



**AGENDA**  
**TRUCKEE MEADOWS WATER AUTHORITY**  
**Board of Directors**  
**Wednesday, April 15, 2026, at 10:00 a.m.**  
**Sparks Council Chambers, 745 4<sup>th</sup> Street, Sparks, 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/85018011171?pwd=N3bVm9s3Xsgm3VxFC9RnHYcdmbv5T0.1>

Passcode: 889025

Or call:

Phone: (888) 788-0099

Webinar ID: 850 1801 1171

**Board Members**

Chair Clara Andriola – Washoe County	Vice Chair Paul Anderson – City of Sparks
Naomi Duerr – City of Reno	Alexis Hill – Washoe County
Miguel Martinez – City of Reno	Kathleen Taylor – City of Reno
Dian VanderWell – City of Sparks	

**CLOSED CAPTION & TRANSLATION:** Both Zoom & YouTube offer closed captioning and translation into your language by simply clicking on the “CC” icon at the bottom of the screen and selecting your preferred language.

**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. 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. and 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.
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 March 18, 2026, Meeting of the TMWA Board of Directors **(For Possible Action)**
7. Water Supply Update – Kara Steeland\* **(5min)**
8. Discussion and Possible Action to Amend the Standing Advisory Committee Composition to Include a Representative from National Association of Industrial and Office Parks (NAIOP) Northern Nevada Chapter – Danny Rotter **(5 min) (For Possible Action)**
9. Informational Report regarding Customer Service and Assistance Overview\* – Marci Westlake & Ryan Dixon **(10 min)**
10. Presentation of General Manager Zimmerman’s Performance Evaluations and Accomplishments during the Term of the Current General Manager Contract from October 15, 2022, to the Present\* – Jessica Atkinson **(10 min)**
11. Discussion and Possible Board Authorization for the Chair and Vice-Chair to Negotiate an Amendment to the General Manager’s Employment Agreement or, in the alternative, to Develop and Recommend Next Steps Related to an Executive Search – Justina Caviglia **(10 min) (For Possible Action)**
12. Presentation regarding a Compensation Analysis for the General Manager Position to Determine Competitive Levels Based on TMWA’s Defined Labor Market\* – Jessica Atkinson **(10 min)**
13. General Manager’s Report\* **(5min)**
14. Public Comment (limited to no more than three minutes per speaker)\*
15. Board Comments and Requests for Future Agenda Items\*
16. Adjournment

<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.

TRUCKEE MEADOWS WATER AUTHORITY  
MINUTES OF THE MARCH 18, 2026  
MEETING OF THE BOARD OF DIRECTORS

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The Board of Directors met on Wednesday, March 18, 2026, at Sparks City Council Chambers. Chair Andriola called the meeting to order at 10:00 a.m.

**1. ROLL CALL**

**Directors Present:** Paul Anderson, Clara Andriola, Naomi Duerr, \*Alexis Hill, Miguel Martinez, Kathleen Taylor and \*\*Charlene Bybee.

A quorum was present.

*\*Director Hill was present via Zoom and arrived at 10:06 a.m.*

*\*\*Councilmember Bybee served as alternate for Director Dian VanderWell*

**2. PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Lisa Farmer.

**3. PUBLIC COMMENT**

Public comment was provided by one member of the public. Ed Powell identified himself as a customer of TMWA. He requested that TMWA Staff analyze an issue he says he experienced related to payment processing.

**4. POSSIBLE BOARD COMMENTS OR ACKNOWLEDGEMENTS**

John Zimmerman, General Manager, introduced Lisa Farmer to the Board. Ms. Farmer will be taking over as Executive Assistant beginning on March 23, 2026.

**5. APPROVAL OF THE AGENDA**

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

**6. APPROVAL OF THE MINUTES OF THE FEBRUARY 28, 2026, MEETING OF THE TMWA BOARD OF DIRECTORS**

**Upon motion by Director Taylor, second by Director Duerr, which motion duly carried by unanimous consent of the Directors present, the Board approved the February 18, 2026, minutes.**

## 7. WATER SUPPLY UPDATE

Kara Steeland, Senior Hydrologist and Watershed Coordinator, reported on current water and snow conditions. Ms. Steeland noted that, despite it being a dry and warm season, the area's water supply remains in good shape due to reservoir storage. Ms. Steeland pointed out that this season's snow water equivalent increased during a storm in February but has melted out since. The area is still above average in precipitation for the water year, and the soil moisture remains at high levels. Lake Tahoe is currently just one foot below maximum elevation, so Ms. Steeland expects normal river flow this year. TMWA's current upstream storage is 38,000 acre feet, which is average for this type of water year. Ms. Steeland concluded by noting that, from TMWA's perspective, TMWA has sufficient water supply and does not expect any abnormal operations.

## 8. PUBLIC HEARING ON RATES AMENDMENTS

### A. SECOND HEARING, PUBLIC HEARING: DISCUSSION AND POSSIBLE ACTION ON RESOLUTION NO. 342: A RESOLUTION TO ADOPT STRUCTURE CHANGES TO TMWA WATER RATES REFLECTING THE RESULTS OF A COST OF SERVICE STUDY — MATT BOWMAN

### B. PUBLIC COMMENT — LIMITED TO NO MORE THAN THREE MINUTES PER SPEAKER\*

#### CLOSE PUBLIC HEARING

Director Duerr requested that Matt Bowman, TMWA's Chief Financial Officer, provide an overview of the impact of the cost of service changes. Mr. Bowman stated that with these changes, a smaller percentage of revenue will be collected from single-family residential customers, meaning that generally their rates will decrease. The percentage of revenue from multifamily and commercial customers will increase. Mr. Bowman noted that these changes will more accurately reflect the cost of serving each group to prevent cross-subsidization amongst the groups.

