



TO: Chairman and Board Members
FROM: Mark Foree, General Manager
DATE: April 13, 2011
SUBJECT: **General Manager's Report**

Attached please find the written reports from the Management team including the Operations Report (*Attachment A*), the Customer Service Report (*Attachment B*), the Water Resource and the Annexation Activity Report (*Attachment C*) and the web usage reports for January and February, 2011 (*Attachment D*).

I am pleased to report that the official April 1 snowpack numbers ended up at 173% of average for the Tahoe Basin and 161% of average for the Truckee Basin, which is the seventh best April 1 snowpack in the last hundred years! All of the Truckee River reservoirs are expected to completely fill this summer and Tahoe should get relatively close to filling. This is great news for TMWA customers in terms of our water supply and hydroelectric generation.

Also included in your agenda packet are press clippings from March 10 through April 7, 2011.



TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
DATE: April 10, 2011
SUBJECT: **Operations Report for 4/20/11 Board Meeting**

Water Supply (by Bill Hauck)

Truckee River Flows - As of this report date Truckee River flows at the CA/NV state line were 1,100 cubic feet per second (cfs). The required Floriston Rate for this time of the year is 500 cfs.

Snowpack - The official April 1st snowpack numbers were 161% of average in the Truckee River Basin and 173% of average in the Lake Tahoe Basin. This is the 7th best April 1st snowpack to be entered into the books since record keeping began in 1910. The end of year snowpack numbers have actually continued to improve and currently stand at 164% of average in the Truckee River Basin and 179% of average in the Lake Tahoe Basin, respectively.

Reservoir Storage - Currently, the elevation of Lake Tahoe is 6225.75' (2.75' above the rim) which equates to a storage volume of approximately 333,500 acre-feet (AF) or 45% of maximum capacity. The really good news is that this level of storage has been reached before the runoff season has even begun. Boca Reservoir currently has about 32,400 AF of water in storage, or 79% its maximum capacity. Of this, approximately 31,400 AF is Floriston Rate water, so combined Floriston Rate water storage is approximately 364,500 AF or 46% of maximum capacity. Independence Lake is 83% full and Donner Lake is 49% full. Both reservoirs levels are still at their wintertime operating elevations, but will begin to fill later this month. TMWA currently has 8,944 AF in storage between Boca and Stampede reservoirs; however, under the terms of the Interim Storage Contract, if Boca and Stampede spill as anticipated this year, the interim storage volume will also spill and flow to Pyramid Lake.

River Flows and Supply Outlook – The reversal of the bleak water supply outlook predicted in October 2010 is quite remarkable when you consider that just six months ago, the elevation of Lake Tahoe stood at 6223.46' and was expected to drop below the rim within a few weeks. Since that time, the lake level has risen more than two feet. The impressive snowpack and saturated soil moisture conditions should result in a tremendous runoff season, but how much of that snowpack actually ends up in upstream reservoirs will be totally dependent on temperature and the timing and duration of temperature extremes. At this time, all Truckee River reservoirs are expected to fill and even spill this year, including Stampede Reservoir. If runoff conditions are perfect, the level of Lake Tahoe might come within a foot of completely filling this year.

With the historic snowpack and anticipated recovery of reservoir storage levels, river flows are expected to meet Floriston Rates for at least the next year and possibly longer.

Water Production - Water demands averaged 32 MGD last week reflecting the wintery weather conditions that returned to the area. The Chalk Bluff Plant fed by the Highland Canal is the sole source of supply for our customers right now (100% surface water). Operations personnel were able to keep the Highland Canal in service for the entire winter this year resulting in significant energy cost savings. Aquifer recharge continues at several key well sites throughout the Truckee Meadows and Lemmon Valley area, but Operations has begun ramping down recharge activity in anticipation of the start to the irrigation season.

Consumption is currently about 96% as compared to the same time in 2010, but demand is entirely controlled by temperature and irrigation demand this time of year.

