



**TO:** Chairman and Board Members  
**FROM:** Mark Foree, General Manager  
**DATE:** October 10, 2011  
**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 Customer Service Report (*Attachment B*), the Water Resource and the Annexation Activity Report (*Attachment C*), the web usage report (*Attachment D*), and a "Tell the Board" Submission (*Attachment E*).

Also included in your agenda packet are press clippings from September 9 through October 11, 2011.



**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** Scott Estes, Director of Engineering  
**DATE:** October 10, 2011  
**SUBJECT:** **Operations Report**

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

**Truckee River Flows** - As of this report date Truckee River flows at the CA/NV state line were 500 cubic feet per second (cfs). The required rate of flow for this time of the year is 400 cfs. The extra 100 cfs in the river right now is Donner Lake Privately Owned Stored Water which is being released on top of Floriston Rates.

**Reservoir Storage** - Currently, the elevation of Lake Tahoe is 6227.58 feet. That equates to a storage volume of approximately 559,000 acre-feet (AF) or 75% of maximum storage capacity. Boca Reservoir is slightly below its flood control elevation with 31,000 acre-feet of water in storage. It is currently at 74% of maximum capacity. Combined, Floriston Rate water storage is approximately 589,400 AF or 75% of maximum capacity. Donner and Independence lakes are currently being drawn down to their respective wintertime operating elevations. Prosser Reservoir is being drawn down as well and is currently at 52% of its maximum storage capacity. Stampede Reservoir is already at its wintertime operating elevation of 204,000 AF which is 90% of its maximum capacity.

**Streamflow Runoff** - The Truckee River will flow normally this fall for the first time since 2006. Full river flows of at least 400 plus cubic feet per second (cfs) will pass the CA/NV state line this fall and continue through February until the required rate of flow jumps to 500 cfs once again on the first of March. The long term outlook for river flows is very good. Truckee River reservoirs currently have enough water in storage to provide normal river flows for at least one and likely another two full years.

**Outlook** - The water supply outlook is still very good for the region. With Lake Tahoe at the highest level we've seen in years and the Truckee River Basin reservoirs at their maximum storage capacities, the region's water supply outlook is great.

## **(B) Water Production**

**Sources of Supply** - The Chalk Bluff Water Treatment Plant fed by the Highland Canal was the primary source of supply for our water customers meeting 75% of total system demand in the month of September. The Highland Canal actually supplied 100% of the water produced from Chalk Bluff last month. The Glendale Water Treatment Plant was turned off on September 26<sup>th</sup>. Production at Glendale averaged 14 MGD through that point in time. Groundwater production averaged 13 MGD for the month of September.

**Demand** - Customer demand for the month of September averaged 97 million gallons per day (MGD). For the year to date our customer demand is approximately 97.9% of 2010. The peak customer demand day for 2011 was 119.916 million gallons and occurred on Tuesday August 9<sup>th</sup>. This is about 2.5% less than our peak day in 2010 which was 123.025 million gallons.

## **(C) Hydro Production**

**Generation** - Average Truckee River flows at Farad were 629 cubic feet per second (cfs) for the month of September. Total hydro revenue for the month was \$315,994 or an average of \$10,533/day. Generation at the Fleish plant averaged \$3,894/day, and \$3,628/day at the Verdi plant. Generation at the Washoe plant averaged \$3,010/day. The generation outlook for the rest of this year and through 2012 is extremely good. We will have full Truckee River flows this fall and through the winter for the first time since 2006.



**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** Kim Mazeres, Customer Relations Director  
**DATE:** October 10, 2011  
**SUBJECT:** **Customer Service Update**

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

### **Ombudsman**

There were four (4) calls to the Ombudsman in September. One was regarding a water leak at a shopping center; one was from the City of Reno regarding Northgate pump houses; one was from a large apartment complex that wants to have meters installed ASAP; and, one was from an elderly customer who needed a water usage review for a high bill. All callers were assisted satisfactorily; however, the property manager for the apartment complex is not happy with the amount of time it takes us to order 6” meters and get them installed – as his property is on the corner of North Virginia and Kietzke, this is a major project that takes considerable time and planning.

### **Communications**

Since the September board meeting there were media articles and stories on: TMWA’s hydro plants setting records for production last year, including TMWA generating more power than we consumed; water rates; a TV news article about TMWA’s tank inspections; our upcoming winterization workshops; a letter to the editor about the Glendale Supply Improvement Project; NDOW removing fish from one of our irrigation ditches in advance of work we needed to complete; the October 1<sup>st</sup> Prescription Drug Round-up; and, the Truckee Meadows Community Forestry Coalition’s support of the Reno Gleaning Project.

