



STAFF REPORT

TO: Chairman and Board Members
FROM: Mark Foree, General Manager
DATE: May 11, 2015
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 Web Usage and Social Media Report (*Attachment C*), and the Water Resource and the Annexation Activity Report (*Attachment D*).

Also included in your agenda packet are press clippings from April 6, 2015 through May 13, 2015.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
BY: Bill Hauck, Sr. Hydrologist
DATE: May 11, 2015
SUBJECT: **Operations Report for May 2015 Board Meeting**

(A) Water Supply

Truckee River Flows - Truckee River flows were approximately 320 cubic feet per second (cfs) at the time of this report. These are below normal flows for this time of year.

Reservoir Storage - The elevation of Lake Tahoe is 6222.89 feet. This is 0.11 feet below the invert of the outlet channel (6223.00 feet). Storage is -13,000 acre-feet (AF) and releases are not possible from the lake into the Truckee River. Boca Reservoir has approximately 6,100 AF of water in storage, and is currently at 15% of capacity. Donner Lake storage is 6,500 acre-feet, and is 70% of capacity. Independence Lake is at 94% capacity with 16,500 AF in storage. Prosser Reservoir storage is currently 7,400 AF which is 25% of its maximum storage capacity of 29,800 acre-feet. Stampede Reservoir's storage is currently at 41,000 AF which is 18% of its maximum capacity of 226,000 acre-feet.

River Flow - The required rate of flow at the CA/NV state line this time of the year is 500 cfs. These required flows are not being met. On April 17th, the reservoir storage used to help make those rates of flow had become completely exhausted. The spring runoff season actually peaked in March and is now on the way down. River flows have been dropping and will continue to recede as we approach the summer months.

Outlook - The water supply outlook for this summer is not very good. Four exceptionally dry years in a row have taken a toll on the region's upstream reservoir storage and river flows. By the first of June it is projected that there won't be enough water in the river to meet the demands of our water customers. So at that point TMWA will have to begin releasing water from our privately-owned upstream drought reserves in order to keep the plants on-line. We will also begin ramping up groundwater production at that point in time. TMWA will however, begin the summer of 2015 in decent shape from a drought supply perspective. It is projected that we will have roughly 26,000 acre-feet of upstream drought reserves in place (just shy of the amount we had in storage last year). TMWA has also been injecting water back into the aquifer at record

rates this winter as part of our aquifer storage and recovery program (ASR), and our groundwater reserves will be in good shape also as we head into our peak summer demand months.

(B) Water Production

Demand - Customer demand averaged 78 million gallons per day (MGD) for the first week of May. These are normal demands for this time of the year. The water being used to meet customer demand in the Truckee River Resource Area (TRA) is surface water coming from the Chalk Bluff water treatment plant. Customers in TMWA's Non-Truckee River Resource Area are being supplied water by production wells located within each respective pumping zone. At the time of this report TMWA was still injecting (recharging) approximately 6 MGD at various well sites throughout our service territory.

(C) Hydro Production

Generation – Average Truckee River flow at Farad (CA/NV state line) for the month of April was 433 cubic feet per second (cfs). Flows were just about normal for the first two weeks of the month, but by the 17th the required rate of flow at the CA/NV state line could no longer be met due to insufficient upstream reservoir storage. This negatively impacted generation, but it was still possible to generate a total of 3,218 megawatt hours (Mwh) in April. This yielded combined hydropower revenue from TMWA's three power plants of \$225,669 for the month, or an average of \$7,522/day. Generation at the Fleish plant averaged \$3,327/day. Generation at the Verdi plant averaged \$2,926/day, and generation at the Washoe plant averaged \$1,269/day. The outlook for hydro generation is not good. There is no upstream reservoir storage left to support Truckee River flows, which are now beginning to drop off quickly. The Washoe plant is already off-line because there is not enough water in the river to operate. It is very likely that the other two plants will have to be shut down within the next few weeks and stay off-line for the remainder of 2015 due to insufficient river flows.



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Kim Mazeres, Customer Relations Director
DATE: May 11, 2015
SUBJECT: **Customer Service Report**

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

Ombudsman

There were three (3) calls to the Ombudsman in April. They were: a Washoe County customer who was inquiring about her previous usage (customer was told that we have the usage and can provide it to her, but since we did not process those bills it will not print on our bill graphs) and two customers who wanted to sign up for new service (who were referred to the Call Center).

Communications

Attached is a complete report regarding current drought communications activities, as well as the website / social media report for calendar year-to-date.

Since the April Board meeting there were numerous media articles including: multiple stories on the drought, drought planning, water supply, infrastructure projects to enhance water supply, the request to reduce water use this spring and summer, ways people can save at least 10%, and how to report water waste; TMWA's Chalk Bluff Water Treatment Plan being awarded the Partnership for Safe Water's Presidential award; the Governor's Drought Forum; tips on starting up your irrigation system; TMWA's workshops on starting up your irrigation system; cloud seeding; the governor's residential water usage; TMWA's low system water loss; and a letter to the editor encouraging restaurants not to automatically serve water.

Customer outreach included:

- Three irrigation start-up workshops given by Conservation Staff to a total of 64 customers.
- An Understanding Your Drinking Water Workshop and tour of the Chalk Bluff Water Treatment Plant given by Operations Staff to 12 customers.
- Presentations given by Andy Gebhardt, Customer Service Manager, on drought and watering restrictions to:
 - a group of 20 people at the Nevada Landscape Association meeting.

- a group of 7 people at the Woodside Homeowners Association meeting.
- a group of 27 people at the South West Visa Homeowners Association meeting.
- A presentation given by John Erwin, Director of Natural Resources, on water supply and conservation to 100-150 students at a UNR debate function.
- A presentation given by Neece Schlesener, Senior Water Conservation Coordinator, on drought and watering restrictions to a group of 45 people at the Sierra Canyon Homeowner's Association meeting.
- A presentation given by Bill Hauck, Senior Hydrologist, on drought planning to a group of 10 members of the Optimists Club.
- A booth at Earth Day staffed by Communications and Conservation employees; an estimated 25,000 were in attendance.
- A presentation on water conservation given by Laine Christman, Resource Economist, to a class of twenty-three 4th graders.
- A tour of the Chalk Bluff Water Treatment Plant given to six students from a church school.
- Two tours of the Verdi Hydroelectric Power Plant given to:
 - a group of about ten home schooled students.
 - a group of twenty individuals from the Nevada Rural Water Association.

Conservation

Approximately 1,050 water waste complaints were responded to during the month of April. A total of eleven (11) seasonal Conservation Consultants and Auditors have been hired and are in training to assist in educating our customers and helping them to save water during this extremely dry year. Two (2) more Conservation Consultants will be coming on board over the next couple of weeks. There have been a total of 75 watering variances year-to-date, with 46 currently active – 26 in Reno, 11 in Sparks and 9 in Washoe County.

