



STAFF REPORT

TO: Board of Directors
FROM: Mark Foree, General Manager
DATE: June 1, 2016
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 May 11, 2016 through June 8, 2016.

Attached is a letter of thanks to the TMWA Board of Directors from Ernie Shank (President) and Rusty Jardine (General Manager) of the Truckee Carson Irrigation District (TCID) regarding the sale of TCID's half of Donner Lake to TMWA and the end to all litigation regarding Donner Lake and the Truckee River Operating Agreement.



Truckee-Carson Irrigation District

Newlands Project

June 1, 2016

Mark Foree
Truckee Meadows Water Authority
P.O. Box 30013
Reno, NV 89502

BOARD OF DIRECTORS
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Rusty D. Jardine, Esq., District Manager &
General Counsel

RE: **Settlement of Litigation**

Dear Mark:

On behalf of the Truckee Carson Irrigation District, we are pleased to announce full and complete resolution of all litigation relating to the breach of the Truckee Canal at Fernley, Nevada in 2008, the Truckee River Operating Agreement (TROA), and Donner Lake and Dam. To put that in the proper perspective, it is settlement of all outstanding litigation some of which the District has been involved in for 20 some odd years. Remaining still to be resolved is the issue of Recoupment; but, we are hopeful that that can be settled soon.

Settlement for all such litigation was funded by the sale of the District's interest had to Donner Lake and Dam located in Nevada and Placer Counties, California. We express special gratitude to the Board of Directors of Truckee Meadows Water Authority in making possible that transaction.

The cost of litigation cases has been crippling; and, naturally, settlement will relieve the District from such a burden, including the potential loss of the contract had with the United States for the care, operation, and maintenance of the Newlands Federal Reclamation Project.

We express our appreciation to you for your support given the District over the past years through your advice and encouragement relating to the settlement of these issues. Settlement has been a difficult issue because of all of the competing parties and issues. In the end we were able to agree to a settlement that will keep the District solvent and will give us the opportunity to channel resources of time and money to rebuild an aged infrastructure that belongs to one of the oldest Reclamation Projects in the United States inventory.

Water applied to lands in Storey, Lyon, and Churchill Counties, through hundreds of miles of Project canals, ditches, and laterals is a resource of inestimable value to so many people in our entire region whose lives are inextricably tied to agricultural production for their livelihoods.

We view this settlement as a win for all the people in western Nevada who benefit from the Newlands Project and it's far reaching economic impact. We also express thanks to the water users of the TCID, whom by referendum, overwhelmingly supported the Board of Directors in this settlement.

The Newlands Project was born of the Reclamation Act of 1902. The District has provided care, operation, and maintenance for the Project since 1926. We are dedicated to the betterment of the Project. With the end of litigation, District resources may now be more fully committed to future improvement.

Please accept our thanks for standing by our District!

Respectfully,

TRUCKEE-CARSON IRRIGATION DISTRICT

By:



President of the Board

By:



District Manager/General Counsel



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
BY: Bill Hauck, Senior Hydrologist
DATE: June 6, 2016
SUBJECT: Operations report

Summary

- River flows are high due to increased streamflow runoff
- Reservoirs are filling
- Lake Tahoe is now one foot above the rim
- Customer demands are increasing as expected for this time of the year
- More upstream drought reserves will be in place than ever before under TROA
- Use of drought reserves to meet customer demand is not anticipated this summer
- Hydro revenue was \$222K for May

