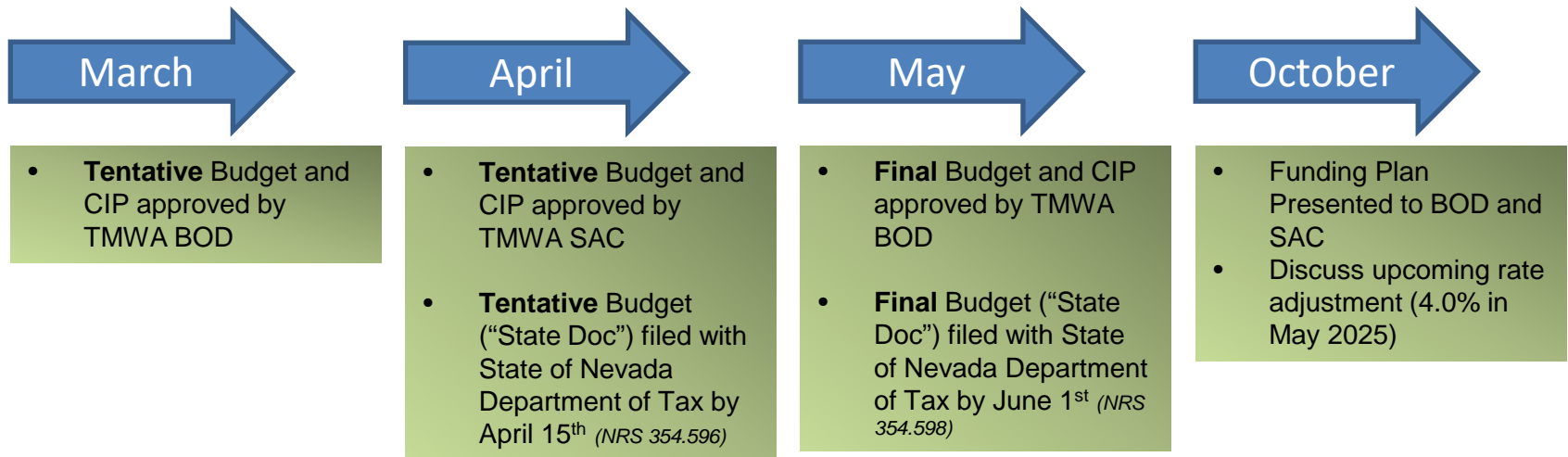


**Truckee Meadows  
Water Authority**

*Quality. Delivered.*

# TMWA Funding Plan

## Fiscal Planning Timeline



# TMWA Funding Plan

## Summary – Results of Financial Objectives

### Debt service coverage (DSC) ratios

Measure	Funding Plan Result
Senior Lien DSC > 1.25x <i>(required by bond covenants)</i>	Meets
All-in DSC > 1.50x <i>(Board strategic goal)</i>	Meets <i>(with \$0.5m rate stabilization fund spend)</i>

### Minimum cash balances

Measure	Funding Plan Result
Unrestricted cash balance <i>(Financial management policy)</i>	Meets

# TMWA Funding Plan

## Summary – *Risks and Opportunities*

### *Risks*

#### Measure

Revenue sufficiency: Funding gap persists - but improving.

Inflationary price increases: Although inflation is cooling, electric power and construction cost increases continue to pose a risk.

Recession: Should the local economy slow down, connection fees would be lower than projected, impacting estimated cash balances.

### *Opportunities*

#### Measure

Grant funding: Only known / awarded grant funds are included. Funding for existing projects may be available.

Energy incentive funding for Orr Ditch: In the process of applying for Section 48 tax credits related to renewable energy production at Orr Ditch Hydroelectric facility.

Debt refunding: In 2025 and 2026, TMWA will have the opportunity to refund the outstanding 2015 and 2016 series senior bonds.

Cost of service study and rate design: Completion estimated end of fiscal year 2025.

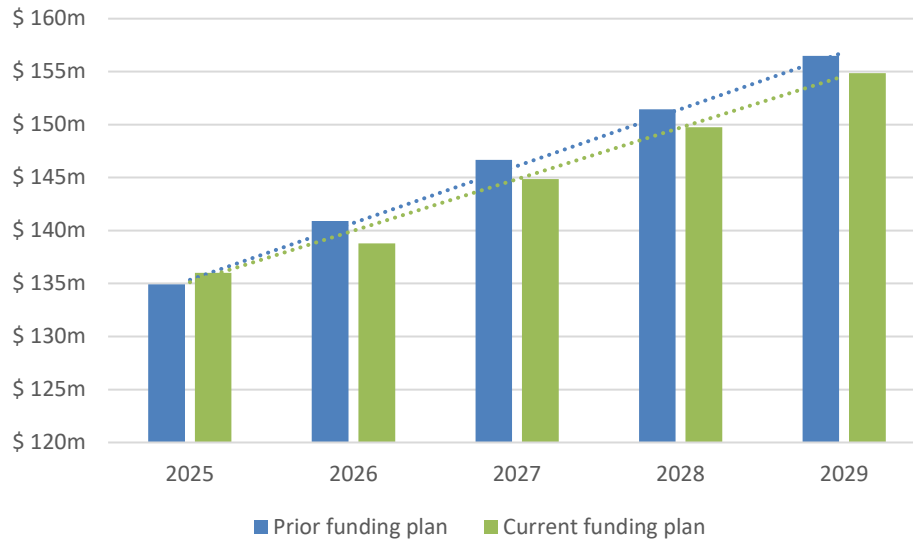
# TMWA Funding Plan

## Summary

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<b>Debt Service Coverage (DSC)</b>						
Total Revenue	136,803,480	138,801,894	144,857,678	149,738,737	154,865,117	
Operating Expenses	(88,775,935)	(94,254,136)	(97,763,790)	(100,288,648)	(103,907,177)	
Net Revenue	47,227,545	44,547,758	47,093,888	49,450,089	50,957,939	
Senior Lien Debt Service	27,378,971	26,452,875	27,550,625	27,543,375	27,511,750	
Senior Lien DSC	1.72	1.68	1.71	1.80	1.85	
Total Debt Service	31,789,182	29,516,325	30,611,644	30,606,725	28,632,904	
All-in DSC	1.49	1.51	1.54	1.62	1.78	
<b>Total Cash</b>						
Restricted Cash	51,040,469	52,163,257	54,815,801	53,541,966	53,759,643	
Rate Stabilization Fund	11,738,045	11,926,086	12,399,580	12,847,174	13,279,604	
Unrestricted Cash	118,965,207	121,395,126	111,570,749	114,003,950	123,198,094	
<b>Total Cash</b>	<b>181,743,720</b>	<b>185,484,469</b>	<b>178,786,130</b>	<b>180,393,090</b>	<b>190,237,341</b>	
<b>Unrestricted Cash Required by BOD Resolution 266</b>	<b>166,457,836</b>	<b>168,572,988</b>	<b>116,838,538</b>	<b>111,181,746</b>	<b>112,635,541</b>	
<b>Cash Surplus/(Deficiency)</b>	<b>12,508,171</b>	<b>12,822,146</b>	<b>1,532,211</b>	<b>2,822,205</b>	<b>10,502,552</b>	

