



STAFF REPORT

TO: TMWA Board of Directors
FROM: John Erwin, Director Natural Resources
Kim Mazeres, Director Customer Relations
DATE: March 11, 2015
SUBJECT: **Presentation on results of TMWA Open House regarding Conversion of Flat-Rate Customers and discussion and possible direction to staff on timing, conditions and/or policy for the conversion of remaining flat-rate customers to metered billing and recommendations for bringing proposed amendments to TMWA rules or rates to the Board for future consideration**

Recommendation

Staff recommends continuing the implementation of the accelerated schedule for public input and consideration of the conversion of remaining flat-rate customers to metered billing adopted by the Board at its December 2014 meeting.

Background

At the December 2014 meeting, the TMWA Board of Directors voted to approve the accelerated schedule for public input and consideration of the conversion of remaining flat-rate customers to metered billing. A copy of the Board Report from that item is Attachment #1. At this time, Staff is continuing to proceed with implementing the Board's adopted schedule. The item is brought to the Board for discussion at today's meeting in case the Board wanted to modify their previous direction to staff.

The accelerated schedule called for an Open House / Customer Workshop on March 12th. Because of scheduling conflicts with the location (the California Building at Idlewild Park), the Open House was held on March 10th. All customers were notified of the workshop via bill insert. Notification was also sent to over 62,000 customers via e-mail newsletter. And, all flat-rate customers were sent a direct mail notification of the workshop, as well as the timeline, with a total of 6,115 letters mailed. See Attachment #2 for a copy of this correspondence.

Information

Approximately forty (40) people attended the Open House. The venue included six stations where the customers could receive information, including comparison of what they would pay on

the metered rate versus the flat-rate, how to save water (with the ability to sign up for a water usage review for their property), a landscape professional and arborist with knowledge about proper watering techniques, and a public comment station. Several of the attendees were already metered and simply wanted to discuss any upcoming rate increases and additional ways for them to save water given the drought we are currently experiencing.

Thirty-seven (37) people had comparisons run. Fifteen (15) of them found they would have saved money over the past year had they been on the metered rate; seven (7) of them found they would have paid approximately the same over the past year had they been on the metered rate; and, fourteen (14) of them found they would have paid more over the past year had they been on the metered rate. Three (3) individuals decided to convert to the metered rate while at the Open House after receiving this information.

We received 15 public comments at the Open House. Three of them supported the switch to the metered rate, ten were opposed to it, and two were former South Truckee Meadows General Improvement District (STMGID) customers who also stated they were opposed. The former STMGID customers had received notification in June 2014 from the STMGID Board of Trustees stating flat-rate customers will remain on their flat rates. It was explained that the final agreement between STMGID and TMWA does not include this arrangement, only that their rates will not increase until 2035 or they sell their home, in which case the new owner will assume TMWA's rates. In addition, we received 17 written comments that were either e-mailed or sent via U.S. mail; of the customers who sent these written comments, approximately two-thirds would save or pay the same on the metered rate, and one-third would pay more. All public comments received are presented in Attachment #3.

There is an additional item for consideration now that TMWA has merged with Washoe County Department of Water Resources (DWR) and the South Truckee Meadows General Improvement District (STMGID). Both of these former utilities had a few customers billing at the flat-rate in their service areas. TMWA is currently billing 214 flat-rate services in the former DWR area and 170 in the former STMGID area. These customers were not TMWA customers when the Board considered this topic in December 2014. However, all 384 of them were notified of the possibility they would be switched to the metered rate on this same timeline.



STAFF REPORT

TO: TMWA Board of Directors
FROM: John Erwin, Director Natural Resources
Kim Mazeres, Director Customer Relations
DATE: December 4, 2014
SUBJECT: **Discussion, possible direction to staff and possible action to determine the schedule for consideration of the final conversion of remaining flat-rate customers to metered billing**

Background

From inception, the Truckee Meadows Water Authority (TMWA) Board has shown a commitment to convert all customers to a metered billing rate as equitably and expeditiously as possible, bearing in mind, among other reasons, the need: (1) to meet the terms of PL101-618 -- the Negotiated River Settlement with the new Truckee River Operating Agreement (TROA); (2) to minimize cross-subsidization among customer classes; (3) to manage and/or time rates to avoid negatively impacting TMWA's finances; (4) to fund the installation of metering facilities through developer contributions; and (5) to provide for the best management of the water resource. The topic of retrofitting meters and converting flat-rate billed services to metered billing was a recurring agenda item for the Board.

The Board's first formal action in converting flat-rate services to metered billing was the approval of water meter retrofit guidelines at the Board's first strategic planning meeting, held on October 17, 2001. These guidelines led directly to the approval of Resolution 21, on November 28, 2001, wherein the Board determined that acceleration of conversion of flat-rate customers to metered rate customers was in the best interest of its member agencies and customers, and provided that first-time-single-family-residential customers and previous such customers requesting service in a new location would be billed at the metered rate. Rate schedule Residential Flat-Rate Water Service (RFWS)¹ was modified to implement the Board policy in March 2002.

¹ TMWA's flat-rate service classifications include:

RFWS – Residential Flat Rate Water Service; a single family residence identified under Negotiated Settlement as the flat rate service required to be converted to meters.

SUFR – Small Unit Flat Rate; a single family residence on a lot size less than 3000 square feet or more often, one or more single family residences sharing a common service lateral.

MRFS – Multi-residential flat-rate service; duplexes, condos, or apartments without irrigation.

MRIS – Multi-residential flat-rate service; duplexes, condos, or apartments with irrigation.

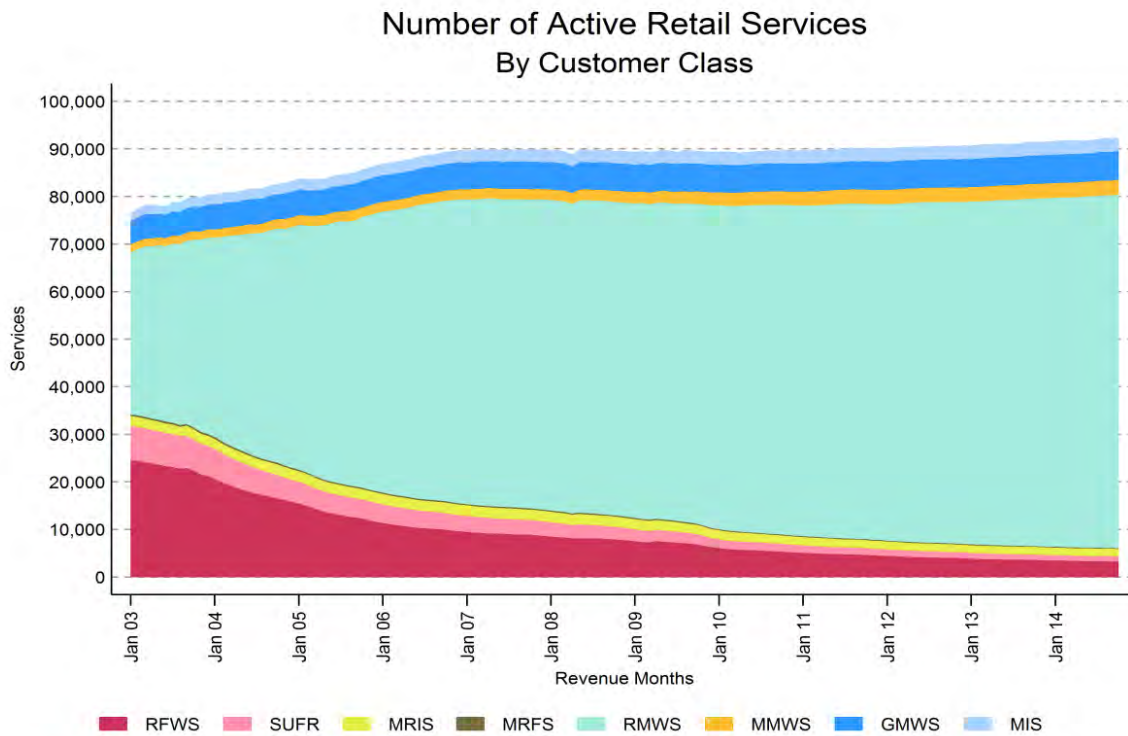
The Board reaffirmed the meter retrofit program through approval on March 19, 2003, of the 2005-2025 Water Resource Plan. The Board also approved modifications to the TMWA Rules on September 17, 2003, which clarified TMWA's right to meter any service.

At its October 29, 2003 Strategic Planning Meeting, the Board conducted a lengthy discussion of the status of the retrofit program and directed staff to investigate the feasibility of additional acceleration of the program, including accelerating conversion to metered billing. At that time, TMWA staff's plan was to return to the Board once the conversion had reached 90% to request activation of metered billing for all metered customers. Subsequent briefings as to the progress of retrofit installations, meter installation in previously installed facilities, and effects on revenues were presented to the Board in December 2003, February 2004, October 2004, April 2005, October 2006, December 2007 and lastly March 2009. The following table, with data taken from previous Board reports, presents the changes in the number of flat-rate services requiring retrofit and shows the service counts as of October 2014.

| Description ----a---- | Oct-01 ----b---- | Oct-02 ----c---- | Oct-03 ----d---- | Oct-04 ----e---- | Oct-05 ----f---- | Oct-06 ----g---- | Oct-07 ----h---- | Mar-09 ----h---- | Oct-14 ----j---- |
|---|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| 1 Flat-Rate Services Requiring Retrofit | 42,051 | 42,051 | 42,051 | 42,051 | 42,051 | 42,051 | 42,051 | 42,051 | 42,051 |
| 2 - Converted Flat-Rate Services | 5,977 | 7,578 | 11,801 | 19,602 | 25,110 | 27,949 | 29,493 | 31,505 | 37,678 |
| 3 = Flat-Rate Services | 38,674 | 37,073 | 32,850 | 25,049 | 19,541 | 16,702 | 12,558 | 10,546 | 4,373 |
| 4 - Flat Rate with Non-Billing Meter | 887 | 1,326 | 5,680 | 12,404 | 13,365 | 12,133 | 11,054 | 9,696 | 4,362 |
| 5 = Services Requiring Meter | 37,787 | 35,747 | 27,170 | 12,645 | 6,176 | 4,569 | 1,504 | 850 | 11 * |
| Percent requiring a meter | 90% | 85% | 65% | 30% | 15% | 11% | 4% | 2% | 0% |

* Does not include 1,705 multi-unit service complexes.

The following graphic shows the changes in service counts by customer class.



The topic of completing the meter retrofit program and “flipping-the-switch” has been considered on multiple occasions by TMWA’s Standing Advisory Committee (SAC). In December 2007 SAC continued to endorse the Board policy of conversion on change of billing customer-of-record, and also recommended the Board adopt the policy of converting flat-rate to metered billing if a flat-rate customer’s usage exceeded the average flat-rate, peak-month for two consecutive billing. No Board action was taken on the latter proposal.

