



**TO:** Chairman and Board Members  
**FROM:** Mark Foree, General Manager  
**DATE:** November 7, 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*), and the web usage report (*Attachment D*).

Also included in your agenda packet are press clippings from October 12 through November 7, 2011.

**TMWA project receives award:**

The Engineering News-Record (ENR) recently named Truckee Meadows Water Authority's (TMWA) Glendale Water Supply Improvement Project as this year's best project in the civil/infrastructure category for the Southwest Region. Completed in December 2010, this project was also nominated as a finalist for the overall "project of the year" award for the ENR-Southwest Region. The project represents years of hard work by TMWA staff, stakeholders and local engineering consultants and contractors.

ENR dates back to 1874 when it was first published under the name Engineering News. Today, the weekly magazine has a subscription base of 70,000 worldwide.



## STAFF REPORT

**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Scott Estes  
**DATE:** November 07, 2011  
**SUBJECT:** Operations Report for November 2011 Board Meeting

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### (A) Water Supply (by Bill Hauck)

**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 is primarily Independence Lake Privately Owned Stored Water which is being released on top of Floriston Rates.

**Reservoir Storage** - Currently, the elevation of Lake Tahoe is 6227.34 feet. That equates to a storage volume of approximately 528,500 acre-feet (AF) or 71% of maximum storage capacity. Boca Reservoir is below its flood control elevation with 27,100 acre-feet of water in storage, which is 66% of maximum capacity. Combined, Floriston Rate water storage is approximately 555,600 AF or 71% 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 33% of its maximum storage capacity. Stampede Reservoir's elevation is 201,000 AF which is 89% of its maximum capacity.

**Streamflow Runoff** - The Truckee River will continue to flow normally this fall and through the winter months ahead. Full river flows of at least 400 plus cubic feet per second (cfs) will pass the CA/NV state line for the rest of the year 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 for this time of the year, the region's water supply outlook is great.

## **(B) Water Production**

**Demand** - Customer demand for the month of October averaged 61 million gallons per day (MGD). This is 15% higher than October 2010 where demands averaged 53 MGD. For the year to date our customer demand is approximately 99.1% 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.

**Sources of Supply** - The Chalk Bluff Water Treatment Plant fed by the Highland Canal was the primary source of water for TMWA's customers. Eighty eight percent (88%) of total system demand for the month of October was met from the Highland Canal (averaging 53.5 MGD). Groundwater production averaged 7.5 MGD for October and provided 12% of system demand. The Glendale Water Treatment Plant was taken out of service in late September after coming on-line in July. This is the lowest utilization rate ever for the Glendale plant, which speaks volumes about the overall system demand three years into the economic downturn.

## **(C) Hydro Production**

**Generation** - Average Truckee River flows at Farad were 590 cubic feet per second (cfs) for the month of October. Total hydro revenue for the month was \$228,492 or an average of \$7,371/day, which is about 28 percent less than last month. The reduced generation was a result of taking the Fleish plant off-line on October 9<sup>th</sup> for flume reconstruction and maintenance activities. An outage for rehab and maintenance activities normally occurs in December or January corresponding with minimum river flows; however, because Floriston rates will be available all winter this year, work was scheduled during better weather to hopefully increase the efficiency of the contractor's operations. Generation at the Verdi plant averaged \$3,641/day; the Washoe plant averaged \$2,663/day and the Fleish plant was on-line for only eight days before the outage. The generation outlook for the rest of this year 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:** November 7, 2011  
**SUBJECT:** **Customer Service Update**

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

### **Ombudsman**

There were seven (7) calls to the Ombudsman in October. One was from the City of Reno regarding a problem with the gate at one of our tanks; one from another water utility inquiring about the merger between TMWA and DWR; one from a customer who was dismayed when he didn't call us to cancel his move-out order and had to pay to get the water turned back on because his moving date had changed; two from people simply wanting to start service; one with a high bill; and one from a person requesting a bill insert on bicycle safety. All calls were handled to the caller's satisfaction.

### **Communications**

Since the October board meeting there were media articles and stories on: our two winterization workshops held in October; our proposed rate adjustment; an engineering award won by the Glendale Water Supply Improvement Project; projects given money by the Truckee River Fund; NDOW's work with us to ensure fish are rescued when we shut down our hydroelectric plant canals; and, the recent prescription drug round-up that helps keep drugs out of our water supply.