# TMWA Funding Plan

## Recurring Revenue



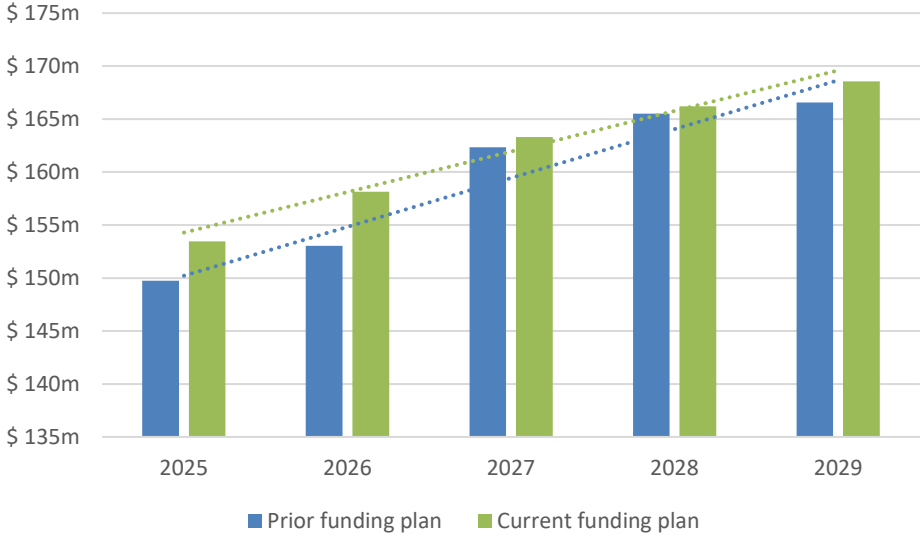
- 4.5% rate increase in May 2024
- 4.0% rate increase in May 2025
- 3.5% rate increase in May 2026
- Increase in services annually of ~1.5%

	Forecast FY25	Forecast FY26	Forecast FY27	Forecast FY28	Forecast FY29	Total FY 25-29
<b>Recurring Revenues</b>						
Water Sales Revenues	123,715,379	126,957,990	132,816,801	137,761,421	142,741,118	663,992,708
Hydroelectric Sales	2,963,889	3,023,166	3,083,630	3,145,302	3,208,208	15,424,195
Other Operating Sales	4,220,374	4,256,378	4,298,942	4,341,931	4,385,350	21,502,975
Investment Income	5,103,838	4,564,360	4,658,306	4,490,083	4,530,440	23,347,028
<b>Total Recurring Revenues</b>	<b>136,003,480</b>	<b>138,801,894</b>	<b>144,857,678</b>	<b>149,738,737</b>	<b>154,865,117</b>	<b>724,266,906</b>



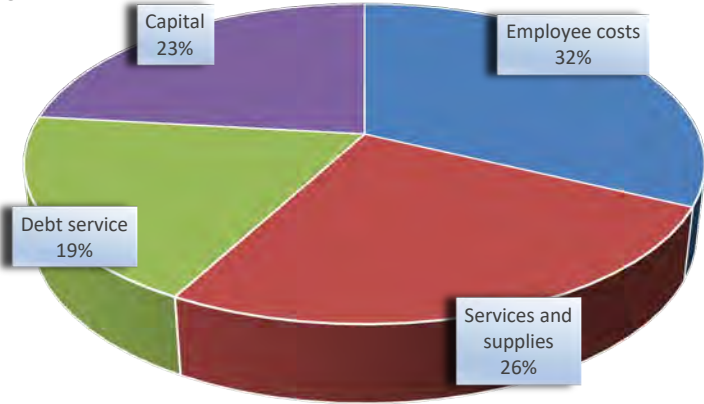
# TMWA Funding Plan

## Revenue Requirement



**Total annual change = \$2.5m**

- +Costs**
  - Personnel costs = \$2.7m
  - Capital spending = \$1.6m
- (-)Savings**
  - Services and supplies = \$1.0m
  - Debt service = \$0.8m



**Thank you!**  
Questions?

**TMWA**  
**FY 2024**  
**Goals & Objectives**  
**Results**





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
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**LEGEND:**

Completed/On Target: 

In Progress: 

Not Met: 

# GOALS & OBJECTIVES

## ORGANIZATION

### CUSTOMER SATISFACTION

	OBJECTIVES	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1	Customers Totally or Mostly Satisfied.	71%-81% = Good 82%-86% = Excellent 86% + = Outstanding	% of residential customer's satisfaction	86%	93.2%
2	Meet the Faneuil contract requirement of calls answered within average of 35 seconds.		average call answered within 35 seconds	35 seconds	19 seconds
3	Track all efforts and assistance with local agencies related to the homeless issue and water quality.		# of projects/programs	N/A	Completed

### EFFICIENCY

	OBJECTIVES	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1	Track customer accounts per employee and compare to national benchmark.	75 <sup>th</sup> Percentile = 543 Median = 401 25 <sup>th</sup> Percentile = 316	# of accounts per employee	Top quartile	517
2	Track average MGD delivered per employee and compare to national benchmark.	75 <sup>th</sup> Percentile = 0.257 Median = 0.21 25 <sup>th</sup> Percentile = 0.16	Average MGD delivered per employee	Top quartile	0.29

#### Calculations:

**Objective 1:**  $\frac{138,544 \text{ (# of Customer Accounts)}}{268 \text{ (# of Employees)}}$

**Objective 2:**  $\frac{77.2 \text{ (Average MGD)}}{268 \text{ (# of Employees)}}$

### SAFETY

	OBJECTIVES	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1	Maintain a safety incident rate below the Industry Standard Bureau of Labor Statistics, 2022.	5.0 Average Incident Rate for Water & Sewer line and related structure construction (NAICS237110) – Local Government	Incident rate	≤ 5.0	1.88
2	Track Collisions Per Million Miles (CPMM) and compare against Network of Employers for Traffic Safety Fleet Safety Benchmark Report (Reporting for North America Only, All Vehicles), 2022.	4.25 per 1,000,000 miles driven.	# of collisions per 1,000,000 miles driven	≤ 4.25	5.11

**Calculations:**

**Objective 1:** 
$$\frac{5 \text{ (# of accidents)} \times 200,000 \text{ hours}}{531,899 \text{ (Total hours)}}$$

**Objective 2:** 
$$\frac{8 \text{ (# of collisions)} \times 1,000,000 \text{ mil}}{1,564,971.77 \text{ (Total mileage)}}$$

**Notes:**

**Objective 2:** While the preventable vehicle accident rate of 5.11 is above our targeted goal of 4.25 it is lower than the previous year.

FINANCE

OBJECTIVES	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1 Meet all bond covenants.		# of bond covenants met	100%	100%
2 Update the 5-year funding plan.		Update completed	100%	100%
3 Preserve or improve TMWA's excellent credit ratings by the three major credit rating bureaus S&P (AA+ stable), Moody's (Aa2 stable) and Fitch (AAA).		Maintain or improve credit ratings of High Grade	AA+/Aa2/AA A – stable or better	S&P – AA+ Moody's – Aa2 Fitch – AAA
4 Maintain a low debt ratio.	75 <sup>th</sup> Percentile = 22% Median = 35% 25 <sup>th</sup> Percentile = 54%	Debt ratio	Median	32%
5 Sustain a minimum of 525 days of cash reserve.	75 <sup>th</sup> Percentile = 525 Median = 370 25 <sup>th</sup> Percentile = 220	# of days of cash reserve	Top quartile	574
6 Maintain a debt-service coverage ratio of 1.5.	75 <sup>th</sup> Percentile = 3.35 Median = 2.57 25 <sup>th</sup> Percentile = 1.93	Debt-service coverage ratio	1.5 or better	1.42
7 Maintain high level of utility's financial effectiveness	75 <sup>th</sup> Percentile: 4.2% Median: 2.8% 25 <sup>th</sup> Percentile: 1.5%	% return on assets	Median	3.4%

Calculations:

**Objective 4:** 
$$\frac{(\$1,353\text{m}) \text{ Total liabilities}}{(\$434\text{m}) \text{ Total assets}}$$

**Objective 5:** 
$$\frac{(\$133\text{m}) \text{ Undesignated cash reserves}}{(\$84\text{m}) \text{ Total annual operations \& maintenance costs} / 365 \text{ days}}$$

**Objective 6:** 
$$\frac{(\$122\text{m}) \text{ Total operating revenue} - (\$84\text{m}) \text{ Total O\&M costs} + (\$2\text{m}) \text{ investment income}}{(\$28\text{m}) \text{ Total debt service}}$$

**Objective 7:** 
$$\frac{(\$46\text{m}) \text{ Net income}}{(\$1,353\text{m}) \text{ Total assets}}$$

Notes:

**Objective 6:** During FY 2024, lower than budgeted revenues and investment income led to a lower debt service coverage ratio. Debt service coverage ratio is not expected to fall below 1.50x in the FY 2025-2029 funding plan.