Customer Calls – April

- 9,183 phone calls handled
- Average handling time of 4 minutes, 34 seconds a call
- Average speed of answer – 32 seconds

Billing – April

- 121,461 bills issued
- 124 (.1%) corrected bills

Service Orders – April

- 7,622 service orders taken
- 4,249 (56%) move-ins / move-outs
- 491 (6%) zero consumption meter checks
- 695 (9%) new meter sets and meter/register/ERT exchanges and equipment checks

- 560 (7%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 587 (8%) re-read meters
- 301 (4%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, installing water meter blankets, etc.
- 162 (2%) high-bill complaints / audit and water usage review requests
- 108 (1%) 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
- 87 (1%) various collection actions, including hanging 48-hour notices for elderly and disabled customers, returned mail and/or unpaid deposits, and handling of additional deposits

Remittance – April

- 34,021 mailed-in payments
- 25,883 electronic payments
- 19,745 payments via Rapid Pay (EFT)
- 13,418 one-time bank account payments
- 4,126 store payments
- 4,343 credit card payments
- 3,502 payments via drop box or at front desk

Collections – April

- 15,693 accounts received a late charge
- Mailed 8,564 10-day delinquent notices, 5.5% of accounts
- Mailed 1,058 48-hour delinquent notices, 0.9% of accounts
- 112 accounts eligible for disconnect
- 124 accounts actually disconnected (including accounts that had been disconnected-for-non-payment that presented NSF checks)
- 0.16% write-off to revenue

New business / New Construction – April

- 109 active jobs currently in process
- Nearly \$355,000 in new business fees/facility charges collected

Meter Statistics – Fiscal Year to Date

- 4 meter retrofits completed
- 263 meters yet to be installed on flat-rate accounts, including some premises that ultimately may not be able to be retrofit
- 313 meter exchanges completed
- 895 new business meter sets completed
- 119,323 meters installed (billing and non-billing)
- 4,393 total non-billing meters currently installed



STAFF REPORT

TO: Chairman and Board Members
THRU: Kim Mazeres, Director of Customer Relations
FROM: Robert Charpentier, Communications Specialist
Marlene Olsen, GoodStanding
DATE: May 6, 2015
SUBJECT: 2015 Drought Communication Plan Timeline Update

INTRODUCTION

The Drought Communications Plan was approved by the TMWA Board of Directors at its March meeting. The Timeline below was included. We will be updating the Board monthly with the status of each project and completed items. **Those in red** include an attached sample.

Tactics, Tools and Timeline

The below tactics and tools carry the message to the target audiences, the “blueprint” for the plan.

March

Main communications:

Board approves drought communications plan	Completed
Respond to media inquiries, desk sides, interviews	Fielded 8 (eight) requests for info and interviews—in clips report
Website page on conservation and drought	Completed and updated as needed
Presentation to Homeowner’s Associations (HOA) presidents	Completed
Social media updates	36
Blogs on drought planning	One (1) on 3/16/15
Distribute FAQ’s – media	Referred to April
Press Release—10 %	Sent 3/30 , info used w/ media locally and Associated Press (AP) story that went west coast

Supporting:

Bill Insert	Completed
Workshop insert (February)	Completed
Envelope Backer (featuring How-To Videos)	Completed
Workshops – release on 3/27	Completed
New magnet for welcome packet and event handouts	Completed
Topic papers distributed as needed to media & customers	Throughout month
Meeting w/ Nevada Landscape Association (NLA) and University of Nevada Cooperative Extension (UNCE)	Completed
<ul style="list-style-type: none"> TMWA employees - at all-employee meetings and <i>from the source</i> E-News 	Completed

April

Main communications:

Workshop Media Alerts	Completed one attended by KRNV
Respond to media inquiries, desk sides, interviews	Fielded 12 (twelve) requests for info and interviews—in clips report
Keep scheduling desk side visits	KRNV & KTVN
RGJ Editorial Board Meeting	Completed 4/8
Presentations scheduled:	Thirteen (13) in March, Thirteen (13) in April
ADDED TACTIC: Restaurant tabletop tent cards, letters and cards distributed to managers of all local restaurants with Frequently Asked Questions (FAQ)	Completed
Letters to all HOA's in region, w/ Frequently Asked Questions (FAQ)	Completed
Frequently Asked Questions distributed to weather forecasters, anchors, and at presentations	Completed 5/6
Social Media updates	35
Contact billboard owners to request space (NDOT, hotels, etc.)	In process
Contact local governments and fire departments	Completed
Blog	One (1) on 4-21-15

Supporting:

Quarterly E-news to customers and community leaders	Completed
Envelope Backer – Spring start up, Conservation message	Completed
Workshops on Irrigation and landscaping	Total workshops four (4). Total attendance: 83
Meeting w/ NLA and UNCE	Completed
On-hold messages for customer service line	Completed
TMWA employees – at all employee meetings and <i>from the source</i>	Completed

March 30, 2015
Contact: Marlene Olsen
marlene@goodstandingoutreach.com
(775) 772-0020
FOR IMMEDIATE RELEASE

Drought Management Plan Approved
TMWA CALLS FOR 10 PERCENT REDUCTION IN WATER USE

(Reno, NV) Truckee Meadows Water Authority (TMWA) Board of Directors, at its March meeting directed staff to begin early communication and implementation of additional conservation measures and actions, in response to the Reno-Sparks area's fourth year of drought. TMWA customers are being asked to **reduce their water use by at least 10% this spring and summer**, effective immediately.

"We are asking for *at least* 10% reduction in outside and indoor water use from all of our customers – homes, businesses, homeowner's associations and apartments." said Mark Foree, TMWA general manager. "We are all in this together. With the seriousness of the drought, we all need to do as much as we can."

"Our planning and projections show a 10% reduction in water use will allow TMWA up to save 5,000 acre feet of water stored in upstream and underground reserves – that's over 1.6 billion gallons of water. This will help us maintain reserve water supplies for next year, should the drought continue," added Foree.

According to the Federal Water Master, Truckee River flows will diminish much earlier this year than in 2014. When that happens, TMWA will begin releasing water from its drought reserves in Stampede Reservoir, Boca Reservoir, and Donner and Independence Lakes. The good news is that our drought reserves stored in these reservoirs are starting off full, despite a very poor snowpack. Any water that is saved this summer is water that will be retained in those reservoirs, making it available should it be needed next year. In addition, this winter and spring TMWA has been recharging as much treated water as possible into the underground aquifers, totaling over 720 million gallons through March.

With the dry weather, it's even more important to prepare your turf for the summer ahead. Here are some general guidelines:

- Sprinkler run times should be 4-6 minutes, backing off by two minutes if there is runoff, or adding two minutes if your lawn is still dry after a cycle
- Start out with three run times per assigned watering day
- Check your sprinkler heads to ensure proper operation
- Now is the time to root feed your trees and fertilize your lawn

View the full recent report to the TMWA Board, which includes a full explanation of how our water system is managed in times of drought, online at: www.tmwa.com/drought-management

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Truckee Meadows Water Authority (TMWA) is a not-for-profit water utility, overseen by elected officials from Reno, Sparks and Washoe County. TMWA employs a highly skilled team who ensure the treatment, delivery and availability of high-quality drinking water around the clock for more than 385,000 residents of the Truckee Meadows. For more information, go to www.tmwa.com

MARCH 2015



IN THIS ISSUE

- Aquifer Recharge is in High Gear
- The 2014 Conservation Effort: How Did We Do?
- Compare Your Water Usage
- The Standing Advisory Committee Represents TMWA Customers
- The Value of Your Water
- Get Social with TMWA

TMWA'S FREE WORKSHOP SERIES RETURNS IN APRIL

As spring draws near, TMWA offers a series of free workshops to help residents prepare their irrigation system and yard for the season. For April, the following workshops are scheduled: Irrigation System Start-Up Workshop on **April 1, 8 and 22 at 5:30 p.m.** and Landscape Planning & Design on **April 11 at 9 a.m.** All workshops are free and held at TMWA offices. Please call to reserve your spot at **834-8005**.

