



STAFF REPORT

TO: Board of Directors
FROM: Mark Foree, General Manager
DATE: September 7, 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*).

Included in your agenda packet are press clippings from August 10, 2016 through September 14, 2016. Also, attached is a *Tell the Board Submission* from an individual who complained about the water level in Donner Lake.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
BY: Bill Hauck, Senior Hydrologist
DATE: September 12, 2016
SUBJECT: **Operations report**

Summary

- Lake Tahoe elevation at natural rim
- Floriston Rates no longer being met
- Customer demand year to date is just 102.4% of 2015 which points to customers largely continuing last year's water reduction measures into the current year
- Back-up supplies (reserves) now being released to keep treatment plants on-line
- Small amount of reserves expected to be used through early October
- More upstream storage than ever still projected to be carried over into 2017
- Hydro revenue \$291 K for August

(A) Water Supply

River Flows - As of September 8th the Floriston Rates are no longer being met. Truckee River flows at the CA/NV state line were 245 cubic feet per second (CFS) as of this morning. This is 51% of the long-term daily mean for this site (the 107 year average is 479 CFS). The required rate of flow for this time of the year is 500 CFS.

Reservoir Storage – The elevation of Lake Tahoe continues to decline and is currently at its natural rim of 6223.00 feet, meaning that no releases from Lake Tahoe in support of Truckee River flows are possible. Donner Lake storage is at 56% of capacity (5,307 acre-feet) and Independence Lake is at 94% of capacity (16,459 acre-feet of storage). Prosser Reservoir is currently at 51% of capacity having 15,075 acre-feet in storage. Stampede Reservoir storage is currently at 86,870 acre-feet which is 38% of its maximum capacity of 226,000 acre-feet. In addition to the privately owned water stored in Donner and Independence lakes (21,766 acre-feet), TMWA has an additional 16,093 acre-feet of water stored between Boca and Stampede Reservoirs under the terms of TROA.

TMWA's combined upstream surface water storage is approximately 37,900 acre-feet at the time of this report. TMWA has been and will continue to credit store water as conditions allow through the end of the year.

Outlook - Normal river flows were made through the first week of September, getting TMWA past its peak customer demand season. On September 9th however, TMWA had to begin making releases from upstream reserves in order to keep the surface water treatment plants on-line in order to meet demand. Supplemental releases from TMWA's reserves will be required through September and into early October. TMWA does have more surface water in storage at the moment than at any point in time last year, due to the acquisition of the other one-half of Donner Lake from TCID and the implementation of TROA. We are projecting to use a small amount (less than 10%) of the total we have in reserve right now to help meet customer demand over the next four weeks. Despite the fact that some reserves are being used to meet customer demand, TMWA should end up carrying over close to 40,000 acre-feet of upstream storage into 2017. This upstream storage will go a long way towards preparing the region for another dry year if that ends up happening.

(B) Water Production

Demand - Customer demand averaged 112 million gallons per day (MGD) last week. Seventy (70) percent of that demand was met with surface water from the Chalk Bluff and Glendale water treatment plants, and the remaining thirty (30) percent from groundwater production wells located throughout TMWA's service area. For the year to date customer consumption is now 102.4% of last year in the combined TMWA system.

(C) Hydro Production

Generation - Average Truckee River flow at Farad (CA/NV state line) for the month of August was 472 cubic feet per second (CFS). All three plants were on-line the entire month. A total of 4,115 megawatt hours (Mwh) were generated between the Fleish, Verdi and Washoe power plants. This yielded combined hydropower revenue of \$291,416 for the month or an average of \$9,400/day. Generation at the Fleish plant averaged \$3,933/day. The Verdi plant averaged \$3,654/day and generation at the Washoe plant averaged \$1,814/day. River flows are now too low to keep the Washoe and Fleish plants on-line, but the hydro operations team is working hard to keep the Verdi plant operational for as long as possible into the fall.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Andy Gebhardt, Director Customer Relations
DATE: September 21, 2016
SUBJECT: August Customer Service Report

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

Summary

- Summer Conservation campaign was set to conclude at the end of August, however it was decided that we would continue the campaign through the month of September.
- We are still on pace to perform more water usage reviews than last year, which is probably attributable to customers that are now on the metered rate rather than the flat rate having a more heightened awareness of their water usage.

Ombudsman

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

- A customer was concerned that they did not receive proper notice when TMWA was working on the water main in their street, which subsequently caused their booster pump to burn up. Andy spoke to the customer and resolved the issue.
- A customer wanted to know if his meter was running all the time as his landscaper thought that it might be. TMWA sent a Technician out the next day to make sure all was ok.
- A customer complained that she received two bills on the same day. After investigating the issue, TMWA found that while both bills were mailed out in a timely fashion, the Post Office took over 30 days to deliver one of them. Customer was notified of the result.
- A customer complained that one of our drivers was speeding and driving unsafe. Driver was notified and reminded to follow all safe driving practices.
- A customer was questioning why he received two bills. After further discussion with him, it was determined that one of the bills was a disconnect notice. He also complained about the amount of his bill. Marci worked with him and sent Conservation to see if they could assist him with his water usage.

Communications

Attached is the website / social media report.

The summer Conservation campaign continues to be popular and successful. From feedback we have received, the message is resonating with customers and they are continuing to be very conscientious regarding their water usage. While the campaign was set to conclude at the end of August, because of the extremely dry summer, coupled with reduced river flows in September, it was decided that we would continue the campaign through the end of September.