NATURAL RESOURCES

	OBJECTIVES	MEASURE	TARGET	RESULTS
1	Maximize benefit of the Truckee River Operating Agreement (TROA) implementation.	Maximize upstream storage under TROA within hydrological and operational constraints. Continue to cooperate with TROA stakeholders to develop opportunities to improve reservoir operations and efficient use of water resources.	100%	100%
2	Manage aquifer storage and recovery (ASR) and passive recharge capabilities and operations.	Analyze effectiveness of ASR and passive recharge on a well-by-well basis within each basin. Complete semi-annual report describing ASR and passive recharge goals and results	100%	100%
3	Work with stakeholders to implement return flow management agreement.	Update Board on progress of implementation	100%	100%
4	Collaborate with City of Reno on the A+ Advanced Purified Water Demonstration Project at American Flat.	Bring forth an operating agreement between TMWA and City of Reno.	100%	85%
5	Palomino Valley Feasibility Study: Complete hydrogeologic feasibility investigation, investigate return flow water rights considerations, right of way and state engineer permitting issues.	% complete	100%	100%


Notes:

**Objective 1:** As of June 30, 2024, total upstream Truckee River reservoir storage was 95% of capacity after the region’s second above average snowpack year in a row. Lake Tahoe filled completely this year. There is sufficient upstream storage in the system to ensure normal Truckee River for at least the next couple of years regardless of the weather. At this time, TMWA has almost 40,000 acre-feet (AF) of water in storage between Donner and Independence lakes and TROA. TMWA is in very good shape from a water supply perspective and will go into the winter months with about as much carry-over storage on the Truckee River system as is legally possible (the maximum amount allowable according to TROA). So, regardless of the water supply situation next year, there will be normal river flows for normal operations. TMWA will continue to utilize the provisions of TROA in order to maximize upstream storage opportunities for our community and make the most efficient use of our water resources this year and every year.

**Objective 2:** TMWA continues to recharge groundwater to support water quality and operational pumping goals. TMWA is working to enhance active recharge at key locations within our service territory and expand our passive recharge efforts wherever feasible. Long-term ASR goals are to recharge up to up to 5,500 acre-feet per year (AFY) where TMWA recharges 1,200 AFY in the South Truckee Meadows, 300 AFY in the Central Truckee Meadows, 1,700 AFY in the Spanish Springs Valley, and 2,300 AFY in Lemmon Valley with the advanced purified water project at American Flat. Through conjunctive use, groundwater pumping was reduced by about 2,680AF between the Mt. Rose, Spanish Springs, Lemmon Valley and former STMGID areas, and 1,372 AF was recharged system-wide during FY 2024.

**Objective 3:** In FY22 TMWA Board of Directors approved the return flow will-serve agreement for Truckee-Reno Industrial General Improvement District (TRIGID). TMWA staff has continued to work extensively with the cities and Tahoe Reno Industrial General Improvement District (TRIGID), regarding the planned delivery of reclaimed water to the





TRIGID system for industrial use, with a focus on water rights and the return flow management agreement. Water right permitting for return flow has been approved to allow effluent deliveries to TRIGID. As of September 29, 2024, over 300 AF of reclaimed water has been delivered to TRIGID.

**Objective 4:** Staff continues to work with the City of Reno for the design and cost sharing of a 2 MGD advanced purified water treatment facility at American Flat. TMWA hired RSCI as the CMAR in October AECOM has completed 60% design of the facility, and the full A+ permit application has been submitted to NDEP. TMWA was awarded \$30M from the Bureau of Reclamation Title XVI grant in summer of 2024.

**Objective 5:** The Feasibility Study was completed and presented to the Board. The Feasibility Study noted that additional work is required to address issues such as return flow, interbasin transfer, permitting and cost sharing opportunities. Additional work has been completed on hydrogeologic water quality assessments and return flow. Staff has met with the State Engineer's office on permitting matters. Staff has met with Reno and Sparks to discuss the ongoing feasibility of the project. Based on those discussions, staff has determined that more time is needed to study the project and cannot enter into a contract with the seller at this time. Staff will continue to investigate the project and compare it with potential alternative solutions.

**DEPARTMENT  
TREATMENT**

GOALS	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS	
1 Meet the treatment costs set according to anticipated production.	If production is at or near: <ul style="list-style-type: none"> <li>• 26,000 MG</li> <li>• 27,000 MG</li> <li>• 28,000 MG</li> <li>• 29,000 MG</li> </ul>	TMWA cost: <ul style="list-style-type: none"> <li>• \$844.84/MG</li> <li>• \$813.55/MG</li> <li>• \$784.50/MG</li> <li>• \$757.45/MG</li> </ul>	Achieve \$/MG in the respective production category	@26kMG=<\$844.84/MG @27kMG=<\$813.55/MG @28kMG=<\$784.50/MG @29kMG=<\$757.45/MG	\$779.80/MG
2 Meet the benchmark of 0 (Zero) MCL violations.	0 (Zero) MCL violations	# of MCL violations	0	0	
3 Maintain Chalk Bluff and Glendale finished water turbidity 95% of the time.	At less than: <ul style="list-style-type: none"> <li>• 0.30 NTU = EPA Standard</li> <li>• 0.20 NTU = Good;</li> <li>• 0.15 NTU = Excellent;</li> <li>• 0.10 NTU is Outstanding</li> </ul>	NTU's	≤ 0.10 NTU	≤ 0.10 NTU Outstanding	

**Goal 1:** 28,168 MG produced at a cost of \$21,965,908.78.

**DISTRIBUTION**

GOALS	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1 Track system reliability by calculating the number of planned outages per 1,000 customers and compare to national benchmarks. < 4 hours	75 <sup>th</sup> Percentile = 0.21 Median = 0.62 25 <sup>th</sup> Percentile = 2.69	# of planned outages/1,000 customers	Median or better	0.35
2 Track system reliability by calculating the number of planned outages per 1,000 customers and compare to national benchmarks. 4 – 12 hours	75 <sup>th</sup> Percentile = 0.09 Median = 0.41 25 <sup>th</sup> Percentile = 0.83	# of planned outages/1,000 customers	Median or better	0.15
3 Track system reliability by calculating the number of unplanned outages per 1,000 customers and compare to national benchmarks. < 4 hours	75 <sup>th</sup> Percentile = 0.30 Median = 0.88 25 <sup>th</sup> Percentile = 2.31	# of unplanned outages/1,000 customers	Median or better	0.04
4 Track system reliability by calculating the number of unplanned outages per 1,000 customers and compare to national benchmarks. 4 – 12 hours	75 <sup>th</sup> Percentile = 0.10 Median = 0.33 25 <sup>th</sup> Percentile = 0.67	# of unplanned outages/1,000 customers	Median or better	0.17
5 Maintain 95% Hydro Plant Generation availability when river flow is available for generation (excluding planned maintenance and rehab, weather limitations and catastrophic failures).		% hydro generation availability	95%	99%