**Upon motion by Director Taylor, second by Director Anderson, which motion duly carried by unanimous consent of the Directors present, the Board adopted Resolution No. 342.**

## 9. DISCUSSION AND POSSIBLE ACTION ON THE TMWA TENTATIVE BUDGET FOR THE FISCAL YEAR ENDING JUNE 30, 2027, AND DRAFT CAPITAL IMPROVEMENT PLAN FOR FISCAL YEARS 2027 THROUGH 2031 — MATT BOWMAN AND DAVID DIEGLE

Mr. Bowman presented TMWA's fiscal year 2027 operating budget and five-year Capital Improvement Plan. Mr. Bowman provided an overview of TMWA's fiscal planning timeline. TMWA's operating income reflected an improvement from last year. TMWA's operating expenses reflected a net reduction in TMWA's headcount. Part of this reduction in headcount came from TMWA's decision to contract out aspects of its security operations. Services and supplies accounted for only a nominal increase from the

previous fiscal year. Mr. Bowman thanked Staff for its diligence in reviewing services and supplies budget and finding opportunities to save. Mr. Bowman updated the Board regarding TMWA's successful refunding of its 2015 and 2016 bonds, which returned a net present value savings of \$9.7 million dollars. TMWA's debt service coverage ratio remains consistent with recent funding plan projections.

David Diegle, TMWA's Engineering Manager, highlighted several capital projects. Mr. Diegle discussed upcoming plans to complete work on TMWA's Highland Siphon. Mr. Diegle also discussed the Rattlesnake Tank Replacement project. Lastly, Mr. Diegle discussed TMWA's Power Loss Mitigation Program, which is critical to maintain power during certain NVEnergy PSOM events.

Director Taylor thanked Staff for their work on this item. Director Taylor stated that it is her priority to ensure TMWA has the resources it needs to deliver excellent customer service. Director Taylor asked what was included in contracted services within the budget. Mr. Bowman pointed out that the contracted services portion of the budget is made up of many services, including but not limited to, landscaping, TMWA's call center, and other services. Director Hill requested a future agenda item relating to customer service and assistance that TMWA provides to people in need. Chair Andreola lauded Staff for its successful refunding of its 2015 and 2016 bonds and discussed the importance of TMWA's recent power purchase agreement.

**Upon motion by Director Taylor, second by Director Martinez, which motion duly carried by unanimous consent of the Directors present, the Board approved the Tentative Budget for fiscal year ending June 30, 2027, and Draft Capital Improvement Plan for fiscal years 2027 through 2031.**

#### 10. PRESENTATION ON PROPOSED CONSERVATION, COMMUNICATIONS AND OUTREACH PLAN FOR 2026-2027, DISCUSSION AND POSSIBLE DIRECTION TO STAFF — ROBERT CHARPENTIER AND CAMMY ELQUIST LORÉ

Robert Charpentier, TMWA's Chief Communications Officer, discussed the pillars of TMWA's communication mission: conservation, water leadership, water quality, and customer experience. Mr. Charpentier discussed upcoming events, including TMWA's Smart About Water Day and the Water Supply Outlook Presentation. Cammy Elquist LoRé, TMWA's communications collaborator at GoodStanding Outreach, discussed the customer lifecycle phases. Ms. LoRé discussed new customer letters and interactive quizzes given to new customers after a couple of months of becoming a customer. Ms. LoRé also spoke regarding TMWA's recent move to Advanced Metering Infrastructure and the opportunity to inform customers about new capabilities with those meters. Mr. Charpentier spotlighted that this year is TMWA's twenty-fifth anniversary and that TMWA would use that as an opportunity to reinforce to the community the role that TMWA has played in the region.

Director Duerr thanked Staff for the presentation and inquired about any surveys that were in place to gauge customer satisfaction. Mr. Charpentier replied that TMWA currently uses a vendor to perform opt-in online surveys. Ms. LoRé also commented that the survey is performed twice per year. Director Anderson thanked Staff for their work and stressed the importance of conveying to the community how well situated the region is regarding water supply.

**Upon motion by Director Duerr, second by Director Martinez, which motion duly carried by unanimous consent of the Directors present, the Board approved the Proposed Conservation, Communications and Outreach Plan for 2026-2027 and to have Staff follow the Board’s direction.**

**11. DISCUSSION AND POSSIBLE ACTION ON ADOPTION OF RESOLUTION NO. 343: A RESOLUTION TO APPROVE FUNDING FOR ONE OR MORE OF THE PROJECTS RECOMMENDED BY THE TRUCKEE RIVER FUND ADVISORY COMMITTEE AND AN AUTHORIZATION FOR THE COMMUNITY FOUNDATION OF NORTHERN NEVADA TO FUND SUCH PROJECTS FROM FUND PROCEEDS — KARA STEELAND**

Ms. Steeland requested approval for the Truckee River Fund projects recommended for funding by the Advisory Committee for the Spring requests for proposals. The Truckee River Fund is a key component of TMWA’s source water protection program. The Advisory Committee recommended six projects for funding. Director Duerr inquired about GreenVibe World project. Ms. Steeland stated the Advisory Committee decided not to fund the project at this time due to lack of specificity in their proposal and requested that they come back in the next funding cycle.

**Upon motion by Director Anderson, second by Councilmember Bybee, which motion duly carried by unanimous consent of the Directors present, the Board approved Resolution No. 343.**

**12. GENERAL MANAGER’S REPORT**

Mr. Zimmerman thanked Eddy Quagliere, TMWA’s Natural Resources Manager, and David Kershaw, TMWA’s Engineering Manager, for organizing the River Oak public meeting to help residents understand wholesale connections.

**13. PUBLIC COMMENT**

There was no public comment.

**14. BOARD COMMENTS AND REQUESTS FOR FUTURE AGENDA ITEMS**

Director Duerr requested a future agenda item where Staff would give an update on the wholesale connection to the Verdi Meadows Utility Company.

**15. ADJOURNMENT**

With no further discussion, Chair Andriola adjourned the meeting at 11:34 a.m.

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

Prepared by Daniel Nubel, Senior Staff Attorney.