Late 2007 and early 2008, staff embarked on a two-month effort to inform customers of the planned final conversion and request their input, as well as to request input from TMWA’s Standing Advisory Committee, made up of representatives of all customer classes. As a result of those meetings, it was recommended the Board set a firm date for initiating metered billing for those remaining flat-rate customers who had a non-billing meter and set a schedule for initiating metered billing for the remaining flat-rate customers without a meter once a meter had been set at their premises.

When considering adjusting customer rates in March 2009, the topic of “flip-the-switch” was discussed again along with the fact that the requirements of PL 101-618 had been met wherein over 90 percent of those flat-rate-residential services requiring retrofit had been retrofitted. The Board’s last action on the topic was in March 2009 wherein the decision to “flip-the-switch” would occur no sooner than June 2010, giving customers another year to adjust their usage should conversion take place sometime after June 2010. The following factors, each affecting revenues, contributed to that decision: (1) the depth of the current recession which was affecting employment and reducing residential and commercial occupancies, (2) less-than-average river

flows which impact hydroelectric revenues, (3) national and regional downward trends in customer water use, (4) inflationary pressures, particularly in energy, leading to increased operating expenses, and (5) precipitous declines in investment returns beginning in 2008. All these major events reduced TMWA's revenues that are used to cover the water customer's costs of service.

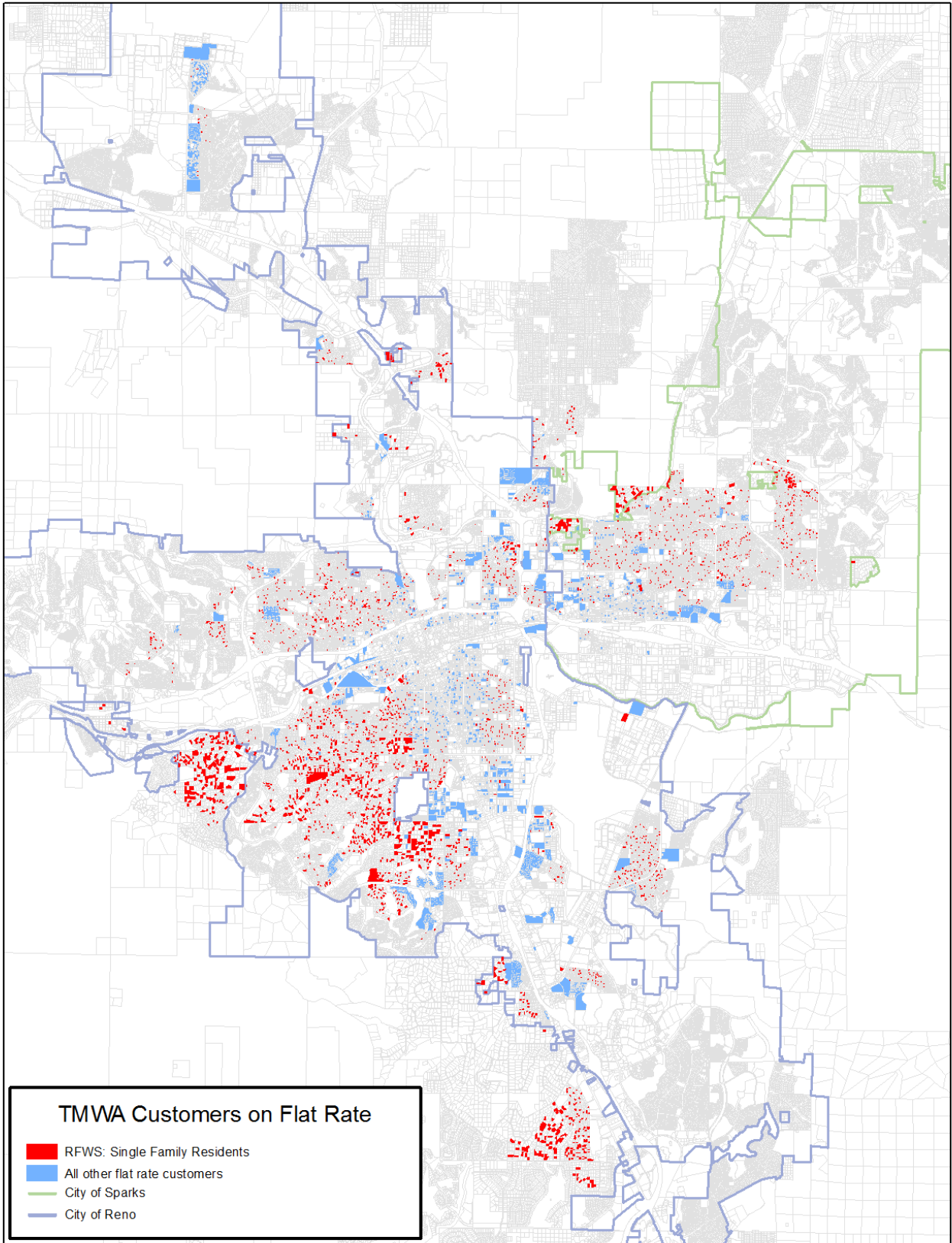
Despite the position of the Board since the inception of TMWA that the benefits of a fully metered system is in the best interest of water supply management and billing equity, "flipping-the-switch" has always been a timing issue so as not to impact customers too severely or degrade revenues too abruptly, to capture the maximum number of retrofit services, to provide customers the maximum time to reduce their water use, to provide customers sufficient data to make an informed decision to convert voluntarily, and to allow rate adjustments implemented on all rate classes in October 2003, March 2005, May 2009, February 2010, January 2012 and January 2014, including flat-rates, to incentivize customers to switch to metered billing. As of this writing 4,362 flat-rate services remain on flat-rate billing.

Discussion

Based on past presentations to the Board, the following discussion presents the questions surrounding "flip-the-switch".

Q1. Where are all these flat-rate services located in TMWA's service area?

A1. The following map shows single family residences (RFWS) in "red" and all other flat-rate services (SUFR, MRFS, and MRIS) in "blue"; 3,969 services are in the City of Reno, 1,128 services are in the City of Sparks, and 438 services are in unincorporated Washoe County.



Q2. Must all flat-services have a meter installed and can all flat-rate services physically have a meter installed?

A2. The answer to both questions is no. Although the best of all worlds is a “separate meter for a separate service billed to a single owner”, that is just not practicable for every service due to legacy issues resulting from the original construction and water service configuration of various residential dwelling complexes. For example, Arlington Towers (Towers) was originally an apartment complex. When built in the 1970’s it made sense for a single service line to feed the apartment complex. When Towers was later converted to condominiums, instead of one owner there are now 300 owners sharing one line. Does it make sense or is it practicable to put a meter on each unit? The answer is no; the cost is prohibitive especially when the usage is all indoor and varies very little month-to-month.

These types of impracticalities were recognized in the Preliminary Settlement Agreement where it reads in Section 29(b) “...to permit the installation of water meters on all old and new residences within Sierra’s [TMWA’s] Service Area, excluding existing unmetered apartments and condominium units or complexes which have all outdoor irrigation use metered...” The focus of the meter retrofit program has always been single family residences and where practicable those residential units that could accommodate a meter and be billed on a metered schedule similar to all new residential services, whether single family or multi-family.

There will always be a certain number of services that will remain on a flat-rate due to the need to basically tear down a multi-family complex and rebuild it in order to separate the units to each have its own water meter. The bulk of the remaining flat-rate services will be in the Small Unit Flat Rate (SUFR), Multi-Unit Residential Flat-Rate Service (MRFS) or Multi-Unit Residential and Irrigation Service (MRIS) customer classes; all Residential Flat-Rate Water Services (RFWS), i.e., single family homes, can be converted to metered billing.

Q3. What’s the difference in usage between a flat-rate and metered rate service?

A3. The following graphic illustrates the differences in the average monthly usage between a ¾ inch flat rate and metered rate service. Also shown is the annual difference in water use: the average ¾” flat-rate used an average of 282,000 gallons in 2013 compared to 124,000 used by a ¾” metered rate customer in 2013.

3/4" Residential Metered & Flat-Rate Water Use Comparison

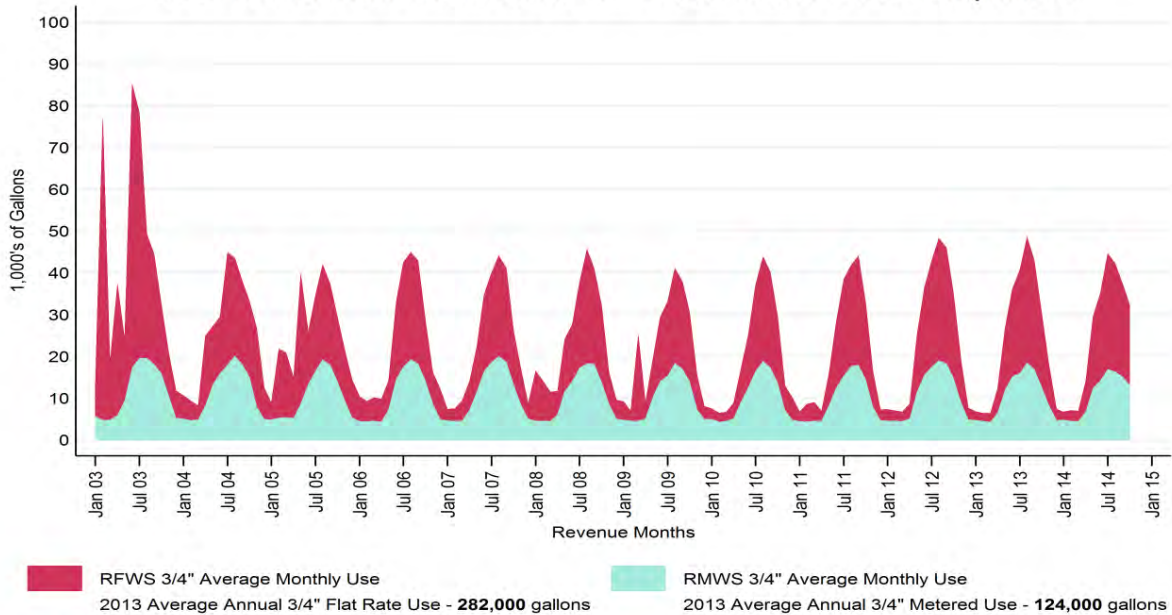


Figure 33

Q4. How many single family flat-rate services (RFWS) are involved and what is the effect on their annual bill if they are switched from flat to metered billing?

A4. The table below indicates by class by meter size the single family flat-rate services that have been retrofit and have a non-billing meter. Also shown is the percent of each service size which would pay less, the same or more if converted to metered billing.

