



STAFF REPORT

TO: Board of Directors
FROM: Mark Foree, General Manager
DATE: October 4, 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 September 16, 2016 through October 12, 2016.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Scott Estes, Director of Engineering
BY: Bill Hauck, Senior Hydrologist
DATE: October 7, 2016
SUBJECT: **Operations report**

Summary

- Lake Tahoe elevation 0.43 feet below natural rim
- Floriston Rates not being met
- Back-up supplies (reserves) were required for approximately one month
- Approximately 3,200 acre-feet used (less than 10% of what was in storage on Sep 01)
- More upstream reserves than ever projected to be carried over into 2017 (39,000 AF+)
- Customer demand year to date 102.9% of 2015
- Hydro revenue \$91 K for September

(A) Water Supply

River Flows - After September 8th the Floriston Rates could no longer be met. Truckee River flows at the CA/NV state line were 143 cubic feet per second (CFS) as of this morning. This is 36% of the long-term daily mean for this site (the 107 year average is 392 CFS). The required rate of flow for this time of the year is 400 CFS.

Reservoir Storage - The elevation of Lake Tahoe is currently at 6222.57 feet (0.43' below its natural rim of 6223.00 feet). There are no releases possible at this time. Donner Lake storage is at 38% of capacity (3,632 acre-feet) and Independence Lake is at 89% of capacity (15,646 acre-feet of storage). Prosser Reservoir is currently at 44% of capacity having 13,070 acre-feet in storage. Stampede Reservoir storage is currently at 85,690 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 (19,280 acre-feet), TMWA has an additional 15,650 acre-feet of water stored between Boca and Stampede Reservoirs under the terms of TROA.

TMWA's combined upstream surface water storage is approximately 34,930 acre-feet at the time of this report. TMWA will resume credit storage operations later this month as hydrological conditions allow. It is projected that by December 31, 2016 TMWA will have in excess of 39,000 acre-feet of upstream storage in reserve.

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 have been required since that time, but as of this writing are just about over with as customer demands are dropping. Despite using 3,100 acre-feet of reserves through October 6th, TMWA still has on-hand more surface water than at any point in time last year. This is largely due to the acquisition of the other one-half of Donner Lake from TCID and the implementation of the Truckee River Operating Agreement which allows us to build-up and carry-over large amounts of drought storage from one year to the next. Despite using approximately 10% of what we had in storage at the beginning of September to meet demand, TMWA should end up carrying over more than 39,000 acre-feet of upstream storage into 2017. This puts the utility in a great position from a drought supply perspective once again.

(B) Water Production

Demand - Customer demand averaged 99 million gallons per day (MGD) last week. Fifty five (55) percent of that demand was met with surface water from the Chalk Bluff and Glendale water treatment plants, and the remaining forty five (45) percent from groundwater production wells located throughout TMWA's service area. For the year to date customer consumption is now 102.9% 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 September was 238 cubic feet per second (CFS). The plants were kept on-line as long as possible after river flows dropped off on September 8th. A total of 1,287 megawatt hours (Mwh) were generated between the Fleish, Verdi and Washoe power plants. This yielded combined hydropower revenue of \$91,129 for the month or an average of \$3,038/day. Generation at the Fleish plant averaged \$3,257/day for the 12 days it was running. The Verdi plant averaged \$2,076/day for the 19 days it ran, and the Washoe plant averaged \$1,574/day for the 8 days it ran. As of September 19th all three plants were off-line due to insufficient river flows. The plants are expected to remain off-line for the rest of 2016 due to low river flows and likely not come back into service until sometime in early 2017.



STAFF REPORT

TO: Board of Directors
THRU: Mark Foree, General Manager
FROM: Andy Gebhardt, Director Customer Relations
DATE: October 19, 2016
SUBJECT: **September Customer Service Report**

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

Summary

- September was a very busy month as far as Customer Outreach was concerned with a total of 19 presentations, reaching over 400 residents in the area.
- The summer conservation campaign concluded at the end of September.

Ombudsman

There were seven (7) calls to the Ombudsman in September. They were:

- A realtor called, representing a customer that was going to purchase a duplex that only had one meter. Customer wanted to know the process for billing the duplex, as well as the process should they decide to have another meter installed. Marci explained our processes and he was satisfied with the answers.
- Someone from Carson City Public Works called, wanting to know about our rate structure. We called him back and left messages, but he never returned our calls.
- A customer was upset because she had a large leak that was in her pasture and she didn't see it. She had already contacted Customer Service and was given our standard leak adjustment, but she felt that we should have done more for her. She was passed to me and I spoke with her at great length. In the end, she was not happy with my response, but she understood our position.
- The Rotary Club of Incline Village called, wanting someone to speak to them regarding the operation of the dam in Tahoe City. They were concerned about the level of Lake Tahoe. They were given the Federal Water Master's number as that would be a more appropriate individual to speak on this subject.
- A customer called, wanting to know the location of his meter. Our Field Services Coordinator called him back with the information

- A customer called wanting to sign up for service. He was given the number for Customer Service.
- A customer was concerned that he couldn't lift his meter box lid to check for leaks. We sent out a technician to make sure the box lid wasn't stuck and was able to be removed. Customer was notified that all was ok with the equipment.

Communications

Attached is the website / social media report.

The summer conservation campaign concluded at the end of September. Feedback on the campaign started on a positive note and continued to be positive through the end of the campaign. With 2016 year to date water demand only 3% higher than 2015, the conservation message appears to have been well received and understood by the community.

