



TO: Chairman and Board Members
FROM: Mark Foree, General Manager
DATE: May 9, 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 April, 2011 (*Attachment D*).

Also included in your agenda packet are press clippings from April 8 through May 10, 2011.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
DATE: May 9, 2011
SUBJECT: **Operations Report for 5/19/11 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 2,900 cubic feet per second (cfs). The required Floriston Rate for this time of the year is 500 cfs.

Snowpack – With cooler and wetter weather prevailing in the month of April, the impressive end of year snowpack numbers have actually continued to improve and for this date stand at 185% of average in the Truckee River Basin and 207% of average in the Lake Tahoe Basin, respectively.

Reservoir Storage - Currently, the elevation of Lake Tahoe is 6226.21' (3.21' above the rim) which equates to a storage volume of approximately 391,500 acre-feet (AF) or 53% of maximum capacity. Boca Reservoir currently has about 36,000 AF of water in storage, or 88% its maximum capacity. Combined Floriston Rate water storage is approximately 426,000 AF or 55% of maximum capacity. Independence Lake is 84% full and Donner Lake is 54% full. Both reservoirs levels are still at their wintertime operating elevations, but will begin to fill later this month. The storage that TMWA had between Boca and Stampede reservoirs under the terms of the Interim Storage Contract has technically already spilled and will flow to Pyramid Lake.

River Flows and Supply Outlook – The region's current water supply outlook is about as good as it gets. The elevation of Lake Tahoe has risen about 2.75 feet since its low point on October 22nd of last year, which is great news considering that the mid to upper reaches of the watershed have not even started melting off yet. Under current conditions, the peak of the snowmelt season is not expected to occur until late May or early June. All reservoirs on the Truckee River system are expected to fill and even spill this year, except for Lake Tahoe, which might come within a foot of reaching its maximum storage capacity of 744,000 acre-feet. Stream flow runoff projections indicate flows in the range of 150% to 200% of average should be expected through the month of June.

Water Production - Water demands have increased in response to recent warmer temperatures, reaching an average of 60 MGD last week. The Chalk Bluff Plant fed by the Highland Canal continues to be the sole source of supply for our customers right now (100% surface water). Consumption is currently only about 93% as compared to the same time in 2010, but we experienced a very cool April and demand is entirely controlled by temperature and irrigation demand this time of year.

Hydro Production - Average Truckee River flows at Farad were 1,608 cubic feet per second in April, which led to another great month of generation. Total hydro revenue for the month of April was \$305,791 or an average of \$10,193/day. Generation at the individual hydro plants averaged \$3,563/day at Fleish, \$3,319/day at Verdi and \$2,481/day at Washoe. Average river flows for the first ten days of May have been about 2,400 cubic feet per second. A slight reduction in hydro production occurs at river flows above 2,000 cubic feet per second due to an increase in backpressure on the hydro unit from the higher water levels in the river channel. The reduction in generation can become significant (greater than ten percent) when flows exceed 2,500 cubic feet per second in the Truckee River. The generation outlook for the remainder of this year is extremely good. This will be the first fall in five years where full hydro production will be possible.



TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Kim Mazeres, Customer Relations Director
DATE: May 9, 2011
SUBJECT: **Customer Service Update**

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

Ombudsman

There were three calls to the Ombudsman in April. One was from a customer who had had difficulty because he left the bill in his deceased mother's name and the tenant had skipped out; one was from a customer who needed a meter box lid replaced; and, the third was from a customer who thought Joanne was NV Energy's Ombudsman. All customers concerns were handled to their satisfaction, including the customer who needed help from NV Energy – Joanne was even able to get him in touch with the proper person over there!

Communications

During the past month there were media articles and stories on: the water main repair at Sparks and Prater Boulevards – multiple stories, including a large one that tied the repair to infrastructure improvement as discussed by President Obama during his visit to the Truckee Meadows; Assigned-Day Watering; the Arbor Day tree planting at Chalk Bluff; recognition of Drinking Water Week; Fitch's rating of TMWA; the Building Women Career Fair that TMWA participated in last month; and, the Truckee River Fund's support of boat inspections.

