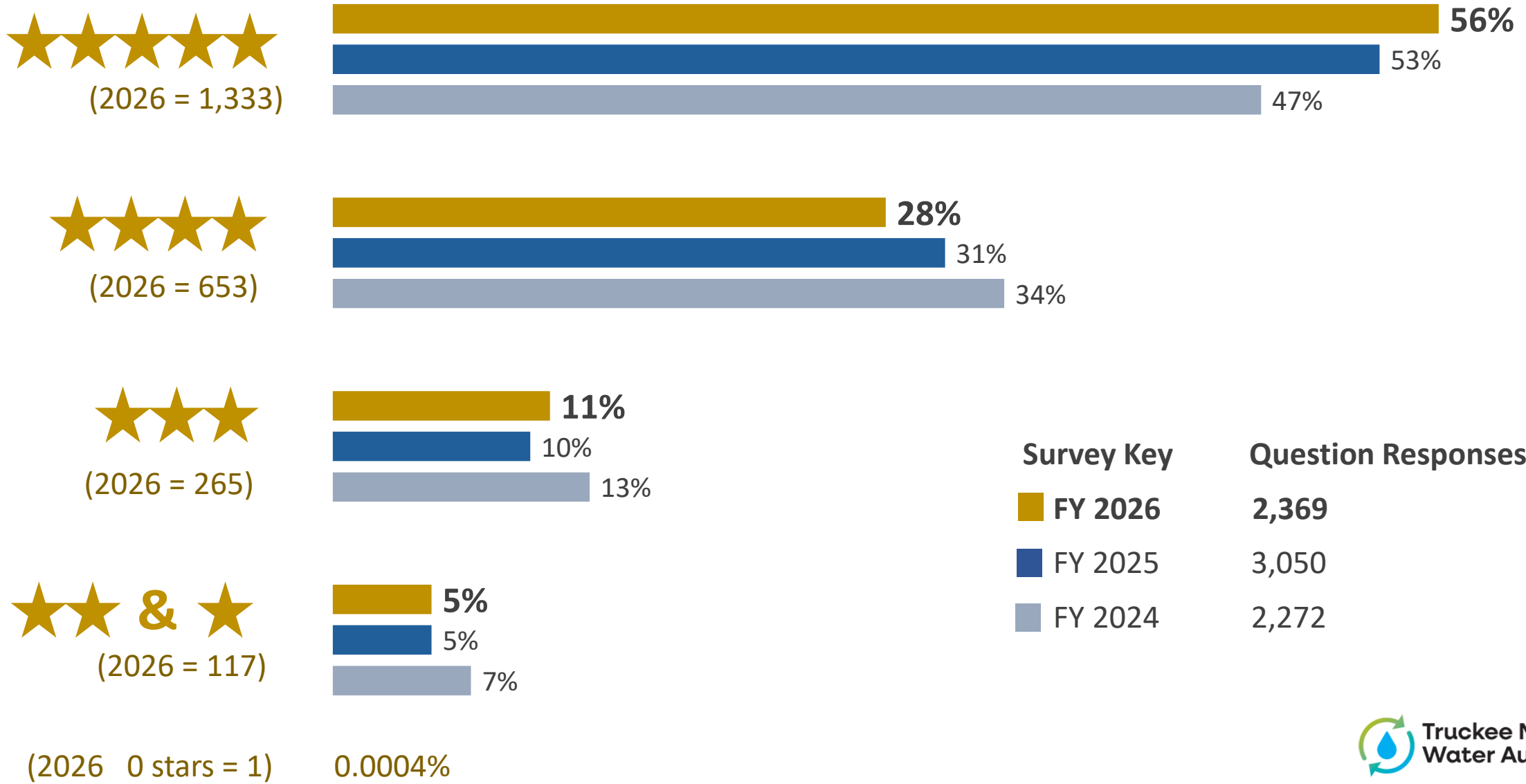
FY25 Satisfaction Score was 82%

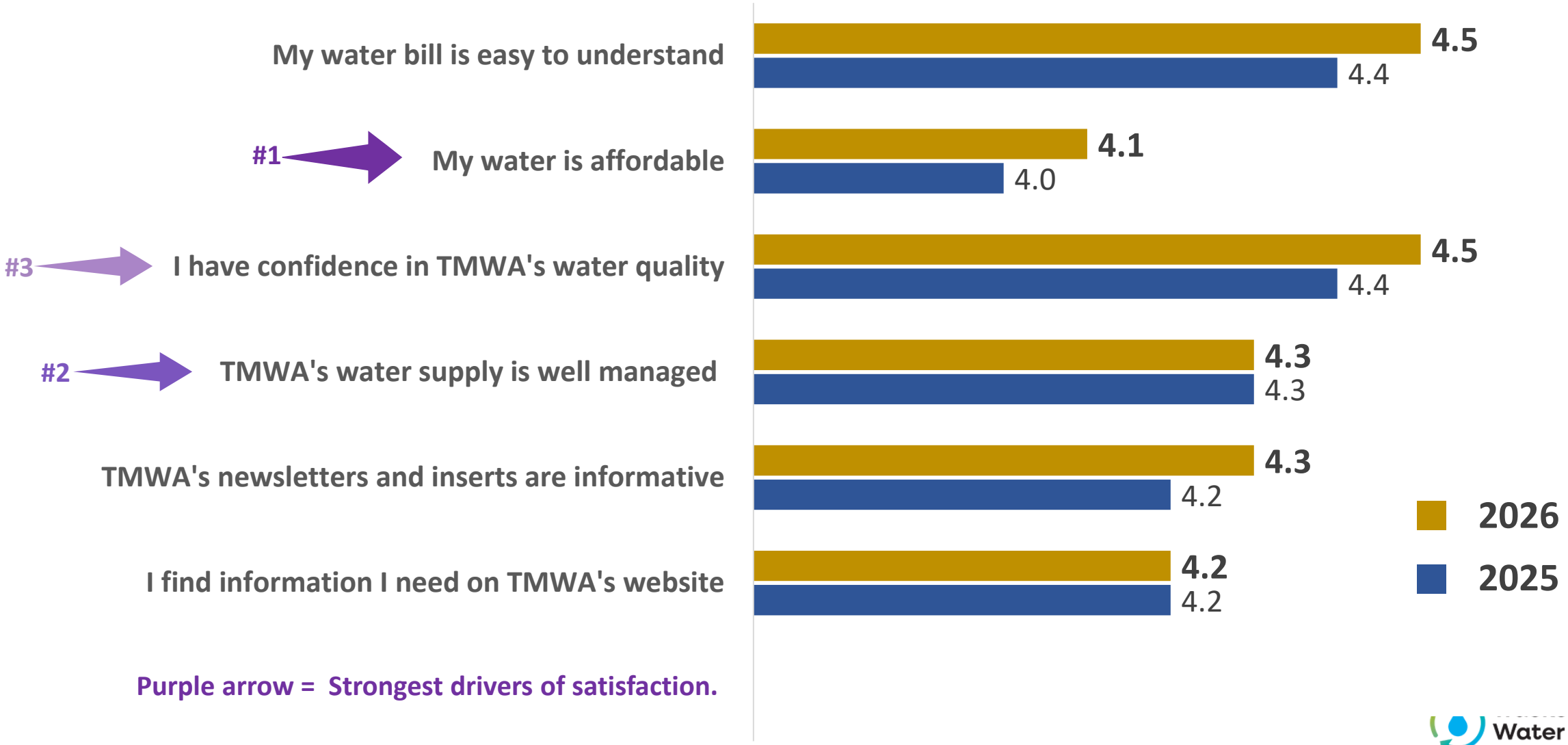
All stars awarded/total population, then divided by six (the six rating options includes zero stars)



Truckee Meadows Water Authority

Drivers of Customer Satisfaction

Collectively, the questions below can explain 76% of what impacts satisfaction (from 72% in 2025)



Purple arrow = Strongest drivers of satisfaction.

Water Authority

Open Feedback: Topic Sentiment of 778 Respondents by Star Group



368 Comments
14% of respondents

+ Appreciates reliability, water quality, transparency, friendly staff
- Concerned about over development, water waste



190 Comments
7% of respondents

+ Appreciates reliability and water quality
- Concerned about over development, data centers, drought
> Wants more conservation enforcement, high-usage alerts.



136 Comments
5% of respondents

+ Appreciates reliability
- Concerned about water quality, rates, growth, data centers
> Wants more conservation enforcement



45 Comments
2% of respondents

- Unhappy with seasonal billing spikes, ineffective conservation enforcement, water quality (hardness), online payment processes



38 Comments
1% of respondents

- Unhappy about shut-off policies, delays in restoring service, summertime bill surges, water quality



1 Comment
.0004% of respondents

- Distrust regarding perceived charges for water meter replacement.

Truckee Meadows Water Authority