Oct 2014

| Service Size | RFWS | Pay less | Pay same | Pay more |
|--------------|-------|----------|----------|----------|
| 3/4" | 2,343 | 77% | 6% | 16% |
| 1" | 855 | 56% | 9% | 35% |
| 1 1/2" | 24 | 53% | 18% | 29% |
| 2" | 31 | 64% | 4% | 32% |
| 3" | | | | |
| 4" | 2 | | | 100% |
| Total | 3,255 | | | |

Q5. What other types of flat-rate services are there? How many of those have a meter, need a retrofit or cannot be metered at all?

A5. There are three other classes of flat-rate services TMWA bills. The first two listed are multi-tenant dwellings or buildings which includes apartment complexes, mobile home parks, two or more detached single family dwellings, and "mother-in-law" quarters served through a single water service.

MRFS – Multi-residential flat-rate service; duplexes, condos, or apartments without irrigation.

MRIS – Multi-residential flat-rate service; duplexes, condos, or apartments with irrigation.

Since 1987, all new multi-family services are set up on TMWA's Multi-Unit Residential Metered Water Service (MMWS). Post-1987 facilities have the proper meter facilities installed with appropriate water lines feeding the service property's buildings and irrigation. Due to the way the pre-1987 MRIS or MRFS water services were configured, many of these complexes require extensive realignment of water lines and/or are site restricted preventing retrofit of metering facilities.

| Oct 2014 Data Service Size | MRFS | With Meter | Need Meter | MRIS | With Meter | Need Meter |
|-------------------------------|------|---------------|---------------|-------|---------------|---------------|
| ¾" | 14 | 14 | | 876 | 869 | 7 |
| 1" | 52 | 52 | | 334 | 323 | 11 |
| 1 1/2" | 52 | 52 | | 101 | 100 | 1 |
| 2" | 22 | 22 | | 110 | 108 | 2 |
| 3" | 10 | | 10 | 36 | 8 | 28 |
| 4" | 1 | | 1 | 31 | 5 | 26 |
| 6" | 3 | | 3 | 46 | 7 | 39 |
| 8" | | | | 12 | | 12 |
| 10" | | | | 5 | | 5 |
| Totals | 154 | 140 | 14 | 1,551 | 1,420 | 131 |

The last flat-rate classification is the Small Unit Flat Rate (SUFR). SUFR is the hybrid of service arrangements ranging between: (1) a single family residence(s) on a lot size less than 3000 square feet typically sharing a single water line with another residence; (2) a single building with multiple owners of each living space sharing a single water line; (3) many buildings with many owners sharing a single water line; or (4) any combination of buildings and owners sharing a single water line. Without bulldozing some structures and starting over, there will always be some SUFR services.

| Oct 2014 Service Size | SUFR | With Meter | Need Meter |
|--------------------------|-------|---------------|---------------|
| ¾" | 1,107 | 741 | 366 |

Q6. How much is it going to cost to retrofit those water services that can be retrofit? How much money funds the retrofit project each year and where does the money come from?

A6. The meter retrofit project, which was initiated in 1995, has been totally reliant on a fee collected from new development based on the acre foot demand of a project. The current fee is

\$1,830 per acre foot of demand for a water service commitments relying on Truckee River resources. Sierra Pacific Power Company (Sierra) collected and spent approximately \$15.0 million between June 1995 and May 2001. Since TMWA took over the project in June 2001, approximately \$25.3 million has been collected and \$24.0 million has been spent leaving approximately \$1.3 million as of this writing available to apply towards retrofitting the remaining unmetered services. With little development taking place between 2009 to late-2013, retrofit fee collections per year have been under \$250,000 a year versus annual collections in the millions leading up to the economic downturn in 2007. However, collections in 2014 to date are over \$400,000. The estimate to complete the program is between \$3.5 and \$4.5 million.

Q7. How much water is estimated to be saved if the all flat-rate services with a non-billing meter are converted to metered billing?

A7. Reduction in water use will be greatest in RFWS services as the multi-tenant services' water use is primarily indoor use and no significant change in water use is expected with those services. Using the estimate of those RFWS services quantified in the response to Question 4 who would pay more if on a meter, a conservative estimate of water use of newly converted services is approximately 85 percent of their current use. Based on that assumption, estimated volume of water saved is:

| Oct 2014 Service Size | RFWS Service Counts | Current Average (acre feet) | Reduced Average (85%) | Estimated Savings (acre feet) | Percent to Pay More | Total [a x d x e] (acre feet) |
|--------------------------|---------------------------|-----------------------------------|-----------------------------|-------------------------------------|------------------------|-------------------------------------|
| | ---a--- | ---b--- | ---c--- | ---d--- | ---e--- | ---f--- |
| ¾" | 2,343 | 0.86 | .73 | .13 | 16% | 50 |
| 1" | 855 | 1.61 | 1.37 | .24 | 35% | 72 |
| 1 1/2" | 24 | 2.83 | 2.41 | .42 | 29% | 3 |
| 2" | 31 | 4.02 | 3.42 | .60 | 32% | 6 |
| 3" | | | | | | |
| 4" | 2 | 32.5 | 27.66 | 4.88 | | 10 |
| Total | 3,255 | | | | | 141 |

Q8. What is the impact to TMWA's revenues if all flat-rate services with a meter are converted to metered billing?

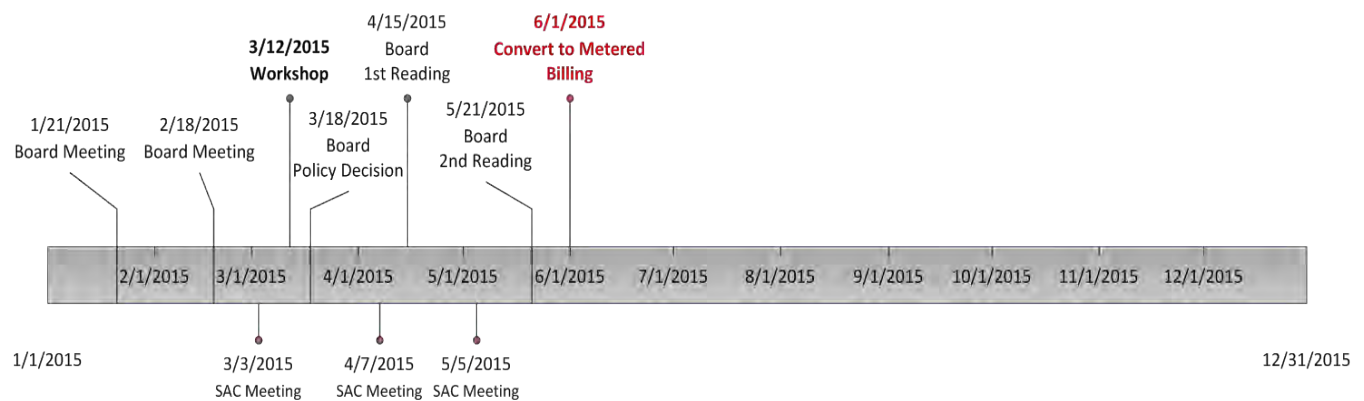
A8. The analysis of impacts to revenues is consistent with prior estimates presented to the Board; the current estimate is approximately -\$0.55 million in revenues annually. The magnitude of the impact has abated somewhat over the years due to the number of voluntary conversions which has reduced the number of services in the RFWS class and the past six (6) rate adjustments for all customer rates have helped meet TMWA required revenues to cover its cost of service. At inception, TMWA revenues of \$59 million were in deficit to the revenue requirement of ~\$80 million; With FY2014 revenues TMWA is able to manage the decrease as revenues have stabilized since the 2007-2010 economic downturn, water service vacancy rates are down and billings are up, and the annual number of new services has been growing since 2010.

Q9. How long will it take to convert these services in the billing system?

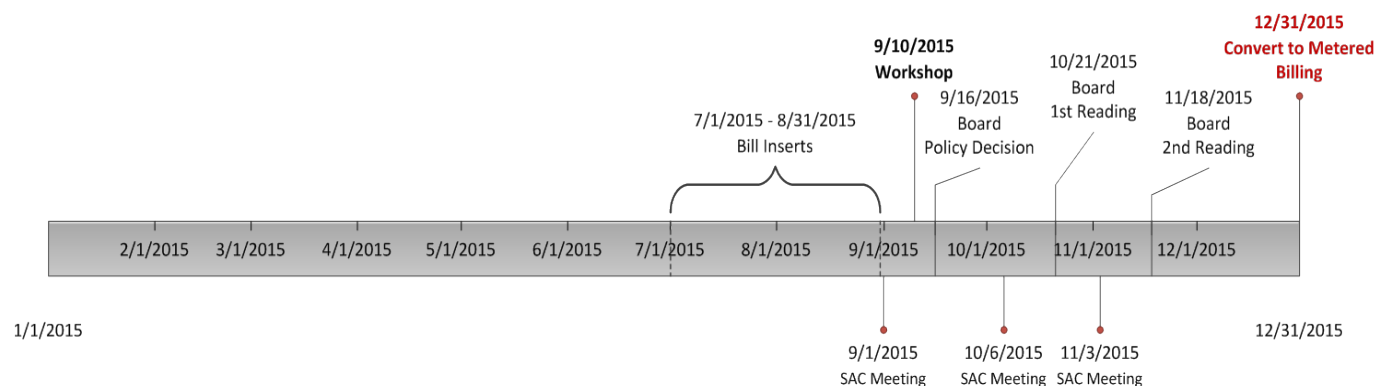
A9. Should the Board determine a date to make the conversion, the actual switching the customer billing from flat to metered will done programmatically at the end of each billing cycle for the month the Board choses. However, a change in the rate schedules is needed to accommodate this change which requires two readings following a public workshop. The process to meet a date the Board chooses will take approximately six months before conversion can occur in order to properly notice customers.

Below are two proposed timelines for the Board’s consideration.

OPTION 1. Spring 2015. This option has a tight timeline but converts customers by June 2015 prior to the 2015 irrigation season.



OPTION 2. Winter 2015. This option has a more flexible timeline which can be adjusted to be implemented in October, after the 2015 irrigation season.



Summary

The retrofit of water meters on water services in the Truckee Meadows began in 1980. Changes in Nevada Revised Statutes in 1985 provided for the installation of water meters on all newly constructed facilities throughout the state. The plan to retrofit water meters on Sierra Pacific Power Company’s (Sierra’s) flat-rate services was conceived in 1989 and installations began by

Sierra in 1995. TMWA has successfully retrofit metering facilities on those flat-rate-single-family residences required to be metered pursuant to the Negotiated River Settlement. Since its inception, TMWA has aggressively pursued the completion of this program for single family residences, and has taken the program to the point where the remaining number of flat-rate services includes those services not required to be retrofit and/or where it is too cost prohibitive with no expected reduction in water use (e.g., apartment complexes).

Staff recommends:

- TMWA continue to collect and use retrofit fees collected from new development to fund the retrofit of metering facilities on those remaining flat-rate services where it is possible and/or practicable to install said facilities.
- All flat-rate services with a non-billing meter be converted to metered billing.
- The Board select the timing of the conversion to metered billing.



