



**TO:** Chairman and Board Members  
**FROM:** Mark Foree, General Manager  
**DATE:** January 9, 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 Water Resource and the Annexation Activity Report (*Attachment B*) and the web usage report (*Attachment C*).

Per the Board's direction, we implemented master meter billing for the Reno-Sparks Indian Colony (RSIC) on December 1, 2011 with no issues. TMWA staff is continuing to work with RSIC representatives in regard to billing/payment schedules and other aspects of the agreement.

Also included in your agenda packet are press clippings from December 14 through January 10 13, 2011



**TO:** Board of Directors  
**THRU:** Mark Foree, General Manager  
**FROM:** Scott Estes, Director of Engineering  
**DATE:** January 10, 2012  
**SUBJECT:** **Operations Report for January 2012 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 400 cubic feet per second (cfs). The required rate of flow for this time of the year is 400 cfs.

**Reservoir Storage** - Currently, the elevation of Lake Tahoe is 6225.69 feet. That equates to a storage volume of approximately 449,000 acre-feet (AF) or 60% of maximum storage capacity. Boca Reservoir has 6,600 acre-feet of water in storage, which is 16% of maximum capacity. Combined, Floriston Rate water storage is approximately 455,600 AF or 58% of maximum capacity. Donner and Independence lakes are at their respective wintertime operating elevations. Prosser Reservoir is also at its wintertime operating elevation. Stampede Reservoir's storage is currently 198,500 AF which is 88% of its maximum capacity.

**Snowpack** – Fall and winter precipitation totals have been considerably less than average. As such, snowpack totals are running significantly below normal in both the Lake Tahoe and Truckee River basins at 10% of average and 14% of average, respectively. Last year at this time the snowpack was over 200% of average.

**Streamflow Runoff** - The Truckee River will continue to flow normally through the coming winter months until the springtime snowmelt runoff season occurs. The long term outlook for river flows is good based on the amount of water currently stored upstream in Truckee River reservoirs. These reservoirs have enough water in storage right now to provide normal river flows for at least one more and likely another two full years.

**Outlook** - The water supply outlook is still very good for the region. Significant storage totals remain in Lake Tahoe and the other Truckee River reservoirs are about as high as they could be for this time of the year.

**(B) Water Production**

**Demand** - TMWA's demands are currently running about ten percent above normal wintertime lows, averaging 34 million gallons per day (MGD). This increase is probably due to irrigation demand to make up for the lack of precipitation in the region. Water consumption for 2011 ended the year about 99.2% of the demands experienced in 2010.

**Sources of Supply** - The Chalk Bluff Water Treatment Plant fed by the Highland Canal is currently the primary source of water for TMWA's customers. Recharge, which began in late October, has been averaging about 2.4 MGD.

**(C) Hydro Production**

**Generation** - Average Truckee River flows at Farad were 460 cubic feet per second (cfs) for the month of December. Total hydro revenue for the month was \$319,259 or an average of \$10,300/day. This is a new record high for the month of December. Generation averaged \$3,980/day at the Fleish plant; \$3,520/day at the Verdi plant; and \$2,800/day at the Washoe plant. The generation outlook for the rest of this year is extremely good. We will have full Truckee River flows through the winter months for the first time since 2006.

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## STAFF REPORT

**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** John Erwin, Dir. Natural Resources-Planning & Management  
**DATE:** 4 January 2012  
**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	3.95 AF
Adjustment	0.00 AF
Ending Balance	6,138.76 AF
Price per acre foot at report date:	\$9,700

### ANNEXATIONS

No annexations in the reporting period.

## STAFF REPORT

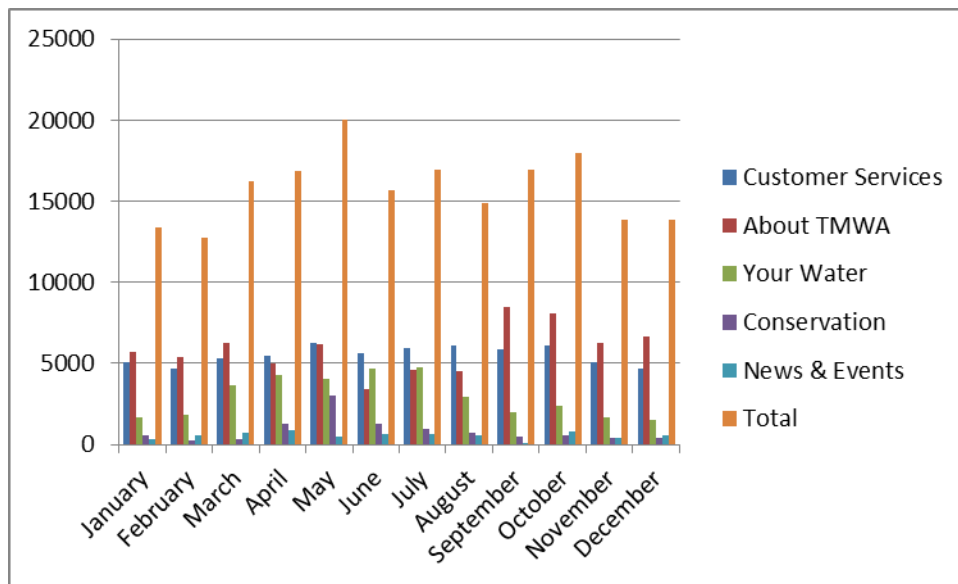
**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** Donna Rennea Smit  
**DATE:** January 10, 2012  
**SUBJECT:** December 2011 Web Report-[www.tmwa.com](http://www.tmwa.com)

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 13820 visits to the website in December 2011. Listed below are initiatives the TMWA Web Team updated in December 2011 are as follows:

- TMWA has 420 Twitter followers and 160 Facebook fans. Link Statistics show hits on the Christmas Tree Recycling, Winterize, Water Quality, Event Calendar, Finding and Fixing Leaks, Community Forestry clip from morning show and the *Quality. Delivered.* Newsletter.
- The winterize press release on winter-tree-care-tips had over 144 unique visits. The dryer than normal December month has resulted in new message points about irrigating during the winter.
- TMWA is identifying and inventorying all collateral with .net in the email address with a major conversion to going to .com. We are also cleaning up all the old tmh2o.com within the website.

	<b>Web Site Section</b>	<b>December 2012 Visits</b>	<b>Comments</b>
1	About TMWA	6650	Includes Meeting Center activity
2	Customer Services	4670	Includes traffic to My Account
3	Your Water	1500	Includes Water Resource Plan information and download

4	News & Events	575	Includes calendar, public meetings, <i>quality delivered</i> newsletter
5	Conservation	425	Includes calendar, public meetings. Includes report water waste form



	Web Page	December 2011 Visits	Comments
1	Combined Customer Services and Residential Customers landing pages	3890	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	About Us	2670	Employment, FAQ's, meter center
3	Contact	2000	The main contact page listing all departments with email and phone numbers
4	Doing Business with TMWA	785	Bid documents, Addendums, Contract awards
5	Combined Water system, Water Quality/River Flows	700	Includes Lake Tahoe levels, Treatment, Distribution and related topics, downloadable river map, Water Quality Assigned Day watering pages