Hydro Production - Average Truckee River flows at Farad were 538 cubic feet per second for the month of March. River flows were actually right around 300 cfs for the first two weeks of the month, which negatively impacted hydro production during that period. Several storm systems finally arrived which allowed “normal” generation to continue throughout the remainder of the month. Total hydro revenue for the month of March was \$290,253 or an average of \$9,363/day. This was our best month of hydro generation since October 2010. Generation at the individual hydro plants averaged \$3,563/day at Fleish, \$3,319/day at Verdi and \$2,481/day at Washoe. The flow in the Truckee River should not fall below 500 cfs until late fall and should remain sufficient to maintain generation at all hydropower plants into 2012.



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Kim Mazeres, Customer Relations Director
DATE: April 11, 2011
SUBJECT: **Customer Service Update**

The following bullet points are a summary of activity since the March Board meeting.

Ombudsman

There were no calls to the Ombudsman in March.

Communications

During the past month there were media articles and stories on: the fabulous snowpack and the resultant great run-off year that is in-store for our water supply; work on a water main replacement on Prater Way; our currently ongoing Poster Art Contest; the Community Forestry Coalition; and, a letter to the editor from the Environmental Working Group concerning the local water quality.

Staff made several presentations and tours, including: several workshops on getting your irrigation system ready for the season – attended by a total of 49 people; a tour of Chalk Bluff Water Treatment Plant to 28 TMCC students; participation in a round table discussion on water resources and pricing with ten visitors from Pakistan and two from the State Department; a presentation on responsible water use to twelve members of the CAL-PERS retirees; and, four employees participated in the Reno High School Interview Project.

Conservation

There were two watering day variances issued in March – the irrigation season has started!

Customer Calls – March

- 8,092 phone calls handled
- Average handling time of 4 minutes, 54 seconds a call
- Average speed of answer – 22 seconds

Billing – March

- 93,593 bills issued
- 329 (.4%) corrected bills

Service Orders – March

- 6,522 service orders taken
- 3,599 (55%) move-ins / move-outs
- 712 (11%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 590 (9%) zero consumption meter checks
- 308 (5%) new meter sets and meter/register/ERT exchanges and equipment checks
- 297 (5%) re-read meters
- 207 (3%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, etc.
- 188 (3%) various collection actions, including hanging 48-hour notices for elderly and disabled customers, returned mail and/or unpaid deposits, and handling of additional deposits
- 131 (2%) meter retrofit, including billing and non-billing meter sets, requests to go to the metered rate and mandatory conversions to the metered rate for new tenants
- 97 (2%) high-bill complaints / audit and water usage review requests

Remittance – March

- 39,005 mail-in payments
- 17,390 electronically via Check-Free
- 11,377 payments via RapidPay (EFT)
- 7,340 one-time bank account payments
- 4,966 store payments
- 4,343 payments via drop box or at front desk
- 1,264 credit card payments

Collections – March

- 15,663 accounts received a late charge
- Mailed 5,976 10-day delinquent notices, 6.5% of accounts
- Mailed 1,241 48-hour delinquent notices, 1.3% of accounts
- 213 accounts eligible for disconnect
- 178 accounts actually disconnected (includes accounts that were re-disconnected after paying with a bad check)
- .48% write-off to revenue

New business / New Construction – March

- 34 active jobs currently in process
- Nearly \$140,000 in new business fees/facility charges collected

Meter Statistics – 2011 Fiscal Year

- 226 meter retrofits completed
- 121 meter exchanges completed
- 287 new business meter sets completed
- 93,184 total meters installed (billing and non-billing)
- 6,482 total non-billing meters currently installed
- 475 meters yet to be installed on flat-rate accounts



TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: John Erwin, Dir. Natural Resources-Planning & Management
DATE: 11 April 2011
SUBJECT: **Report Water Resource and Annexation Activity**

RULE 7

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

Beginning Balance		5,913.31 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	6.50 AF	
Adjustment	0.00 AF	
Ending Balance		5,906.71 AF

Price per acre foot at report date: \$11,800

ANNEXATIONS

No annexations in the reporting period.

STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Donna Rennea Smit
DATE: April 8, 2011
SUBJECT: March 2011 Web Report-www.tmwa.com

The TMWA Web Team is continuing to focus its efforts in 2011 on the user interface, navigation, and ways to help customers access the most accurate information. Other activities include reducing costs of maintaining the website and increasing the efficiency of website utilization for day-to-day activities.