Staff gave three (3) tours of Chalk Bluff including two that were open to the general public in late September (14 people attended) and one to IBEW Local 401’s apprenticeship program (12 people).

### **Conservation**

There were 22 watering day variances issued in September (13 in Reno and 9 in Sparks). Total variances issued year-to-date is 287 with 139 of these still active.

**Customer Calls – September**

- 9,921 phone calls handled
- Average handling time of 4 minutes, 43 seconds a call
- Average speed of answer – 26 seconds

**Billing – September**

- 94,142 bills issued
- 312 (.3%) corrected bills

**Service Orders – September**

- 7,562 service orders taken
- 3,871 (51%) move-ins / move-outs
- 864 (11%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 816 (11%) new meter sets and meter/register/ERT exchanges and equipment checks
- 539 (7%) re-read meters
- 487 (6%) zero consumption meter checks
- 252 (3%) high-bill complaints / audit and water usage review requests
- 246 (3%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, etc.
- 157 (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
- 96 (1%) 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

**Remittance – September**

- 33,486 mail-in payments
- 16,331 electronically via Check-Free
- 10,911 payments via RapidPay (EFT)
- 8,061 one-time bank account payments
- 4,865 store payments
- 3,994 payments via drop box or at front desk
- 1,620 credit card payments

**Collections – September**

- 15,267 accounts received a late charge
- Mailed 8,227 10-day delinquent notices, 8,9% of accounts
- Mailed 1,995 48-hour delinquent notices, 2,2% of accounts
- 285 accounts eligible for disconnect; 264 accounts actually disconnected
- .24% write-off to revenue

**New business / New Construction – September**

- 30 active jobs currently in process
- Just under \$35,000 in new business fees/facility charges collected

**Meter Statistics – Fiscal Year To Date**

- 9 meter retrofits completed
- 39 meter exchanges completed
- 64 new business meter sets completed
- 93,413 total meters installed (billing and non-billing)
- 6,159 total non-billing meters currently installed
- 420 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:** 10 October 2011  
**SUBJECT:** **Report Water Resource and Annexation Activity**

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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		6,142.71 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	0.00 AF	
Adjustment	0.00 AF	
Ending Balance		6,142.71 AF
Price per acre foot at report date:		\$9,600

**ANNEXATIONS**

No annexations in the reporting period.

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## STAFF REPORT

**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** Donna Rennea Smit  
**DATE:** October 5, 2011  
**SUBJECT:** September, 2011 Web Report-[www.tmwa.com](http://www.tmwa.com)

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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 **16,910** visits to the website in September 2011 making it the highest number of unique visits to the website this year. Major initiatives the TMWA Web Team updated in September 2011 are as follows:

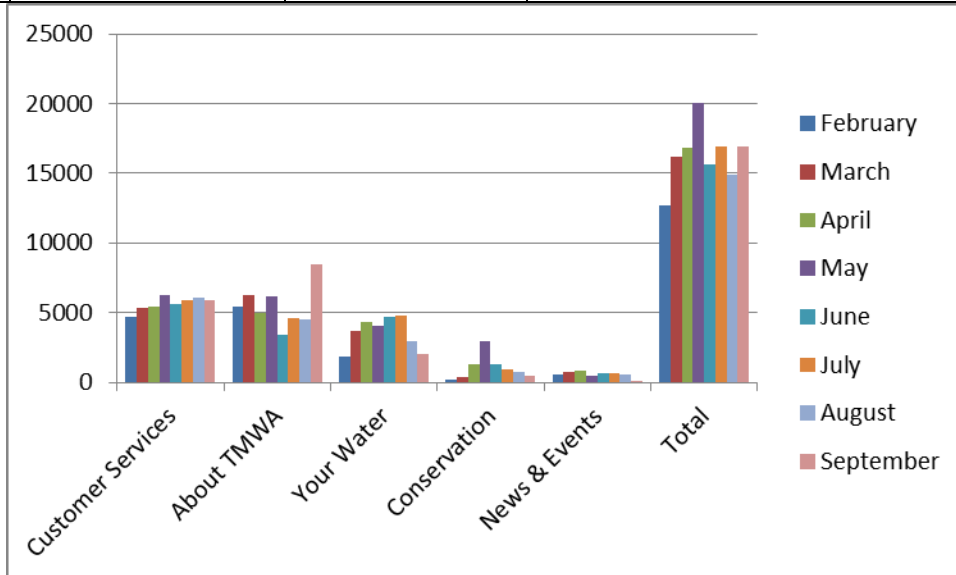
- This is the first time the Customer Service Area within the website took a second place to the About TMWA section with over 2400 unique visitors to the Contact page and over 1900 visits to the Employment page.
- The Doing Business page had over 700 unique visitors making it as one of the top ten most visited pages. This indicator shows the recent bid for the Glendale Expansion kept this page very active to outside bidders.
- TMWA has 383 Twitter followers and 153 Facebook fans. Link statistics indicate 6 hits on the lawn care card PDF along with hits on the prescription drug round up, chalk bluff tours, SAC meeting and the water quality report.