(A) Water Supply

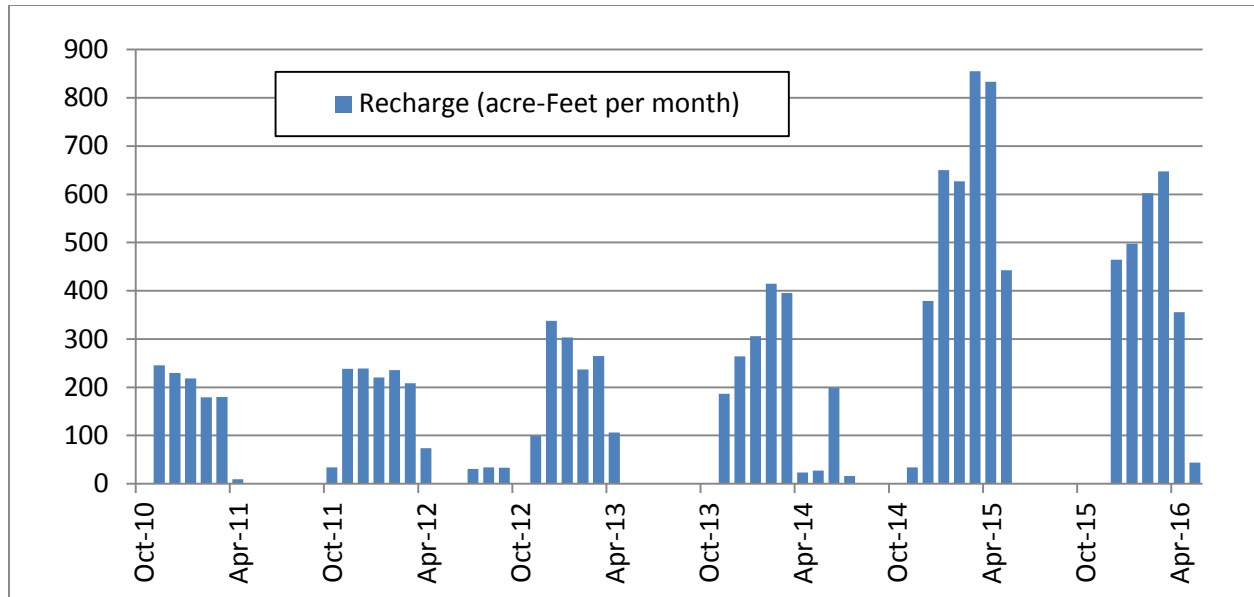
River Flows - River flows remain high after a solid winter snowpack and streamflow runoff reaches its peak. Truckee River flows at the CA/NV state line were 975 cubic feet per second (CFS) as of this morning. This is 66% of the long-term daily mean for this location (the 106 year average is 1,470 CFS). The required rate of flow for this time of the year is 500 CFS.

Reservoir Storage - Lake Tahoe continues to rise as streamflow runoff is in full swing. The elevation of the lake is now just about a foot above its natural rim at 6223.99 feet. Lake Tahoe is projected to rise another several tenths of a foot by the end of June. Donner Lake is full with storage at 9,425 acre-feet (99% of capacity). Independence Lake is also full with 17,400 AF in storage. Prosser Reservoir storage is currently 65% full with 19,300 AF in storage. Stampede Reservoir storage is currently at 106,000 AF which is 47% of its maximum capacity of 226,000 acre-feet. Besides the water stored in Donner and Independence lakes (27,000 AF), TMWA has an additional 8,325 acre-feet of water stored between Boca and Stampede Reservoirs under the terms of TROA. Current combined upstream surface water storage is 35,300 acre-feet. It is anticipated that later this month TMWA will be able to begin storing additional Credit Water so that by the end of September TMWA will have more than 40,000 acre-feet in reserve.

Outlook - Average streamflow runoff is projected for the 2016 water year. This means that normal Truckee River flows are likely through just about the end of September. Based on these river flow projections it seems unlikely that TMWA will have to use back-up supplies in order to meet customer demand this year. The status of TMWA’s back-up supplies (drought reserves) has never been better. TMWA has more surface water in storage at the moment than it did at any point in time last year and is projected to have in excess of 40,000 acre-feet by the end of the summer.

(B) Water Production

Demand - Customer demand averaged 104 million gallons per day (MGD) last week. Ninety (90) percent of that demand was met with surface water from the Chalk Bluff and Glendale water treatment plants, and the remaining ten (10) percent from groundwater production wells. TMWA’s recharge efforts have concluded for the season. Between December 1 and May 31, approximately 2,800 acre-feet has been recharged throughout TMWA’s service territory. The figure below shows monthly recharge since October 2010 within TMWA’s service territory.