**Distribution Calculations:**

**Pre-calculation:** (estimated # of customers) 136,813/ 1,000 = 136.8

**Goal 1:** 48/136.8

**Goal 2:** 20/136.8

**Goal 3:** 5/136.8

**Goal 4:** 23/136.8

**Goal 5:** Hydro generation was maintained at 99%, and TMWA produced \$4.2 million in revenue during the fiscal year.

OPERATIONS

	GOALS	MEASURE	TARGET	RESULTS
1	Achieve 100% backflow testing compliance for all new construction and TMWA-owned devices, as well as 100% continued notification for backflow testing compliance for all existing customers.	% of backflow testing for new construction, TMWA-owned devices & existing customers	100%	100%
2	Perform 150 backflow retrofits.	# of backflow retrofits	≥ 150	231
3	Continue converting the remaining-field sites and stations that contain SCADA control used in a Legacy H.M.I. (Human Machine Interface) platform to operate within a supported and modern OMI (Operations Machine Interface) platform.	# of sites & stations converted to OMI	8	53
4	Maintain a 96% level uptime of the OMI (Operations Machine Interface) platform and underlying infrastructure within TMWA’s direct purview within a 24 hour, 7 day a week, 365 day operational period.	Cumulative system uptime is not to fall below target percentage within the operational period	96%	96%
5	<b>NEW:</b> Increase preventative maintenance by 20%.	% increase of preventative maintenance conducted	20%	Met

BUSINESS INFORMATION SYSTEMS

	GOALS	MEASURE	TARGET	RESULTS
1	Complete the mapping of New Business ‘as-built’ drawings within 7 days or less.	# of days mapping of ‘as-built’ drawings of ‘redline’ drawing submittal	≤ 7 days	2 days
2	Close helpdesk tickets within 48 hours or less.	Average # of hours between the creation and closing of Helpdesk tickets	≤ 48-hrs	67 hours
3	Develop processes and tools necessary to further leverage Geographic Information System (GIS) as TMWA’s primary asset database.	% implementation of processes and tools	100%	100%
4	Develop processes and tools necessary to further leverage TMWA’s financial system.	% implementation of processes and tools	100%	100%
5	<b>NEW:</b> Complete Human Capital Management (HCM) Project to replace TMWA’s current payroll and HR applications.	Complete project by 8/2024	100%	50%
6	<b>NEW:</b> Implement the Cityworks Public Access Portal.	Complete by August 2024.	100%	25%

Notes:

**Goal 2:** Goal Missed. Total tickets for FY24: 1989. Averaging 165 tickets per month with average time to close at 67 hours. Good news is that total number and average monthly tickets is trending down. New helpdesk system will provide the visibility necessary to focus on problem areas and adjust our internal Service Level Agreements.

**Goal 3:** Completed improvements to vehicle maintenance tracking including the auto-generation of work orders based on vehicle run time. Also added features and workflows in support of Facilities Maintenance and Security

**Goal 4:** Replacement of existing Travel/Training Request application with current financial system is in process

**Goal 5:** HCM Project started on-time. However both the application and vendor project management team was not a good fit. Project ended without a new HCM. We are just beginning to restart the evaluation and selection process.

**Goal 6:** Engineering/BIS identified a digital plan portal and planned to implement during FY2024. This project is delayed due to certain cybersecurity upgrades for external facing network infrastructure, but is still planned to be implemented in FY2025.

**CUSTOMER SERVICE**

GOALS		AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1	Customer Call Center will have an average call handle time of 5 minutes, or less per call.		Average handle time per call	≤ 5 min	5min 3 seconds
2	The fiscal year average for disconnect for non-payment service orders to active accounts will be 0.30% or less.		% average of disconnects for non-payment	≤ 0.30%	0.30%
3	The write off to revenue will be 0.25% or less at fiscal year-end.		% of write off to revenue	≤ 0.25%	0.16%
4	Hold a minimum of 30 public workshops, tours and/or presentations with a primary focus on responsible water use and education, including Water Leadership workshops and open houses.		# of public workshops and/or tours	≥ 30	64
5	Maintain a high level of billing accuracy.	75 <sup>th</sup> Percentile = 1.0 Median = 11.0 25 <sup>th</sup> Percentile = 36.1	Billing accuracy rate	Median	2.48
6	Track percentage of total accounts delinquent at fiscal year-end.	75 <sup>th</sup> Percentile: 3.2% Median: 8.1% 25 <sup>th</sup> Percentile: 20.0%	% of delinquent accounts	Median	10%
7	Maintain high level of stakeholder outreach activities.	75 <sup>th</sup> Percentile: 92% Median: 75% 25 <sup>th</sup> Percentile: 42%	Stakeholder outreach engagement	90%	90%
8	Track the number of customer service complaints (complaints/population served).	75 <sup>th</sup> Percentile: 0.21 Median: 0.3 25 <sup>th</sup> Percentile: 1.0	# of customer complaints	Median or better	0.10%
9	Track the percentage of bills issued that were estimated for both residential and commercial customers.	<b>Residential:</b> 75 <sup>th</sup> Percentile: 3.8% Median: 0.8% 25 <sup>th</sup> Percentile: 0.2% <b>Commercial:</b> 75 <sup>th</sup> Percentile: 1.0% Median: 0.1% 25 <sup>th</sup> Percentile: 0.0%	% of estimated bills issued	0.1% (Combined total)	0.01%

**Calculations:**

**Goal 5:**  $\frac{408 \text{ (# of error-driven billing adjustments)} \times 10,000}{1,646,137 \text{ (# of bills generated)}}$

**Goal 8:**  $\frac{49 \text{ (# of complaints)} \times 1,000}{475,600 \text{ (Estimated population served)}}$

HUMAN RESOURCES

GOALS	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1 Track continuous training for full-time equivalents (FTEs) employees.	75 <sup>th</sup> Percentile: 17.0 Median: 10.0 25 <sup>th</sup> Percentile: 6.6	# of continuous training hours per employee	Median or better	29.0
2 Track the number of annual employee FTEs departures per year.	75 <sup>th</sup> Percentile: 4.6% Median: 7.7% 25 <sup>th</sup> Percentile: 11.5%	# of FTEs departed per year	Median or better	4.5%
3 Track the number of FTEs eligible for retirement.	75 <sup>th</sup> Percentile: 13.6% Median: 23.0% 25 <sup>th</sup> Percentile: 34.1%	#of FTEs eligible for retirement	Median or better	14.6%

**Calculations:**

**Goal 1:**  $\frac{7,782 \text{ (training hours)}}{268 \text{ (# of employees)}}$

**Goal 2:**  $\frac{12 \text{ (# of employees departed)}}{268 \text{ (# of employees)}}$

**Goal 3:**  $\frac{39 \text{ (# of FTEs eligible to retire)}}{268 \text{ (# of employees)}}$

FINANCIAL

GOALS	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	RESULTS
1 Meet or underspend Capital Commitments as approved by the Board.		\$ spent	Met or underspent	\$31.7m underspent
2 Meet or underspend O&M Budget Commitments.		\$ spent	Met or underspent	\$5.1m underspent
3 Maintain a lean operating ratio.	75 <sup>th</sup> Percentile: 42% Median: 56% 25 <sup>th</sup> Percentile: 74%	% operating ratio	Median	69%
4 Reduce TMWA’s debt per capita based on industry standards.	Benchmark: \$500-\$550	TMWA’s debt per capita	Work toward industry standards	\$623
5 Maintain ratio of capital cost to total budgeted costs based on industry standards.	Benchmark: 25% - 50%	% of capital cost to total budgeted costs	25%	32%

**Calculations:**

**Goal 3:**  $\frac{\$84m \text{ (Total O\&M costs)}}{\$122m \text{ (Total operating revenue)}}$

**Goal 4:**  $\frac{\$296m \text{ (Total debt)}}{475k \text{ (Population served)}}$

**Goal 5:**  $\frac{\$55m \text{ (CIP)}}{\$172m \text{ (Cost of service)}}$

**Goal 3 Note:** Operating expenses increased substantially in FY 2023 as a result of inflation. Although inflation slowed in FY 2024, the increases remained and were not offset by increased revenues. TMWA’s operating ratio is expected to remain near 70% in the near term.