Based on the statistics listed below, an estimated 16,220 visits were made to the website in March 2011.

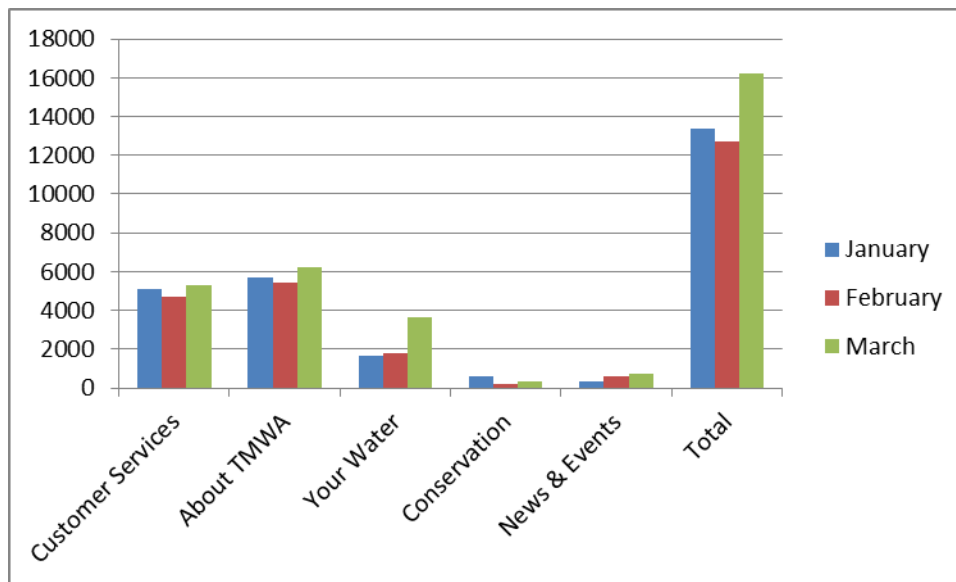
Major initiatives the TMWA Web Team updated in March 2011 are as follows:

- Assigned-Day watering pages were updated along with additions to the calendar on upcoming FREE irrigation system workshops.
- An all-new list of “Recommended Trees for the Truckee Meadows” was released in partnership with the Truckee Meadows Community Forestry Coalition; the PDF is available at www.tmwandscapeguide.com and www.communityforestry.org.
- The 2011 Water Quality Report was distributed in all TMWA customers’ bills and is now posted on the web.
- Truckee River Flows & Storage website (www.tmwastorage.com) had over 1700 unique page visits and was the second most visited page on the website behind Customer Service residential payment options.
- The *Quality Delivered* Newsletter (posted monthly) was visited 135 times.
- TMWA has 283 Twitter followers and 127 Facebook fans. Link statistics indicate the majority of tweets were on water quality and links were comprised of World Water Day, fix a leak, backflow and irrigation workshops.
- TMWA Academy website (www.tmwacademy.com) is being migrated to a new content management system and will relaunch with a new look by the end of April 2011
- The total amount of viewers for the March 16, 2011 Board meeting was 6.



Quality. Delivered.

	Web Site Section	March 2011 Visits	Comments
1	About TMWA	6230	Includes Meeting Center activity
2	Customer services	5300	Includes traffic to My Account
3	Your Water	3640	Includes Water Resource Plan information and download
4	News & Events	700	Includes calendar, public meetings, <i>quality delivered</i> newsletter
5	Conservation	350	Includes calendar, public meetings Includes report water waste form





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	Web Page	March 2011 Visits	Comments
1	Combined Customer Services and Residential Customers landing pages	4150	Includes new construction, rules and rates, terminating service, meters and conversion, winterization, access your account, construction standards, Includes traffic to My Account, payment options, paperless billing, bill store payment locations, bill info
2	Contact Us	2340	Customer contacts, Board members, meeting center, emergency numbers, FAQ's
3	Careers	1700	Employment and About Us
4	Combined Water System, Water Quality, River Flows & Storage	1040	Includes Lake Tahoe levels, Treatment, Distribution and related topics, downloadable river map
5	Doing Business with TMWA	970	Bidding information for external customers