(C) Hydro Production

Generation - Average Truckee River flow at Farad (CA/NV state line) for the month of May was 950 cubic feet per second (CFS). The Fleish hydro plant remained off-line during the month as repairs to the penstock continued. A total of 3,156 megawatt hours (Mwh) were generated between Verdi and Washoe, however. This yielded combined hydropower revenue from the two plants of \$221,849 for the month or an average of \$7,156/day. Generation at the Verdi plant averaged \$3,776/day and generation at the Washoe plant averaged \$3,381/day. The outlook is very good for hydropower generation over the next four months as the Truckee River is expected to flow normally.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Andy Gebhardt, Director Customer Relations
DATE: June 6, 2016
SUBJECT: **May Customer Service Report**

The following is a summary of Customer Service activity for May 2016.

Summary

- Summer conservation campaign started. Radio ads began Memorial Day weekend and have garnered positive response.
- Conservation contacts picked up tremendously in May, with water waste contacts nearly quadrupling over the April numbers, and Usage Review requests more than doubling compared to April.

Ombudsman

There were five (5) calls to the Ombudsman in May. They were:

- A customer called and said that she was moving. Customer was referred to Customer Service.
- A customer complained that their water was cut out for non-pay illegally. When the Ombudsman started asking questions, the customer said never mind and hung up.
- A customer called and left a message. When the Ombudsman called her back, the customer had already contacted Customer Service and resolved the issue.
- A customer received a letter from a third party insurance agency and wanted to know if it was legitimate. The Ombudsman explained to her that it wasn't affiliated with TMWA.
- A customer called wanting to know if they had a Landlord agreement for their property. Customer Service called the customer back and let them know that they did.

Communications

Attached is the website / social media report.

May saw us kick off the Summer Conservation campaign. Digital ads appeared on our social media platforms and mirror stickers were placed in the Greater Nevada Field (Reno Aces) restrooms. In addition, we went live with our Upstream Reserves Tracker. We also started our radio ads on Memorial Day Weekend. So far, the response to our summer campaign has been positive.

We met with the Reno Gazette Journal Editorial Board and had a productive discussion regarding water topics relevant to our area. TMWA staff has also participated in numerous, lengthy interviews during May, including Face the State, Nevada Newsmakers and NPR Radio. TMWA has also conducted multiple interviews with various local television stations. All of these interviews focused on our current water supply, the benefits of TROA, and why the community is in very good shape going into this summer and beyond.

Customer outreach in May included:

- Bill Hauck gave presentations to Sparks Sertoma as well as Sparks Greenbrae Lions on the current water supply status. These were attended by 22 people.
- Jackie Boado and Brett Coffman spoke at the Lemmon Valley Elementary School Career Day. They spoke to 80 children about water quality and careers at TMWA.
- Necie Schlesener spoke to NARFE about Conservation and fixing/detecting leaks. There were 21 people present.
- Mark Foree spoke to 30 people from EDawn. Topic was water supply, TROA and water conservation.
- Mark Foree, Scott Estes and John Enloe spoke at a City of Reno community meeting at Boomtown. The topic was the Verdi water supply issues, and this meeting was attended by approximately 120 residents of the area.

Conservation (January 1 – May 31)

- 1,479 Water Watcher Contacts
- 610 Water Usage Reviews

Customer Calls – May

- 8,163 phone calls handled
- Average handling time – 4 minutes, 52 seconds per call
- Average speed of answer – 28 seconds per call

Billing – May

- 123,515 bills issued
- 89 (.1%) corrected bills
- 11,718 customers (9.0%) have signed up for paperless billing to date.