Staff gave multiple presentations and tours, including: six tours of the Chalk Bluff Water Treatment Plant to four UNR classes and two elementary school classes, including the class that did the "Fact Checker" on our water quality; two tours to Nevada Water Resources Association members at the Verdi Hydro Plant and the new Glendale diversion; six workshop facilitations on the topics of tree care, irrigation system start-up, and setting irrigation controllers; two conservation presentations to Echo Loder students; a presentation to AARP on water supply and conservation; a presentation to Sparks Sertoma on water supply and conservation; and, a presentation to the Silver Lake Property Owner's Association on wells and water quality. In addition, we invited a 9 year old home schooled student to come talk to us, at his request, to present his water saving science project to several TMWA staff members.

Conservation staff also participated in two events: with a large booth at Earth Day attended by an estimated 7,500 people and the Arbor Day Tree Planting where over 30 trees were donated to and planted at Chalk Bluff. In addition, our Distribution crews displayed a large TMWA truck at the Washoe County School District's Touchin' Trucks event.

Conservation

There were 18 watering day variances issued in April (14 in Reno and 4 in Sparks). Total variances issued year-to-date is 22, with 20 of these still active.

Customer Calls – April

- 7,028 phone calls handled
- Average handling time of 4 minutes, 50 seconds a call
- Average speed of answer – 25 seconds

Billing – April

- 93,446 bills issued
- 322 (.3%) corrected bills

Service Orders – April

- 6,188 service orders taken
- 3,343 (54%) move-ins / move-outs
- 755 (12%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 555 (9%) zero consumption meter checks
- 318 (5%) new meter sets and meter/register/ERT exchanges and equipment checks
- 286 (5%) re-read meters
- 238 (4%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, etc.
- 108 (2%) various collection actions, including hanging 48-hour notices for elderly and disabled customers, returned mail and/or unpaid deposits, and handling of additional deposits
- 116 (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
- 77 (1%) high-bill complaints / audit and water usage review requests

Remittance – April

- 34,162 mail-in payments
- 15,491 electronically via Check-Free
- 10,551 payments via RapidPay (EFT)
- 6,830 one-time bank account payments
- 4,408 store payments
- 3,748 payments via drop box or at front desk
- 1,120 credit card payments

Collections – April

- 10,906 accounts received a late charge
- Mailed 5,844 10-day delinquent notices, 6.3% of accounts
- Mailed 962 48-hour delinquent notices, 1.0% of accounts
- 131 accounts eligible for disconnect
- 127 accounts actually disconnected (includes accounts that were re-disconnected after paying with a bad check)
- .25% write-off to revenue

New business / New Construction – April

- 33 active jobs currently in process
- Over \$57,000 in new business fees/facility charges collected

Meter Statistics – 2011 Fiscal Year

- 226 meter retrofits completed
- 116 meter exchanges completed
- 263 new business meter sets completed
- 93,233 total meters installed (billing and non-billing)
- 6,405 total non-billing meters currently installed
- 455 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 May 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 | | 5,906.71 AF |
| Purchases of water rights | 0.00 AF | |
| Refunds | 0.00 AF | |
| Sales | 0.00 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.