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February 13, 2015

{NAME}

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{BILLCITY}, {BILLSTATE} {BILLPOSTAL}

Meter Conversion Update to Flat-Rate Customers

The Truckee Meadows Water Authority (TMWA) Board of Directors voted at its December meeting to begin the public process to receive input on the possible conversion of all remaining flat-rate customers to metered billing. The Board of Directors will make a final decision on whether and when to implement conversion at a public meeting to be held after public input is received. If approved, the earliest implementation date that this conversion could occur, and the earliest your water bill could be changed, would be June 2015.

As part of the public process, you are encouraged to share your comments and concerns at the Customer Open House, or any of the upcoming public meetings, before the Board votes on this issue:

Customer Open House: Scheduled for Tuesday, March 10th from 3 – 6 p.m. at the California Building in Idlewild Park, Reno. The address is 75 Cowan Dive, off Idlewild Drive. You may drop in to our Open House and talk one-on-one with TMWA staff who will discuss the timeline the Board has approved for possible implementation and answer any questions you may have. All customer comments made that day will be formally presented to the TMWA Board of Directors. To help you find out how much you would pay at the metered rate, customer service staff will be present to assist you. You can also sign up for a free water-usage review to see if there are leaks at your property or find ways you can save water and reduce your water bill. Landscaping and tree experts will be available at the workshop to answer your questions, as well.

TMWA Board Meetings: The TMWA Board of Directors will hold public meetings to consider possible amendments to TMWA's Rules that would accommodate any proposed billing changes to flat rates. It is anticipated the Board will discuss possible flat-rate conversion at their Wednesday, March 18th meeting. If the Board decides to move forward with conversion, a first reading of any proposed rule or rate change could be scheduled as early as the Wednesday, April 15th Board meeting. If the Board pursues this timeline, a second reading and public hearing could be scheduled as early as the Thursday, May 21st Board meeting. Depending on the Board's decision, flat-rate customers could start being billed at the metered rate as early as June 1, 2015. You are welcome to provide public comment at any of these meetings. Please check all times, dates and locations for TMWA Board meetings on www.tmwa.com, with meetings typically occurring at 10 a.m. in the Sparks Council Chambers at 745 4th St. in Sparks.

Standing Advisory Committee Meetings: TMWA's Standing Advisory Committee (SAC) will review any flat-rate conversion proposal and make its recommendation to the TMWA Board. The SAC is an advisory committee to TMWA's Board and staff, made up of individuals representing every TMWA customer class. The meetings are also open to the public and allow time for public comment. SAC meetings are typically held on the first Tuesday of every month at 3 p.m. at TMWA's offices at 1355 Capital Blvd. in Reno. Again, please verify dates and times at www.tmwa.com.

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.

Comments to the Board: For those unable to attend a meeting, customers can submit their comments through our website at www.tmwa.com/comment. Filling out the form will ensure that your comments are distributed to the Board of Directors at their next meeting. You may also mail in your comments to TMWA Board of Directors, P.O. Box 30013, Reno, NV 89520. The deadline for submissions is one week prior to a Board meeting.

As your water provider, we encourage responsible water use throughout the year. To assist you, we have the following resources and tips on water usage and how to reduce your monthly bill:

- **On your bill:** Most flat-rate customers already have a meter installed at their home. Simply refer to the comparison information on your bill to see what you would pay at the metered rate. If you do not have your previous bills, you are welcome to contact TMWA's Customer Service Department at 834-8080. We will assist you in determining your past water usage, as well as what you would pay at the metered rate.
- **Website:** Visit www.tmwa.com and learn how to detect leaks around your home by checking your irrigation system throughout the spring and summer months; looking for leaks or broken parts and adjusting the timer/controller. Indoors, leaky toilets are most often the cause of high water bills. These problems are common and can waste a lot of water. For tips on determining if you have a leak, refer to our how-to videos and other resources available in the conservation section of www.tmwa.com.
- **Online Landscape Guide:** Visit www.tmwalandscapguide.com, which provides information on water-efficient plants, planning your landscape, tips on lawn care and watering in our high-desert region.
- **Water-Usage Review:** We have staff available to perform water-usage reviews to help locate and resolve many potential issues, such as leaks or irrigation concerns.
- **Information on tree care:** Visit www.communityforestry.org if you have concerns about your trees. TMWA's website provides information on tree care in our high desert. You can also submit a question to a local arborist or request a free on-site consultation about your specific tree issues. Please call TMWA's conservation department at 834-8005.

If you have any additional questions, would like to schedule a water-usage review or are interested in converting to a meter now, please call Customer Service at 834-8080.

Sincerely,



Kim Mazeres

Director, Customer Relations



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Jerry Wager

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: Since flat + metered water costs the same to produce; in effect metered customers are subsidizing flat rate. Very "undemocratic". I believe flat rate customers also tend to have larger lots, perhaps higher incomes

Note: Any comments made will be presented to the Truckee Meadows Water Authority (TMWA) Board of Directors.

Written statements longer than the space provided can be submitted separately and will also be presented to the TMWA Board of Directors.

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.

than the typical metered customer.



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Jim Halmer

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: _____

THE Seminar WAS Very Good And
Very INFORMATIve

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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



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: WAYNE & PATTY ATCHESON - MELTON

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: THANK

YOU FOR HOSTING THE MARCH 10 OPEN HOUSE. YOUR
STAFF MEMBERS ARE EXCELLENT, HELPFUL COMMUNICATORS ⊗
AS A RESULT, OUR POTENTIAL CONCERNS HAVE BEEN
ELIMINATED ⊗

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PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: DENISE L. LIUZZO

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: WHEN METERS PUT IN STEAD AREA INFORMED WE COULD CONTINUE FLAT RATE VS. METERED AS LONG AS WE DIDN'T MOVE ON SOCIAL SECURITY DISABILITY & NEED A FIXED MONTHLY RATE THAT A SINGLE PERSON CAN AFFORD. 3) STRONGLY OBJECT TO ANY BUSINESS HAVING A FOUNTAIN INSIDE OR OUTSIDE DUE TO ANNEVAPORATION. 4) WASTE MGT. WANTS RECYCLED ITEMS WASHED - HOW DO YOU DO THAT WITH OUT USING WATER

Note: Any comments made will be presented to the Truckee Meadows Water Authority (TMWA) Board of Directors. Written statements longer than the space provided can be submitted separately and will also be presented to the TMWA Board of Directors.

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



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: CHARLIE MAZZA

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: I Am
OPPOSED TO THE FLAT RATE CONVERSION. IN 1955
WHEN MY PROPERTY WAS DEVELOPED THERE WAS NO
WATER SHORTAGE - POPULATION APPROX 30,000, WE

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LANDSCAPED ACCORDINGLY BECAUSE WE WERE ASSURED
THAT THERE WAS PLENTY OF WATER TO MAKE OUR
YARD GREEN PLANTING TREES, GRASS, SHRUBS ETC
WE EVEN OFFERED FREE TREES TO 1+ ACRE PROPERTIES
TO PROVIDE GREENERY IN OUR CITY.

AS WATER GOT SCARCE WE CUT BACK 3/4 OF OUR
LAWN AND COMPLIED WITH ASSIGNED WATERING DAYS.
WHAT I HAVE LEFT WILL DIE (TREES ARE NOW OVER 50 YRS)
IF I AM TO BE METERED.

I EXPECT TMWA TO HONOR THE AGREEMENT
AND NOT FORCE METERS ON THE ORIGINALS
OWNER UNTIL THE PROPERTY IS SOLD!

THANK YOU FOR YOUR TIME



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: ARDEN LEE (MRS.)

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: It will cost \$400 to \$500^{more} for me each year, which I cannot do - Already I pay \$107.17 each month and conserve water. It is 1/3 acre on a corner lot where my husband and I planted 25+ trees 35 years ago. All this will not survive if I am on the meter. I feel this is a futile effort to have the greenery, and at 85 years, I will try to sell the property.

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What recourse have we?

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PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: George + Irene Drews

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: We have 3 parcels on 4.8 acres. Approx. 2⁺ acres in pasture grass, We have over 40 trees (oaks, pines, maples etc.) + 30⁺ fruit + nut trees. We donate most fruit to ^{the} needy.

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If we can't water the trees the trees will be lost forever. Most of the trees were planted 1979-1980. The pastures were all cleared of weeds + sagebrush in 1979 or so + planted in pasture grass - where we raised horses for 30 years. If we are unable to water the pasture grass it will be tumble weeds + sagebrush - a fire hazard for the county/city.

The trees need to be sustained for the environment + fruit trees help feed the needy.

We are very careful with water use - only use water outside on watering days + shut down all sprinkler clocks if we get rain.



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Leanne Hemenway

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: It's no surprise that you lied. We were told "meters for new homes" then "meters for those that want them." Now you are forcing meters on us. I am very frustrated and angry with you.

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PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Robert Hemenway

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: This move violates the promise made to us when we gave water rights to S.P.P.C. to build our house. We were promised that we would not be forced to have meters unless we wanted them.

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PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Christine Pavlovich

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: _____

- (1) Disabled, on a fixed income (2) Pine trees⁽⁷⁾, lilac bushes^(Huge), fruit trees⁽⁷⁾, grape vines, strawberries, rose bushes⁽¹⁰⁾ flowering bushes - (3) My trees, bushes provide

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x cover from the heat - for my pets/son/myself. My yard provides a sanctuary for the wildlife. Both ground and above. Frogs, toads, bunnies, snakes which I don't mind (bull, and green) ^{Snakes} different variety of butterflies, birds. Doves, quail, robins, sparrows, finches, lots others, including hawks, owls. My lot is large and provides all this this for nature!

Resident my whole life. Lived in my home for 35 yrs. My trees and bushes provide a wind brake/provide major shade from the heat. The lawn provides cool environment for wild life, my pets, my home, and me-family. Too birds provide me with ~~me~~ new growth. Trees flowers. Pine trees ~~are~~ ^{were} in home X-mas trees.

These are my reasons for staying on a flat rate. I should have a choice. I have built all this ~~to~~ for myself and enjoying the wildlife. Long time resident
I follow all the guidelines of the 3 day watering - hand water - wash my car on my lawn; even!!



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Nancy Olsen

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: *I am opposed to being metered, I am conservative with my water, I have lived in my house for over 30 year at a flat rate. Now this Board is making a policy decision that impacts my home, I do not waste water.*

If anyone is mandated to be metered you should meter those who "waste" water, TMWA knows who they are. (Example George Drews) (He has a well & choose to waste TMWA water.)

