



STAFF REPORT

TO: Chairman and Board Members
FROM: Mark Foree, General Manager
DATE: September 19, 2012
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*), the Web Usage Report (*Attachment D*), and six Tell the Board Submissions (*Attachment E*).

Also included in your agenda packet are press clippings from June 12, 2012 through September 12, 2012.



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
DATE: September 12, 2012
SUBJECT: Operations Report

(A) Water Supply (by Bill Hauck)

Truckee River Flows - Truckee River flows at the CA/NV state line are about 500 cubic feet per second (cfs) right now which is the required rate of flow for this time of year.

Reservoir Storage – The current elevation of Lake Tahoe is 6226.30 feet. That equates to a storage volume of approximately 402,500 acre-feet (AF) or 54% of maximum storage capacity. Lake Tahoe reached a peak elevation on June 6th at 6227.66 feet (4.66 feet of storage above the natural rim of 6223.00'). Boca Reservoir has approximately 29,000 acre-feet of water in storage and is roughly 71% of its maximum capacity. Combined, Floriston Rate water storage is approximately 431,500 AF or 55% of maximum capacity. Donner Lake is currently about 88% full and Independence Lake is at approximately 74% of its maximum storage capacity. Prosser Reservoir's storage is approximately 15,100 AF which is 51% of its maximum storage capacity. Stampede Reservoir's storage is currently at 175,900 AF which is 78% of its maximum capacity.

Streamflow Runoff – Springtime Truckee River flows as measured at Farad, CA peaked this year at 2,300 cubic feet per second on April 26th. River flows have basically been at Floriston Rates since around July 1st.

Outlook - The water supply outlook for the region is very good despite the dry winter of 2012. A significant amount of stored water was carried over from the near record breaking runoff season we experienced in 2011. So even though this year's runoff was just a fraction of what is considered normal, we will have full Floriston Rates for the remainder of the year because upstream reservoir storage is in such good shape. So it will be operations as usual for TMWA for the rest of this year and into 2013.

(B) Water Production

Demand - Demands averaged 103 MGD last week. For the year to date customer consumption is 9% higher than 2011. Our peak demand day for this year was 125.6 MG on Thursday July 12th.

Sources of Supply - The Chalk Bluff Water Treatment Plant, fed almost exclusively by the Highland Canal, is still the primary source of supply for our customers at the moment. Surface water makes up about 88% of the total supply with the remaining 12% being supplied from groundwater wells. The Glendale Water Treatment Plant was brought on-line at the end of June this year. It is anticipated that the Glendale Water Treatment Plant will be taken out of service in late September this year.

(C) Hydro Production

Generation - Average Truckee River flows at Farad were 502 cubic feet per second (cfs) for the month of August. Total hydro revenue for the month was \$321,862 or an average of \$10,383/day. Generation at the Fleish plant averaged \$4,097/day, and \$3,781/day at the Verdi plant. Generation at the Washoe plant averaged \$2,504/day. A new generation record was set in fiscal year 2012 with 51,983,550 kwh generated which produced a record \$3,519,896 in hydro revenues. The long range generation outlook is extremely good as we are anticipating having full Truckee River flows through the end of the year and into 2013.



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Kim Mazeres, Customer Relations Director
DATE: September 10, 2012
SUBJECT: **Customer Service Report**

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

Ombudsman

There were three (3) calls to the Ombudsman in June, none in July and seven (7) in August. They included: a customer who simply wanted a one-day variance on lawn watering, two customers with high bills, one who wanted advice about tree watering, two with water quality questions, one who was disconnected for non-payment of a deposit installment, one who wanted to know if a company offering water yard line insurance was legitimate, one with a question about water pressure, and one who never called back after two attempts to contact her. All customers, except the one who never called back, received help and were satisfied with our responses.

Communications

In April I reported that CBS News had interviewed several TMWA crew members in conjunction with a nationwide whistleblower lawsuit about defective PVC pipe. CBS was planning to air the story on September 8th, but it was postponed. We will update you via email regarding the air date once we are notified of it.

Since the June Board meeting there were media articles and stories on: Weather-Wise and Assigned Day Watering; several upcoming TMWA workshops and tours, including a water-efficient landscape workshop, Verdi hydroelectric power plant tours and Chalk Bluff Water Treatment Plant tours; water line work taking place on Richards Way in Sparks; water line break in downtown Reno; the muddy Truckee River (caused by thunderstorms) and its impact on treating the water; drought conditions throughout the state and the fact that TMWA is not impacted due to the reservoirs on the Truckee River system; invasive species, including the role TMWA and the Truckee River Fund play in funding programs to prevent their spread; and, a letter to the editor requesting that all local agencies, including TMWA, use local services.