*Quality. Delivered.*

STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Donna Rennea Smit
DATE: May 9, 2011
SUBJECT: April 2011 Web Report-www.tmwa.com

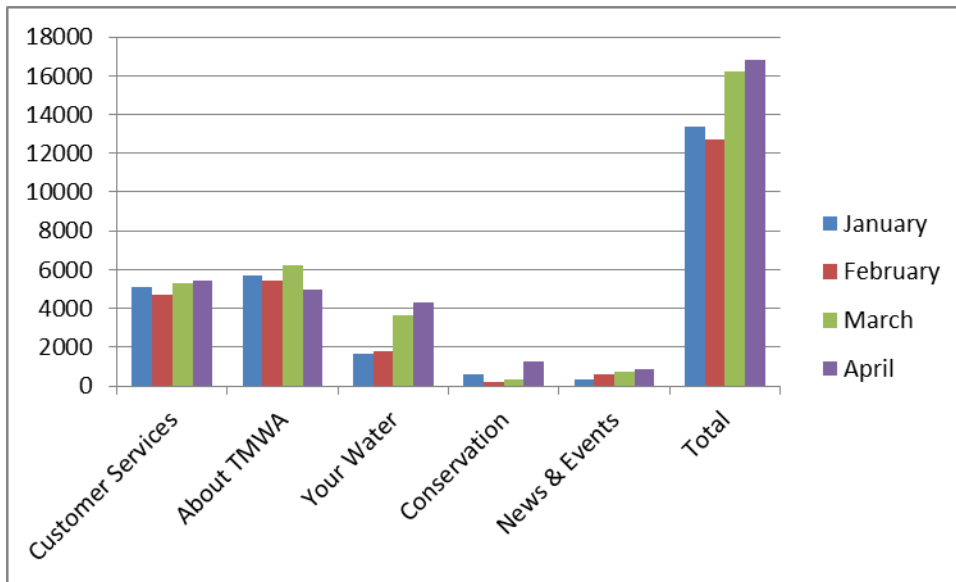
The TMWA Web Team is continuing to focus its efforts in 2011 on the user interface, navigation, and ways to help customers access the most accurate information. This includes reducing costs and finding better efficiencies that utilize the website for day-to-day activities.

The performance measures listed below estimate approximately 16,850 visits to the website in April 2011.

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

- The annual TMWA Poster Art Contest winners were selected and their artwork is now posted on www.tmwaacademy.com.
- TMWA employees participated in Arbor Day and with cooperative coordination with other agencies; Washoe County Regional Parks and Open Space, City of Reno, and University of Phoenix Alumni, planted over 30 trees at Chalk Bluff. One of the photos taken became the April/May homepage image linking back to the Truckee Meadows Community Forestry Coalition.
- Truckee River Flows & Storage website (www.tmwastorage.com) had over 1800 unique page views and was the most viewed page for the month of April 2011.
- The *Quality. Delivered.* Newsletter (which is the monthly bill insert sent in the mail to all TMWA customers) was visited 108 times. By using the website to reuse TMWA collateral, the reduction of mailing and printing fees results in cost savings.
- TMWA has 296 Twitter followers and 129 Facebook fans. Link statistics indicate the majority of tweets were on Heim's class drinking from their water fountain (45) and going for a tour at the water plant (35), the Sparks/Prater Construction photo (20).

| | Web Site Section | April 2011 Visits | Comments |
|---|---------------------------------|-------------------|--|
| 1 | Customer Services About TMWA | 5450 | Includes traffic to My Account |
| 2 | About TMWA | 5000 | Includes Meeting Center activity |
| 3 | Your Water | 4300 | Includes Water Resource Plan information and download |
| 4 | Conservation | 1250 | Includes calendar, public meetings. Includes report water waste form |
| 5 | News & Events | 850 | Includes calendar, public meetings, <i>quality delivered</i> newsletter |



| | Web Page | April 2011 Visits | Comments |
|--|----------|-------------------|----------|
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|---|--|------|---|
| 1 | Combined Customer Services and Residential Customers landing pages | 4575 | 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 | 3050 | Customer contacts, Board members, meeting center, emergency numbers, FAQ's |
| 3 | Combined Water system, Wtr Quality/River Flows | 2360 | Includes Lake Tahoe levels, Treatment, Distribution and related topics, downloadable river map |
| 4 | Assigned Day Watering | 1038 | Assigned Day watering pages |
| 5 | Careers | 792 | Employment and About Us |