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The Board should just leave ~~ours~~ alone. They have better things to do.
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PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: JOHN C. CASTEL

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: _____

This needs to be deferred and the general
FLAT RATE ADJUSTED TIMELY. LARGER PROPERTIES
AND USERS CAN HELP TO LOAD BALANCE THE SYSTEM
AND RESIDENTIAL USERS SHOULD CONTINUE TO BE GRANDFATHERED

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PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Edwin W. Schenk

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: I AM OPPOSED TO THE flat-rate conversion AT THIS TIME. WHEN TMWA WAS ORIGINALLY SET UP IT WAS DISCUSSED THAT THE ORIGINAL OWNERS

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HAD the opportunity to go with a meter or NOT metered. THERE WAS A CHOICE AT THIS TIME. BUT IF PROPERTY WAS SOLD IT WOULD BE AUTOMATICALLY METERED. ~~ONE HOME~~ WE HAVE OWNED THE HOME FOR OVER 40 YEARS, UNDER THE SAME NAME.

I would like TMWA TO HONOR THE ORIGINAL PROVISIONS SET UP WHEN THE WATER METER PROGRAM STARTED. NO METERS TILL THE LAND IS SOLD!

THANKS VERY MUCH FOR TAKING THIS INFO INTO CONSIDERATION AND MAKING YOUR FINAL DECISION.

Edwin Schenk



PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Jim Byers

Address: [REDACTED]

Phone number: _____

I would like to address the Board regarding flat-rate conversion to metered rate: _____

Former STMGID customer, changing
from flat to metered is change of rate; promised
from inception of STMGID flat rate never to change
unless of property, rental, change of tenant

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PUBLIC COMMENTS TO THE TRUCKEE MEADOWS WATER AUTHORITY
BOARD OF DIRECTORS

Name: Randy WEBSTER

Address: [REDACTED]

Phone number: [REDACTED]

I would like to address the Board regarding flat-rate conversion to metered rate: _____

EX-STM 1D customer. WAS guaranteed by the merger agreement that I would not be forced to meters. Also, my flat rate would not increase until 2035. I support the agreement, so should you.

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**SOUTH TRUCKEE MEADOWS GENERAL IMPROVEMENT DISTRICT (STMGID)
BOARD OF TRUSTEES**

June 11, 2014

Merger Report

To all STMGID customers,

Many positive actions have taken place since our last communication. As you know, we have been in discussion and debate with Washoe County about the merger of the STMGID system into Truckee Meadows Water Authority (TMWA) for several years. Washoe County will be out of the water utility business at the end of the year, merging into TMWA. This left STMGID and your Board of Trustees to study the feasibility of STMGID standing on its own or merging with TMWA. Unfortunately operating STMGID alone was not feasible. But, we are happy to report that direct negotiations with TMWA over the winter led to a good result for the customers of STMGID.

With the help of Protect Our Water, the STMGID Board presented a Term Sheet to TMWA. That Term Sheet was studied and all terms were approved by TMWA at its November Board of Directors Meeting. STMGID's Board then approved the terms at its December meeting. This includes no difference in your water rates until 2035, except for periodic small increases, as approved by the TMWA Board to all customers. You will retain the STMGID rates and any increase will apply only to those rates. The STMGID Board will consider during our July meeting whether to disburse to STMGID rate payers certain excluded funds. STMGID's cash reserves will also be dedicated exclusively to maintaining the current STMGID water system.

We have included more current details in a FAQ sheet. If you have more questions, please attend our next STMGID Board of Trustees meeting on July 10 at 6 p.m., 2014 at the South Valleys Library.

The consolidation of STMGID into TMWA will take place at the end of the year. You should see no difference in your water service. At the appropriate time, TMWA will be communicating directly with STMGID customers on the transition and the transfer of accounts.

Due to the circumstances we find ourselves under, your Board believes that this is the best outcome for STMGID and its customers.

It is our pleasure to serve you:

Board of Trustees
Steve Cohen, Chairman
Gerald Schumacher, Vice Chairman
E. Sue Saunders, Secretary
Robert Acheson, Member
Gary Tavernetti, Member

Frequently Asked Questions

CONSOLIDATION OF TRUCKEE MEADOWS WATER AUTHORITY, SOUTH TRUCKEE MEADOWS GENERAL IMPROVEMENT DISTRICT, AND THE WASHOE COUNTY DEPARTMENT OF WATER RESOURCES

Why is consolidation of the water utilities taking place?

The Western Regional Water Commission Act of 2007 (WRWCA) of the Nevada State Legislature required public water purveyors in the planning area of Reno and Sparks to evaluate consolidation as a possible way to improve management of water resources, improve efficiency and reduce costs. As a result of extensive due diligence studies, infrastructure evaluation and hearings were undertaken. Following adoption of the WRWCA, on January 29, 2010, the Truckee Meadows Water Authority (TMWA) Board of Directors and the Washoe County Board of County Commissioners (BCC) entered into an Interlocal Agreement providing for the merger of the Washoe County Department of Water Resources (DWR) into TMWA.

On December 11, 2013 TMWA and the South Truckee Meadows General Improvement District (STMGID) entered an Interlocal Agreement providing for the merger of STMGID into TMWA.

What are the goals of consolidation?

The goals are to achieve savings and greater efficiency while also allowing for a “conjunctive use” approach to area water-resource management. This minimizes groundwater pumping and places an emphasis on using surface water whenever available, including “banking” reserves via recharge of municipal wells. TMWA, STMGID and the BCC also specified that no customer group would be negatively impacted.

Will I see any difference in my water or water service?

No. The goal of the transition is that customers will see no difference in their water service.

Will my rates be any different?

No. STMGID customers will keep their existing rates, except for future TMWA rate small percentage increases to all customers. Though former STMGID customers will become TMWA customers and receive a TMWA invoice, one of the main goals of consolidation is that customers will see no difference in their water rates. You will keep the former STMGID rate base and usage tiers until 2035. Also, at the time that a STMGID customer sells a home serviced by those rates, the new owner will assume current TMWA rates. For details, see the entire agreement.

How will flat-rate customers be affected?

Flat-rate customers will remain at the flat rate and billed as they have in the past.

Since STGID has no debt, will STMGID customers be taking on the debt of TMWA, as a newly formed utility?

No. Negotiations included ensuring STMGID’s lower rates until TMWA’s existing bonds (that formed TMWA) are mature in 2035.

What happens to STMGID's cash reserves?

This account will be used exclusively for the benefit of maintaining and improving STMGID infrastructure. Also, the STMGID Board will consider during our July meeting whether to disburse to STMGID rate payers certain excluded funds.

What about our water quality?

TMWA provides water that is significantly better than EPA and State of Nevada drinking water quality standards and regulations. TMWA's system is in complete compliance with all EPA and State of Nevada drinking water quality standards and regulations. In most cases, TMWA provides water that is significantly better than those standards require. Water quality staff continuously monitors the water supply, conducting over 1,000 laboratory tests each month.

Are there other benefits to this consolidation?

STMGID is a ground water system. TMWA will maximize the use of surface water when it is available to allow our aquifer to rest and will provide the opportunity for recharge.

Where can I read about the details of the Agreement?

It is online at: www.washoecounty.us/water/stmgid.htm

How does STMGID get representation in the transition?

A position on TMWA's Standing Advisory Board will be dedicated to a STMGID customer, appointed by our BOT. This is a customer advocacy committee that reports to the TMWA Board.

What happens to STMGID as an entity?

By law, STMGID must be dissolved through governing action of the Board of County Commissioners. At the successful conclusion of consolidation, this action will be taken, in the November, December time frame. At that time, the STMGID BOT will also be dissolved.

How many customers will be involved?

When combined with TMWA's existing 94,000 customers, STMGID (3,800 customers) and Washoe County (19,000 customers), the three consolidated utilities will serve approximately 117,000 homes and businesses.

When will this happen?

The transition is underway and scheduled to be completed by the end of 2014. Customers of STMGID can expect to become customers of TMWA in early 2015. STMGID customers will be alerted to their pending account transition in the month prior to the change.

How will watering days be affected?

STMGID currently does not have established watering days. Once the merger occurs, STMGID rate payers will be required to follow TMWA's established three days per week Assigned Day Watering schedule. If the last number of your home or business address is even (0, 2, 4, 6, 8), water on Tuesday, 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. There is no watering on Mondays, as it is a day of rest for the water system, giving it a chance to recharge.

Questions:

See www.washoecounty.us/water/stmgid.htm for the entire agreement, meeting information and section to submit questions.

February 21, 2015

Kim Mazeres
Director, Customer Relations
P.O. Box 30013
Reno, NV 89520

Dear Ms. Mazeres:

Thank you very much for your letter of February 13, 2015, providing information on the Meter Conversion for Flat-Rate Customers. I own a home in Yorkshire Manner in Sparks, NV (1677 London Circle Sparks, NV 89431). While I no longer reside there, as the owner, I am very much interested in any action being taken at this location.

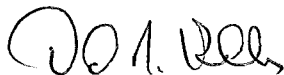
When TMWA was first considering metering these townhomes, I volunteered to have them install a meter in my garage that would monitor the water usage of my home as an individual unit. TMWA rejected this offer indicating that it would be too expensive to install and monitor a meter located in each individual garage and would also make it too easy for a customer to by-pass the meter. The final decision by TMWA was to install a single meter in the line that services each four townhome structure.

Once this decision had been made and the single four townhome meters were installed, I made a presentation to the TMWA Board of Directors requesting that they change their billing system to divide the cost of the meter and the water used by each four home structure then billing $\frac{1}{4}$ of the total to each homeowner. Mr. Martini, speaking for the Board, indicated that "there was no compelling reason" to spread the charge for the water actually used by these four home structures between the four home owners and that they would continue to charge a flat rate not related to the water usage of the structure as metered.

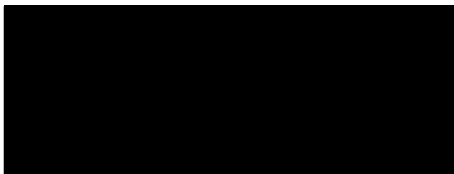
Consequently, I am very interested in what approach TMWA is now taking to convert these structures from a flat rate to a metered rate.

Thank you for your assistance, sharing this information with the Board, and keeping me apprised of their actions.

Sincerely,



David N. Keller



Feb 04-07-15 SAC Agenda Item 10

TO: T. M. W. A.

FROM: Robert and Christine Ferretto



SUBJECT: FLAT RATE TO METER MANDATORY CONVERSION

TO WHOM IT MAY CONCERN:

WE ARE SENIORS LIVING ON A FIXED INCOME CURRENTLY ON FLAT RATE SERVICE WHICH ON ANNUAL BASIS GIVEN OUR WATER USAGE IS ALMOST EXACTLY THE SAME WE WOULD PAY ON THE METER .

THAT BEING SAID. WE CURRENTLY PAY ABOUT \$70 PER MONTH MORE OVER THE WINTER MONTHS TO BE ON FLAT RATE AND WE PAY MUCH LESS DURNING THE SUMMER. THEREFORE IF YOU CONVERT US AT THE BEGINNING OF SUMMER WE STAND TO LOSE A LOT OF MONEY (OVER \$400) IN EXTRA CHARGES FOR THE PAST SEVERAL MONTHS, IN ADDITION TO PAYING ABOUT \$100 PER MONTH MORE FOR THE UPCOMING SUMMER SEASON.