Four (4) tours were given, including: 15 members of the Caughlin Ranch Homeowner's Association toured Chalk Bluff; 12 girl scouts and parents toured Chalk Bluff; and 18 customers,

as well as several individuals from the Renewable Energy Commercialization toured the Verdi Hydro Plant.

Nine (9) presentations were given since the June Board meeting, including: a workshop on Adjusting and Repairing Your Irrigation System to 16 customers; a workshop on Summertime Maintenance of your Sprinkler System to 15 customers; a workshop on the Seven Principles of a Water-Efficient Landscape to 36 customers; a presentation on watershed and the Truckee River to a group of Boy Scouts; Mark Foree and John Erwin gave a presentation to the Legislative Committee that oversees the Western Regional Water Commission; Mark Foree presented on regional water planning and a consolidation update to 25 members of BANN; Ron Penrose presented on invasive species to 20 individuals from various local entities; an update on TMWA to the 24 members of the Downtown Reno Kiwanis Club; and, water conservation to 32 children (pre-school and elementary) at KinderCare.

In addition, TMWA had booths at the following events: Kid's Free Fishing Day at the Sparks Marina, and, in conjunction with the Truckee Meadows Community Forestry Coalition, at XNight at the Nevada Museum of Art.

Conservation – June, July & August

We have granted 342 variances so far this year, with 61 still active – 45 in Reno, 11 in Sparks and 5 in Washoe County. These variances allow customers additional watering days, primarily to water new seed/sod or restore dying lawns.

Customer Calls – June, July & August

- 29,650 phone calls handled
- Average handling time of 4 minutes, 7 seconds a call
- Average speed of answer – 26 seconds

Billing – June, July & August

- 283,085 bills issued
- 761 (.3%) corrected bills

Service Orders – June, July & August

- 22,058 service orders taken
- 11,197 (51%) move-ins / move-outs
- 2,380 (11%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 1,832 (8%) new meter sets and meter/register/ERT exchanges and equipment checks
- 1,693 (8%) re-read meters
- 1,389 (7%) zero consumption meter checks
- 807 (4%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, installing water meter blankets, etc.

- 677 (3%) high-bill complaints / audit and water usage review requests
- 584 (3%) various collection actions, including hanging 48-hour notices for elderly and disabled customers, returned mail and/or unpaid deposits, and handling of additional deposits
- 239 (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 – June, July & August

- 104,959 mail-in payments
- 51,100 electronically via Check-Free
- 37,922 payments via RapidPay (EFT)
- 27,338 one-time bank account payments
- 14,839 store payments
- 11,697 payments via drop box or at front desk
- 5,337 credit card payments

Collections – June, July & August

- 44,093 accounts received a late charge
- Mailed 23,289 10-day delinquent notices, 8.3% of accounts
- Mailed 5,039 48-hour delinquent notices, 1.8% of accounts
- 633 accounts eligible for disconnect
- 622 accounts actually disconnected (includes accounts re-cut out because of bouncing a check to be reconnected from previous disconnection for non-payment)
- .11% write-off to revenue

New business / New Construction – June, July & August

- 29 active jobs currently in process
- Approximately \$277,000 in new business fees/facility charges collected

Meter Statistics – Fiscal Year to Date

- 0 meter retrofits completed
- 35 meter exchanges completed
- 62 new business meter sets completed
- 93,624 total meters installed (billing and non-billing)
- 5,399 total non-billing meters currently installed
- 341 meters yet to be installed on flat-rate accounts



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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: 12 September 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		6,129.39 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	1.49 AF	
Adjustment	0.00 AF	
Ending Balance		6,127.90 AF
Price per acre foot at report date:		\$9,700

ANNEXATIONS

No annexations to report.



Quality. Delivered.

STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Donna Rennea Smit
DATE: September 5, 2012
SUBJECT: June, July and August 2012 Web Report-www.tmwa.com and additional TMWA websites

TMWA invests substantial time and resources on effective customer communications. Over the past several 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 becoming a regular part of most people's lives, it is essential that TMWA be able to communicate to its customers in dynamic ways.

While TMWA employees are the water experts, we recognize 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. This Discovery was recently completed August 29, 2012.

