



STAFF REPORT

TO: Chairman and Board Members
FROM: Mark Foree, General Manager
DATE: March 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 Services 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 January 14 through March 13, 2011.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
DATE: March 06, 2012
SUBJECT: **Operations Report for March 2012 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 500 cubic feet per second (cfs), which is the required rate of flow for this time of year.

Reservoir Storage – Upstream reservoir storage is in still good shape. Currently, the elevation of Lake Tahoe is 6226.80 feet. That equates to a storage volume of approximately 462,000 acre-feet (AF) or 62% of maximum storage capacity. Boca Reservoir has 7,100 acre-feet of water in storage, which is 17% of maximum capacity. Combined, Floriston Rate water storage is approximately 468,900 AF or 60% of maximum capacity. Donner and Independence lakes are still at their respective wintertime operating elevations. Prosser Reservoir is also at its wintertime operating elevation which is 34% of its maximum storage capacity. Stampede Reservoir's storage is currently 199,661 AF which is 88% of its maximum capacity.

Snowpack - Snowpack totals are running significantly below normal right now at 36% of average in both the Lake Tahoe and Truckee River basins, respectively. With these exceptionally low numbers even if we received 3-4 times the normal amount of snow for the month of March we would still be below average for the season. However, several good, strong wet storms would certainly help to turn this situation around a bit and improve our snowpack totals.

Streamflow Runoff - The Truckee River is expected to flow normally for the rest of the year despite the exceptionally dry winter conditions we've experienced to date. Upstream reservoir storage is still in good shape due to the above average streamflow runoff we had last year. Floriston Rates should be met through the remainder of the year and into 2013.

Outlook - Despite the lack of major storms so far this winter and the meager runoff projections for this spring, the water supply outlook is still good for TMWA customers this year. Because upstream reservoir storage is still in such good shape, carryover water from last year will be used to help provide normal river flows for the rest of the year. This means that it will be operations as usual for TMWA in 2012 and as is typically the case, approximately 90% of our customer demands will be met from the Truckee River.

Water Production

Demand - TMWA's demands are still at their respective wintertime lows. Consumption is averaging 31 million gallons per day (MGD) right now. For the year to date consumption is approximately 2.5% higher than last year.

Sources of Supply - The Chalk Bluff Water Treatment Plant fed by the Highland Canal was the sole source of water for TMWA's customers during the month of February. Chalk Bluff Treatment Plant production averaged 33.0 MGD. Of this, an average of 30.5 MGD was used to meet the demands of TMWA's water customers and 2.5 MGD was used to recharge our aquifer through six production wells located within the Truckee Meadows and Lemmon Valley basins.

Hydro Production

Generation - Average Truckee River flows at Farad were 387 cubic feet per second (cfs) for the month of February. Total hydro revenue was \$258,000 or an average of \$8,900/day. Generation averaged \$3,990/day at the Fleish plant, \$3,334/day at the Verdi plant and \$1,580/day at the Washoe plant. The generation outlook is extremely good as we are anticipating having full Truckee River flows through the end of the year.



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Kim Mazeres, Customer Relations Director
DATE: March 12, 2012
SUBJECT: **Customer Service Update**

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

Ombudsman

There were eight (8) calls to the Ombudsman in December, January & February. They included: a wastewater question, which was directed to the proper agency; a backbilling issue that was handled to the customer's satisfaction; a pressure data question that was directed to Engineering; a Deputy Attorney General seeking information on behalf of a customer for a settlement with Bank of America; a disconnect in error; a customer simply wanting to sign-up for new service; a customer who never returned Joanne's call; and, a customer who had already been taken care of by the time Joanne returned his call.

Communications

Since the December Board meeting there were media articles and stories on: the need to water your trees, bushes and other landscaping during extremely dry winter weather; water supply; cloud seeding; rates; Truckee River Fund's support of Caughlin Fire restoration efforts; ways to spot leaks in your water system; protecting your pipes during freezing weather; the Glendale Water Supply Improvement Project; and, the Sheep Dip Shaft award presented to TMWA.

Seven presentations were given since the December Board meeting, including: water conservation to 12 five and six year olds at Kindercare by Neecie Schlesener; engineering as a career to 100 TMCC High School students by Steve Volk; water quality to 75 people at BLM by Will Raymond; rates to the 12 people at the Green Industry Continuing Education Program by Lora Richards; security to 22 people at the American Society for Industrial Security by Chet Malewski; TMWA update to 30 people at the Legislative Oversight Committee meeting by Mark Foree and John Erwin; and, emergency preparedness to 25 members of the Sparks CERT team by Chet Malewski. One tour was given at Chalk Bluff to 20 students from a UNR by Ryan Dixon. In addition, TMWA had a booth at the Nevada Landscaper's Association Conference, and we graciously (and humorously) accepted the Sheep Dip Shaft award.