FOLLOW US ON TWITTER AND FACEBOOK

Follow TMWA on Twitter and YouTube, or become a fan on Facebook for updates, information, tips and giveaways!

 twitter.com/tmwa
 facebook.com/truckeemeadowswaterauthority
 youtube.com/truckeemeadowswater

CONSOLIDATION UPDATE: AQUIFER IS BEING RECHARGED WHILE WELLS REST

TMWA actively manages our water resources. During the wintertime when customers are using less water, TMWA takes advantage of available river water and stores it underground in the aquifer. This storage is in addition to the upstream drought reserves in reservoirs. Both surface and groundwater resources can be tapped when the area is in a drought.

Treated surface water is injected into some of TMWA's existing wells throughout the service area commonly referred to as Aquifer Storage and Recovery (ASR). The process occurs during fall and winter when water use in the community drops to one-fourth of the peak summer average usage and surface water is available. The stored water can then be accessed during drought periods. **"We let ground water wells rest this time of the year and maximize the use of surface water, or that water coming from the Truckee River,"** explained Paul Miller, TMWA's manager of operations and water quality.

Since the start of winter TMWA has been reviewing all possible well sites in the TMWA system, which includes wells acquired through consolidation. Miller explained that TMWA has currently identified over a dozen additional well sites that can be set up for recharge; working as quickly as possible to test, design, construct and implement to start injecting water over the next few months. **"The more water we can store this time of year, the better. It's like money in the bank,"** Miller concluded.

ASR was established by TMWA to improve water quality and augment water resources. The program is also one of the main goals of consolidation: to improve the management of the area's water resources through conjunctive use - minimizing groundwater pumping and maximizing use of surface water when it is available. Many other efforts are under way to improve infrastructure and service to customers which will be outlined in the months ahead.

THE VALUE OF YOUR WATER

A portion of our customers' water bills goes to investing in infrastructure and maintenance of the TMWA water system. This helps ensure the around-the-clock treatment, delivery and availability of high-quality drinking water for more than 385,000 residents of the Truckee Meadows.

THE 2014 CONSERVATION EFFORT – HOW DID WE ALL DO?

At the beginning of August 2014, we asked our customers to reduce their outdoor water use by 10% because of the continuing drought. That was when TMWA started releasing drought reserves - the period when we could save the water our customers conserved in upstream reservoirs. We found that most people pitched in by turning down their sprinkler timers by 10%, shaving minutes off their watering times. Customers also implemented other water-saving efforts which included turning sprinklers off when it was raining and not watering between 11am - 7pm, when the most evaporative loss occurs.

The combined community effort resulted in a savings of nearly 350 million gallons of water compared to 2013, or enough water to serve 2,800 average households for a year. It also meant that TMWA only used 18% of our upstream drought reserves, which is an amount that we anticipate will be replenished with the spring runoff, even if we have another below average winter. This means we'll have more groundwater available and our drought reserves in Independence and Donner Lakes will be full, should we need them this summer. As high-desert residents, we know that is good insurance to have.

Conservation continues to work in our community. A big thank you goes out to everyone who responded to our messages in the media and in their bills. As you know, TMWA staff continually monitors weather and snowpack conditions and plans for drought cycles. For a deeper look at TMWA's resource and drought planning, the 2010-2030 Water Resource Plan is located on our website at: www.tmwa.com/water_system/resources/2030wrp.

WATER USAGE: HOW DO YOU COMPARE – AND HOW DO YOU KNOW WHEN YOU HAVE A COSTLY LEAK?

We encourage responsible water use at all times, but spring is a great time to track down and eliminate water leaks in your home before you turn on your sprinklers. The best way to manage water use at your home or business is to study how much water is being used on your site and where. To do this, check the graph on your water bill to review a history of your usage.

How would you know if you have a leak? It's likely that a family of four may have a leak problem if their winter indoor water use significantly exceeds 5,000 gallons per month. The average water bill for March should be about thirty dollars. If you feel your usage is higher than it should be, many resources are available at www.tmwa.com. To find and fix leaks, use the Conservation section of the website and check out TMWA's video on our YouTube Channel: www.youtube.com/truckeemeadowswater. You can also visit www.epa.gov/watersense where you can find activities for kids and families.

According to the Environmental Protection Agency, fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.

THE STANDING ADVISORY COMMITTEE REPRESENTS YOU – OUR CUSTOMER

The Standing Advisory Committee (SAC) is an oversight committee made up of individuals representing all customer classes including residential, commercial, wholesale and irrigation. Also represented are newly consolidated customer classes of Washoe County and South Truckee Meadows General Improvement District. The members completed an application process and were selected by a subcommittee of the TMWA Board of Directors. The SAC reviews all rate proposals, budgets and other items as requested by TMWA's Board. The SAC generally meets on the first Tuesday of the month at 3 p.m. at the TMWA offices. There is more information on this committee and meeting agendas in the Meeting Center section at www.tmwa.com.

WHERE TO CALL

- General Inquiries: 834-8080
- Emergency Repair: 834-8090
- Water Conservation: 834-8005
- Water Quality: 834-8118
- Water Rights: 834-8029
- Ombudsman: 848-0813



Truckee Meadows Water Authority is a not-for-profit, community-owned water utility, overseen by elected officials and citizen appointees from Reno, Sparks and Washoe County.

HOLIDAYS & EVENTS

- Irrigation System Start-Up Workshop
April 1, 8 and 22 at 5:30 p.m.
- Standing Advisory Committee
April 7 at 3 p.m.
- Landscape Planning & Design Workshop
April 11 at 9 a.m.
- Board of Directors Meeting
April 15 at 10 a.m.



Locations and details on all workshops and meetings are found here: tmwa.com/news/events-calendar

30768-I-0052 March 2015



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2015 LANDSCAPE WORKSHOPS



In our high-desert climate, outdoor watering accounts for most of our customers' water use. As a result, TMWA's conservation staff conducts a series of **FREE** workshops to help you understand your landscape's watering needs, irrigation system and other water topics.

WEDNESDAYS APRIL 5:30-6:30P.M.	1 8 22	IRRIGATION SYSTEM START-UP 1355 Capital Blvd., Reno
SATURDAY APRIL 9:00A.M.-12:00P.M.	11	LANDSCAPE PLANNING & DESIGN 1355 Capital Blvd., Reno
WEDNESDAY MAY 5:30-7:30P.M.	6	UNDERSTANDING YOUR DRINKING WATER 9605 S. McCarran Blvd., Reno
WEDNESDAY MAY 5:30-6:30P.M.	13	TREE CARE WORKSHOP 1355 Capital Blvd., Reno
WEDNESDAY JUNE 5:30-6:30P.M.	3	EASY SPRINKLER MAINTENANCE 1355 Capital Blvd., Reno
WEDNESDAY JUNE 5:30-6:30P.M.	10	EASY DRIP SYSTEM MAINTENANCE 1355 Capital Blvd., Reno
WEDNESDAYS OCT 5:30-6:30P.M.	14 28	WINTERIZE YOUR IRRIGATION SYSTEM 1355 Capital Blvd. Reno
TUESDAYS NOV 5:30-6:30P.M.	10 17	WINTERIZE YOUR IRRIGATION SYSTEM 1355 Capital Blvd., Reno

For landscaping workshops, please RSVP to conservation@tmwa.com or 834-8005.