Service Orders – May (% is rounded)

- 8,162 service orders taken
- 4,381 (54%) move-ins / move-outs
- 459 (6%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 1055 (13%) zero consumption meter checks
- 430 (5%) re-read meters
- 711 (9%) new meter sets and meter/register/ERT exchanges and equipment checks
- 435 (5%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, installing water meter blankets, etc.
- 184 (2%) high-bill complaints / audit and water usage review requests
- 507 (6%) various other service orders

Remittance – May

- 31,415 mailed-in payments
- 25,995 electronic payments
- 23,420 payments via RapidPay (EFT)
- 14,507 one-time bank account payments
- 4,854 credit card payments
- 3,759 store payments
- 2,359 payments via drop box or at front desk

Collections – May

- 14,148 accounts received a late charge
- Mailed 6,940 10-day delinquent notices, 6.0% of accounts
- Mailed 896 48-hour delinquent notices, 0.7% of accounts
- 121 accounts eligible for disconnect
- 115 accounts actually disconnected (including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- 0.19% write-off to revenue

Meter Statistics – Fiscal Year to May 31

- 18 meter retrofits completed
- 813 meter exchanges completed
- 1,507 new business meter sets completed
- 121,073 meters currently installed



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Robert Charpentier
DATE: June 3, 2016
SUBJECT: Web & Social Media Overview for YTD 2016

Web & Social Media Overview – YTD 2016

Summary

- **Website Overview – YTD 2016:** Visitor numbers have decreased 10% over the same period last year. Pageviews fell 17% from 331,940 to 276,460 in the first five months of the year.
- **Launch of TMWA’s Upstream Reserve Tracker:** On May 31, TMWA launched tmwa.com/reserves, a new webpage that keeps customers up to date on upstream reserves stored currently, and the amount—if any—that has been used to date. The data can be viewed in acre feet or gallons. This tool also features historical levels of upstream reserves from 1985 to the present.
- **Mobile Use Continues to Outpace Desktop:** Desktop use has declined from 70% to 66% of all users while mobile users now account for 34% of those visiting the site.
- **Social Media Engagement Growth:** TMWA’s Facebook and Twitter followers have increased by 43% and 15% respectively since May of 2015.

tmwa.com — Website Traffic Review – YTD 2016

User traffic to the tmwa.com website in the first five months of the calendar year has dropped 12%, from 109,062 visitors in 2015 to 96,494 in 2016. Despite the year-to-date decline, the numbers indicate traffic is rebounding significantly from last month’s -31% compared to 2015. The bulk of the comparative traffic decline came in the first quarter and is attributable to a decline in consolidation-related traffic and a diminished sense of attention on the topics of drought and water supply.

<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>
2015	96,494.....	46.3%	53.7%.....	1.54.....	1:15 min.....	29.81%
2015	109,062.....	48.4%	51.6%.....	1.66.....	1:30 min.....	29.10%

Top Content (YTD 2016)

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	131,892	-7%
2	Employment	19,156	-16%
3	Residential/Payment Options	17,946	-14%
4	Contact Us	8,315	-18%
5	Assigned-Day Watering	6,766	-23%

Growth by Platform 2016 vs. 2015:

Desktop Users	-15%
Mobile Phone	+7%
Tablet Use	-16%

Traffic to tmwa.com is coming from the following sources (YTD 2016):

	179,610 % of Total: 100.00% (179,610)
1. direct / (none)	78,677 (43.80%)
2. google / organic	65,119 (36.26%)
3. bing / organic	9,352 (5.21%)
4. yahoo / organic	7,712 (4.29%)
5. reno.gov / referral	6,478 (3.61%)
6. tmwa.com / referral	2,312 (1.29%)
7. rank-checker.online / referral	1,362 (0.76%)
8. myaccount.tmwa.com / referral	702 (0.39%)
9. tmwastorage.com / referral	647 (0.36%)
10. jobs.tmwa.com / referral	481 (0.27%)

TMWA Social Media



Currently TMWA has **1,333 Twitter followers** and **1,525 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

“About TMWA” Videos:

- [A Day in the Life of a Water Conservation Consultant](#)
- [TMWA Takes it Personally](#)

“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](#)

“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.tmwandscapeguide.com:
- www.truckeeriverfund.org:
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STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: John Zimmerman, Water Resources Manager
DATE: June 3, 2016
SUBJECT: Report Water Resource and Annexation Activity