This Discovery Project began by identifying TMWA's user audience (both internal and external customers) while reinforcing TMWA's vision, mission and values. Multiple employees, as well as several customers, were interviewed to help create the foundation of this project. The primary strategies of the Discovery discuss making the site more of a "customer-centric" website and consolidating the existing websites under the www.tmwa.com umbrella. Another key strategy is engaging customers and developing a relationship so they understand TMWA is also part of their community. Recommendations include: consolidation of web sites, and one platform that is consistent for all the websites as well as a user interface that allows easier administrative maintenance internally. See the attached executive summary.

The website is TMWA's most important communication tool. The monthly web Board 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 numbers. Social media has continued to gain ground and is incorporated within several of the additional websites.

TMWA sent out the quarterly newsletter August 23, 2012 from TMWA's General Manager Mark Foree. It was sent to over 40,000 customers and community leaders with topics ranging from water supply, hydro tours and requests for input on a customer survey on more effective ways to communicate TMWA news.

TMWA manages the following websites:

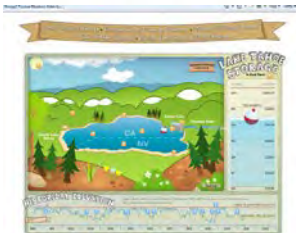
www.tmwa.com: This is TMWA's main website with customer account access, rates and rules, water quality, conservation, public meetings information, latest news and contact information. For the month of **June** the website had over **19,156** unique visits, **for July 19,953** and **for August 20,594**. Unique visitors are represented by the number of unduplicated (counted only once) visitors to a website over the course of a specified time period. TMWA measures these unique site visits monthly. The interesting statistic about who is visiting our website is almost half of the traffic is from new visitors. The five main pages accessed were: **employment, conservation assigned-day watering, contact us, customer services residential, and doing business with TMWA**. Currently TMWA has **510** Twitter followers and **182** Facebook fans. There is a current Twitter feed on the home page of the TMWA website that is updated daily to reflect current topics.



www.communityforestry.org: This site provides tree care information and climate-compatible trees. This website had over **518** unique visits for **June, July 531, and August 437**. It also has a healthy social media presence including a Twitter fan base with approximately **641** Twitter followers and more than **145** 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 this site within the main tmwa.com website or eliminate it. There were **12** unique visitors for **June 20, 20 for July and 18 for August**.



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 had **247** unique visitors for **June, 176 for July and 208 for August**.



www.tmwacademy.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. This site has declining unique visitors, registering only **9** unique visits for **June, 15 for July and 14 for August**. TMWA is evaluating partnering with other agencies to help teachers and students in water conservation and education programs.



www.tmwlandscapeguide.com: This online searchable plant database allowed for the elimination of a printed book resulting in long-term cost 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 resource available. This website is currently averaging **200** unique visitors a month.



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. Interactions with followers on Facebook increased over this time period. In two instances, frustrated customers posted negative comments on our Facebook wall. In both instances, we responded immediately and offered to help the customers resolve their concerns, treating them the same as any other customer who calls to complain about our service.

EXECUTIVE SUMMARY

Noble Studios' process for website development is focused on ensuring the final product achieves TMWA's strategic goals. This document not only provides recommendations on which paths to take for the future, but also provides a benchmark to show the current state of engagement with TMWA's digital channels.

Noble Studios analyzed TMWA.com to determine the best approach for the next iteration of the website. Noble conducted a series of interviews with key stakeholders of various divisions at TMWA to better understand current functionality and objectives of the main TMWA website, as well as all of the microsites. In doing so, Noble was able to assess how the sites are used internally and externally. Overall, Noble found that while TMWA.com's layout is clean, the site is also forgettable. In its current structure, the user is not inclined to explore the site. TMWA contains a lot of great information, and there is tremendous opportunity to engage the community by positioning TMWA as both a utility and as an informational resource.

To achieve a deeper level of interaction with users, Noble Studios recommends positioning TMWA.com as the hub for all other digital channels (Facebook, email, partner sites). The social strategies, email strategy, public relations strategy, and partner websites should point back to pages living on TMWA.com. This includes news stories, education components, water storage sections, and other areas – present and future – that live on the website.

Noble Studios recommends TMWA to do the following:

- Microsites
 - o Simplify digital assets by bringing in all ancillary (not partner) website content into the TMWA.com website
- TMWA.com
 - o Overall Design and Structure
 - Provide a dynamic, interactive, visually appealing website that serves as both a customer service tool and community hub
 - Create a visually engaging design that's aligned with the TMWA brand
 - Develop a better balance of content/imagery/video/interaction on the website
 - Reduce content on pages to be more digestible and browse able
 - o Navigation
 - Develop a global navigation layout to organize information in a more intuitive way, so people can find information quickly
 - o Dynamic content
 - Increase return visitors by providing tools that entice visitors to return to the website, such as providing dynamic feeds on the home page with valuable information
 - o Internal TMWA tool
 - Improve internal processes with the website, such as allowing users to subscribe via email to new bids or setting up an upload zone for engineers
 - o Content Management
 - Develop the website within a Content Management System that is scalable, secure, and easy to use. The CMS should also be widely adopted and supported in the web community.
- Other Channels
 - o Position TMWA as a community-owned organization with a focus towards education. TMWA should develop and embed the social channels within the parent website and use these channels to strengthen the relationship with the community.