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2015 TOURS
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TMWA's September tours cover a number of topics. Learn about water quality and what it takes to get water to your tap at the Chalk Bluff Water Treatment Tour. At the Hydroelectric Power Plant Tour, hear all about clean renewable energy. And learn about local sustainable farming at River School Farm.

WEDNESDAYS SEPT 2 P.M.	2	HYDROELECTRIC POWER PLANT TOURS 145 Bridge St., Verdi
	9	
	16	
	23	
	30	
TUESDAYS SEPT 1:00 P.M.	8	CHALK BLUFF WATER TREATMENT PLANT TOURS 9605 S. McCarran Blvd., Reno
	22	
	29	
TUESDAY SEPT 3:00 P.M.	15	CHALK BLUFF WATER TREATMENT PLANT TOUR 9605 S. McCarran Blvd., Reno
SATURDAY SEPT 10:00 A.M.	26	CHALK BLUFF WATER TREATMENT PLANT TOUR 9605 S. McCarran Blvd., Reno
SATURDAY SEPT 10:00A.M.-12:00P.M.	26	WALKING TOUR OF RIVER SCHOOL FARM & GARDENS 7777 White Fir St., Reno

For TMWA tours, please RSVP at rsvp@tmwa.com or 834-8290. Note that tours include lengthy walking and involve steps and uneven surfaces.

For more landscaping tips, please visit communityforestry.com or tmwalandscapeguide.com.



WORKSHOPS ON REVERSE SIDE! →

www.tmwa.com

TMWA'S HOW-TO VIDEOS AVAILABLE ON YOUTUBE

We're here to help you with your water service needs. These topics and more are available on our YouTube channel.



- ✓ Detect leaks using your water meter
- ✓ Get your sprinklers ready for spring
- ✓ Turn your water off in an emergency
- ✓ Pay your bill online or by automated payments

See us on www.youtube.com/truckeemeadowswater

March 25, 2015
Contact: Marlene Olsen
marlene@goodstandingoutreach.com
(775) 773-0020
FOR IMMEDIATE RELEASE

**Truckee Meadows Water Authority Announces 2015 Workshop Series
-Free Workshops Start in April-**

(RENO, Nev.) – Join [Truckee Meadows Water Authority's](#) (TMWA) Conservation staff for free workshops this April. Prepare your yard for the upcoming spring and summer with TMWA's Irrigation System Start-up Workshop on Wednesdays, April 1, 8 and 22. The hour-long workshops start at 5:30 p.m. at TMWA's offices located at 1355 Capital Blvd. in Reno. TMWA's Conservation Specialists will take participants step-by-step through the process of properly preparing their irrigation system for the summer months.

In addition, on Saturday, April 11, attend the Landscape Planning and Design Workshop from 9:00 a.m. to noon. Learn how to plan and design water-efficient home landscaping. Participants will be shown how to create a site-analysis diagram of their home grounds, develop a program for their needs and create a conceptual landscape plan.

All workshops are free and open to TMWA customers. Space is limited and RSVPs are required for all events. RSVP to conservation@tmwa.com or call 834-8005. For the entire schedule of 2015 workshops and tours, visit: www.tmwa.com/events

For more information about water-efficient landscaping and conservation, visit www.tmwa.com and www.tmwandscapeguide.com.

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ARE YOU EVEN OR ODD?

That's an odd question!

But even if you feel odd one day and even the next, your house address is the same, all of the time.

So, check out the magnet on the other side of this card and put it on your refrigerator, your sprinkler controller box, or anywhere else that will help you remember your watering days.

Want to know more?

Call our conservation department at [775] 834-8005, or visit www.tmwa.com/conservation.

KNOW YOUR WATERING DAYS!

Easy as 1-2-3 (Days):

If the last number of your home or business address is even (0, 2, 4, 6, 8), water on Tuesdays, Thursdays or Saturdays. If the last number of your home or business address is odd (1, 3, 5, 7, 9), water on Sundays, Wednesdays or Fridays. Please don't water on Mondays, as it is a day of rest for the water system, giving it a chance to recharge.

Please, no watering between noon and 6 p.m. from Memorial Day through Labor Day.

Keep up the good work:

Our community has always valued our precious water resource and conserved for our future. So, keep doing what you always have: use water responsibly.

Water deeper and less often:

It builds stronger roots and a healthier lawn.

Water and wait method:

On your watering days, water until puddles form, then stop and wait for water to soak in, about 1-2 hours. Repeat until water reaches 6-8 inches deep. You can determine the depth, as it should be easy to push a screwdriver into the soil.

Hand water anytime:

Protect your vegetables, flowers, trees and shrubs by hand watering any day of the week.

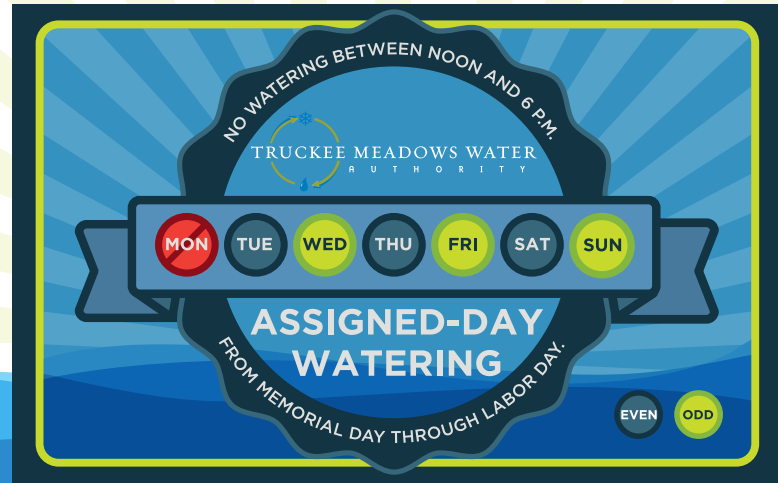
Truckee Meadows Water Authority is a not-for-profit, community-owned water utility, overseen by elected officials and citizen appointees from Reno, Sparks and Washoe County.

ARE YOU EVEN OR ODD?

Know Your Watering Days!

Whether it's snowing in May or blowing in September, Truckee Meadows Water Authority always values responsible water use. And, that's why we encourage watering your lawn when it is not windy or raining. Whether you are even or odd, it is easy to remember your assigned days, listed on this magnet.

Please shut your sprinklers off between noon and 6 p.m. from Memorial Day through Labor Day.



30766-I-0031

April 21, 2015
Contact: Marlene Olsen
marlene@goodstandingoutreach.com
(775) 772-0020

Media Alert

Truckee Meadows Water Authority Hosts Free Irrigation Workshop

- WHAT:** Irrigation Start-Up Workshop
Join TMWA’s conservation staff for an hour-long workshop on properly preparing your irrigation system for spring—and save water!
- WHEN:** Wednesday, April 22 at 5:30 p.m.
- WHERE:** Truckee Meadows Water Authority’s office at 1355 Capital Blvd., Reno
- COST:** It’s free for TMWA customers!
- SIGN UP:** RSVP’s are required. RSVP to conservation@tmwa.com or call 834-8005
- INFO:** For more information about water-efficient landscaping and conservation, and TMWA’s workshop series, please visit www.tmwa.com and www.tmwalandscapguide.com.