	<b>Web Site Section</b>	<b>September 2011 Visits</b>	<b>Comments</b>
1	About TMWA	8450	Includes Meeting Center activity
2	Customer Services About TMWA	5860	Includes traffic to My Account



*Quality. Delivered.*

3	Your Water	1990	Includes Water Resource Plan information and download
4	Conservation	500	Includes calendar, public meetings. Includes report water waste form
5	News & Events	110	Includes calendar, public meetings, <i>quality delivered</i> newsletter

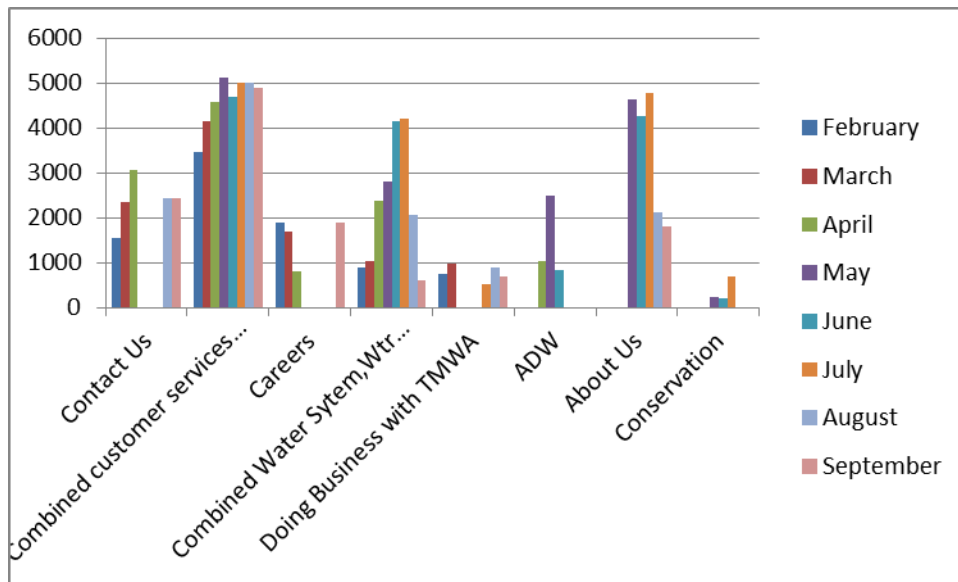


	Web Page	September 2011 Visits	Comments
1	Combined Customer Services and Residential Customers landing pages	4875	Includes new construction, rules and rates, terminating service, meters and conversion, winterization, access your account, construction standards, Includes traffic to My Account, payment options, paperless billing, bill store payment locations, bill info



*Quality. Delivered.*

2	Contact	2430	The main contact page listing all departments with email and phone numbers
3	About Us	1810	Employment, FAQ's, meter center
4	Doing Business with TMWA	700	Bid documents, Addendums, Contract awards
5	Combined Water system, Water Quality/River Flows	600	Includes Lake Tahoe levels, Treatment, Distribution and related topics, downloadable river map, Water Quality Assigned Day watering pages



**From:** Marlene Olsen  
**Sent:** Monday, October 10, 2011 2:11 PM  
**To:** 'hikemtn@sbcglobal.net'  
**Subject:** Tell The Board Response from TMWA

To Mr. Nellis:

Thank you for your submission to the Board of Directors and for your concern. Your comments will be included in each of the Board member's agenda packets for the next Board of Directors meeting, which is on October 19 at 9:30 a.m. You are always welcome at the Board meetings, where we have public comments at the very beginning of the meetings, during the agenda item and at the end of the meeting. For the convenience of our customers, there will also be a workshop in the evening where comments on this proposed rate increase will be taken. That meeting is set for Wednesday, November 9, 5:30 to 7:30 p.m. Both meetings will be at TMWA offices, 1355 Capital Blvd. in Reno. Thank you again.

Marlene Olsen  
TMWA Communications

-----Original Message-----

From: Tell the Board [<mailto:hikemtn@sbcglobal.net>]  
Sent: Wednesday, October 05, 2011 9:29 PM  
To: Marlene Olsen; L Richards  
Subject: Tell the Board Submission

Name: Cliff Nellis  
Email: [hikemtn@sbcglobal.net](mailto:hikemtn@sbcglobal.net)

Comments: I strongly oppose any rate increases. The County is in a severe recession that is causing a lot of pain. Adding to that pain is not the right thing to do.