**Goal 4 Note:** Improved from \$712 in prior year. Trending toward benchmark as expected.

## NATURAL RESOURCES

	GOALS	MEASURE	TARGET	RESULTS
1	Increase community awareness and understanding of TROA and its benefit to our area's municipal water supply.	Continue giving presentations to customer/industry groups on TMWA's overall water resource management strategies, including the benefits of TROA, ASR, conservation, and A+ Reclaimed Water feasibility to the area's municipal water supply.	≥ 10 presentations	17
2	Review, monitor, and advise the Board regarding issues and activities of the interim 2024 legislative session that may affect TMWA. Continue monitoring and stay updated on statewide water law issues.	As necessary, advise the Board regarding issues or activities that may affect TMWA.	100%	100%
3	Continue an active role in maintaining sufficient water rights inventory, analyze purchase opportunities.	Maintain sufficient water rights inventory.	Monthly Board reports	100%
4	Turn around new business application water rights work within 5 business days (unless changes arise on the customer's side.)	# of days turnaround new business application.	≤ 5 days	< 5 days
5	Remain actively involved with UNR's Nevada Water Innovation Institute projects.	Report activities to the Board	100%	100%
6	Respond to customer water usage audit requests within 3-5 business days and provide monthly conservation report to the Board.	# of days between receiving request and completing a water audit	≤ 5 days	<5 days, unless changes arise on customer's side
7	Analyze opportunities to increase water conservation for drought resiliency, use best available science to evaluate global climate change models applicable to this region, and advise the Board.	Complete the analyses and update the Board	100%	100%

**Notes:**

**Goal 1:** Staff exceeded this goal with numerous water resource management strategy presentations given (Re: supply, TROA, Conservation, ASR, and A+ Reclaimed water feasibility).

**Goal 2:** Actively participate in trade group to track, comment and advocate in federal and state legislative matters. Participate in stakeholder processes regarding water rights and water quality regulatory changes. Update the Board through the legislative subcommittee.

**Goal 3:** Staff developed a water right purchasing strategy to identify opportunities to purchase water rights. Developed a strategy for pricing to help maintain a stable water market and maintain Rule 7 inventory. Staff entered into leases, options and several water purchases agreements.

**Goal 5:** Conducting several NWII projects, A+ piloting, ASR, sewer collection system source control.

**Goal 7:** Began process to update climate change assumptions for upcoming water resource planning documents. And at the April 2024 Board meeting staff presented the 2025-2045 Water Resource Plan planning process which highlighted potential changes to incorporate any new data or developments regarding climate change that have occurred since the last revision. Evaluated and participated in upstream watershed protection for wildfire mitigation considering fire behavior changes from climate change. Reported to the Board on opportunities to reoperate upstream reservoirs given

climate change impacts (Truckee Basin Water Management Options Pilot (WMOP) Study Update) and explored increased groundwater banking to account for possible changes in snowpack.

**ENGINEERING & NEW BUSINESS**

GOALS		MEASURE	TARGET	RESULTS		
1	Continue cooperative coordination with Agencies and complete projects on schedule. Survey agency satisfaction with utility coordination effort.	1 = Unacceptable 2 = Needs Improvement 3 = Good 4 = Commendable 5 = Outstanding	Average response rate ≥ 4 rating	4.6		
2	Deliver required in-service dates for major capital projects on/under budget.	<ul style="list-style-type: none"> <li>APWF GMP 1 Q4 2024</li> <li>Orr Ditch Hydro / BPS In Service Nov. 2024</li> <li>7<sup>th</sup> Street High / Low BPS In Service Dec. 2024</li> <li>FY24 Tank Rehabilitation In Service May 2024</li> </ul>	\$45M Met or underspent	\$39.6M (Underspent)		
3	Continue to measure and report new business turnaround times.  <b>Project Category</b> A) Commercial with Main B) Commercial Service C) Subdivision	Number of Projects and turnaround times:  75% ≤ 30 days	% turnaround in ≤ 30 days	75%	A) 76% B) 97% C) 90%	
			% turnaround in ≤ 60 days	100%	A) 97% B) 100% C) 100%	
		4 <b>NEW:</b> Implement the Cityworks Public Access Portal.		Complete by August 2024.	100%	25%
		5 <b>NEW:</b> Implement 3 Major New Business Process Improvements.		Complete by 9/1/24.	% complete	100%
6 <b>NEW:</b> Implement Updated Facility Charges.		Complete by 7/1/24.	% complete	100%		

**Goal 2: Project Highlights**

PROJECT	SCHEDULE	BUDGET	EXPENDED
APWF at American Flat GMP 1	Delayed to Q3 2025	\$20,000,000	\$6,716,000
Orr Ditch Hydro / BPS In Service	Delayed to April 2025	\$19,800,000	\$18,609,000
7 <sup>th</sup> Street High / Low BPS In Service	December 2024, on target	\$3,650,000	\$6,590,000
Tank Rehabilitation In Service	May 2024, met in service date	\$6,000,000	\$7,664,000
<b>TOTAL:</b>		<b>\$49,450,000</b>	<b>\$39,579,000</b>

**Goal 3: # of calendar days from application to first red-line review completed.**

Project Category	# Projects	Avg. Days	≤30 days	≤60 days
A Comm w/Main	29	30	22	28
B Comm Services	104	17	101	104
C Subdivision	31	21	28	31

**Goal 3:** One new business project did not meet the 60-day turnaround time.

**Goal 4:** Engineering/BIS identified a digital plan portal and planned to implement during FY2024. This project is delayed due to certain cybersecurity upgrades for external facing network infrastructure, but is still planned to be implemented in FY2025.

**Goal 5:** In December 2022, TMWA held a New Business Improvements workshop over several days including numerous departments. The team mapped the entire process and identified over two dozen process improvements. Eight of those improvements were implemented in FY2023 and another 6 were implemented in FY2024 and several are underway to be implemented FY2025.



**TMWA**  
**FY 2025**  
**Goals & Objectives**





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# GOALS & OBJECTIVES

## ORGANIZATION

OBJECTIVES	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET
<b>CUSTOMER SATISFACTION</b>			
1	Customers Totally or Mostly Satisfied.	71%-81% = Good 82%-86% = Excellent 86% + = Outstanding	% of residential customer's satisfaction 86%
2	Meet the Faneuil contract requirement of calls answered within average of 35 seconds.	average call answered within 35 seconds	35 seconds
<b>EFFICIENCY</b>			
1	Track customer accounts per employee and compare to national benchmark.	75 <sup>th</sup> Percentile = 582 Median = 452 25 <sup>th</sup> Percentile = 375	# of accounts per employee Top quartile
2	Track average MGD delivered per employee and compare to national benchmark.	75 <sup>th</sup> Percentile = 0.30 Median = 0.21 25 <sup>th</sup> Percentile = 0.16	Average MGD delivered per employee Top quartile
<b>SAFETY</b>			
1	Track Total Recordable Incident Rate (TRIR) and compare to TMWA average.	Less than or equal average = improving TRIR.	FY15-FY24 average TRIR =<3.04
2	Track Days Away, Restricted, or Transferred (DART) Rate and compare to TMWA average.	Less than or equal average = improving DART.	FY15-FY24 DART Rate average =<1.92
3	Track vehicle collisions Per Million Miles (PMM) and compare to TMWA average.	Less than or equal average = improving collisions PMM.	FY15-FY24 # of collisions PMM average =<5.43
<b>FINANCE</b>			
1	Meet all bond covenants.		# of bond covenants met 100%
2	Update the 5-year funding plan.		Update completed 100%
3	Preserve or improve TMWA's excellent credit ratings by the three major credit rating bureaus S&P (AA+ stable), Moody's (Aa2 stable) and Fitch (AAA)		Maintain or improve credit ratings of High Grade AA+/Aa2/AA A – stable or better
4	Maintain a low debt ratio.	75 <sup>th</sup> Percentile = 26% Median = 34% 25 <sup>th</sup> Percentile = 49%	Debt ratio Median
5	Sustain a minimum of 550 days of cash reserve.	75 <sup>th</sup> Percentile = 550 Median = 312 25 <sup>th</sup> Percentile = 200	# of days of cash reserve Top quartile