Truckee Meadows Water Authority (TMWA) is a not-for-profit water utility, overseen by elected officials from Reno, Sparks and Washoe County. TMWA employs a highly skilled team who ensure the treatment, delivery and availability of high-quality drinking water around the clock for more than 380,000 residents of the Truckee Meadows.

###

April 15, 2015

Dear Restaurant Manager,

As you are likely aware, the Truckee Meadows is currently experiencing its fourth consecutive year of drought. This summer we will be utilizing drought reserves held in upstream reservoirs in order to meet our customer's water needs. Although our community has the ability to manage water supplies through nine years of drought, identifying ways to save water *now* simply makes good sense.

This is why Truckee Meadows Water Authority is distributing water conservation tabletop tent-cards to area restaurants to help promote the conservation message. Enclosed are 25 tabletop tent-cards for use in your restaurant. The cards were designed to remind residents and visitors that we all need to pitch in and conserve.

All restaurants will receive 25 per location. However, we will deliver more, at no cost, if you need them. Please call TMWA's Conservation line at 775-834-8005 and leave a message, including your name, restaurant address, how many more cards you need and your phone number. We will have them delivered to you within five (5) working days. You may also email your request to: conservation@tmwa.com.

In addition to helping reduce water use, we hope that the table tent-cards save you time and money on dishwashing and inventory management, and bring more efficiency to your food service staff.

Please keep in mind that your participation in this program is extremely important to help save water, raise awareness of responsible water use, and help this area save water should we need it for next year. Enclosed is a list of Drought Frequently Asked Questions, for your information.

Thank you in advance for your participation.

Sincerely,

Andy Gebhardt
Manager of Customer Service

Enclosures:
Tabletop Tent-Cards
List of Frequently Asked Questions

**We're proudly
helping to save...
one glass
at a time.**

It's the **least
we can do.**

Water served upon request.



tmwa.com/save

April 15, 2015

Name
HOA Name
Business Name
Address
Address

Dear Homeowners Association Manager:

We appreciate what homeowners associations do for the Truckee Meadows, providing beautiful green spaces for people to enjoy. Since these areas are so visible, they also set an example in the community for others to follow. With that in mind, please remember that TMWA is asking all customers, including HOAs, to join the community in reducing their water use by *at least* 10%. And, please eliminate waste and irrigation water running down curbs and gutters.

Over the last several years, we have received comments from homeowners that their HOAs are demanding them to “green up” their lawns, and the calls are starting already this year. We understand that rules are in place to keep neighborhoods beautiful and property values up. But, this isn’t just *any* year. This is a serious drought year. We are asking HOAs to go easy on homeowners who are trying to do the right thing and reduce their water use, even if their lawns take on a shade of green that might not have been acceptable in past years. This summer we will be utilizing drought reserves held in upstream reservoirs, and we need all customers to reduce their use. We look forward to HOA’s assisting and supporting homeowners who are participating in conservation efforts.

We want all landscaping to survive this drought cycle. So, this year, we have partnered with the Nevada Landscape Association and University of Nevada Cooperative Extension to help our customers withstand this drought and keep their landscaping in good shape for next year. We are providing landscaping tips, “Turf Talk,” in TMWA’s bill insert each month. According to these associations, turf in the Truckee Meadows can withstand and survive with a lot less watering, and it is better to condition landscaping for less water right away in the spring. They are also challenging every water user to keep backing off on sprinkler run times, until no runoff appears. As our advertising will emphasize this year, “it’s the least you can do.”

We hope you and your association will join in with the community and reduce your water use by *at least* 10% -- it’s the least all of us can do.

In an effort to ensure that everyone understands this request, we ask that you please pass this along to all board members of the above association and include this request as an agenda item at the next board meeting. We are also happy to provide a TMWA representative to attend your meeting, if desired. Thank you.

Sincerely,

Andy Gebhardt
Manager, Customer Services

Enclosures:
Frequently Asked Questions

Frequently Asked Questions: Drought and Water Supply for 2015

Overview:

At its March meeting, the TMWA Board of Directors directed staff to begin early communication and implementing additional conservation measures in response to the area's fourth year of drought. TMWA customers are being asked to **reduce their water use by at least 10% this spring and summer**. In addition, [assigned watering days](#) and times are required. View the full Board report online [here](#), which includes an explanation of how our water system is managed in times of drought.

Does the request for at 10% water use reduction apply to all customers?

Yes. We are asking for *at least* 10% reduction in water use from all of our customers – homes, businesses, homeowner's associations, apartments, etc. We are all in this together. And, with a small reduction in everyone's water use, we'll have sufficient drought reserves should we need them if next year is dry as well.

Is this request for the whole community?

Although not everyone in the community is a TMWA customer, we all use the same water resources: surface water and ground water. There are also many in the community who are on private wells. Remember: any water we save, both upstream and underground, will help all of us. With the seriousness of the drought, we all need to do as much as we can to reduce our water use.

Why are we starting the conservation measures earlier than last year?

Truckee River flows are projected to diminish much earlier this year, sometime in early summer. When that happens, we will begin using TMWA's drought reserves stored in upstream reservoirs. The good news is that TMWA's upstream drought reserves are in solid shape, even with a very poor snowpack last winter. Any water that is saved this summer will be held in those reservoirs, should we need it next year.

Why 10%?

Everyone can find a way to conserve 10%. Our planning and projections show a 10% reduction in water use will allow TMWA to retain 5,000 acre feet of water in upstream reserves. That's over 1.6 billion gallons of water (1,629,266,900 gallons). This will help us maintain sufficient reserve water supplies for next year, should the drought continue.

Why at least 10%?

The seriousness of the drought means everyone needs to find ways to conserve. Many of our customers have always been diligent about responsible water use and are already doing their part. Other customers may be able to cut even more than 10%.

You are asking me to save at least 10%; what is it compared to?

We are asking all of our customers to reduce their use by at least 10% compared to their 2013 usage levels. You can find your 2013 usage by [logging into your account](#) at tmwa.com.

How is the Truckee Meadows prepared for a drought?

Drought is a natural occurrence in the high desert and this community is well prepared. We are fortunate to have a robust supply system of upstream reservoirs and underground reserves available for use during dry years. Groundwater supplies are also enhanced and protected each winter when TMWA pumps approximately eight million gallons of treated water *per day* through its wells into the aquifer for future drought-year use.

TMWA plans for dry years. Our staff continually monitors weather and snowpack conditions and plans for a nine-year drought cycle, which is one year longer than the worst drought on record. For a deeper look at TMWA's resource planning, view the "[2010-2030 Water Resource Plan](#)," which was adopted by the TMWA Board of Directors in 2009. Portions of the plan are incorporated into the Regional Water Management Plan which is maintained by the Western Regional Water Commission. In addition, this is a community that has always focused on water conservation, not only in dry years, but in plentiful years. Our citizens have always valued our precious water resources and conservation.

What will happen to the flows in the Truckee River?

Reservoir releases from Lake Tahoe and Boca Reservoir (which are not TMWA drought reserves) are required to meet mandated river flows at the CA/NV state line. These releases are administered by the Federal Water Master under court decrees from the 1940's. Lake Tahoe and Boca Reservoir are no longer able to release water to meet required minimum flows. It is likely that TMWA will begin making releases from our drought storage reservoirs to supply water to our treatment plants and begin pumping additional water from our wells by the end of May.

Should we focus on outdoor watering?