Water Quality and Resources staff gave a presentation on Water Quality and Water Supply to 30 individuals at the Osher Lifelong Learning Institute. A member of our Resources staff was one of several speakers on a six hour river tour to 50 state and federal judges as part of a National Judicial College program. Water Treatment staff gave one tour of Chalk Bluff to 12 apprentices from IBEW Local 401.

Conservation staff presented two (2) winterization workshops for customers, which were attended by a total of 25 customers.

And, by far the most fun, staff at the Capital Boulevard office hosted 50 children from our neighbors at the One World Children's Academy on Halloween.

### **Conservation**

There were two watering day variances issued in October (one in Reno and one in Sparks). Total variances issued year-to-date is 289 with 126 of these still active.

### **Customer Calls – October**

- 9,713 phone calls handled
- Average handling time of 4 minutes, 46 seconds a call
- Average speed of answer – 29 seconds

### **Billing – October**

- 94,470 bills issued
- 347 (.4%) corrected bills

### **Service Orders – October**

- 7,014 service orders taken
- 3,470 (50%) move-ins / move-outs
- 997 (14%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 712 (10%) new meter sets and meter/register/ERT exchanges and equipment checks
- 513 (7%) re-read meters
- 474 (7%) zero consumption meter checks
- 194 (3%) high-bill complaints / audit and water usage review requests
- 194 (3%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, etc.
- 130 (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
- 124 (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

### **Remittance – October**

- 36,076 mail-in payments
- 16,067 electronically via Check-Free
- 11,045 payments via RapidPay (EFT)
- 8,019 one-time bank account payments
- 5,108 store payments
- 3,901 payments via drop box or at front desk
- 1,607 credit card payments

**Collections – October**

- 12,494 accounts received a late charge
- Mailed 6,949 10-day delinquent notices, 7.5% of accounts
- Mailed 2,084 48-hour delinquent notices, 2.3% of accounts
- 336 accounts eligible for disconnect
- 319 accounts actually disconnected
- .22% write-off to revenue

**New business / New Construction – October**

- 36 active jobs currently in process
- Just over \$8,100 in new business fees/facility charges collected

**Meter Statistics – Fiscal Year To Date**

- 12 meter retrofits completed
- 51 meter exchanges completed
- 81 new business meter sets completed
- 93,433 total meters installed (billing and non-billing)
- 6,125 total non-billing meters currently installed
- 417 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 November 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:** November 10, 2011  
**SUBJECT:** **October 2011, Web Report-[www.tmwa.com](http://www.tmwa.com)**

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The major initiative the TMWA Web Team took on in October was the consolidation of all the websites under the [www.tmwa.com](http://www.tmwa.com) umbrella. TMWA is now using Noble Studios located in Reno to host all of the websites. The TMWA Web Team continues 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 18,700 visits to the website in October 2011. Major initiatives the TMWA Web Team updated in October 2011 are as follows:

- The Contact Us page was visited over 2300 times, followed by the Employment page which had over 1700 unique visits. This trend is showing that many TMWA customers are using the website looking for answers to questions or employment opportunities.
- TMWA has 403 Twitter followers and 155 Facebook fans. Link Statistics show hits on the Meeting Center, Winterization and Winterization Workshops, RGJ Hydro article, Lawn Care Guide, River System and Responsible Water Use Tips Indoor & Out.
- TMWA sent out an enewsletter to over 37,000 customers with information about the proposed rate increase, rate workshops, strategic planning Board meeting, customer satisfaction and a consolidation update.

	<b>Web Site Section</b>	<b>October 2011 Visits</b>	<b>Comments</b>
1	About TMWA	8060	Includes Meeting Center activity
2	Customer Services About TMWA	6100	Includes traffic to My Account
3	Your Water	2400	Includes Water Resource Plan information and download
4	News & Events	780	Includes calendar, public meetings, <i>quality delivered</i> newsletter
5	Conservation	600	Includes calendar, public meetings. Includes report water waste form

	<b>Web Page</b>	<b>October 2011 Visits</b>	<b>Comments</b>
1	Combined Customer Services and Residential Customers landing pages	5120	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	2300	The main contact page listing all departments with email and phone numbers
3	About Us	2250	Employment, FAQ's, meter center
4	Combined Water system, Water Quality/River Flows	1120	Includes Lake Tahoe levels, Treatment, Distribution and related topics, downloadable river map, Water Quality Assigned Day watering pages
5	Doing Business with TMWA	780	Bid documents, Addendums, Contract awards