The remainder of this document will provide a detailed summary of the findings as well as recommended tactics that will serve as a road map for an improved digital experience.

Cassell, Corinne

From: Mazeres, Kim
Sent: Wednesday, August 08, 2012 6:46 AM
To: Robb, Lora
Cc: Cassell, Corinne
Subject: Re: Tell the Board Submission Teresita USE THIS ONE Ancheta

Ha!

Corinne -- could you add a parenthetical note to what is going to the Board telling them Lora looked for an account in the billing system but could not find one with that name; thus, we were unable to discover the reason for the customer's complaint. Thx.

Kim-----

Sent from my BlackBerry Wireless Handheld

From: Robb, Lora
Sent: Wednesday, August 08, 2012 06:39 AM
To: Mazeres, Kim
Cc: Cassell, Corinne
Subject: Re: Tell the Board Submission

I don't know as I couldn't find that last name in our billing system.

On Aug 7, 2012, at 6:05 PM, "Mazeres, Kim" <kmazeres@tmwa.com> wrote:

Lora – Were her changes in charges due to our February rate increase?

From: Robb, Lora
Sent: Tuesday, August 07, 2012 4:20 PM
To: Cassell, Corinne
Cc: Mazeres, Kim
Subject: FW: Tell the Board Submission

Sending another one. I did not receive a response back from my reply.

From: Robb, Lora
Sent: Tuesday, July 31, 2012 9:15 AM
To: tessiea@sbcglobal.net
Subject: RE: Tell the Board Submission

Dear Teresita Ancheta,

Thank you for contacting Truckee Meadows Water Authority. I will pass your comments on to our Board of Directors, however, if you would like, I can walk you through the charges history on your account if you'll provide me your address or account number. We do not want you frustrated or surprised by the charges on your bill.

Sincerely,
Lora

Lora Rose Robb | Conservation & Community Education Administrator

Truckee Meadows Water Authority | PO Box 30013 | Reno, NV 89520
Office 775.834.8060 | Fax 775.834.8003 | www.tmwa.com

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

From: Tell the Board [<mailto:tessiea@sbcglobal.net>]

Sent: Tuesday, July 31, 2012 8:56 AM

Subject: Tell the Board Submission

Name: Teresita Ancheta

Email: tessiea@sbcglobal.net

Comments: When i started making my monthly payments thru my bank account, it was only \$33.00. So I was paying \$35.00... Now, you are saying I owe you \$6.49 because you raised the fee? If i will pay \$36.00/mo, will you surprise me again with an extra amount? Will there ever be an end to this madness?

Cassell, Corinne

From: Robb, Lora
Sent: Tuesday, August 21, 2012 4:11 PM
To: Cassell, Corinne
Subject: FW: Tell the Board Submission

Corinne,

This is another email in an earlier chain I sent you several weeks ago. Can you please include in the next Board packet?

Thank you,
Lora

From: tatiana von Fartzenburg [mailto:realtat@hotmail.com]
Sent: Tuesday, August 21, 2012 5:23 AM
To: Robb, Lora
Subject: RE: Tell the Board Submission

Lora, Since your email, I learned that a neighbor is moving out due to the high cost of maintaining her long held family home. Obviously, her water bill is one cause of her leaving. We too are considering moving out and the water rates are one of the causes. We don't want to live in a rock and concrete environment. We are seeing generalized neighborhood decline, as greenery is lost and people move away.

Your calculation about our expenses is both correct and short sighted. After the cutting back and cutting out of trees that were necessary for fire abatement (I count 14 large old trees removed in our immediate area plus what the power company disfigured to keep their lines clear.), our house temperatures have risen quite a bit. We would have to put in AC like the newer homes all have, and most of them use most of the time in hot weather. Our old neighborhoods with the green areas are becoming unsustainable due in part to the cost of water, but also to the rising temperature caused in part by the loss of greenery. I remember well when our area was well watered by a creek in the back of our property. Overbuilding around us caused the creek to disappear, so when you talk about what is natural to the area, you ignore the natural water that has been lost to development. It is sad to watch this destruction of neighborhoods and greenery.