Customer Calls – December, January & February

- 21,181 phone calls handled
- Average handling time of 4 minutes, 46 seconds a call
- Average speed of answer – 22 seconds

Billing – December, January & February

- 281,934 bills issued
- 891 (.33%) corrected bills

Service Orders – December, January & February

- 18,605 service orders taken
- 9,309 (50%) move-ins / move-outs
- 2,191 (12%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 2,107 (11%) zero consumption meter checks
- 1,171 (6%) new meter sets and meter/register/ERT exchanges and equipment checks
- 1,156 (6%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, installing water meter blankets, etc.
- 932 (5%) re-read meters
- 435 (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
- 428 (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
- 301 (2%) high-bill complaints / audit and water usage review requests

Remittance – December, January & February

- 106,252 mail-in payments
- 49,156 electronically via Check-Free
- 35,340 payments via RapidPay (EFT)
- 24,056 one-time bank account payments
- 14,240 store payments
- 11,918 payments via drop box or at front desk
- 4,570 credit card payments

Collections – December, January & February

- 44,604 accounts received a late charge
- Mailed 18,769 10-day delinquent notices, 6.7% of accounts
- Mailed 3,604 48-hour delinquent notices, 1.3% of accounts
- 611 accounts eligible for disconnect
- 600 accounts actually disconnected
- .47% write-off to revenue

New business / New Construction – December, January & February

- 37 active jobs currently in process
- Over \$122,300 in new business fees/facility charges collected

Meter Statistics – Fiscal Year To Date

- 20 meter retrofits completed
- 181 meter exchanges completed
- 159 new business meter sets completed
- 93,459 total meters installed (billing and non-billing)
- 5,718 total non-billing meters currently installed
- 409 meters yet to be installed on flat-rate accounts

STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: John Erwin, Dir. Natural Resources-Planning & Management
DATE: 9 March 2012
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		6,138.76 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	0.00 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: March 13, 2012
SUBJECT: February, 2012 Web Report-www.tmwa.com and additional TMWA websites

TMWA invests substantial time and resources on effective customer communications. Over the past couple of years, web-based communications with our customers has become our most important, as well as most cost-effective, approach. With more customers enrolling in paperless billing each month, and tools like smart phones and social media sites a regular part of most people's lives, it is essential that TMWA be able to communicate to its customers in dynamic ways.

TMWA realizes we are the water experts and recognizes the need for collaborating with industry experts in the field of web and user interface. TMWA has partnered with Noble Studios (web design and development company) for a Discovery project that fosters collaborative decision making while trying to consolidate the numerous websites TMWA manages. The monthly Board web reports have focused on traffic and usage trends at www.tmwa.com; however, there are several other TMWA-managed websites that have not been reflected in these traffic numbers. Social media has continued to gain ground and is incorporated within several of the additional websites.

This Discovery project will take approximately 3 months to complete and has already begun by identifying TMWA's user audience, internal and external customers while reinforcing TMWA's mission and values. At the end of the Discovery project, TMWA will address the primary strategies of the website as the most important communication tool, consolidation of web sites, and a uniform platform that allows open source across multiple platforms as well as a user interface that allows easier administrative maintenance internally.

TMWA manages the following websites:

- www.tmwa.com: This is TMWA's main website with customer account access, rates and rules, water quality, conservation, public meetings information, latest news and contact information. Presently this website averages over 16,000 unique visits per month. Currently TMWA has 449 twitter followers and 164 Facebook fans. There is a current Twitter feed on the home page of the TMWA website that is updated daily to reflect current topics.



Quality. Delivered.

- www.communityforestry.org: This site provides tree care information and climate-compatible trees. Presently this website averages just fewer than 200 unique visits per month. It also has a healthy social media presence including a Twitter fan base of approximately 600 followers and more than 160 Facebook fans.
- www.howdoyousave.org: This is basically an interactive tips website that allows visitors to post their ideas for how to conserve water. Through the Discovery process, we will either consolidate within the main tmwa.com website or eliminate. There are no reportable numbers for this website.
- www.tmwastorage.com: This is an interactive website that shows real-time river flows and storage along with the storage height of Lake Tahoe. This site averages 200-600 unique visits a month.
- www.tmwaacademy.com: This website has lesson plans and education materials for k-12 school children. This site's content is out of date and is being reviewed during the Discovery project. It gets under 300 unique visits a month.
- www.tmwalandscapguide.com: This online searchable plant database allowed for the elimination of a printed book resulting in long-term costs savings, but as TMWA determines future messaging, this may be eliminated or TMWA may partner with an agency that is an expert in plants such as the Nevada Cooperative Extension to have this available. No website statistics are available at this time.
- www.truckeeriverfund.org: Administered by a third party partner, this website is used exclusively for projects that protect and enhance water quality or water resources of the Truckee River, or its watershed. No website statistics are available at this time.
- Social media: The analytics for both TMWA.com as well as Truckee Meadows Community Forestry Coalition indicate a growing trend in social media and its value. Social media will be incorporated in the overall strategy of consolidation for all these websites.
- Enewsletter: TMWA's General Manager currently emails newsletters to more than 30,000 customers and community leaders on a quarterly basis. Topics highlight seasonal issues such as water supply updates and outdoor watering information as well as news items such as TMWA's response to the Caughlin Fire or ways to be part of the public process around rate adjustments.