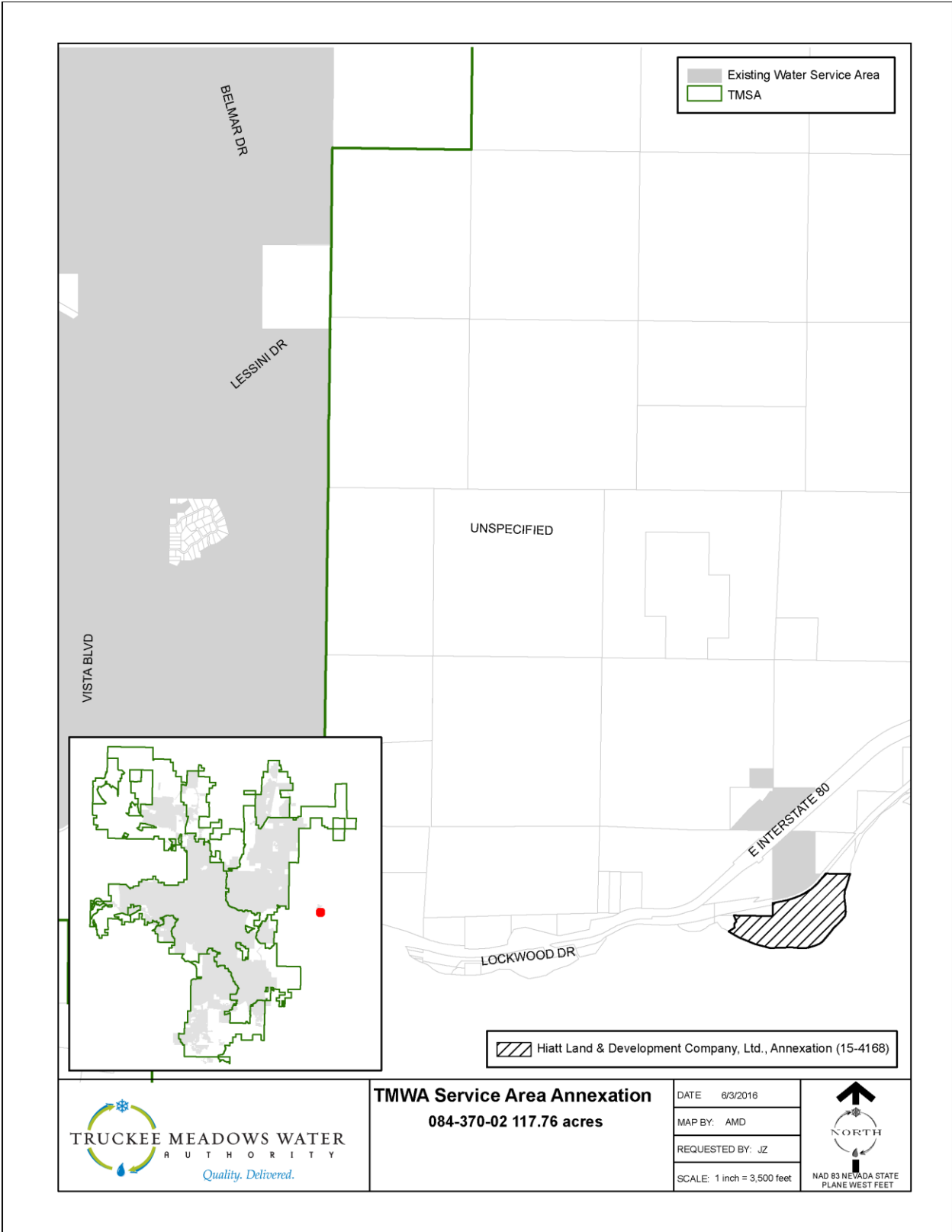
RULE 7

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

Beginning Balance		6,982.34 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	-16.38 AF	
Adjustments	39.12 AF	
Ending Balance		7,005.08 AF
Price per acre foot at report date:		\$7,500

WATER SERVICE AREA ANNEXATIONS

A 118-acre industrial development in the Truckee Canyon and two developments in Spanish Springs (1,080-acre residential area and 45-acre industrial-commercial area) (see attached maps).



TMWA Service Area Annexation
084-370-02 117.76 acres

DATE	6/3/2016
MAP BY:	AMD
REQUESTED BY:	JZ
SCALE:	1 inch = 3,500 feet