***\*Director Hill was present for agenda items 4 through 15 only.***



## STAFF REPORT

**TO:** Board of Directors  
**FROM:** John R. Zimmerman, General Manager  
**FROM:** Danny Rotter, Assistant General Manager  
**DATE:** April 15, 2026  
**SUBJECT:** **Discussion and Possible Action to Amend the Standing Advisory Committee Composition to Include Representation from the National Association of Industrial and Office Parks (NAIOP)**

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### Recommendation

Staff recommends the Board consider the following additions to the Standing Advisory Committee (SAC) membership:

- Adding one primary and one alternate member to the SAC representing the National Association of Industrial and Office Parks (NAIOP) Northern Nevada Chapter. Staff recommends the Board authorize NAIOP Northern Nevada to appoint these representatives, consistent with the appointment authority currently extended to the Builders Association of Northern Nevada (BANN) and the Reno-Sparks Chamber of Commerce.
- Accepting NAIOP Northern Nevada's member appointments of Scott Barnes as Primary and Lea Tauchen as Alternate.

### Background

In August 2005, a Subcommittee of the TMWA Board appointed the original eight SAC members along with six alternate members. Subsequently, additional members and alternates were appointed by the Builders Association of Northern Nevada and Reno-Sparks Chamber of Commerce. In September 2016, the TMWA Board decided to remove the two appointments made by the Northern Nevada Water Planning Commission and the Office of Consumer Advocate and replace those with two at-large positions.

### Discussion

NAIOP Northern Nevada is the regional chapter of NAIOP, the Commercial Real Estate Development Association, a national organization representing developers, owners, investors, and professionals in the office, industrial, retail, and mixed-use real estate sectors. The Northern Nevada chapter is active in local land use, legislative, and infrastructure policy matters affecting the commercial development community in the Truckee Meadows.

Staff recommends adding NAIOP Northern Nevada representation to the SAC for the following reasons:

- Members of NAIOP Northern Nevada are affected by TMWA rate adjustments and facility charges assessed at the time of new commercial and industrial service connections.

- The commercial and industrial development sector has continued to grow in the Reno-Sparks metropolitan area in recent years and is expected to continue generating new infrastructure demand.
- NAIOP Northern Nevada represents a commercial development perspective that is distinct from the residential homebuilding focus of BANN, and distinct from the broader business membership of the Reno-Sparks Chamber of Commerce. Adding this voice to the SAC would improve the breadth of stakeholder input, particularly on capital improvement planning and facility charge discussions.
- NAIOP Northern Nevada representatives have been active and engaged participants in regional infrastructure and policy discussions. Staff anticipates they would be similarly engaged SAC contributors, consistent with the standard the Board has historically applied in evaluating group appointments.

Staff notes that the SAC Governing Rules provide that membership is governed by the Board of Directors and that the Board may amend the SAC's composition as it deems appropriate. Adding a primary and alternate member appointed by NAIOP Northern Nevada would be consistent with the existing appointment model used for BANN and the Reno-Sparks Chamber of Commerce and would not alter the customer class representation structure.

NAIOP Northern Nevada has requested appointment of Scott Barnes, NAIOP President, as the Primary Member and Lea Tauchen, NAIOP Executive Director, as the Alternate Member.

### **Recommended Motion**

Move to approve adding NAIOP membership to the Standing Advisory Committee and accept NAIOP's appointments to the Standing Advisory Committee as presented.



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** John Zimmerman, General Manager  
**FROM:** Jessica Atkinson, Human Resources Manager  
**DATE:** April 15, 2026  
**SUBJECT:** **Presentation of General Manager Zimmerman’s Performance evaluations and accomplishments during the term of the current GM contract from October 15, 2022 to the present.**

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### **Background**

In February 2026, the Board directed staff to provide a summary of the General Manager’s performance evaluations and key accomplishments during the term of the current employment agreement, from October 15, 2022 to present. This report is intended to support Board discussion and consideration related to the subsequent agenda item regarding the General Manager’s employment agreement. Performance feedback was collected from Board members and the General Manager’s direct reports for each contract year.

### **Discussion**

The following section highlights key organizational accomplishments achieved during each contract year of the current General Manager employment agreement.

### **Summary of Key Accomplishments by Contract Year**

#### Contract Year 2022-2023

- **Financial & Strategic Management:** Implemented the final phase of a planned 2.5% rate increase; generated \$2.9 million in hydroelectric revenue; developed a debt restructuring strategy with projected savings exceeding \$5 million.
- **Operational Infrastructure:** Restored operations at the Mt. Rose Water Treatment Plant following flood damage; completed the 30% design phase for the American Flat Advanced Purified Water Project.
- **External Funding & Labor Relations:** Secured a \$3 million federal earmark for the American Flat Project; negotiated and executed a new labor agreement with IBEW Local 1245.

**Contract Year 2023-2024**

- **Financial Optimization:** Completed a cash optimization refinancing generating \$12.1 million in net present value savings; achieved record hydroelectric revenue of \$4.2 million.
- **Infrastructure Funding:** Secured a \$30 million Bureau of Reclamation grant and 1% state financing for the American Flat Project, resulting in an estimated \$5–\$10 million in additional savings.
- **Strategic Planning:** Advanced the American Flat Project to 60% design; Board adoption of the 2040 Water Facility Plan in October 2023.
- **Organizational Health:** Achieved a 93.2% favorable customer satisfaction rating; promoted eight internal employees; conducted an organization-wide inclusive leadership workshop.

**Contract Year 2024-2025**

- **Long-Term Resource Planning:** Developed the draft 2025–2045 Water Resource Plan, incorporating scenario-based climate modeling.
- **Regulatory Modernization:** Directed updates to Water Rules 5, 6, 8, and 10, approved by the Board in March 2025.
- **Project Delivery:** Completed the 90% design phase for the American Flat Project and prepared the operating agreement for a Spring 2026 launch.
- **Fiscal Performance & Energy Initiatives:** Maintained an operating margin \$5.6 million above budget; reduced operating expenses by 3% (\$4.3 million); secured \$1.3 million for the Orr Ditch Hydroelectric Project and an estimated \$3–\$5 million in renewable energy credits.

**Performance Evaluation Ratings Summary**

The following table summarizes the feedback from the Board of Directors and Mr. Zimmerman’s direct reports.