Customer outreach in August included:

- Ascente Development held an open house meeting regarding water issues. It was attended by 50 customers. John Enloe was the TMWA representative on hand to answer questions.
- There were two tours of the Verdi Hydroelectric Plant that were attended by 35 customers. Brent Eisert, Kelly Cecil and James Weingart were the employees that led the tours.

Conservation (January 1 – August 31)

- 7,084 Water Watcher Contacts
- 1,438 Water Usage Reviews

Customer Calls – August

- 10,143 phone calls handled
- Average handling time – 4 minutes, 54 seconds per call
- Average speed of answer – 22 seconds per call

Billing – August

- 124,593 bills issued
- 133 (.1%) corrected bills
- 12,384 customers (10.0%) have signed up for paperless billing to date.

Service Orders – August (% is rounded)

- 9,139 service orders taken
- 4,808 (52%) move-ins / move-outs
- 854 (9%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 515 (6%) zero consumption meter checks
- 542 (6%) re-read meters
- 953 (10%) new meter sets and meter/register/ERT exchanges and equipment checks

- 625 (7%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, installing water meter blankets, etc.
- 265 (3%) high-bill complaints / audit and water usage review requests
- 577 (6%) various other service orders

Remittance – August

- 37,915 mailed-in payments
- 29,327 electronic payments
- 28,780 payments via RapidPay (EFT)
- 18,154 one-time bank account payments
- 6,074 credit card payments
- 3,923 store payments
- 3,017 payments via drop box or at front desk

Collections – August

- 19,336 accounts received a late charge
- Mailed 9,475 10-day delinquent notices, 7.6% of accounts
- Mailed 2,397 48-hour delinquent notices, 1.9% of accounts
- 318 accounts eligible for disconnect
- 300 accounts actually disconnected (including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- 0.12% write-off to revenue

Meter Statistics – Fiscal Year to August 31

- 2 meter retrofits completed
- 241 meter exchanges completed
- 353 new business meter sets completed
- 121,566 meters currently installed



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Robert Charpentier, Communications Specialist
DATE: September 6, 2016
SUBJECT: Web & Social Media Overview for YTD 2016

Web & Social Media Overview – YTD 2016

Highlights

- **Website Overview – YTD 2016:** Visitor numbers have decreased 8% over the same period last year. Pageviews fell 14% from 551,304 to 474,170 in the first eight months of the year. However, Visitor numbers are up 21% over 2014, indicating a significant spike in 2015 traffic was due to concern over that summers severe drought conditions.
- **Mobile Use Continues to Outpace Desktop:** Desktop use has declined from 70% to 65% of all users while mobile users now account for 35% of those visiting the site.
- **Social Media Engagement Growth:** TMWA’s Facebook and Twitter followers have increased by 29% and 14% respectively since September of 2015.

tmwa.com — Website Traffic Review – YTD 2016

User traffic to the tmwa.com website in the first eight months of the calendar year has dropped 10%, from 173,463 visitors in 2015 to 155,775 in 2016. Despite the year-to-date decline, the numbers indicate traffic is rebounding significantly from April’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>Sessions</u>	<u>New</u>	<u>Returning</u>	<u>Pages/Visit</u>	<u>Avg. Visit Duration</u>	<u>Bounce Rate</u>
2016.....	308,499	48.2%	53.8%	1.54	1:13 min.....	30.23%
2015.....	334,971	48.1%	51.9%	1.65	1:26 min.....	29.96%
2014.....	254,388	48%	52%	1.65	1:42 min.....	28.41%

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	224,565.....	-6%
2.....	Employment.....	30,693.....	-20%
3.....	Residential/Payment Options.....	29,489.....	-9%
4.....	Contact Us.....	14,979.....	-12%
5.....	Assigned-Day Watering.....	14,029.....	-9%

Growth by Platform 2016 vs. 2015:

Desktop Users	-14%
Mobile Phone	+12%
Tablet Use	-12%

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

	308,499 % of Total: 100.00% (308,499)
1. (direct) / (none)	132,945 (43.09%)
2. google / organic	116,483 (37.76%)
3. bing / organic	15,979 (5.18%)
4. yahoo / organic	12,287 (3.98%)
5. reno.gov / referral	8,674 (2.81%)
6. tmwa.com / referral	4,396 (1.42%)
7. rank-checker.online / referral	1,468 (0.48%)
8. myaccount.tmwa.com / referral	1,114 (0.36%)
9. tmwastorage.com / referral	978 (0.32%)
10. jobs.tmwa.com / referral	819 (0.27%)

TMWA Social Media



Currently TMWA has **1,371 Twitter followers** and **1,601 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:

- [How to Perform a Home, Self Water Audit \(NEW!\)](#)
- [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.tmwastorage.com:
- www.tmwalandscapguide.com:
- www.truckeeriverfund.org:



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Manager, Water Resources
DATE: 9 September 2016
SUBJECT: **Report Water Resources 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		6,777.62 AF
Purchases of water rights	3.72 AF	
Refunds	0.00 AF	
Sales	-37.43 AF	
Adjustments	0.19 AF	
Ending Balance		6,744.10 AF
Price per acre foot at report date:		\$7,500

WATER SERVICE AREA ANNEXATIONS

A 9.4-acre residential parcel in Spanish Springs. (See attached map).