I think a day will come when the authorities will recognize that they should have struggled to maintain greenery rather than encouraging people to get rid of it by making water rates so that a welfare person can waste as much as he or she wants and have society pay the bill, while a person who tries to use water responsibly to maintain greenery cannot succeed. It is most normal to hear of people our age moving out of old homes and living in camper type vehicles. How sad! How destabilizing for society! At an age where people might concentrate on grandchildren and improve the quality of their lives, we are struggling with mobile lifestyles. This society is not wise, and it is headed to huge problems created by shortsightedness.

In my opinion, there should be a use test where somehow both the will and the knowledge of the customer to use water to maintain green space are confirmed and then they are granted the right to the cheapest water rates for all their use. On the other hand those who demonstrate no will or knowledge to use water well should pay the higher rates and some users should lose welfare payments for wasting water. For example, there are many people who still run water down the street in this neighborhood. They should have the terrible rates that we now have.

I hope the Water Board has some idea of these concerns. I wonder how much of their thinking is computer projections. It seems that way as opposed to wisdom. Best wishes, Kathy Bodine

From: lrichards@tmwa.com

To: realtat@hotmail.com

Subject: RE: Tell the Board Submission

Date: Fri, 20 Jul 2012 22:30:19 +0000

Hi again Kathy, you are very welcome and thanks for sending the meter read. So that means 55,000 gallons have gone through in the last 2 weeks. Next month's bill should be close to what you normally see at the peak use of summer: ~100,000 (\$330).

Unfortunately with your lot size, as well as the reality that water rates will increase over time to cover costs, strategic decisions to reduce the turf areas and maximize the drip/tree areas will likely be the best bang for the buck. My old home in old NW Reno is a 6,800 s.f. lot with 1,500 s.f. covered by house/concrete (it's a very small house on a decent size lot, larger lot than subdivisions are built on today). The yard is mature landscaping with lots of perennials, some turf, veggie patch like yours and a few trees, including an apple tree that rivals yours. My water bill doesn't exceed \$80 per month in the summer and like the cobbler whose kid has worn out shoes, I wouldn't say mine is the most water efficient yard going. The majority of our residential water customers don't have bills more than \$100 per month in summer. But in the old Southwest, where you reside, the lots are large with extensive and mature landscaping. It costs more to keep them green. And our urban landscapes are in direct conflict with our climate – a high desert with little to no summer precipitation doesn't help our water bills. Nor do sagebrush and bare dirt keep us cool.

After you left, your husband did tell me that you are able to shade the house effectively and use little to no air conditioning, even in the heat of summer! I am very impressed by that. At my husband's house in Wingfield Springs it costs us \$200 per month to cool the house to 72 degrees. I would much rather pay it towards water and have the type of environment you and your husband have created on your lot. If you looked at the average water bill plus energy bill for a home/yard your size, plus the fact that you can grow some of your own food to mitigate costs elsewhere, does it start to pencil when you look big picture, or generations out? Just thinking out loud...

I am intrigued by your comments about Spain and elsewhere abroad! I will be sure to pay attention to that when I travel there next summer (Barcelona). It makes absolute sense to innovate with a holistic, sustainable perspective like you suggest. I love Nevada for many reasons, but I wonder if we will always be the boom and bust state rather than the place where the culture is dedicated to a true sense of stewardship.

I very much appreciate the exchange we had today! Just one more question, would you like me to forward your original email to the Board?

Thank you very much,

Lora

From: tatiana von Fartzenburg [<mailto:realtat@hotmail.com>]
Sent: Friday, July 20, 2012 2:51 PM
To: Richards, Lora
Subject: RE: Tell the Board Submission

Lora, Thanks so much for your help. I hope we can get this usage down to a reasonable amount so that we can leave the house to our daughter when we pass away. As it is now, I wouldn't do that to her because she couldn't possibly afford the water and she would suffer a lot trying keep the property up when she couldn't afford it. I will think more about what we can do in the front yard to reduce use without raising temperatures around. In Spain (where we used to live) and some Arabic countries, a lot of thought is given to how to cool the air naturally with fountains, trees, waterways and watered green areas. I don't see as much of that in Nevada. People run AC far too much in my opinion, when if they were educated to think as the Spanish think, we would all be better off.

The numbers you asked for: "7/20/2012 DIALS = 3689 29 ERT = meter"

I will pay this bill. I still think that some plan should be devised to help people pay for the water to maintain nice green areas. I realize that you guys are trying to do that, but what if I had given up after my first call where the person told me that I either had to pay \$540 or they would cut off the water. I wonder how many of the ruined lawns I see around town belong or belonged to people who just gave up trying to find a way to pay for water ? And I wonder how many of those places will burn in the next fire.