Yes. The average customer's water use is approximately four times higher in the summer, due to outdoor water use. Focusing on outdoor water use provides the best opportunity for the largest water savings.

Assigned-Day Watering details:

[Assigned Day Watering](#) is in effect. As a reminder, each home or business has three days to water each week. If the last number of your home or business address is even (0, 2, 4, 6, 8), please water on Tuesdays, Thursdays and/or Saturdays. If the last number of your home or business address is odd (1, 3, 5, 7, 9), water only on Sundays, Wednesdays and/or Fridays. Please don't water on Mondays, as it is a day of rest for the water system, giving it a chance to recharge. Keep in mind weather-wise watering: water deeper and less often; water at cooler times of day to avoid high temperatures; never water when it is windy; and reduce watering in the fall to help lawns and plants go dormant.

What are the best times of day for lawn watering?

The best times to water your lawn are late at night or early in the morning when the ground and air temperatures are cool. In normal years, we ask our customers to not water between noon and 6 p.m. from Memorial Day through Labor Day. In drought years like this, no-watering times are expanded to between 11 a.m. and 7 p.m.

When are no-watering times in effect?

The no-watering times will be from 11 a.m. - 7 p.m. starting on Memorial Day, May 25 through Labor Day, Sept 7. In the Truckee Meadows, this time of the day is typically the hottest and windiest when more water is lost to evaporation.

How will the conservation rules be enforced?

We are serious about encouraging responsible water use and preventing waste. If you see water being wasted, please let us know and call the conservation department at 834-8005. Many customers simply do not realize they have a leak or broken sprinkler head. Those customers who waste water will be contacted **and** if the waste continues, they can be penalized on their water bill. We will also have staff patrolling seven days a week during the watering season, as we have for many years, looking for water waste

Why don't we go back to Twice-a-Week Watering to save water?

Research has shown that three-day-a-week watering has resulted in less water use system wide. Most customers were overwatering when on a two-day schedule as there was a bigger time gap between watering days. We

studied water-use data for many years before converting to three-day watering and found that the three-day schedule results in less watering and waste. In addition, it is less stressful on landscape than twice-a-week watering.

Does TMWA offer rebate programs for grass removal, xeriscaping or purchasing water-efficient appliances?

TMWA does not currently offer rebate programs. At TMWA, we are keenly aware that the conversion to more water-efficient landscaping and appliances is very important in this region—especially in drought years. With this in mind, we are researching ways to fund rebate programs that will not raise customer rates. Unlike California, where the state funds these programs, TMWA has no funding available at this time.

Can the water we conserve every day be used for growth - to build more houses or businesses?

The answer is no. Some people mistakenly believe that when our customers use less water through conservation, the water saved is used for growth. That is not what happens. Unused water is retained in our drought reserves or is released to benefit river system health. TMWA does not resell conserved water to serve new houses or businesses.

So, how can we continue to build more houses if existing residents are being asked to conserve?

Your home has dedicated water rights that cannot be taken away if you conserve. There is a finite amount of water rights available in the Truckee Meadows. No growth can occur beyond that limit. Your home or business has a service commitment from the utility (backed by water rights). The water rights used for the service commitment to your home or business are the same as what occurs today when new projects are built – water rights have to be dedicated for a service commitment. These are not new water rights – these are water rights that were assigned through a federal decree in the 1940's and are changed from agricultural/irrigation use to municipal use. If you conserve, your service commitment from the utility does not diminish and cannot be taken away to support growth. Again, new development must secure water rights before being approved; these must be acquired from someone willing to stop using their water and sell the rights.

As to the question of TMWA's position on growth in general:

TMWA's scope of operation is limited to providing water service to those who have secured sufficient water rights and have been given approval to build. Policies regarding growth in our community are established by elected officials.

Truckee Meadows Water Authority (TMWA) is a not-for-profit water utility, overseen by elected officials from Reno, Sparks and Washoe County. TMWA employs a highly skilled team who ensure the treatment, delivery and availability of high-quality drinking water around the clock for more than 380,000 residents of the Truckee Meadows.

April 28, 2015



E-Newsletter

April 3, 2015



TMWA Calls for *at least a 10%* Reduction in Water Use



From TMWA General Manager, Mark Foree

We are all in this together. With the seriousness of the drought, we all need to do as much as we can.

Truckee Meadows Water Authority's (TMWA) Board of Directors, at its March meeting directed TMWA's staff to begin early communication and implementation of additional conservation measures and actions, in response to the Reno-Sparks area's fourth year of drought. TMWA customers are being asked to reduce their water use by *at least 10%* this spring and summer, effective immediately.

We are asking for this reduction in outside and indoor water use from all of our customers – homes, businesses, homeowner's associations and apartments. We are all in this together. With the seriousness of the drought, we all need to do as much as we can.

Our planning and projections show a 10% reduction in water use will allow TMWA to save 5,000 acre feet of water stored in upstream and underground reserves – that's over 1.6 billion gallons. This will help us maintain reserve water supplies for next year, should the drought continue.

According to the Federal Water Master, Truckee River flows will diminish much earlier this year than in 2014. When that happens, TMWA will begin releasing water from its drought reserves in Stampede Reservoir, Boca Reservoir, and Donner and Independence Lakes. The good news is that our drought reserves stored in these reservoirs are starting off nearly full, despite a very poor snowpack. Any water that is saved this summer is water that will be retained in those reservoirs, making it available should it be needed next year. In addition, this winter and spring TMWA has been recharging as much treated water as possible into the underground aquifers, totaling over 720 million gallons through March.

View the full, recent report to the TMWA Board, which includes a detailed explanation of how our water system is managed in times of drought, online at: www.tmwa.com/drought-management.



In cooperation with University of Nevada Cooperative Extension and Nevada Landscape Association

Now that spring is here, it's time to get off on the right foot as you turn on your sprinkler system. As we continue into our fourth year of drought, it's even more important to prepare your turf for the summer ahead.

Here are some general guidelines:

- Your run times should be 4-6 minutes, backing off by 2 minutes if there is runoff, or adding 2 minutes if your lawn is still dry after a cycle
- Start out with 3 run times per assigned watering day
- Check your sprinkler heads to ensure proper operation
- Now is the time to root feed and fertilize your lawn

Check here monthly for timely landscaping and watering tips.

Not Sure How to Start Your Sprinklers? Watch Our Video

TMWA LINKS

- www.tmwa.com
- [TMWA Events Calendar](#)
- [Track Lake Levels](#)
- [Customer Service](#)
- [Contact Us](#)
- [Your Water](#)
- [TMWA Conservation](#)

Frequently Asked Questions: Drought and Water Supply



TMWA is asking all customers to reduce their water use by *at least 10%* this spring and summer. In addition, [assigned watering days](#) and times are required.

Does this apply to all customers?

Yes. We are asking for at least a 10% reduction in water use from all of our customers – homes, businesses, homeowner's associations, apartments, etc. We are all in this together. And, with a small reduction in everyone's water use, we'll have sufficient drought reserves should we need them if next year is dry as well.

Is this request for the whole community?

Although not everyone in the community is a TMWA customer, we all use the same water resources: surface water and ground water. There are also many in the community who are on private wells. Remember: any water we save, both upstream and underground, will help all of us. With the seriousness of the drought, we all need to do as much as we can to reduce our water use.

[See full list of FAQs>>](#)

TMWA's Free Workshop Series

TMWA offers a series of free workshops to help residents understand their local water system and prepare their yards for the watering season.