Customer outreach in September included:

- A presentation to the Reno Little Theatre by John Enloe regarding water issues in the Truckee Meadows. 10 customers were present.
- Necie Schlesener gave presentations to four classes at Van Gorder Elementary school, totaling 124 students. The subject was Water Conservation.
- There were a total of 9 tours at the Chalk Bluff Water Treatment Facility. These tours were led by Will Raymond and Bill Hovda, and were attended by a total of 169 customers.
- There were 4 tours of the Verdi Hydroelectric Plant. These tours were led by Kelly Cecil, Brent Eisert, Cameron Shultz, Pat Nielson, John Stewart and Brock Hammill, and were attended by 85 customers.
- Lauren Kunin assisted with a tour of River School Farm and Gardens that was attended by 25 customers.

Conservation (January 1 – September 30)

- 7,625 Water Watcher Contacts
- 1,706 Water Usage Reviews

Customer Calls – September

- 9,617 phone calls handled
- Average handling time – 4 minutes, 56 seconds per call
- Average speed of answer – 27 seconds per call

Billing – September

- 124,300 bills issued
- 124 (.1%) corrected bills
- 12,579 customers (10.0%) have signed up for paperless billing to date.

Service Orders – September (% is rounded)

- 8,478 service orders taken
- 4,400 (52%) move-ins / move-outs
- 956 (11%) cut-out-for-non-payment and cut-in after receiving payments, including deposits and checks for tamper
- 493 (6%) zero consumption meter checks
- 464 (5%) re-read meters
- 973 (11%) new meter sets and meter/register/ERT exchanges and equipment checks
- 470 (6%) problems / emergencies, including cut-out for customer repairs, dirty water, no water, leaks, pressure complaints, safety issues, installing water meter blankets, etc.
- 255 (3%) high-bill complaints / audit and water usage review requests
- 467 (6%) various other service orders

Remittance – September

- 34,078 mailed-in payments
- 29,327 electronic payments
- 22,695 payments via RapidPay (EFT)
- 15,921 one-time bank account payments
- 5,843 credit card payments
- 3,573 store payments
- 2,717 payments via drop box or at front desk

Collections – September

- 16,549 accounts received a late charge
- Mailed 9,207 10-day delinquent notices, 7.4% of accounts
- Mailed 2,135 48-hour delinquent notices, 1.7% of accounts
- 368 accounts eligible for disconnect
- 292 accounts actually disconnected (including accounts that had been disconnected-for-non-payment that presented NSF checks for their reconnection)
- 0.13% write-off to revenue

Meter Statistics – Fiscal Year to September 30

- 2 meter retrofits completed
- 351 meter exchanges completed
- 561 new business meter sets completed
- 121,777 meters currently installed



STAFF REPORT

TO: Chairman and Board Members
THRU: Mark Foree, General Manager
FROM: Robert Charpentier
DATE: October 7, 2016
SUBJECT: Web & Social Media Overview for YTD 2016

Web & Social Media Overview – YTD 2016

Highlights

- **Website Overview – YTD 2016:** Visitor numbers have decreased 7% over the same period last year. Pageviews fell 12% from 611,434 to 536,058 in the first nine months of the year.
- **Mobile Use Continues to Outpace Desktop:** Desktop use has declined from 70% to 64% of all users while mobile users now account for 36% of those visiting the site.
- **Social Media Engagement Growth:** TMWA’s Facebook and Twitter followers have increased by 26% and 13% respectively since October of 2015.

tmwa.com — Website Traffic Review – YTD 2016

User traffic to the tmwa.com website in the first nine months of the calendar year has dropped 10%, from 192,630 visitors in 2015 to 172,990 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	347,369	46%	54%	1.54	1:14 min	29.78%
2015	373,902	48.2%	51.8%	1.64	1:25 min	29.92%
2014	281,193	47.9%	51.8%	1.66	1:41 min	30.23%

Top Content (YTD 2016)

The most visited pages on tmwa.com (listed below) are similar to 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	254,584	-5%
2	Residential/Payment Options	33,533	-8%
3	Employment	33,405	-20%
4	Contact Us	17,696	-7%
5	Assigned-Day Watering	14,770	-8%

Growth by Platform 2016 vs. 2015:

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

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

	347,369 % of Total: 100.00% (347,369)
1. (direct) / (none)	150,282 (43.26%)
2. google / organic	132,098 (38.03%)
3. bing / organic	17,943 (5.17%)
4. yahoo / organic	13,565 (3.91%)
5. reno.gov / referral	8,773 (2.53%)
6. tmwa.com / referral	4,953 (1.43%)
7. rank-checker.online / referral	1,468 (0.42%)
8. myaccount.tmwa.com / referral	1,253 (0.36%)
9. site-auditor.online / referral	1,163 (0.33%)
10. tmwastorage.com / referral	1,154 (0.33%)

TMWA Social Media



Currently TMWA has **1,378 Twitter followers** and **1,604 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: John Zimmerman, Manager, Water Resources
DATE: 10 October 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		6,744.10 AF
Purchases of water rights	0.00 AF	
Refunds	0.00 AF	
Sales	-83.36 AF	
Adjustments	0.00 AF	
Ending Balance		6,660.74 AF

Price per acre foot at report date:	\$7,500
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WATER SERVICE AREA ANNEXATIONS

There have been no annexations since the last report.