Again thank-you for your help, Kathleen Bodine

I've gone into your account and applied a credit (leak adjustment) in the amount of \$208.08. That brings your balance due (on the current statement due 8/2/12) down to **\$332.12**. If you want the detailed calculation, just let me know. As we discussed, you will see that credit on next month's bill, but you are welcome to pay the adjusted amount this month as your credit will post within the next day.

I realized once I got back to the office that I gave you the slip of paper with today's meter read on it (the lined paper, where it says DIALS=). Could you send me that number so I can let you know what has gone through since we last read the meter on 7/6/12 (READ was 3634)? Just one more piece of data for us to use in our discussion of water usage.

Your husband and I did some poking into the back turf with the screwdriver to see how saturated it might be; we agreed those zones can be cut back a bit. Dale will send along a report of recommendations too. Once the two of you have thought about and discussed everything we went over, please don't hesitate to let Dale or I know if we can help in any way.

Sincerely,

Lora

****Please be advised my last name has changed from Richards to Robb****

Lora Rose Robb | Conservation & Community Education Administrator

Truckee Meadows Water Authority | PO Box 30013 | Reno, NV 89520

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From: Richards, Lora
Sent: Wednesday, July 18, 2012 3:20 PM
To: tatiana von Fartzenburg
Subject: RE: Tell the Board Submission

Yes, that works. I will meet you at 2895 W Moana at 11:00 a.m. on Friday, July 20. Should you need it that day, my cell phone number is (775) 544-7165.

Thank you,

Lora

From: tatiana von Fartzenburg [<mailto:realtat@hotmail.com>]
Sent: Wednesday, July 18, 2012 3:16 PM
To: Richards, Lora
Subject: RE: Tell the Board Submission

11 ?

From: lrichards@tmwa.com
To: realtat@hotmail.com
Subject: RE: Tell the Board Submission
Date: Wed, 18 Jul 2012 22:10:00 +0000

That will work well. Is there a specific time that works best for you?

From: tatiana von Fartzenburg [<mailto:realtat@hotmail.com>]
Sent: Wednesday, July 18, 2012 3:08 PM
To: Richards, Lora
Subject: RE: Tell the Board Submission

How about Friday mid-day ?

From: lrichards@tmwa.com
To: realtat@hotmail.com
Subject: RE: Tell the Board Submission
Date: Wed, 18 Jul 2012 21:13:22 +0000

Dear Kathleen,

I am in receipt of your email to our Board of Directors; these items come to me since I oversee TMWA's communications functions. I also run the Conservation Department and saw both your RSVP for the workshops as well as the work order to come to your home for a water usage review this week. Would you like to set a specific day/time to meet at the property to review the meter and the usage? Please let us know what works best for you.

Sincerely,

Lora

Lora Rose Richards | Conservation & Community Education Administrator

Truckee Meadows Water Authority | PO Box 30013 | Reno, NV 89520

Office 775.834.8060 | Fax 775.834.8003 | www.tmwa.com

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

From: Tell the Board [<mailto:realtat@hotmail.com>]
Sent: Wednesday, July 18, 2012 12:53 PM
To: Olsen, Marlene; Richards, Lora
Subject: Tell the Board Submission

Name: Kathleen Bodine

Email: realtat@hotmail.com

Comments: My water bill is so high that I am left with the choice of letting the lawn die or getting rid of the house, which is a family home since about 1965. I have had the TMWA people advise me how to save water and I have done everything they said, including putting in \$16,000 worth of new landscaping and buying all water efficient appliances. The problem is not a leak. The problem is that I have a lot of green. It seems environmentally stupid to make it so that middle class people cannot have a lot of green space. The city gets uglier and hotter, as more and more people abandon lawns and trees rather than pay absurd bills. Meanwhile water runs down the street into the gutters, probably because some people get their water paid for by others. What an idiotic policy! Pay for irresponsible water waste and cut off water for green space lawns. Reducing green increases temperatures and increases AC usage, but average income people cannot afford to have the green space that makes AC unnecessary. Save the Amazon, but Trash Reno Green space !

Cassell, Corinne

From: Marlene Olsen <marlene@goodstandingoutreach.com>
Sent: Friday, September 07, 2012 11:50 AM
To: Bill Quinby
Subject: RE: Archaic

To: Bill Quinby

Thank you for taking the time and submitting your concerns to us. I will detail our reasons for the charge for online payment. First of all, this is a pass-through charge, meaning it is the same amount that the processing company charges TMWA. Therefore, TMWA does not make any money on this or any other payment service.