<b>Performance Area</b>	<b>2022-2023 Ratings</b>	<b>2023-2024 Ratings</b>	<b>2024-2025 Ratings</b>
<b>Organizational Leadership</b>	7 E, 4 M	14 E, 2 M	9 E, 6 M
<b>Relations with Board/Governance</b>	8 E, 3M	8 E, 7 M, 1 N/A	10 E, 4 M, 1 N/O
<b>Communication Skills</b>	7 E, 4 M	12 E, 4 M	10 E, 5 M
<b>Relations with Community/Stakeholders</b>	8 E, 1 M, 1 N/A	11 E, 5 M	10 E, 5 M
<b>Management of Staff</b>	7 E, 3 M, 1 N/A	14 E, 2 M	10 E, 5 M
<b>Personal Effectiveness</b>	8 E, 3 M,	11 E, 4 M	9 E, 6 M
<b>Overall Rating</b>	<b>10 E, 1 M</b>	<b>10 E, 5 M</b>	<b>10 E, 5 M</b>

*E=Exceeds, M=Meets, N/A=Not Applicable, N/O=Not Observed*

**Performance Evaluation Summary**

Across all three contract years, 100% of ratings in every competency area reflected performance that Met or Exceeded expectations. Notable trends include a significant increase in “Exceeds” ratings from 2022–2023 to 2023–2024, particularly in Organizational Leadership (7E to 14E)

and Management of Staff (7E to 14E). The 2024–2025 ratings stabilized at a high level, with the Overall Rating holding at 10 Exceeds for the second consecutive year.

**Conclusion**

The record presented in this report reflects three consecutive contract years of consistent performance by General Manager Zimmerman across all evaluated competency areas. Key highlights of the contract term include: securing more than \$33 million in federal and state funding; generating \$12.1 million in net present value savings through proactive debt refinancing; advancing the American Flat Advanced Purified Water Project from initial design to near-completion; maintaining a 93.2% customer satisfaction rating; and developing a long-range Water Resource Plan through 2045 that positions the organization for future resilience. All performance ratings across all three years Met or Exceeded Board expectations, with the Overall Rating at Exceeds for the second consecutive year. This information is presented to support the Board’s discussion and action on the subsequent agenda item regarding the General Manager’s current employment agreement.



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** John Zimmerman, General Manager  
**FROM:** Justina Caviglia, Board Attorney & Jessica Atkinson, Human Resources Director  
**DATE:** April 15, 2026  
**SUBJECT:** **Discussion and possible Board authorization for the Chair and Vice-Chair to negotiate an amendment to the General Manager’s employment agreement or, in the alternative, to develop and recommend next steps related to an executive search.**

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### **Background**

The current General Manager’s employment agreement is approaching a decision point requiring Board direction. The Board has received and reviewed a summary of the General Manager’s performance evaluations and key organizational accomplishments covering the term of the current employment agreement to inform this discussion.

### **Discussion**

Based on the performance information presented, the Board may wish to consider one of the following actions:

- 1. Authorize negotiation of an amendment to the existing employment agreement.**  
Under this option, the Board Chair and Vice-Chair, working with legal counsel and Human Resources, would negotiate proposed amendment terms for subsequent Board consideration.
- 2. Direct development of next steps related to an executive search.**  
Alternatively, the Board may authorize the Chair and Vice-Chair to work with staff to develop and return recommended next steps related to a potential executive search for future Board discussion.

### **Possible Motions**

1. Motion to authorize the Board Chair and Vice-Chair to negotiate an amendment to the General Manager’s employment agreement and return a proposed amendment to the Board for consideration.
2. Motion to authorize the Chair and Vice-Chair to work with staff to develop and recommend next steps related to an executive search for future Board consideration.



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** John Zimmerman, General Manager  
**FROM:** Jessica Atkinson, Human Resources Director  
**DATE:** April 15, 2026  
**SUBJECT:** **Presentation regarding a compensation analysis for the General Manager position to determine competitive levels based on TMWA's defined labor market**

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### **Background**

As part of the Board's consideration of matters related to the General Manager employment agreement, staff engaged Gallagher Benefit Services, Inc. to conduct a targeted compensation analysis for the General Manager position. The purpose of this analysis is to provide objective external market information regarding competitive compensation levels within a defined labor market.

This analysis was requested to ensure that all Board members have a common and consistent understanding of relevant market context, and to ensure that those Board members authorized under the prior agenda item have the information necessary to negotiate and/or make decisions related to the General Manager's employment agreement, should negotiations occur.

The attached General Manager Market Report (April 2026) is provided for informational purposes only.

### **Discussion**

Gallagher's analysis evaluates the General Manager position relative to comparable public-sector organizations using a targeted data-mining approach that incorporates peer agency compensation data and published executive compensation surveys. The methodology includes normalization to the Reno, Nevada labor market and presents results using standard market reference points (50th, 60th, and 75th percentiles).

At a high level, the report reflects the following key observations:

- **Actual Pay Positioning:** The General Manager's current salary is aligned with the market median (50th percentile), moderately below the market 60th percentile, and below upper-quartile (75th percentile) market levels, indicating generally competitive positioning within the defined labor market.
- **Salary Structure Positioning:** The adopted salary structure for the General Manager role is positioned below external market reference points, with greater divergence at higher percentiles. The report characterizes this as a structural positioning issue rather than an

individual pay concern, noting that this pattern is common among public-sector executive roles.

- Use of Market Data: The report emphasizes that market data for executive, single-incumbent positions is best used as contextual guidance. Compensation outcomes are typically influenced by governance expectations, organizational complexity, performance outcomes, and Board priorities, in addition to external market alignment.

**Conclusion**

This item is informational only. The presentation is intended to provide background and shared understanding for the full Board and to support those authorized by the Board in prior action to negotiate and/or evaluate employment agreement terms. The analysis does not propose, recommend, or imply any specific compensation action, adjustment, or outcome.

**Attachment**

1. General Manager Market Survey

# Truckee Meadows Water Authority, NV

## General Manager Market Report

April 2026

Public Sector, Community & Education Practice

Compensation & Rewards | Talent

*Gallagher Benefit Services, Inc.*

*Arthur J. Gallagher & Company*

[hrcc.pshe@ajg.com](mailto:hrcc.pshe@ajg.com) | [ajg.com](http://ajg.com)



**Gallagher**

## Introduction

Truckee Meadows Water Authority (TMWA) engaged Gallagher Benefit Services, Inc. to complete a targeted market review for the General Manager position. The intent of this analysis was to evaluate external competitiveness, compare compensation to relevant peers and published market data, and provide market context to support informed decision-making.

