



STAFF REPORT

TO: Chairman and Board Members
FROM: Mark Foree, General Manager
DATE: April 9, 2013
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*), and the Water Resource and the Annexation Activity Report (*Attachment C*).

Also included in your agenda packet are press clippings from March 14, 2013 through April 10, 2013.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
BY: Bill Hauck, Sr. Water Supply Coordinator
DATE: April 3, 2013
SUBJECT: Operations Report for April 2013 Board Meeting

(A) Water Supply

Truckee River Flows - Truckee River flows at the CA/NV state line are 550 cubic feet per second (cfs) at the moment. This is within the normal flow range for this time of the year. River flows will continue to hold steady until sometime later this month or in early May when the springtime snowmelt runoff season begins. Once the runoff period begins Truckee River flows will become much higher with periods of unpredictable daily and weekly swings.

Reservoir Storage - Upstream reservoir storage is still just about half full right now. The elevation of Lake Tahoe is 6225.99 feet which equates to a storage volume of 363,600 acre-feet (AF) or 49% of maximum storage capacity. Boca Reservoir has approximately 21,100 acre-feet of water in storage at the moment. It is 52% of its maximum capacity. Combined, Floriston Rate water storage is approximately 384,700 AF or 49% of maximum storage capacity. TMWA received permission from CA Division of Safety of Dams to begin filling Donner Lake early based on the significantly below average runoff forecasted for the Truckee River this spring. Approximately 100 acre-feet per day is being captured and stored at the moment. Donner Lake will fill in 2013. Independence Lake is still down to its typical wintertime operating elevation. We won't begin filling until sometime later this month. It is expected to fill and currently has 14,900 AF in storage which is approximately 85% of its maximum storage capacity (17,500 AF). Prosser Reservoir's storage is approximately 9,800 AF which is 34% of its maximum storage capacity. Stampede Reservoir's storage is currently at 167,000 AF which is 74% of its maximum capacity.

Snowpack – Sierra Nevada snowpack conditions ended the year on a truly sour note having completely deteriorated since the beginning of the year when conditions were close to 200% of normal. January was an exceptionally dry month, followed by February which was even dryer and then a record dry March. Together, the three months of January, February and March 2013

were the driest ever recorded at Tahoe City with just 2.68" of measurable precipitation during that three month stretch. Normal Tahoe City precipitation is 16.30" over that three month period. Without the major winter storms that the Sierra Nevada typically receives during the prime snow producing months, conditions have deteriorated accordingly. The end of March saw our traditional snowpack building season come to a close. The NRCS April 1st snow survey revealed an estimated 50% of average snowpack in the Lake Tahoe Basin and an estimated 60% of average snowpack in the Truckee River Basin (official NRCS snow survey numbers have not been released as of this date 4/3/13).

Runoff - Springtime runoff for both the Truckee River and Lake Tahoe basins is projected to be exceptionally below average at about 30% of normal in each, respectively. Average runoff during the April through July period in the Truckee River is 260 KAF. Only seventy-eight thousand (78 KAF) acre-feet of runoff is projected this year. The runoff model with the highest confidence is projecting a 3/10th foot rise in Lake Tahoe between now and June. The average April-High rise at Lake Tahoe (gates-closed) is 1.31 feet. Donner and Independence lakes and Boca Reservoir are expected to fill this year despite the significantly below average runoff we are expecting. Lake Tahoe, Stampede and Prosser reservoirs will not fill this year.

Outlook – Despite the truly sour note that the snowpack season ended up on, and the bleak runoff forecast for both the Truckee River and Lake Tahoe basins, TMWA is going to make it through one more year relatively unscathed. The best model run is showing that the Truckee River will flow normally for the rest of the year (just barely). There is enough carry-over water in storage in Lake Tahoe right now to help supplement natural flow of the Truckee River through 2013. Boca Reservoir is still projected to fill this spring despite the dismal runoff forecast. Unfortunately, since it will be relied upon so heavily this summer to make Floriston Rates, Lake Tahoe storage will be depleted by the end of December. Assuming normal hydrology from this point forward, the elevation of Lake Tahoe will be approximately ½ foot above the natural rim. Tahoe will prove once again to be invaluable helping provide for normal river flows through 2013. And with normal Truckee River flows, TMWA won't be operating any differently this year than we normally do.

(B) Water Production

Demand - Water demands averaged 48 MGD last week reflecting above average conditions for this time of year. Demands in the mid 40 MGD range weren't anticipated until sometime later in April. The exceptional dry spell which the Truckee Meadows has been under for the past several months explains most, if not all of this increase in customer demand. The Chalk Bluff Treatment plant fed by the Orr Ditch Pumping Station is still the only source of supply at the moment meeting all of TMWA's customer demand (100% surface water). TMWA continues to recharge at a number of key well sites throughout the Truckee Meadows and Lemmon Valley area. Through March 31st, TMWA water demands were about 109% of 2012 through the same point in time.