OBJECTIVES	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET
6	Maintain a debt-service coverage ratio of 1.5.	75 <sup>th</sup> Percentile = 3.41 Median = 2.74 25 <sup>th</sup> Percentile = 2.04	Debt-service coverage ratio  1.5 or better
7	Maintain high level of utility’s financial effectiveness	75 <sup>th</sup> Percentile: 3.8% Median: 2.8% 25 <sup>th</sup> Percentile: 1.8%	% return on assets  Median
<b>NATURAL RESOURCES</b>			
1	Maximize benefit of TROA implementation.	Maximize upstream storage under TROA within hydrological and operational constraints.  Continue to cooperate with TROA stakeholders to develop opportunities to improve reservoir operations and efficient use of water resources.	100%
2	Manage aquifer storage and recovery (ASR) and passive recharge capabilities and operations.	Analyze effectiveness of ASR and passive recharge on a well-by-well basis within each basin. Complete semi-annual report describing ASR and passive recharge goals and results	100%
3	Work with stakeholders to implement return flow management agreement.	Update Board on progress of implementation	100%
4	Collaborate with City of Reno on the A+ Advanced Purified Water Demonstration Project at American Flat.	Bring forth an operating agreement between TMWA and City of Reno.	100%
5	Palomino Valley Feasibility Study: Complete hydrogeologic feasibility investigation, investigate return flow water rights considerations, right of way and state engineer permitting issues.	% complete	100%

DEPARTMENT

GOALS		AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET
<b>TREATMENT</b>				
1	Meet the treatment costs set according to anticipated production.		Achieve \$/MG in each production category	@26kMG=<\$999.70/MG @27kMG=<\$962.68/MG @28kMG=<\$928.29/MG @29kMG=<\$896.28/MG
2	Meet the benchmark of 0 (Zero) MCL violations.	0 (Zero) MCL violations	# of MCL violations	0
3	Maintain Chalk Bluff and Glendale finished water turbidity 95% of the time.	At less than: <ul style="list-style-type: none"> <li>• 0.30 NTU = EPA Standard</li> <li>• 0.20 NTU = Good;</li> <li>• 0.15 NTU = Excellent;</li> <li>• 0.10 NTU is Outstanding</li> </ul>	NTU's	≤ 0.10 NTU
<b>DISTRIBUTION</b>				
1	Track system reliability by calculating the number of planned outages per 1,000 customers and compare to national benchmarks. < 4 hours	75 <sup>th</sup> Percentile = 0.13 Median = 0.24 25 <sup>th</sup> Percentile = 1.63	# of planned outages/1,000 customers	Median or better
2	Track system reliability by calculating the number of planned outages per 1,000 customers and compare to national benchmarks. 4 – 12 hours	75 <sup>th</sup> Percentile = 0.14 Median = 0.27 25 <sup>th</sup> Percentile = 0.53	# of planned outages/1,000 customers	Median or better
3	Track system reliability by calculating the number of unplanned outages per 1,000 customers and compare to national benchmarks. < 4 hours	75 <sup>th</sup> Percentile = 0.28 Median = 0.82 25 <sup>th</sup> Percentile = 1.87	# of unplanned outages/1,000 customers	Median or better
4	Track system reliability by calculating the number of unplanned outages per 1,000 customers and compare to national benchmarks. 4 – 12 hours	75 <sup>th</sup> Percentile = 0.06 Median = 0.24 25 <sup>th</sup> Percentile = 0.50	# of unplanned outages/1,000 customers	Median or better
5	Maintain 95% Hydro Plant Generation availability when river flow is available for generation (excluding planned maintenance and rehab, weather limitations and catastrophic failures).		% hydro generation availability	95%

GOALS	AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	
<b>OPERATIONS</b>				
1	Continue converting the remaining-field sites and stations that contain SCADA control used in a Legacy H.M.I. (Human Machine Interface) platform to operate within a supported and modern OMI (Operations Machine Interface) platform.	# of sites & stations converted to OMI	8	
2	Maintain a 96% level uptime of the OMI platform and underlying infrastructure within TMWA's direct purview within a 24 hour, 7 day a week, 365 day operational period.	Cumulative system uptime is not to fall below target percentage within the operational period	96%	
3	Increase preventative maintenance by 20%.	% increase of preventative maintenance conducted	20%	
<b>CUSTOMER SERVICE</b>				
1	Customer Call Center will have an average call handle time of 5 minutes, or less per call.	75 <sup>th</sup> Percentile: 3.6 Median: 4.9 25 <sup>th</sup> Percentile: 5.4	Average handle time per call	Median or better
2	The fiscal year average for disconnect for non-payment service orders to active accounts will be 0.30% or less.	% average of disconnects for non-payment	≤ 0.30%	
3	The write off to revenue will be 0.25% or less at fiscal year-end.	% of write off to revenue	≤ 0.25%	
4	Hold a minimum of 30 public workshops, tours and/or presentations with a primary focus on responsible water use and education, including Water Leadership workshops and open houses.	# of public workshops and/or tours	≥ 30	
5	Maintain a high level of billing accuracy.	75 <sup>th</sup> Percentile = 1.9 Median = 6.1 25 <sup>th</sup> Percentile = 21.2	Billing accuracy rate	Median
6	Track percentage of total accounts delinquent.	75 <sup>th</sup> Percentile: 2.7% Median: 7.6% 25 <sup>th</sup> Percentile: 18.7%	% of delinquent accounts	Median
7	Maintain high level of stakeholder outreach activities.	75 <sup>th</sup> Percentile: 94% Median: 83% 25 <sup>th</sup> Percentile: 65%	Stakeholder outreach engagement	94%
8	Track the number of customer service complaints (complaints/population served).	75 <sup>th</sup> Percentile: 0.20 Median: 0.50 25 <sup>th</sup> Percentile: 1.3	# of customer complaints	Median or better
9	Track the percentage of bills issued that were estimated for both residential and commercial customers.	<b>Residential:</b> 75 <sup>th</sup> Percentile: 2.0% Median: 0.6% 25 <sup>th</sup> Percentile: 0.1% <b>Commercial:</b>	% of estimated bills issued	0.1% (Combined total)