## Data Sources

### Market Data Mining

Gallagher gathered market information through a targeted data-mining approach, drawing from established compensation survey sources and publicly available pay information from the peer organizations identified by the client. These peers served as the primary market reference group for the General Manager role. Given the single-incumbent, executive nature of the position and the availability of reliable market information, this approach provided practical, defensible context for evaluating pay competitiveness.

Peer Organizations	
Alameda County Water District, CA	City of Anaheim, CA
City of Chandler, AZ	City of Henderson, NV
City of Mesa, AZ	City of Reno, NV
City of Sacramento Main, CA	City of Scottsdale, AZ
City of Sparks, NV	Contra Costa Water District, CA
Eastbay Municipal Utility District, CA	Helix Water District-San Diego, CA
Las Vegas Valley Water District, NV	Marin Municipal Water District, CA
NV Energy*	Regional Transportation Commission of Northern Nevada
Salt Lake City Water System, UT	Sweetwater Authority, CA
Washoe County, NV	

### Published Sources

In addition to the data-mined peer information, Gallagher reviewed published market data from the following sources:

- CompData Benchmark Pro
- Economic Research Institute (ERI)
- Mercer

## Survey Methodology

### Job Matching

The General Manager role was matched to external positions based on scope of responsibility, executive decision-making authority, organizational leadership, and accountability to a governing board. Only market data reflecting a strong match in level and responsibility were included to keep comparisons relevant and meaningful.

### Quality Assurance

Gallagher reviewed the market data for reasonableness and comparability, including screening for outliers. Standard market reference points (50th, 60th, and 75th percentiles) were used to summarize results where sufficient data were available.

### Aging

Market data were trended to an effective date of April 1, 2026, using Utilities & Energy Production industry salary movement assumptions from the WorldatWork salary trend survey:

- 3.5 percent salary budget increase
- 2.0 percent salary structure adjustment

### Geographic Differentials

Geographic adjustments were applied to normalize data to the Reno, Nevada labor market using ERI geographic differential factors, improving comparability across peer locations.

### Cost of Labor vs Cost of Living

This analysis uses cost of labor—not cost of living—because cost of labor more directly reflects the pay levels employers must offer to attract and retain talent in a given market. Cost of living can help describe affordability, but it does not reliably predict wage levels for executive roles.

## Benchmarking Approach

Given the targeted scope of this engagement, the analysis focused on the General Manager's actual pay, along with reviewing salary structure information where peers reported it. For executive, single-incumbent roles, compensation is often set through Board action or an employment agreement rather than through traditional range administration. Reviewing both actual pay and any available range information provides useful context for how TMWA is positioned relative to the market.

## Summary of Findings

Market data were identified for the General Manager role through the data-mining approach. Compensation among comparable peers varies, as expected, based on differences in organizational scale, system complexity, and governance expectations. Market results should be used as context rather than as a prescriptive target for a single executive role.

### Evaluation of Current Structure to Market

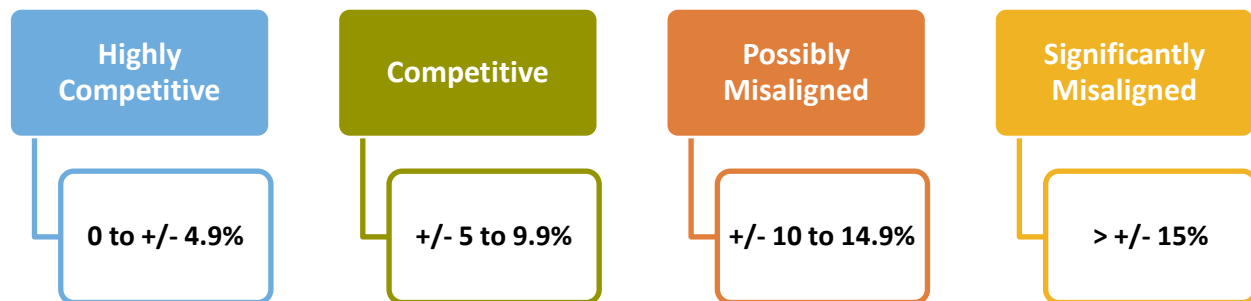
The table below summarizes how TMWA’s salary structure compares to external market reference points.

Comparison	Comparison to Market 50th percentile (Median)	Comparison to Market 60th percentile	Comparison to Market 75th percentile
<b>Salary Structure</b>	-15%	-16.6%	-19%

Overall, the structure is positioned approximately 15 percent below the market median, 16.6 percent below the market 60<sup>th</sup> percentile, and 19 percent below the market 75<sup>th</sup> percentile. This indicates that the current salary structure is generally positioned below prevailing market levels across benchmark points, with the gap widening at higher percentiles. This pattern is not uncommon in public-sector organizations, particularly for executive and senior-level roles, and reflects structural positioning rather than individual pay outcomes. These results provide important market context for understanding how the adopted structure aligns with external practices and may inform future compensation planning and policy considerations.

### Evaluation of Current Employee Pay to Market

The following guidelines are used to determine the competitive nature of current compensation.



Of the original 19 peer organizations, market data was identified for 18 organizations. Market data was not readily available for NV Energy.

The table below summarizes how TMWA’s actual General Manager salary compares to key market reference points.

Comparison	Comparison to Market 50th percentile (Median)	Comparison to Market 60 <sup>th</sup> percentile	Comparison to Market 75 <sup>th</sup> percentile
<b>Actual Employee Pay</b>	0%	-6.4%	-15%

TMWA’s current actual pay level is positioned at the market median (50<sup>th</sup> percentile), 6.4 percent below the market 60<sup>th</sup> percentile, and about 15 percent below the market 75<sup>th</sup> percentile. This positioning indicates that the General Manager’s compensation is generally competitive with the core of the market while remaining below upper-quartile market levels. This pattern is typical for executive-level roles, where compensation varies based on organizational context, governance expectations, and agency complexity, and market data are best interpreted as reference points rather than prescriptive targets.

## Recommendations

Gallagher offers the following observations and recommendations for TMWA’s consideration.