* WE FEEL IT IS UNFAIR TO CONVERT TO METER AT BEGINNING OF SUMMER AFTER YOU CHARGED US EXTRA OVER THE WINTER, AND WE DO NOT SEE THE POINT OF CONVERTING TO THE METER. WE PREFER TO PAY A FIXED AMOUNT EACH MONTH.

THANK YOU FOR YOUR CONSIDERATION.

CHRISTINE FERRETTO



March 1, 2014

T.M.W.A. Board of Directors :

Unfortunately, for me, I was not aware of the letter notifying me of the close-at-hand decision to change all flat-rate customers to meters within the next few months, until the 28th of February, when I went through my "Bill" envelope and found it.

The pending decision to change flat rate to metered is of great concern to me.

The house where I live is was built in the 1940's and is on a big lot: lots of lawn to water, plus elm and fruit trees.

This coming June, I will be eighty one years old, and on a fixed income.

Turn to Page 2, please

Page 2,

Included in my flat rate bill, is a metered amount for which I would be responsible, if the change over is made.

During the summer watering season, my bill would be between \$300.00, and \$350.00, a month, which is a big, big increase over what I have been paying.

I just don't know how I would be able to pay it. Attending a meeting to voice my concerns in person is just not possible - and I have no computer.

Hopefully this letter will arrive in time for your consideration, and also, in certain cases, an exception can be made.

I've been told that the property for which I am

See page 3, please

Page 3.

responsible is on a third of an acre. I'm not sure, but I do know that the lot is very large, and a lot to water.

I do volunteer work at a grade school week days when school is in session, but I can be reached by phone (775) 331-0725 after 4:20 in case there are questions or if one of the Board Members want to come and take a look around.

Thank you for your time and consideration,

Sincerely,
Ann La Keen

Ms. Barbara R. Poolé

T.M.W.A
 1355 Capital
 Reno, NV. 89502
 (attn. Public Open House mtg.)

March 7, 2015

To Whom It Concerns:

There is a good reason for flat rate water usage.

For example

Some of us have larger lots with trees. Even on flat rate (\$147.07/m³) my water bill has doubled in the past few years. Meters will drive my water bill out of sight.

Example of bill with meters

July 2014 — \$652.29
 Sept 2014 — \$658.79
 Oct. 2014 — \$528.79
 Nov. — 2014 — \$454.50
 Feb. — 2015 — \$275.29

Our Constitution is supposed to guarantee the right of the individual to be secure in one's person, papers and effects. I feel threatened!

I have to budget my money. T.M.W.A should do the same.

Sincerely,
 Barbara R. Poolé

Good Morning:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet.

You are also welcome to submit your comments in person. There are public comment periods at the very start of the meeting, at the end and during the agenda item. For information on all coming public meetings on the subject, please see the attachment, second page.

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

-----Original Message-----

From: Tell the Board [REDACTED]
Sent: Tuesday, February 10, 2015 7:53 PM
To: Marlene Olsen; R Charpentier; K Mazeret
Subject: Tell the Board Submission

Name: Dean Shelhamer
Email: [REDACTED]

Comments: We live in Lemmon Valley and were recently "bought" by you as customers from Washoe County. We have been bulk water customers for over 25 years and would like to know how you can force us to metered water? It will result in a class-action lawsuit by the customers in Lemmon Valley. Customers who are grandfathered in as flat-rate customers cannot be forced to meters water service.

Good Morning:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet.

You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, please see the attachment, second page. It's the bill insert, that I am sure you have received.

To respond about the golf courses, many of the golf courses in the area use reclaimed, or effluent, water for their landscaping.

Again, thanks for your comments and suggestions.

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

-----Original Message-----

From: Tell the Board [REDACTED]
Sent: Wednesday, February 18, 2015 9:26 AM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission

Name: Ralph Leippe
Email: [REDACTED]

Comments: I am against converting the residential flat rate customers to metered billing! I have lived at my present address for 20 years, and have been very conscious of the drought situation that has been ongoing for many years, and try to conserve water on a daily basis. I whole heartedly agree that businesses should be metered, especially known, large consumers of water. Why are golf courses not required to convert fairways to a zero scape, which I am sure would save Millions of gallons? Again, Please leave the residential billing on the flat rate, unless there is a change in ownership, at which time the new owner would be converted to metered billing. Thank you for your time.

Good Afternoon:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person, but we understand that you have commitments. As you know, the decision will be up to the Board of Directors, all elected officials in the Reno-Sparks community.

We agree with you that trees make our community a special place. Please take a look at www.communityforestry.org for help with your trees, including posing specific questions to a local arborist. Also, TMWA does offer free tree in-person consultations that include reviewing all of your trees and care recommendations by a certified arborist. Please call our conservation department at 834-8005 to request one.

Again, thanks for your comments and suggestions.

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

-----Original Message-----

From: Tell the Board [REDACTED]
Sent: Wednesday, February 18, 2015 1:37 PM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission
Name: Eric & Dawn Mortensen
Email: [REDACTED]

Comments: Eric & Dawn Mortensen

[REDACTED]

February 18, 2015

TMWA Board of Directors
PO Box 30013
Reno, NV 89520

Re: Meter conversion of Flat-Rate Customers

Dear Board of Directors,

We are writing in opposition to the proposed conversion to meter conversion of flat-rate customers. We are writing because previous commitments prevent attendance at the March 10 and March 18 meetings.

The reason for the conversion seems to be water conservation, and since flat rate customers have been grandfathered in, our present percentage must be very low. How much water are you really going to save by this conversion?

We are retired and on a fixed income. According to TMWA calculations, we would have paid an additional \$4,375.09 for metered water in 2014. There are likely many retired homeowners facing a similar situation. We purchased our home in 1989 and inherited over an acre of landscape and 70 mature trees to maintain. The option of landscaping changes brings significant costs to an area this large, most likely much higher than the annual metered water bill. We foresee in our beautiful neighborhood, with many older homes and retirees, severe cutbacks in water use as their only choice, allowing the landscaping to deteriorate. The net result is not the goal of large-scale water conservation, but increased hardship to a specific group, older, often retired, fixed income folks of our community.

We sympathize with the difficult decisions about water conservation the Board must make during these drought years, but significant water conservation will be more likely with a majority of water users participating. For example, water restrictions with tight enforcement of violations would be more effective in achieving water conservation.

Thank you for your consideration in this matter. Hopefully we will all be able to continue to enjoy these beautiful Truckee Meadows.

Sincerely,

Eric & Dawn Mortensen

Good Morning:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet.

You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, please see the attachment, second page.

If you need any other help with the timing of your payment for your water bill, please let me know. Please be aware that your sewer bill will now be paid separately.

Again, thanks for your comments and suggestions.

Marlene Olsen
GoodStanding Outreach
[775-829-2810](tel:775-829-2810)
[775-772-0020](tel:775-772-0020)-cell

-----Original Message-----

From: Tell the Board [mailto:]
Sent: Wednesday, February 18, 2015 7:31 PM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission

Name: Gaye Hollenberger
Email:

Comments: I'm submitting my comment about the conversion of flat rate customers to metered. I have lived at my address for 10 + years and have been a flat rate customer. I have never been late with my bill payment. I am on a tight budget. The flat rate means I pay a higher water cost in the winter, spring and fall: when I do not water my yard. Yes I follow the water day schedule faithfully. I live alone and use very little water period in my house. Yes I use more water when I water the lawn. The metered rate would not allow me to water the lawn. I would not be able to afford the bill for 3 to 4 months. Yet I pay a lot more during the off season water days. I did a comparison with Washoe County when they sent out their metered comparison letter. Again I would not be able to afford the bill, and yet I continually pay more during the months I don't water for the very little water I use in my house. I wash once a

week, run the dishwasher once every week or week an a half. I grew up in the 1950's and 60's and was taught not to waste water, or electricity. Turn it off when done or not going to use it. Times are hard, pay is not keeping up with expenses, but those of us who pay our bills on time are still punished by those who don't. We end up paying the higher costs for delinquent bill payments, or non payment. A final note...I paid my Jan water bill to the Washoe County Treasurer for my water and sewer bill on the 15th of Jan. I received the notice that TMWA was taking over the water bills. I received a water bill for \$91.00 due by Feb 9th. That was 2 weeks after I had paid my water bill. I called TMWA and spoke to a person. Basically just got a lot of song and dance answers. I had to struggle to pay your bill on time, 2 weeks later. That hurts a budget for someone that has a bill budget worked out. I work for the State of NV and have had to deal with paycuts and furloughs to help the state balance it's budget. I'm still current on all of my bills with no late payments. It would be nice if those of use strapped middle class would be given some breathing room, to keep our current budgets working with the little pay we get to try to live off of. I basically have no extra money to go out to eat, shop for luxuries, or take short trips. Thank you for your time.

Good Afternoon:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. The TMWA Board will be making this policy decision. For information on all coming public meetings on the subject, please see the attachment, second page.

Again, thanks for your comments.

Marlene Olsen
GoodStanding Outreach
[775-829-2810](tel:775-829-2810)
[775-772-0020](tel:775-772-0020)-cell

-----Original Message-----

From: Tell the Board [mailto:]
Sent: Thursday, February 19, 2015 9:32 AM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission

Name: Calvin Smith
Email:

Comments: I am opposed to raising eliminating the flat rate water billing system. During the 28 years that we have lived in our home the flat rate has gone from \$18/month to the current \$156/month. That is a 15% annual increase for no additional service! Surely that is sufficient for TMWA to be profitable.

Good Afternoon:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, please see the attachment, second page.

We also have several helps on our website, to help you determine whether you have a leak: use the Conservation section of our website: <http://tmwa.com/conservation/leaks> and check out TMWA's video on how to find a leak on our YouTube Channel: www.youtube.com/truckeemeadowswater Also, the Standing Advisory Committee is an oversight committee representing all customer classes. A topic paper is attached which explains their responsibility and how you can get involved.

Again, thanks for your comments.

Marlene Olsen
GoodStanding Outreach
[775-829-2810](tel:775-829-2810)
[775-772-0020](tel:775-772-0020)-cell

-----Original Message-----

From: Tell the Board [mailto:]
Sent: Thursday, February 19, 2015 2:44 PM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission

Name: Jim Wenner
Email: [REDACTED]

Comments: I will be out of town during the hearing. Therefore, provide the following comments: Flat Rate conversion should be delayed so that we can test for sprinkler system leaks and xerscape landscaping. Otherwise, lawn will not be watered and die leaving blithe in neighborhoods. TMWA rate increased \$10 per month last year and was scheduled to increase this year. Flat rate conversion could result in excessive water bills from homeowners who do not know they have a system leak. No capability of letting homeowners know they have a leak until after the end of the month. Should have a

way of limiting water bill in those situations.

Public Service Commission of Nevada used to have a consumer advocate for rate applications. This important representation is missing in the current process as rate increase are always approved. Thank you for allowing me to submit my comments.