GOALS		AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET
		75 <sup>th</sup> Percentile: 0.9% Median: 0.1% 25 <sup>th</sup> Percentile: 0.0%		
<b>TECHNOLOGY SERVICES</b>				
1	Complete the mapping of New Business ‘as-built’ drawings within 7 days or less.		# of days mapping of ‘as-built’ drawings of ‘redline’ drawing submittal	≤ 7 days
2	Respond to helpdesk tickets within 24 hours or less.		Average # of hours between the creation and staff response to Helpdesk tickets	≤ 24 hours
3	Develop processes and tools necessary to further leverage Geographic Information System (GIS) as TMWA’s primary asset database.		% implementation of processes and tools	100%
4	Develop processes and tools necessary to further leverage TMWA’s financial system.		% implementation of processes and tools	100%
5	Complete Human Capital Management (HCM) Project to replace TMWA’s current payroll and HR applications.		Complete project by 8/2025	100%
6	<b>NEW:</b> Complete Business Network Restructuring to enhance cybersecurity.		8/2025	100%
<b>HUMAN RESOURCES</b>				
1	Track continuous training for full-time equivalents (FTEs) employees.	75 <sup>th</sup> Percentile: 22.3 Median: 14.5 25 <sup>th</sup> Percentile: 7.7	# of continuous training hours per employee	Median or better
2	Track the number of annual employee FTEs departures per year.	75 <sup>th</sup> Percentile: 6.3% Median: 10.9% 25 <sup>th</sup> Percentile: 14.3%	# of FTEs departed per year	Median or better
3	Track the number of FTEs eligible for retirement.	75 <sup>th</sup> Percentile: 10.3% Median: 20.2% 25 <sup>th</sup> Percentile: 29.2%	#of FTEs eligible for retirement	Median or better
<b>FINANCIAL</b>				
1	Meet or underspend Capital Commitments as approved by the Board.		% of budget spent	70-100%
2	Meet or underspend O&M Budget Commitments.		\$ spent	Met or underspent



GOALS		AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET
<b>FINANCIAL (CONTINUED)</b>				
3	Maintain a lean operating ratio.	75 <sup>th</sup> Percentile: 42% Median: 55% 25 <sup>th</sup> Percentile: 68%	% operating ratio	Median
4	Reduce TMWA’s debt per capita based on industry standards.	Benchmark: \$500- \$550	TMWA’s debt per capita	Work toward industry standards
5	Maintain ratio of capital cost to total budgeted costs based on industry standards.	Benchmark: 25% - 50%	% of capital cost to total budgeted costs	25%

GOALS		MEASURE	TARGET
<b>NATURAL RESOURCES</b>			
1	Increase community awareness and understanding of TROA and its benefit to our area’s municipal water supply.	Continue giving presentations to customer/industry groups on TMWA’s overall water resource management strategies, including the benefits of TROA, ASR, conservation, and A+ Reclaimed Water feasibility to the area’s municipal water supply.	≥ 10 presentations
2	Review, monitor, and advise the Board regarding issues and activities of the 2025 legislative session that may affect TMWA. Continue monitoring and stay updated on statewide water law issues.	As necessary, advise the Board regarding issues or activities that may affect TMWA.	100%
3	Continue an active role in maintaining sufficient water rights inventory, analyze purchase opportunities.	Maintain sufficient water rights inventory.	Monthly Board reports
4	Turn around new business application water rights work within 5 business days (unless changes arise on the customer's side.)	# of days turnaround new business application	≤ 5 days
5	Remain actively involved with UNR’s Nevada Water Innovation Institute projects.	Report activities to the Board	100%
6	Respond to customer water usage audit requests within 3-5 business days and provide monthly conservation report to the Board.	# of days between receiving request and completing a water audit	≤ 5 days
7	Analyze opportunities to increase water conservation for drought resiliency, use best available science to evaluate global climate change models applicable to this region, and advise the Board.	Complete the analyses and update the Board.	100%
<b>ENGINEERING &amp; NEW BUSINESS</b>			
1	Continue cooperative coordination with Agencies and complete projects on schedule. Survey agency satisfaction with utility coordination effort.	1 = Unacceptable 2 = Needs Improvement 3 = Good 4 = Commendable 5 = Outstanding	Average response rate ≥ 4 rating



GOALS		MEASURE	TARGET	
<b>ENGINEERING &amp; NEW BUSINESS (CONTINUED)</b>				
2	Deliver required in-service dates for major capital projects on/under budget.	<ul style="list-style-type: none"> <li>• APWF GMP 1 Q3 2025</li> <li>• Orr Ditch Hydro / BPS In Service April 2025</li> <li>• Tank Rehab in Service, May 2025</li> <li>• Sparks 36" Feeder Main, June 2025</li> </ul>	\$32M	Met or underspent
3	Continue to measure and report new business turnaround times.  <b>Project Category</b> A) Commercial with Main B) Commercial Service C) Subdivision	Number of Projects and turnaround times:	% turnaround in ≤ 30 days	75%
		75% ≤ 30 days	% turnaround in ≤ 60 days	100%
		100% ≤ 60 days		
4	Achieve 100% backflow testing compliance for all new construction and TMWA-owned devices, as well as 100% continued notification for backflow testing compliance for all existing customers.	% of backflow testing for new construction, TMWA-owned devices & existing customers	% complete	100%
5	Perform 150 backflow retrofits.	# of backflow retrofits	#	≥ 150
6	With BIS support, implement the Cityworks Public Access Portal for New Business Applications.	Complete by January 2025.	% complete	100%
7	Implement 3 Major New Business Process Improvements.	Complete by August 2025.	% complete	100%
8	<b>NEW:</b> Publish TMWA Water Project Design Plans Preparation & Submittal Guidance Document.	Complete by January 2025.	% complete	100%
9	<b>NEW:</b> Complete a 'gap analysis' across all Asset Management Plans and identify 3 possible programmatic improvements.	Complete by July 2025.	% complete	100%



## STAFF REPORT

**TO:** Board of Directors  
**FROM:** John R. Zimmerman, General Manager  
**DATE:** October 9, 2024  
**SUBJECT:** **General Manager's Report**

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Attached please find the written reports from the Management team including the Operations Report (*Attachment A*), the Water Resource and the Annexation Activity Report (*Attachment B*), the Customer Services Report (*Attachment C*), and Report regarding Davis fire contractor related expenses during the emergency period (*Attachment D*).

Also, listed below are news clippings from September 10, 2024 through October 9, 2024:

- 09/11/24 [Southwest Reno residents urged to stop outdoor watering Wednesday amid Davis Fire strains](#) KRNV.Fox 11
- 09/11/24 [TMWA Lifts Outdoor Watering Restrictions](#) KOLO TV
- 09/11/24 [Davis fire updates: Evacuation map, Reno weather forecast](#) RGJ
- 09/11/24 [Davis Fire latest: 56% contained; community meeting Friday night](#) KTVN
- 09/17/24 [California to implement direct potable reuse](#) Water World
- 09/16/24 [Tahoe National Forest planning to reduce wildfire risk on 3,000 acres north of Truckee](#) Yuba.net
- 09/24/24 [Plans for the Truckee River on the City Council Agenda](#) ThisisReno
- 09/24/24 [Drinking bottled water is much worse for you than tap, scientists find](#) BBC Science
- 09/26/24 [US Congress Approves Lake Tahoe Restoration Act for Another Decade](#) Sierra Sun
- 09/27/24 [Community-Led Research Along the Truckee River's Urban Corridor in Nevada](#) One Truckee River
- 09/28/24 [Metropolitan invests in health of northern Sierra watersheds through forest resilience bonds](#) Metropolitan Water District
- 10/03/24 [President Signs Lake Tahoe Restoration Act](#) Tahoe Fund
- 10/07/24 [California's Water Recycling Rules Turn Wastewater into Tapwater. What It Means to You](#) LAIST



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Bill Hauck, Water Supply Supervisor  
**DATE:** October 9, 2024  
**SUBJECT:** **October 2024 Water Operations Report**

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### SUMMARY

- The water supply outlook for our region is very positive
- Truckee River reservoir storage system-wide is about 72% of maximum capacity
- Lake Tahoe is currently 71% full
- TMWA's privately owned storage (POSW) and TROA storage are in great shape
- A significant amount of this upstream reservoir storage will be carried over into 2025
- This will ensure normal Truckee River flows through 2025 and beyond
- Hydroelectric generation for September 2024 was \$325,663 (@ 4,247 MWh)
- TMWA water customer demands are tapering off with the onset of fall

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

- **River Flows** - Truckee River flow at the CA/NV state line was four hundred (400) cubic feet per second (CFS) this morning. This is very close to the 115-year median of 411 CFS for this day. Flows should remain constant through the month of October.
- **Reservoir Storage** - Overall, Truckee River reservoir storage is ~72% of capacity. The elevation of Lake Tahoe is 6227.35 feet (1.75' below maximum legal elevation of 6229.10'). Storage values for each reservoir as of October 9<sup>th</sup> are as follows:

<b>Reservoir</b>	<b>Current Storage (Acre-Feet)</b>	<b>% Capacity (Percent)</b>
Tahoe	529,555	71%
Boca	19,343	47%
Stampede	182,167	80%
Prosser	14,253	48%
Donner	7,248	76%
Independence	15,544	89%

In addition to the 22,792 acre-feet of storage between Donner and Independence reservoirs, TMWA also has 15,435 acre-feet of water stored in Stampede and Boca reservoirs under the terms of TROA. TMWA’s total combined upstream reservoir storage as of this writing is approximately 38,227 acre-feet.