### General Manager – Actual Pay Positioning

Market comparisons indicate that the General Manager’s actual salary is competitive with the market median, and below upper-quartile market levels. This positioning reflects a competitive and defensible market placement and does not suggest an immediate market-driven adjustment based solely on external market data. Given the executive-level, single-incumbent nature of the role, compensation decisions may appropriately continue to be guided by performance, governance priorities, and Board direction rather than automatic market movement.

### Salary Structure Considerations

While actual pay is competitive, TMWA’s salary structure is positioned below prevailing market reference points, with greater divergence at higher percentiles. This reflects a structural positioning issue rather than an individual pay concern. If TMWA intends to continue using a defined structure for the General Manager role, the Board may wish to consider whether the current positioning supports long-term recruitment flexibility and compensation policy objectives.

### Use of Market Data Going Forward

Gallagher recommends that market data continue to be used as useful context for Board consideration for executive compensation decision-making rather than as prescriptive targets. For General Manager roles in the

water authority and special district sector, compensation outcomes are typically influenced by governance structure, system complexity, regulatory environment, and Board expectations in addition to market positioning.

Accordingly, future compensation decisions for the General Manager may appropriately balance:

- External market alignment
- Internal alignment and affordability
- Performance outcomes
- Board policy and risk tolerance

### Current Pay to Market

Job Title	Custom Data Points	Published Survey Data Cuts	Market 50th Percentile (Median)	Comparison to 50th Percentile (Median)	Market 60th Percentile	Comparison to 60th Percentile	Market 75th Percentile	Comparison to 75th Percentile
<b>General Manager</b>	18	5	\$294,199	0%	\$316,231	-6.4%	\$349,278	-15%

### Current Pay Structure to Market

Midpoint of Structure	Market 50th Percentile (Median)	Comparison to 50th Percentile (Median)	60th % of Structure	Market 60th Percentile	Comparison to 60th Percentile	Maximum of Structure	Market 75th Percentile	Comparison to 75th Percentile
\$250,664	\$294,199	-15%	\$263,746	\$316,231	-16.6%	\$283,368	\$349,277	-19%

This report has been prepared by Gallagher based on information and direction provided by the client. The analysis, observations, and recommendations reflect Gallagher's understanding of that information as of the date of this report and are subject to change if underlying data, assumptions, or circumstances change. Gallagher does not undertake any obligation to update this report after its issuance, and the content should not be interpreted as a guarantee of future conditions or outcomes.

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## STAFF REPORT

**TO:** Board of Directors  
**FROM:** John R. Zimmerman, General Manager  
**DATE:** April 9, 2026  
**SUBJECT:** General Manager's Report

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

Since the last board meeting, TMWA has issued one emergency procurement under NRS 338.011. On February 20, 2026, TMWA terminated its original contract for the Pyramid Way Water Main Replacement Project. This Project is necessary to provide critical services to customers. In order to provide the required services, TMWA entered into a contract with Peek Construction for \$3,222,131.00 on March 23, 2026.

Also, listed below are news reports from March 6, 2026, through April 9, 2026:

- **03/06/26 KTVN [Rain adds billions of gallons to Lake Tahoe, highlighting the need for water management](#)**  
 The intensity of recent storms and the visible dirt and sediment on roads highlight why stormwater management and water flow restoration projects are critical to protecting Lake Tahoe.
- **03/15/26 KTVN [Is it Sprinkler Season Yet?](#)**  
 Sprinkler season is upon us. A local landscaping expert says now that we're free from cold temperatures, we're good to turn on our sprinkler systems. TMWA's Shannon Giolito reminds about watering days.
- **03/19/26 Nevada Business Magazine [Nevada's Utility Companies Pave Way for Economic Development](#)**  
 Recap from John Zimmerman on TMWA's history, our importance in the community and what's ahead for us.
- **03/28/26 Waterboard.ca [Lake Tahoe's Near Shore Water Quality: Escherichi Coli](#)**  
 Everything You Need to Know About E. Coli Monitoring Program at Lake Tahoe
- **04/02/26 KRN/FOX [Truckee Meadows Water Authority says river flows to remain normal through October](#)**  
 Truckee Meadows Water Authority officials said Thursday that the region is expected to see normal Truckee River flows through the rest of the water year, even after a winter that produced a much smaller snowpack than usual.

- **04/02/26 KOLO [TMWA Releases 2026 Water Supply Outlook](#)**  
Truckee Meadows Water Authority is releasing their data for the 2026 Water Supply Outlook, and despite a warm winter it doesn't look like we will be in a drought here in the Truckee Meadows.
- **04/02/26 KTVN [Truckee Meadows Water Authority shares 2026 water supply outlook](#)**  
Truckee Meadows Water Authority has released an update on the water supply outlook for the season after our relatively warm winter.
- **04/03/26 National Today [Truckee Meadows Water Authority Forecasts Adequate 2026 Water Supply - Reno Today](#)**  
The Truckee Meadows Water Authority has released its 2026 Water Supply Outlook, indicating that the region is in good shape from a water supply perspective despite a warm winter with less snowpack.
- **04/08/26 Sierra Nevada Ally [Balancing Growth and Conservation in Nevada's Future](#)**  
Can Reno's water supply keep up with plans for growth?
- **04/09/26 Smart Water Magazine [\\$200 million Nevada water reuse project moves forward with selection of Carollo Engineers](#)**  
The Truckee Meadows Water Authority (TMWA) has selected Carollo Engineers to provide construction management services for the Advanced Purified Water Facility (APWF), a \$200 million project developed under the OneWater Nevada initiative.



**STAFF REPORT**

**TO:** Board of Directors  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Kara Steeland, Sr. Hydrologist & Watershed Coordinator  
**DATE:** April 6, 2026  
**SUBJECT:** **March 2026 Water Operations Report**

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**Summary**

- In the Truckee River Basin, precipitation is above average for the water year (106% of median) and snow water equivalent is currently below median (19% of median).
- Truckee River reservoir storage is at 85% of maximum capacity system wide.
- Normal Truckee River flows are projected through 2026.
- Hydroelectric generation for the month of March was \$361,005 (4,612 MWh).

**Water Supply**

**River Flows** – Truckee River discharge at the California-Nevada state line averaged 1,330 cubic feet per second during the beginning of April 2026.