Upcoming workshops include: Tree Care on **May 13 at 5:30 p.m.** and Easy Sprinkler Maintenance on **June 3 at 5:30 p.m.** These workshops are held at TMWA's office in Reno. Understanding Your Drinking Water will take place at the Chalk Bluff Water Treatment Plant on **May 6 at 5:30 p.m.** Please call to reserve your spot at **834-8005** or

If you're a little confused by backflow, drain valves and water supply to your irrigation system, don't worry. Our How-To video offers simple, step-by-step instructions on springtime sprinkler system start-up for a typical, household system.
[Click here to watch.](#)



Here are some other topics we cover in our How-To video series:

- [How to Make an Online Bill Payment](#)
- [How to Test for and Fix a Leaky Toilet Flapper](#)
- [How to Use Your Water Meter to Determine if You Have a Leak](#)
- [How to Shut Off Your Home's Water in an Emergency](#)

. [Learn More>>>](#)

Learn more about TMWA by visiting our website at: www.tmwa.com.
If you do not wish to receive this newsletter, click [unsubscribe](#).

by emailing
conservation@tmwa.com.

To see a full schedule of TMWA workshops and tours, [click here](#).



www.tmwa.com

TMWA customers are encouraged to be **diligent** with their **water use**.
During this **drought**, please use water **responsibly** on your landscaping.

USE WATER RESPONSIBLY –
IT'S THE RIGHT THING TO DO!

View our Spring Start-Up video at:
www.youtube.com/truckeemeadowswater

30768-E-0039 April

For a complete landscape guide, visit:
www.tmwandscapeguide.com



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Robert Charpentier, Communications Specialist
DATE: May 11, 2015
SUBJECT: Web & Social Media Overview for YTD 2015

Web & Social Media Overview – YTD 2015

Highlights

- **Website Overview – YTD 2015:** Visitor numbers have increased 31% over the same period last year. Pageviews jumped 37% from 197,275 to 270,801 in the first four months of the year.
- **Drought Awareness:** An increased interest in drought and conservation was reflected by a jump in visits to the “Assigned-Day Watering” and “Report Water Waste” pages by 104% and 467%, respectively, over the same period last year.
- **Mobile Use Continues to Outpace Desktop:** Visitor numbers increased for desktop (24%), and tablet access (46%) but mobile phone use far outpaced both with an increase of 76% over 2014.
- **Social Media Engagement Growth:** TMWA’s Facebook and Twitter followers have increased by 207% and 21% respectively since May of 2014.

tmwa.com — Website Traffic Review – YTD 2015

User traffic to the tmwa.com website in the first four months of the calendar year has grown 31%, from 67,655 visitors in 2014 to 88,846 in 2015. The numbers indicate a drop off in consolidation-related traffic. Jan/April 2015 saw 38% more pageviews than the same period in 2014. The average visit duration was well under two minutes, with the majority of visitors focused on employment, payment options, contact information, and the Assigned-Day Watering page.

<u>Year</u>	<u>Visitors</u>	<u>New</u>	<u>Returning</u>	<u>Pages/Visit</u>	<u>Avg. Visit Duration</u>	<u>Bounce Rate</u>
2014	68,395.....	47.4%	52.6%	1.64.....	1:46 min	28.8%
2015	90,294.....	48.6%	51.4%	1.68.....	1:33 min	29.3%

Top Content (YTD 2015)

The most visited pages on tmwa.com (listed below) are similar what we have seen in the past. After the homepage—our most visited page—traffic went mostly to our employment, residential payment, and “contact us” pages.

Rank	Page	Pageviews	Change
1	Homepage	113,819	+30%
2	Employment	18,842	+7%
3	Residential/Payment Options	17,315	+22%
4	Contact Us	8,240	-17%
5	Assigned-Day Watering	6,561	+104%

Growth by Platform 2015 vs. 2014:

Desktop Users	+24%
Mobile Phone	+76%
Tablet Use	+46%

Traffic to tmwa.com is coming from the following sources (YTD 2015):

1. (direct) / (none)	69,306 (42.99%)
2. google / organic	53,629 (33.27%)
3. yahoo / organic	8,822 (5.47%)
4. bing / organic	7,953 (4.93%)
5. reno.gov / referral	5,233 (3.25%)
6. tmwa.com / referral	4,933 (3.06%)
7. indeed.com / referral	2,774 (1.72%)
8. jobs.tmwa.com / referral	1,155 (0.72%)
9. m.facebook.com / referral	433 (0.27%)
10. aol / organic	404 (0.25%)

TMWA Social Media



Currently TMWA has **1138 Twitter followers** and **962 Facebook fans**. There is a current Twitter feed on the *tmwa.com* homepage that is updated daily to reflect current topics.

TMWA's YouTube Channel: <http://www.youtube.com/user/truckeemeadowswater>



TMWA videos are intended to provide tips for addressing issues they may face with their water supply, as well as give customers a window into TMWA's everyday operations, showing everything from infrastructure improvements to water-main repairs. It's a great way to understand both the scope and complexity of the many processes and projects we manage here at TMWA

Current "TMWA How-to" videos:

- [Household Winterization – Get Ready for the Cold](#)
- [How to Reduce Your Water Use 10%](#)
- [Spring Sprinkler System Start-Up](#)
- [How to Shut off Your Home's Water in an Emergency](#)
- [How to Use Your Water Meter to Determine if you have a Leak](#)
- [How to Test for and Fix a Leaky Toilet Flapper](#)
- [How to Make an Online Bill Payment from Your Checking Account](#)

Current "TMWA at Work" videos:

- [Stead Water Tank Rehabilitation](#)
- [Partnership For Safe Water Award](#)
- [Idlewild Pump Station Improvements](#)
- [Steamboat Spillway, Flume Repair](#)
- [Fleish 'Railcar Bridge](#)
- [Water Main Repair on Haskell St.](#)
- [Highland Canal Improvement Project](#)
- [Ice Fighting](#)

TMWA also manages the following informational websites:

- www.communityforestry.org:
- www.howdoyousave.org:
- www.tmwastorage.com:
- www.tmwaacademy.com:
- www.tmwalandscapeguide.com:
- www.truckeeriverfund.org:



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: John Erwin, Dir Natural Resources
DATE: 4 May 2015
SUBJECT: Report Water Resource and Annexation Activity