(C) Hydro Production

Generation - Average Truckee River flow at Farad was 493 cubic feet per second (cfs) during the month of March. A total of 4,859 MW hours were generated. This yielded combined hydropower revenues from the three power plants of \$332,557 for the month or an average of \$10,728/day. Generation at the Washoe plant averaged \$3,166/day. Generation at the Verdi plant averaged \$3,454/day, and the Fleish plant averaged \$4,108/day. The long range generation outlook remains good as we anticipate having full Truckee River flows through 2013. Reduced flows of 300 cubic feet per second during the months of November and December are almost certain however, and this will negatively impact hydro generation, but is still more than enough flow to keep the plants on-line and operational.



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Kim Mazeres, Customer Relations Director
DATE: April 8, 2012
SUBJECT: **Customer Service Report**

The following is a summary of Customer Service activity since the March Board meeting.

Ombudsman

There were five (5) calls to the Ombudsman in March. They included: a vendor who was looking for information; a customer who was moving in to a home but it was located in the Washoe County service area; a customer who was in the hospital and worried that his water would be disconnected if he couldn't make a payment; a customer who had a very large leak who was looking for us to waive hundreds of dollars more than we already had; and a customer who was simply looking to get water into his name at his new home. All callers were satisfied with the information provided, except for the customer who wanted us to waive even more charges; he was instead given 24 months to pay off the bill.

Communications

Since the March Board meeting there were media articles and stories on: TMWA's upcoming irrigation workshops, water supply given our extremely dry winter, assigned day watering, and DRI's cloud seeding program, including TMWA's monetary participation.

Three (3) presentations were given since the last Board meeting, including: Water Conservation and Bill Paying to a Sparks High School Special Needs Class; a Laboratory Webcast to 22 people from the Nevada Department of Environmental Protection; and, the importance of Water Conservation to 24 Peavine Elementary School Kindergartners.

Three (3) tours were given: two of the Chalk Bluff Water Treatment Plant to Sparks High School Special Needs classes; and one of the Verdi HydroElectric Generation Plant to the UNR Chapter of the Association of Civil Engineers. In addition, three TMWA employees participated in the Building Women Apprenticeship Information event.

Customer Calls – March

- 8,406 phone calls handled
- Average handling time of 4 minutes, 17 seconds a call
- Average speed of answer – 24 seconds

Billing – March

- 95,441 bills issued
- 211 (.2%) corrected bills

Service Orders – March

- 5,804 service orders taken
- 3,184 (55%) move-ins / move-outs
- 587 (10%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 557 (10%) zero consumption meter checks
- 482 (8%) new meter sets and meter/register/ERT exchanges and equipment checks
- 174 (3%) re-read meters
- 171 (3%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, installing water meter blankets, etc.
- 170 (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
- 94 (2%) high-bill complaints / audit and water usage review requests
- 89 (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 – March

- 37,136 mail-in payments
- 16,390 electronically via Check-Free
- 13,712 payments via RapidPay (EFT)
- 9,380 one-time bank account payments
- 4,663 store payments
- 3,487 payments via drop box or at front desk
- 1,647 credit card payments
- As of January, TMWA payments are being processed in Prescott, Arizona rather than San Antonio, Texas, due to a change in remittance vendors initiated by our outsourced provider, Vertex Business Services. Customers began seeing this change of address on their bills in March. Due to problems with the postal service forwarding mail improperly, some customers experienced delays in posting their payments – all customers who contacted us about these delays were satisfied with the explanation and the waiving of any late charges.

Collections – March

- 13,631 accounts received a late charge
- Mailed 5,965 10-day delinquent notices, 6.4% of accounts
- Mailed 895 48-hour delinquent notices, 1.0% of accounts
- 136 accounts eligible for disconnect
- 141 accounts actually disconnected (includes accounts re-cut out because of bouncing a check to be reconnected from previous disconnection for non-payment)
- 0.18% write-off to revenue

New business / New Construction – March

- 47 active jobs currently in process
- Nearly \$21,000 in new business fees/facility charges collected

Meter Statistics – Fiscal Year to Date (thru March)

- 7 meter retrofits completed
- 446 meter exchanges completed
- 267 new business meter sets completed
- 93,714 total meters installed (billing and non-billing)
- 4,997 total non-billing meters currently installed
- 279 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
DATE: 08 April 2013
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		6,833.59 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	0.00 AF	
Adjustment	0.00 AF	
Ending Balance		6,833.59 AF

Price per acre foot at report date: \$8,740

ANNEXATIONS

No annexations to report.