**Reservoir Storage** - Overall, Truckee River reservoir storage is 85% of capacity. The elevation of Lake Tahoe is currently 6,228.38 feet which is 0.72 foot below the maximum legal elevation of 6,229.1 feet. Storage values for each reservoir as of April 6, 2026 are as follows:

<b>Reservoir</b>	<b>Current Storage (Acre-Feet)</b>	<b>% Capacity</b>
Tahoe	656,020	88%
Stampede	198,776	88%
Boca	19,982	49%
Prosser	15,600	52%
Independence	16,598	95%
Donner	8,270	87%

TMWA’s total combined upstream reservoir storage as of April 6, 2026 is approximately 44,533 acre-feet.

**Outlook** – The snow water equivalent (SWE) for the Truckee River Basin is currently well below average at 19% of median. Due to large amounts of upstream reservoir storage, normal Truckee River flows are projected through 2026.

**Water Production**

**Demand** - Customer demand averaged about 77 MGD at the beginning of April. Surface water made up about 86% of overall supply and groundwater pumping the other 14%.

**Hydroelectric Production**

**Generation** - The median Truckee River flow at Farad (CA/NV state line) for March was 971 cubic feet per second. All three of TMWA’s hydropower plants were online during the month.

<b>Plant</b>	<b>Generation Days</b>	<b>% Availability</b>	<b>Generation (Megawatt Hours)</b>	<b>Revenue* (Dollars)</b>	<b>Revenue* (Dollars/Day)</b>
Fleish	31	98%	1,774	\$139,252	\$4,492
Verdi	31	99%	1,587	\$123,425	\$3,981
Washoe	31	85%	1,251	\$98,328	\$3,172
<b>Totals</b>	<b>-</b>	<b>-</b>	<b>4,612</b>	<b>\$361,005</b>	<b>\$11,645</b>

\*These are estimates based on TMWA generation data.



**STAFF REPORT**

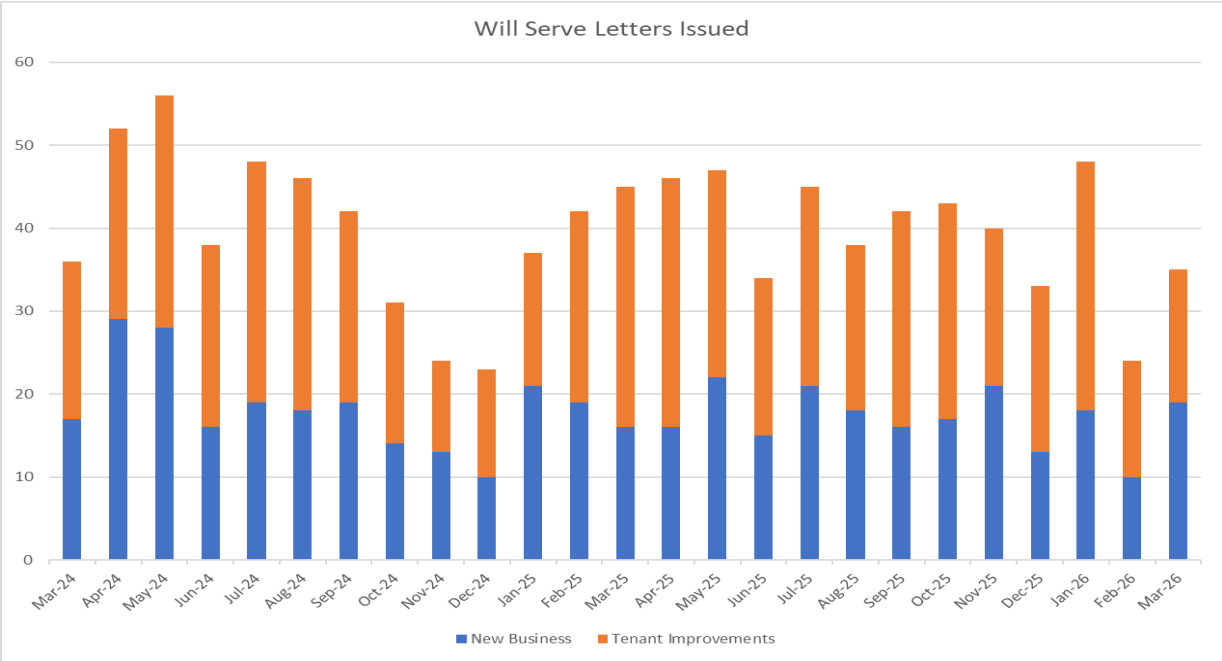
**TO:** Chairman and Board Members  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Eddy Quaglieri, Natural Resources Manager  
**DATE:** April 6, 2026  
**SUBJECT:** **Water Resources and Annexation Activity Report**

**RULE 7**

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

Beginning Balance		2,989.14 AF
Purchases of water rights	0 AF	
Refunds	0.00 AF	
Sales	-50.81 AF	
Adjustments	0.00 AF	
Ending Balance		2,938.33 AF

Price per acre foot at report date: \$8,400 per AF. The chart below shows the amount of will serves issued per month, throughout the last two years for trending purposes.



**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		7,302.69 AF
Committed water rights	0 AF	
Ending Balance		7,302.69 AF

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

**WATER SERVICE AREA ANNEXATIONS**

Since the date of the last report, there have been 24.64 acres annexed into TMWA’s service area as depicted on Exhibit A.