- **Outlook** - Reservoir storage on the Truckee River system is in great good shape for this time of the year (~72% of capacity). With Lake Tahoe still more than two-thirds (2/3) of the way full and TMWA’s privately-owned reservoir storage (POSW) and TROA storage on solid footing, the state of the regional water supply is excellent. Since a significant amount of this upstream reservoir storage will be carried over into 2025, normal river flows and operations are projected through at least this next year, regardless of what happens this winter.

**(B) Water Production**

- **Demand** - TMWA customer demand continues to taper off with the onset of fall. Demand averaged one hundred and eleven (111) million gallons per day (MGD) for the last full week of September. Surface water made up 82% of our overall supply, and groundwater pumping the other 18%. Our peak demand day for the year to date (YTD) was 148.8 MG on Tuesday July 9<sup>th</sup>.

**(C) Hydro Production**

**Generation** - The average flow in the Truckee River at Farad (CA/NV state line) during the month of September was 473 CFS. All three power plants were on-line and 100% available for the entire month.

Statistics and generation for the month of September are as follows:

<b>Plant</b>	<b>Generation Days</b>	<b>% Availability</b>	<b>Generation (Megawatt Hours)</b>	<b>Revenue (Dollars)</b>	<b>Revenue (Dollars/Day)</b>
Fleish	30	100%	1,735	\$133,439	\$4,448
Verdi	30	100%	1,650	\$125,800	\$4,193
Washoe	30	100%	862	\$ 66,424	\$2,214
<b>Totals</b>	<b>90</b>	<b>-</b>	<b>4,247</b>	<b>\$325,663</b>	<b>\$10,855</b>



# Truckee Meadows Water Authority

## STAFF REPORT

**TO:** Chairman and Board Members  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Eddy Quaglieri, Water Rights Manager  
**DATE:** October 2, 2024  
**SUBJECT:** **Water Resources and Annexation Activity Report**

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### RULE 7

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

Beginning Balance		3,229.42 AF
Purchases of water rights	9.15 AF	
Refunds	0.00 AF	
Sales	-46.89 AF	
Adjustments	0.00 AF	
Ending Balance		3,191.68 AF

Price per acre foot at report date: \$8,100

### 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		7,354.29 AF
Committed water rights	1.60 AF	
Ending Balance		7,352.69 AF

Price per acre foot at report date: \$47,218 (SFR and MFR); \$40,960 (for all other services)<sup>1</sup>

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

**WATER SERVICE AREA ANNEXATIONS**

Since the date of the last report, there have been 0.00 acres annexed into TMWA's service area.

**INTERRUPTIBLE LARGE VOLUME NON-POTABLE SERVICE**

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



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Marci Westlake, Manager Customer Service  
**DATE:** October 16, 2024  
**SUBJECT:** **September Customer Service Report**

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The following is a summary of Customer Service activity for September 2024

### **Ombudsman Report – Kim Mazeres**

- Customer has property along the Verdi canal. Needs information on building of a bridge over canal and remediation post-fire. Met with customer. He is satisfied with where everything is at right now with TMWA staff regarding the bridge. Referred him to Senior Hydrologist for additional remediation / revegetation info.
- Customer getting dust and dirt blowing into neighborhood from Highland Reservoir land. Referred him to Facilities.
- Customer is a property manager who has had pressure issues at multiple properties that she manages. Referred to Customer Service Manager, asking the customer to email all property addresses and details of issues.
- Water in crawl space. Customer is adjacent to Highland Flume and thinks it may be coming from there. Referred customer to Water Supply Supervisor. They shut the ditch off a week early and is working with the customer to file a claim.
- Neighbor wanted to know about the OneWater Project. Told her everything I knew and then referred her to Emerging Resources Program Supervisor for additional information.
- Paid New Business development fee at front desk. TMWA was subsequently requiring more money to be paid, and customer did not agree with the calculation. PUCN referred him to the Ombudsman. Engineering Manager, worked with customer to address his concerns, which were handled to the satisfaction of the customer.

### **Communications – Public Outreach – September**

- Dave Kusnick and Ryan Malkiewich did a Water Quality Informational presentation for Atria Senior Living.
- Darrin Garland and Kelli Burgess did a Conventional Water Treatment tour at Chalk Bluff and 8 people attended.
- Will Raymond did a Conventional Water Treatment tour at Chalk Bluff and 9 people attended.
- Darrin Garland did a Conventional Water Treatment tour at Chalk Bluff and 9 people attended.

- Lydia Teel did a presentation for APWF at American Flat for Nevada Water Resources Association and 30 people attended.
- Robert Charpentier presented Demystifying Potable Reuse with a DIY Demo Table for WaterReuse California Conference and 28 people attended.
- Kara Steeland had a presentation for Donner Lake Water Management and Partnerships for CA State Parks/Sierra State Parks Foundation and 60 people attended.

**Conservation (2024 Calendar year)**

- 1,144 Water Usage Reviews
- 7,743 Water Watcher Contacts

**Customer Calls – September**

- 6,875 phone calls handled.
- Average handling time 5 minutes 38 seconds per call.
- Average speed of answer :22 seconds per call.

**Billing – September**

- 138,354 bills issued.
- 68,526 customers (49%) have signed up for paperless billing to date, which equates to an annual savings of \$493,387.20.

**Remittance – September**

- 11,833 Mailed-in payments.
- 20,424 Electronic payments.
- 48,463 Payments via AutoPay (EFT)
- 16,629 One-time bank account payments.
- 747 Pay by Text
- 4,487 IVR Payments.
- 1,231 Reno office Payments.
- 58 Kiosk Payments.

**Collections – September**

- 12,824 accounts received a late charge.
- 3,994 Mailed delinquent notices, 0.03% of accounts.
- 894 accounts eligible for disconnect.
- 654 accounts were disconnected. (Including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- .07% write-off to revenue.

**Meter Statistics – Fiscal Year to Date**

- 1,236 Meter exchanges completed.
- 434 New business meter sets completed.



**Service Line Warranties of America Statistics**

- 11,300 Policies
- 8,843 Customers
- 225 Jobs Completed
- \$451,386 Customer Savings



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Shelley Huxhold, Procurement & Projects Analyst  
**DATE:** October 16, 2024  
**SUBJECT:** **Emergency Declaration for the Davis Fire**

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The following is a summary of contractor related expenses during the emergency period only:

Empire Equipment	\$ 42,151.94
Sunbelt	\$ 22,466.70
United Rentals	\$ 7,424.70
RK Contractors	\$ 1,050.00
SRT	\$ 3,471.00
	<hr/>
	\$ 76,564.34