TMWA's policy is that the cost for providing payment services should be paid for by the customers using the service. We have also learned that a very small percentage of our customers actually use this service. If we were to offer this service at no charge, all customer rates would have cover the cost for the few who use the online payment service. We continue to survey this option to hopefully lower the fee in the future, but at present, it is the best and least cost option available.

Many customers find that the most convenient payment option is RapidPay, a monthly electronic funds transfer. The details are here: http://tmwa.com/customer_services/residential/paymentoptions/

Since this message did come through on the Tell the Board option, we will include it in the TMWA Board's agenda packet for their consideration.

Thank you for taking the time to write to us.
If I can help with anything else, please email or call me.

Marlene Olsen
GoodStanding Outreach
Direct- 775-434-0308

From: Bill Quinby [<mailto:bill.quinby@gmail.com>]
Sent: Friday, September 07, 2012 11:05 AM
To: tmwaboard@tmwa.com
Subject: Archaic

To Whom It Concerns;

In a day and age when I can swipe and take payments on the street using my iPhone, the fact that you charge \$4.95 to accept payment online is archaic and insulting. Are you making plans to free your customers of this charge?

Bill Quinby
Acct #00226910

Cassell, Corinne

From: Marlene Olsen <marlene@goodstandingoutreach.com>
Sent: Friday, August 03, 2012 3:02 PM
To: Cassell, Corinne
Cc: Mazerres, Kim; Robb, Lora
Subject: FW: Tell the Board Submission Gavin Simas

Corinne:
To include in the next Board packet.

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

From: Mazerres, Kim
Sent: Friday, August 03, 2012 2:03 PM
To: Robb, Lora; Westlake, Marci
Cc: Marlene Olsen (marlene@goodstandingoutreach.com)
Subject: RE: Tell the Board Submission

Gavin "shopped" multiple reps for answers in order to try and get turned back on for less money -- he called no fewer than six times on the 31st, and called us again today to complain about the late charge, which we then removed. All of these phone calls actually cost us a lot more than the \$71 he finally paid, which still left a past due balance of \$8.40 on the account, and we did NOT require him to pay the other \$66.66 of his deposit.

He moved in on June 1st, and was told the first three bills that would have his deposit installments on them, and they must be paid by the past due date or he would be subject to disconnection without further notice.

His first bill was issued on July 2nd, and it indicated that it must be paid by the past due date of July 23rd or it would be subject to disconnection without further notice.

When we had not received a payment by 7/31, he was disconnected for non-payment of the deposit.

We do not require the deposit to be paid up-front, and we even allow it to be paid in installments. However, it must be paid on time or the service will be disconnected, which is exactly what happened with Mr. Simas. By the way, the Call Center kept me informed multiple times on the 31st regarding the situation and his repeated phone calls where he kept trying to reduce the amount he was going to pay and have us say "OK, we'll turn you back on for that amount". I drew the line at \$75, and you can see he even got that reduced

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

From: Marlene Olsen
Sent: Friday, August 03, 2012 2:57 PM
To: 'Tell the Board'
Subject: RE: Tell the Board Submission

To Gavin Simas:

Thank you for taking the time to submit to Tell the Board. Your comments will be included in the next Board of Director's meeting packet. You are also welcome to provide comment in person, as well. Here is the link to the schedule: http://tmwa.com/about_us/meeting_center?news_id=3

There are other resources available to you, including Ombudsman Joanne Stralla at 848-0813.

Marlene Olsen
GoodStanding Outreach

Direct- 775-434-0308

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

From: Tell the Board [<mailto:gavsimas@yahoo.com>]

Sent: Friday, August 03, 2012 1:24 PM

To: Marlene Olsen; L Richards

Subject: Tell the Board Submission

Name: Gavin Simas

Email: gavsimas@yahoo.com

Comments: I had my water turned off because I did not get paid until the 3rd of August. I was in contact with just about all of you operators that work in the USA but not in Reno, or Sparks. I borrowed money to get my water turned back on 07/30/2012 which was the same day it was turned off. This was my first paycheck from my new job, I've been unemployed for 2 months. None of your operators were sympathetic to my situation and more than one told me to borrow the money. I am so angry with you so called local business I would get my water somewhere else but it seems I CAN'T! Your company really should be ashamed!