Good Morning:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. Information on all coming public meetings on the subject is here: http://tmwa.com/customer_services/flat-rate-conversion-process-2015 . It will be updated regularly.

Again, thanks for your comments.

Marlene Olsen
GoodStanding Outreach
[775-829-2810](tel:775-829-2810)
[775-772-0020](tel:775-772-0020)-cell

-----Original Message-----

From: Tell the Board [mailto:]
Sent: Friday, February 20, 2015 7:34 AM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission

Name: Steven Widmer
Email:

Comments: We are on Flat rate Water service right now and have been since moving to Reno, We prefer to stay on flat rate and believe under the Grandfather clause we should stay on Flat rate.

Good Morning:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit:
http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment.

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

-----Original Message-----

From: Tell the Board [mailto:]
Sent: Tuesday, February 24, 2015 8:11 AM
To: Marlene Olsen; R Charpentier; K Mazerés
Subject: Tell the Board Submission

Name: Steven Braun
Email:

Comments: We are AGAINST forced enrollment to metered rates.

From: Joanne Owen < >
Date: February 26, 2015 at 1:15:58 PM PST
To: "Mazerés, Kim" <kmazerés@tmwa.com>
Subject: Re: Tell the Board Submission

Thank you

Sent from my iPhone

On Feb 25, 2015, at 12:39 PM, Mazerés, Kim <kmazerés@tmwa.com> wrote:

Joanne --

I thought that might have been your address, but I wanted to be sure!

The meter was installed at this address in December of 2004. The only thing we have to do to change you to the metered rate is make a change in our billing system. Thus, there will be no impact to your irrigation system.

I took a moment to also run a comparison for you. Had you been billing at the metered rate for this past year, you would have saved over \$1,200 compared to what you paid on the flat-rate.

Please let me know if you have further questions.

Kim

From: Joanne Owen [REDACTED]
Sent: Wednesday, February 25, 2015 2:19 PM
To: Mazerres, Kim
Subject: Re: Tell the Board Submission

The address is [REDACTED]

Sent from my iPhone

On Feb 25, 2015, at 11:40 AM, Mazerres, Kim <kmazerres@tmwa.com> wrote:

Joanne --

A meter should not change the current irrigation set-up at your property. However, before I can give you exact details, I need to review the specific situation at your property. Can you please give me address. Thank you!

Kim Mazerres
Director, Customer Relations
Truckee Meadows Water Authority
1355 Capital Blvd. | Reno, NV 89502
O: (775) 834-8032, M: (775) 848-6691
kmazerres@tmwa.com | www.tmwa.com

-----Original Message-----

From: Tell the Board [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: Wednesday, February 25, 2015 1:29 PM
To: Olsen, Marlene; Charpentier, Robert; Mazerres, Kim
Subject: Tell the Board Submission

Name: joanne owen
Email: [REDACTED]

Comments: I have a 1 acre landscaped property, my irrigation system was designed with my existing water main, will meter change this?

Good Morning:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit:

http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment.

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

-----Original Message-----

From: Tell the Board [REDACTED]
Sent: Friday, February 27, 2015 11:22 AM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission

Name: Paul and Virginia Radach
Email: [REDACTED]

Comments: We are and have always been very happy with the flat rate and we definitely oppose to changing to meters.

Good Afternoon:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit:

http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

-----Original Message-----

From: Tell the Board [mailto: [REDACTED]]
Sent: Tuesday, March 03, 2015 5:59 PM
To: Marlene Olsen; R Charpentier; K Mazeret
Subject: Tell the Board Submission

Name: Dante Perano
Email: [REDACTED]

Comments: To Whom This May Concern:

I have been reading with great interest the logic behind turning flat rate customers (who currently pay more) to metered customers.

First off, one size does not fit all and some people have larger homes, yards, and members of the family. Therefore, they are going to use more water than someone living in an apartment. In addition, has anyone taken into consideration the "takings" of this liberty? I for one, purchased my home BECAUSE it had a septic instead of sewer, was in the County instead of the City, and had ample water for the expensive landscape plan I was going to install. I for one love a nice beautiful yard that doesn't look like dry rock.

Now, instead of using a GRANDFATHER clause as to not change the rules in mid stream, you simply want to force (against the will of many) everyone into the same (one size fits all) system. Many years ago the Reno Mayor sued the water company (and won) for installing these meters because he knew where it would lead. Now the same battle is coming up using the shortage of water in the general area as the excuse to bill.

Have you taken into consideration the long term ramifications of this billing? Reno is going to start looking more like Phoenix, Arizona than Reno, Nevada? Who is going to want to plant lots of trees (that help clean the smog) and a beautiful healthy yard for themselves and others to enjoy? May end up with a few wedding venues, or the kids could go to Tahoe where it's green. The long term affects of making water so expensive that people tear out the beautiful green yards and replace with rock piles will come at a steep price other than money.

And, have you ever thought about the time, energy, and money many like myself have invested in years of trying to get things to grow? And, what about the special care for all those flowers, bushes, and trees along with the simple enjoyment of having a nice colourful property. Has anyone considered as some get older they spend more time doing things around the yard instead of distant travel? Many on flat rates are also on fixed incomes, your plan could prevent them from taking proper care of a large yard... But, maybe brown is in and green is gone.

If this should pass, I recon I will sell up and move out not that you really care. I have no desire to watch all my hard work and yard die off as everyone is afraid to water the grass or other.

However, note that TMWA will not be my future service knowing the rules could change and kill my landscape plans and install all over again.

But, Cheers Always!

Dante' Perano

Good Afternoon:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit:

http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment

Marlene Olsen
GoodStanding Outreach

Name: Don O'Gorman

Email: [REDACTED]

Comments: We built our beautiful home in the early 1970's to raise our family in a rural neighborhood where the children could feel safe and ride their horses.

Through the years we have spent thousands of dollars installing trees, plants, bushes and metered irrigation systems to control water use.

In the 1970's we contributed our water rights to the then water purveyor, Sierra Pacific Power, with the understanding we would remain on a flat rate water system for as long as we remained living at this address. We have relied on this good faith agreement all these years and landscaped accordingly.

It now appears we may be required to convert to a metered system which may cause a loss of much of our mature landscaping.

We respectfully request your consideration in honoring the prior agreement and remain on a flat rate until we sell our home and relocate.

Thank you for your consideration in this matter.

Sincerely,

Don & Dona O'Gorman

March 6, 2015

Claudia would like to stay on the flat-rate. She lives on Casey Court in Reno. She prefers to even out her payments over the course of the year, rather than pay significantly higher water bills in the summer.

I offered her budget billing if she gets switched to the metered rate. She prefers to stay on the flat-rate. She is VERY unhappy to potentially be forced to the metered rate. Compared to the casinos, she uses a tiny bit of water. She does not trust that she would not end up paying more on the metered rate, even though she stated she does not use over 45,000 gallons of water in the summer months.

I advised her she would save over \$175 a year on the metered rate, based on her usage for the past year. She does not believe it, and is adamant about wanting to stay on the flat-rate.

She was very grateful for having the chance to talk to me and express her opinions. I promised her I would pass them on to the Board.

Kim Mazeres

Director, Customer Relations

Truckee Meadows Water Authority

1355 Capital Blvd. | Reno, NV 89502

O: (775) 834-8032, M: (775) 848-6691

Good Morning, Dr. Mousset-Jones:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit: http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

From: Pierre Mousset-Jones [mailto:]
Sent: Tuesday, March 10, 2015 11:56 AM
To: tmwaboard@tmwa.com
Subject: flat rate water

It is a no-brainer ! why you need a meeting on this is beyond me ! of course everyone should be on a water meter, the sooner the better, just get on and do it. Thanks

Dr. Pierre Mousset-Jones Reno Nevada

Good Afternoon:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit: http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment.

Marlene Olsen
GoodStanding Outreach
775-829-2810
775-772-0020-cell

From: ceil-nindy@sbcglobal.net [mailto:██]]
Sent: Tuesday, March 10, 2015 1:52 PM
To: tmwaboard@tmwa.com
Subject: Flat-Rate to Meter

TMWA Board water distribution changes:

- 1) Will not force meters on flat rate customer property until property sells.
- 2) All flat rate property will be changed over to meter service ...1/1/14.
- 3) Flat rate customers are only 10 percent of TMWA customer base, therefore, TMWA will not persue the change.
- 4) According to your figures, there are presently 5500 plus flat rate customers in TMWA service district, that use about, give or take, 265,000 gallons each annually...double the 124,000 gallons that of metered customers currently use.

I was born in Reno 67 yrs. ago and have lived here since (except for time spent in the military) and have watched this community grow way beyond its ability to service itself. Now that this area has way over built (and is still building) we don't have enough police, fireman or the ability to feed and house our poverty stricken citizens, let alone have employment to offer. I've lived at my current residence for 26 yrs. and have never over used water or wasted it. My property is fully landscaped with lawn and mature trees.

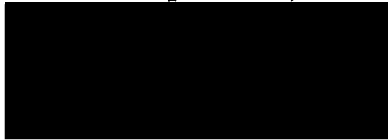
When I purchased my property my water bill was \$48.00 a month...presently it is \$108.and change.

Now that we are in a four year drought and you have over extended your water service...you decide again to attack the flat rate customers.

I know sending this e-mail is a waste of my time and yours, but I'm getting the subject off my chest.

Regards

F. DeArmond Sharp and Joyce C. Sharp



March 9, 2015

Via Facsimile No.: 775-834-8003

Kim Mazeras, Director of Customer Relations
Truckee Meadows Water Authority
P. O. Box 30013
Reno, NV 89520-3013

Re: Meter Conversion Update to Flat-Rate Customers

Dear Ms. Mazeras:

My wife and I reside at 1616 Greenfield Drive and have done so since the early 70s. We bought the lot and constructed our home on the lot in the Greenfield Subdivision. The Greenfield Subdivision Restrictions mandate one-acre lots which are mirrored by the City of Reno Zoning.

Many people in the Greenfield Subdivision historically, and some still currently do, maintain pastures for their horses. We indeed established a pasture for use by the horses that we have had on the property from time to time. Metered water will be the end of pastures resulting in dust reducing air quality and weeds.

In addition, we have beautified the property by planting trees and doing other landscaping which we believe contributes in a small way to the beauty of our community. It is after all the "City of Trembling Leaves."

When we built our house many years ago and landscaped the property, we did so in reliance on the flat-rate water service. Although we have in excess of 10-acre feet of water rights, we have not burdened the available water supply by exercising our rights to use the water for irrigation purposes. In addition, although it is probably of no concern to TMWA, our property is on a septic system so we do not burden the sewer plant or contribute to the pollution of the river.

The proposed requirement to convert all of the flat-rate customers to meters is a one-size-fits-all rule. However, properties such as those in the Greenfield Subdivision do not fit the one-size-fits-all mold. Those of us who purchased, built homes, and landscaped the property many years ago in reliance on the flat-rate system are being punished, and our contributions to the community in terms of the existence of trees and landscaping and the banking of water rights are totally ignored. It is unfair, having induced us to build and landscape based upon a flat-rate system, to now change the rules of the game.