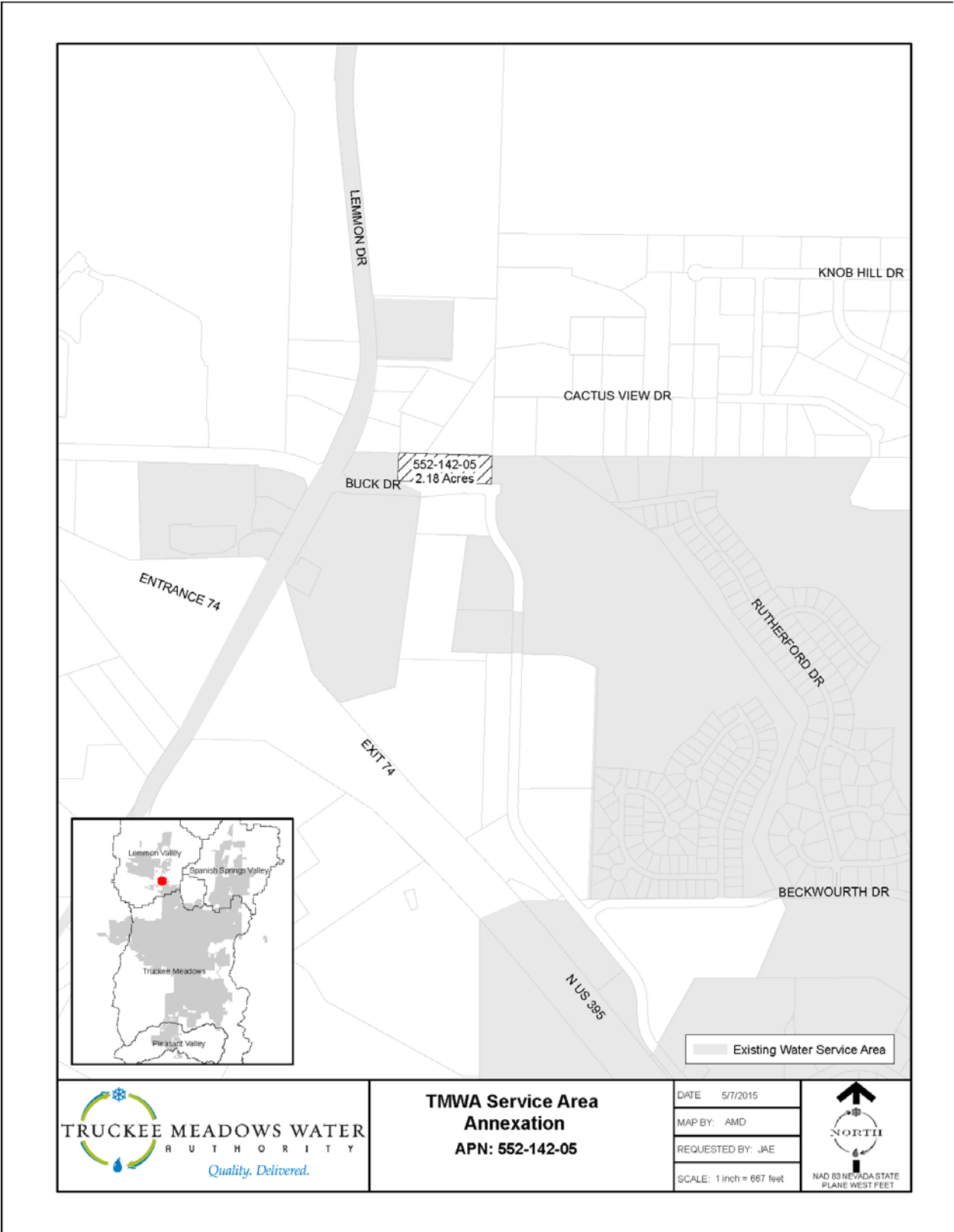
RULE 7

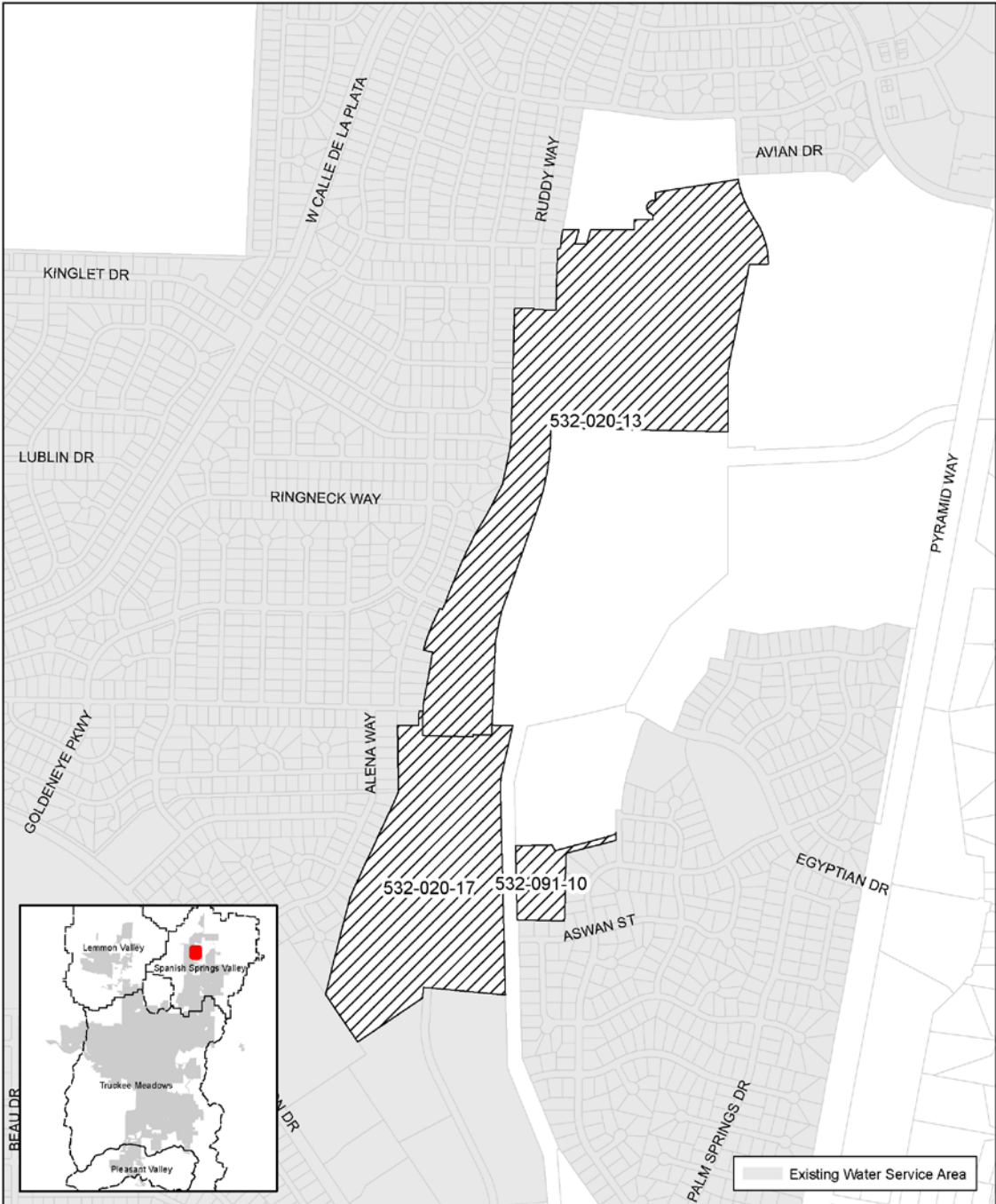
Rule 7 water resource purchases and will-serve commitment sales against purchased water resources through this reporting period:

Beginning Balance		7,490.91 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	- 57.19 AF	
Adjustment	0.00 AF	
Ending Balance		7,433.72 AF
Price per acre foot at report date:		\$7,500

WATER SERVICE AREA ANNEXATIONS

See attached maps for recent annexations to the water service area: (1) Lemmon Valley for a future commercial project; and (2) in Spanish Springs – Eagle Canyon Ranch for future residential development.





TMWA Service Area Annexation
APNs: 532-091-10, 532-020-13 & 532-020-17

DATE	5/7/2015
MAP BY:	AMD
REQUESTED BY:	JAE
SCALE:	1 inch = 1,042 feet