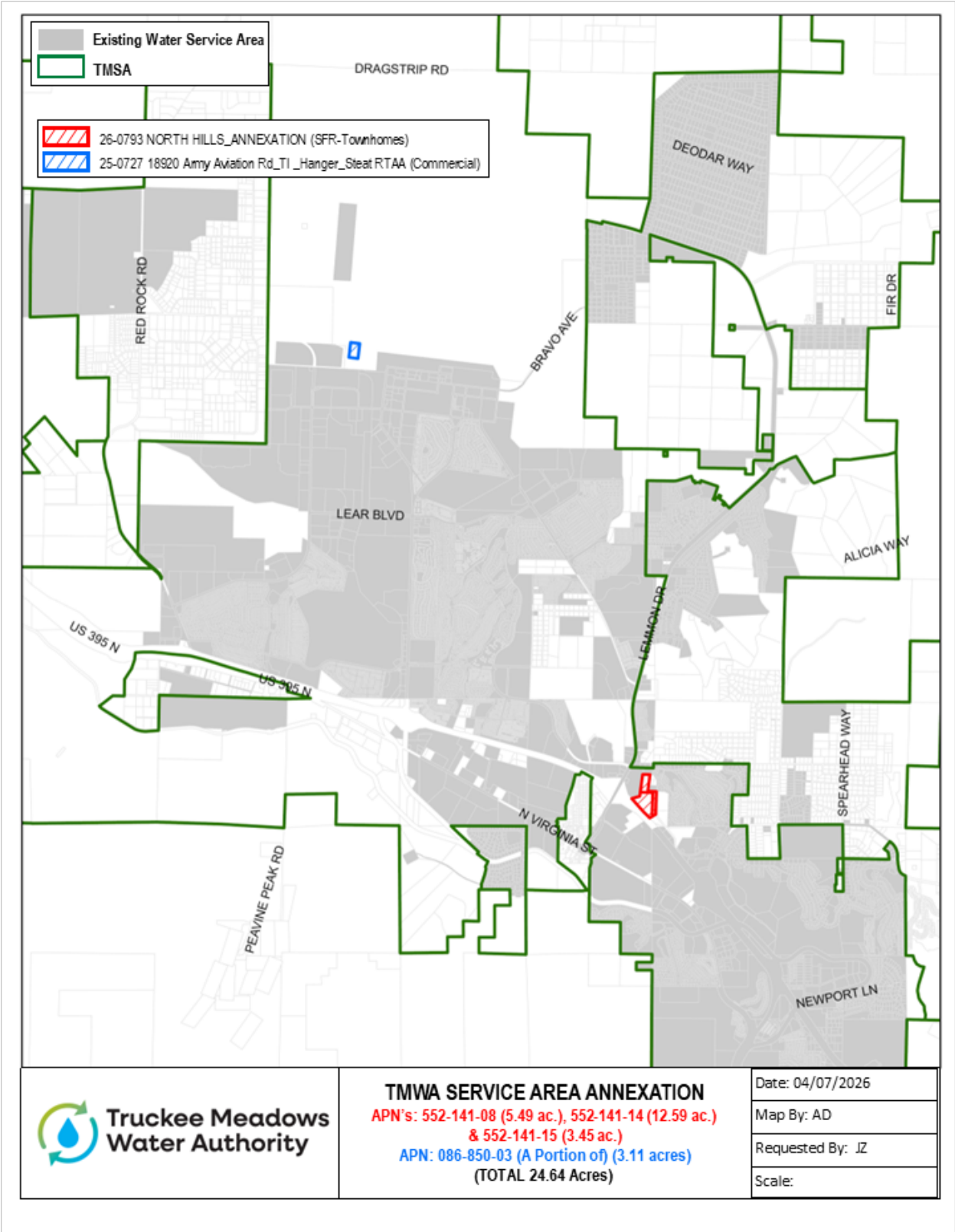
**INTERRUPTIBLE LARGE VOLUME NON-POTABLE SERVICE**

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

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

EXHIBIT A





## STAFF REPORT

**TO:** Board of Directors  
**THRU:** John R. Zimmerman, General Manager  
**FROM:** Marci Westlake, Manager Customer Service  
**DATE:** April 15, 2026  
**SUBJECT:** **March Customer Service Report**

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The following is a summary of Customer Service activity for March 2026

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

- Has a general question. Cannot reach a real person. I answered his questions regarding service line replacement insurance.
- Car damaged by something TMWA left near Gypsum Road on 9/15/2025. TMWA has denied the claims, and she wants to appeal the denial. Spoke to Claims. Customer hit a valve cover that was in the road. It was not something TMWA crews left. Claims are resending email for customer to submit forms to insurance, along with the NRS information of why TMWA typically isn't liable for these types of issues. Also told customer she could submit to her insurance company, and if they believe TMWA is liable, they will hold them responsible.
- No message left. Called back. She had questions about data center water use, as well as growth. Asked the assistant general manager to call her back to more thoroughly answer her questions.
- Customer has been struggling for over a year to find the source of water in and around their home. Cannot find any leaks. Getting ready to replace floors and would like to find the source of the moisture. Conservation will contact him in an attempt to try and help him. Explained to the customer they may also be unable to figure it out, but they would give it their best shot.
- Left a message regarding an invoice that was sent on 3/18/26 for an 11/6/25 gas dig-in. Talked to Distribution Supervisor who indicated Claims Coordinator is handling. Left TMWA Claims Coordinator a message, as well as the caller.

### **Communications – Public Outreach – March**

- Robert Charpentier presented a Table-Top Water Treatment Education Demo at the WaterReuse Symposium and 35 people attended.

**Conservation (2026 Calendar year)**

- 663 Water Usage Reviews
- 339 Water Watcher Contacts

**Customer Calls – March**

- 6,379 phone calls handled.
- The average handling time is 6 minutes 23 seconds per call.
- Average speed of answer :19 seconds per call.

**Billing – March**

- 140,297 bills issued.
- 74,383 customers (53%) have signed up for paperless billing to date, which equates to an annual savings of \$580,187.40.

**Remittance – March**

- 14,468 Mailed-in payments.
- 21,741 Electronic payments.
- 68,894 Payments via AutoPay (EFT)
- 21,678 One-time bank account payments.
- 808 Pay by Text
- 4,471 IVR Payments.
- 866 Reno office Payments.
- 68 Kiosk Payments.

**Collections – March**

- 14,418 accounts received a late charge.
- 2,812 Mailed delinquent notices, 0.02% of accounts.
- 862 accounts eligible for disconnect.
- 694 accounts were disconnected. (Including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- .20% write-off to revenue.

**Meter Statistics – Fiscal Year to Date**

- 2,451 Meter exchanges completed.
- 977 New business meter sets completed.

**Service Line Warranties of America Statistics**

- 14,555 Policies
- 10,251 Customers
- 825 Jobs Completed
- \$1,241,280. Customer Savings