Cassell, Corinne

From: Marlene Olsen <marlene@goodstandingoutreach.com>
Sent: Saturday, July 28, 2012 12:29 PM
To: Cassell, Corinne
Cc: Robb, Lora
Subject: FW: Tell the Board Submission Jim Smith

Hi Corinne:

The below should go in the next Board packet, whenever that happens.

Marlene Olsen

GoodStanding Outreach
Principal Strategist
Direct- 775-434-0308

From: Kadokan [<mailto:kadokan@aol.com>]
Sent: Saturday, July 28, 2012 12:24 PM
To: Marlene Olsen
Subject: Re: Tell the Board Submission

Nice of you to write Marlene.

That was a very good job you did with the corporate line of [REDACTED].

Yes, please pass my comments on to the board, whoever they are. To charge customers a fee for paying their bill online is ludicrous and the morons on the board should all be fired for being so stupid. I can't wait to see what the Gazette-Journal or USA Today does with this.

Regards

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

From: Marlene Olsen <marlene@goodstandingoutreach.com>
To: Tell the Board <kadokan@aol.com>
Sent: Fri, Jul 27, 2012 10:01 am
Subject: RE: Tell the Board Submission

To Jim Smith:

So sorry that you are upset about the convenience charge. I will detail our reasons for the charge for online payment. First of all, this is a pass-through charge, meaning it is the same amount that the processing company charges TMWA. Therefore, TMWA does not make any money on this and other payment service charges.

TMWA's policy is that the cost for providing payment services should be paid for by the customers using the service. We have also learned that a very small percentage of our customers actually use this service. If we were to offer this service at no charge, all customer rates would have to go up to pay for the few who use the online payment service. We continue to survey this option to hopefully lower the fee in the future, but at present, it is the best option available.

We find that the most convenient payment option is RapidPay, a monthly electronic funds transfer. The details are here:

http://tmwa.com/customer_services/residential/paymentoptions/

Since this message did come through on the Tell the Board option. Could you please confirm that you would like this message to be included in the TMWA Board's agenda packet?

Thank you for taking the time to write to us.
If I can help with anything else, please email me.

Marlene Olsen
GoodStanding Outreach
Direct- 775-434-0308

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

From: Tell the Board [<mailto:kadokan@aol.com>]
Sent: Friday, July 27, 2012 6:56 AM
To: Marlene Olsen; L Richards
Subject: Tell the Board Submission

Name: Jim Smith
Email: kadokan@aol.com

Comments: You want to charge me \$4.95 as a "convenience" to pay my bill online?
*** you !

***Profanity has been redacted.

Cassell, Corinne

From: Marlene Olsen <marlene@goodstandingoutreach.com>
Sent: Tuesday, August 28, 2012 10:39 AM
To: Cassell, Corinne
Cc: Mazeris, Kim; Westlake, Marci; Robb, Lora
Subject: FW: Tell the Board Submission

Corinne:

Here is a response to Tell the Board.

Note to Board: Ms. Stewart has had 4 late payments in the past 12 months. And, our rules require 3 or less in order to not be charged a deposit upon moving. We give 4-5 grace days before a customer is considered "late", and the customer did not call to let us know she was going to pay late, which would have also meant there would not have been an impact on her account.

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

From: Marlene Olsen
Sent: Tuesday, August 28, 2012 10:34 AM
To: 'Tell the Board'
Subject: RE: Tell the Board Submission

To: Brenda Stewart

Thank you for taking the time to submit to Tell the Board on our website. Your comments will be included in the next Board of Director's meeting packet. The meeting will be September 19th at 10 a.m. at Sparks City Council Chambers. You are also welcome to provide comment in person, as well.

For your information, here are the Rules of Service as adopted by our Board of Directors:

http://tmwa.com/docs/Customer_Services/rules/Rule03_20120119.pdf at the top of page 3-3. The definition of Satisfactory Credit can be found on page 1-5 at: http://tmwa.com/docs/Customer_Services/rules/Rule01_20120119.pdf

Thanks again for your comments. If I can help in any other way, please don't hesitate to contact me again.

Marlene Olsen
GoodStanding Outreach
Direct- 775-434-0308

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

From: Tell the Board [<mailto:bstewart@harrahs.com>]
Sent: Tuesday, August 28, 2012 8:47 AM
To: Marlene Olsen; L Richards
Subject: Tell the Board Submission

Name: brenda stewart
Email: bstewart@harrahs.com

Comments: I have been a customer since 2001, and recently in hard times have had 3 late payments (not very late)...to now be charged a 100.00 deposit to move I think is completely wrong as a service company to do to a long time customer who obviously ALWAYS pays the bill! I think you should look at the whole picture before deciding - long term customer, long term residence = stable!