We ask you to reconsider and make a more thoughtful and tailored rule change which recognizes the unique circumstances of properties such as those in the Greenfield Subdivision and they should be permitted to remain on the flat-rate billing program.

Thank you for your consideration.

Sincerely,

F. DeArmond Sharp



STAFF REPORT

TO: TMWA Board of Directors
FROM: John Erwin, Director Natural Resources
Kim Mazeres, Director Customer Relations
DATE: March 18, 2015
SUBJECT: **Flat-Rate Public Comments submitted after the TMWA Public Open House held on Tuesday, March 10, 2015**

To ensure full disclosure of all public comments submitted regarding the conversion of the remaining flat-rate customers to metered billing, TMWA staff has included them in the attachment.

Comment from Howard Olsen

Good Morning:

Thanks for taking the time to submit your comments regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. Information on all coming public meetings on the subject is here: http://tmwa.com/customer_services/flat-rate-conversion-process-2015 It will be updated regularly.

Again, thanks for your comments.

Marlene Olsen
GoodStanding Outreach

-----Original Message-----

From: Tell the Board [mailto: [REDACTED]]

Sent: Wednesday, March 11, 2015 10:09 AM

To: Marlene Olsen; R Charpentier; K Mazeres

Subject: Tell the Board Submission

Name: Howard Olsen

Email: [REDACTED]

Comments: As a businessman I do understand the financial basis for considering converting the existing flat rate customer to a meter. On the other hand, as a longtime resident in our home (30+ years), we have made various decisions around landscaping, patios, and gardens that will be impacted by an abrupt change in the rate structure. I would prefer the flat rate conversion process NOT be undertaken and keep the flat rate bill which is adjusted annually.

Thanks for considering my input,
Howard Olsen

**Note: The Olsen's were one of the customers who were provided the comparison at the Open House.*

Comment from Michael & Julie Brown

Good Afternoon:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit: http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment
Marlene Olsen
GoodStanding Outreach

Marlene Olsen
GoodStanding Outreach
Principal Strategist

From: Michael & Julie Brown [mailto: [REDACTED]]
Sent: Thursday, March 12, 2015 9:14 AM
To: tmwaboard@tmwa.com; duern@reno.gov; agebhardt@tmwa.com; Michael Brown; Barb and Ron
Subject: Greenfield area water meter comments: 2155 Sierra Sage Lane

We attended the 3/10 Open House and shared our opinions, but thought it would be good to email them, too. Our issues:

. **We would like the board to look at our neighborhood as a unique water situation and not make blanket decisions. Our houses all sit on 1-2 acres, with huge pastures, huge trees and livestock.** This is not a tract home development. We all bought in this neighborhood because of the rural, country farm feel.

. **We are on a "party line" system** with our neighbors on Meadowview Drive, the Tedescos. **What has been proposed is that the line be split so that we are each on our own meter. That will require digging up our street, digging up our driveway and digging several hundred feet behind our garage and house to access the water, which we're sure will cost several thousands of dollars and be very disruptive. Is that a good use of budget?**

. **We were always told by Sierra Pacific and TMWA that we were "grandfathered in" for a flat rate and that would never change until we sold the house.** Why is that no longer true?

. **We have horses and pasture.** With the ditch only on for 1-2 months this year (as we've been told), we will have to use TMWA water for the pastures, which will be terribly expensive. **Shouldn't there be a "farm use" rate for water?** Isn't there a way to use/run non-potable water for this situation?

. If the board decides to move ahead with the forced meters, **we would like an extension** on when this would happen, so we can dig a pond or water hold and save water for pasture irrigation when there is ditch water.

Thank you. Please feel free to contact us if you have any questions or need any additional information.

Julie & Michael Brown, [REDACTED]

Comment from Janet Phillips

Good Afternoon:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit: http://tmwa.com/customer_services/flat-rate-conversion-process-2015

Again, thanks for your comment

Marlene Olsen
GoodStanding Outreach

Marlene Olsen
GoodStanding Outreach
Principal Strategist

-----Original Message-----

From: Tell the Board [mailto:]
Sent: Thursday, March 12, 2015 11:56 AM
To: Marlene Olsen; R Charpentier; K Mazeris
Subject: Tell the Board Submission

Name: Janet Phillips
Email:

Comments: I am writing as a residential metered customer. Please implement metered billing for everyone now. There is nothing more fair than paying for what you use, especially with regard to our scarcest natural resource--water. This step is years overdue.

Comments from Tim & Mary Auld

Hi again:

At present, TMWA does not have the funding source for such programs, except by raising rates. The TMWA Board also has a policy against cross-subsidization among customer classes.

We also do not know of any federal grants, such as on the energy side, that exist to fund these programs. With the stress on water resources across the west, they may be coming and would definitely help our local situation.

Again, these are all great ideas. They have been submitted to the Board for their consideration. You are welcome to comment at any of the Board meetings, or contact them individually.

Marlene Olsen

GoodStanding Outreach
Principal Strategist

From: Auldhome [mailto:████████████████████]
Sent: Thursday, March 12, 2015 9:11 PM
To: Marlene Olsen
Cc: Folsom, Sonia
Subject: Re: Flat Rate Conversion

Thank you for your reply. To clarify, my question is whether TMWA has considered subsidizing costs or issuing billing credits for homeowners who take measures to conserve water usage through xeriscape, low flow showers and toilets or water recycling processes. This would be much like the credits and subsidies issued by NV Energy for installing insulation, windows and energy efficient appliances.

The average homeowner would be more motivated to conserve by these incentives rather than by being penalized by higher rates (meters) for not doing so.

On Thursday, March 12, 2015 6:31 PM, Marlene Olsen <marlene@goodstandingoutreach.com> wrote:

Good Afternoon:

Thanks for taking the time to submit your comment regarding the proposed flat-rate conversion. As promised, I will submit your email for the Board of Directors to review at their next meeting, which will be March 18th at 10 a.m. It will be in their agenda packet. You are also welcome to submit your comments in person. So that you do not have to attend the whole meeting, there are public comment periods at the very start of the meeting, at the end and also during the agenda item. For information on all coming public meetings on the subject, which will be updated as needed, visit: http://tmwa.com/customer_services/flat-rate-conversion-process-2015

To answer your questions, at present there are no subsidies offered by TMWA for helping with converting of individual homes and plumbing to meters.

Again, thanks for your comment.

Marlene Olsen

GoodStanding Outreach

Principal Strategist

From: Auldhome [mailto:]
Sent: Thursday, March 12, 2015 2:32 PM
To: tmwaboard@tmwa.com
Subject: Flat Rate Conversion

March 12, 2015

We have lived in our home since 1992. Our water system was recently acquired by TMWA. When meters were installed at our home several years ago we were informed that our water usage would remain on a flat rate billing schedule until (1) we sold our home or (2) we exceeded the allowable maximum monthly usage of 75,000 gallons. Neither of these events have occurred since that time.

We believe that water conservation in our area is extremely important. We have taken many steps to minimize our usage. Our home is 1,526 square feet, our household consists of two residents and we are recently retired. In the winter months our average monthly water usage is approximately 8,000 to 10,000 gallons consisting only of laundry, bathing, toilet use and cooking. In the summer months we have used as much as 40,000 to 50,000 gallons per month for lawn and garden watering (we grow our own vegetables). Given the size of our home and its number of residents, it is very difficult to believe that the average home in the Reno area is currently using 124,000 gallons water annually or approximately 10,000 gallons per month as stated by utility officials.

It seems inevitable that the original promises regarding metered billing will be broken. Yes, we need to save water but, let's be honest about what it will cost the average homeowner. Your numbers are not legitimate. It will cost us an additional \$60 per year even if we are able to stay within the unrealistic stated average of 124,000 gallons per year. If we cut our historic annual usage by 50% it will still cost us an additional \$400 per year based on the published rate schedule. If we spend approximately \$10,000 to eliminate all grass areas and use only xeriscape landscaping (which we have already done on 25% of our property) we might save another \$200 on our water bill annually. We would then recover the initial costs over a **50 year period** and we would still pay \$200 more per year than the current flat rate.

As stated we are retired and these costs will stretch our budget. We don't have 50 years to recover the costs of conservation improvements. Are there subsidies available for this type of expenditure? Is there not a tiered system that could be implemented, at least initially, to penalize over-users and abusers? This would give those among us time to adapt to the new rates over time and take measures toward additional conservation. The end game for us seems to be a move to a more affordable location. Reno is increasingly driving retirees away - its not just water costs - all utility costs have increased dramatically over the past through years along with food, fuel, insurance, medical care and housing. You really don't need our money, but you're probably going to get it just like everyone else, simply because you can.

Tim and Mary Auld

Comment from Lee Griffith

From: Mazerres, Kim
Sent: Friday, March 13, 2015 1:02 PM
To: 'lee debbie'
Subject: RE: Comment on change from flat rate on multi-unit dwellings


Hi Lee!

It was wonderful to talk to your wife, Debbie, as well. Hope retired life is treating you well!

As I promised Debbie, we will pass your comment along to our Board of Directors at their March 18th meeting.

Take care,

Kim Mazerres

From: lee debbie [<mailto:> 
Sent: Friday, March 13, 2015 12:17 PM
To: Mazerres, Kim
Subject: Comment on change from flat rate on multi-unit dwellings

Hi Kim,
It was good to hear your name mentioned again.

I would like to comment on the proposal to change multi-unit flat rate customers to metered billing. I hope TMWA will reconsider this idea, as the burden placed on property owners, financial and otherwise may far outweigh any benefits, if any to TMWA.

Sincerely
Lee Griffith

Comments from Christie South

From: Mazerres, Kim
Sent: Saturday, March 14, 2015 5:47 PM
To: 'Tell the Board'; Olsen, Marlene; Charpentier, Robert
Subject: RE: Tell the Board Submission

Christie --

We do have a Budget Billing Plan, which is very similar to NVEnergy's Equal Payment Plan. If you would like to provide me with your address, I would be happy to calculate the approximate monthly amount that you would pay on the Budget Plan if you were billing at the metered rate.

Sincerely,

Kim Mazerres
Director, Customer Relations
Truckee Meadows Water Authority

-----Original Message-----

From: Tell the Board [<mailto:>]
Sent: Saturday, March 14, 2015 5:33 PM
To: Olsen, Marlene; Charpentier, Robert; Mazerres, Kim
Subject: Tell the Board Submission

Name: Christie South

Email: [REDACTED]

Comments: Upon receiving notice of the planned switch for flat-rate customers, is an "Equal Payment Plan" available for metered water customers, similar to the EPP option offered by NVEnergy. As a fixed income customer, EPP makes sense. On a meter, I anticipate noticeable fluctuation month to month. This makes budgeting and planning very difficult.

Email #2:

From: Mazerres, Kim
Sent: Saturday, March 14, 2015 5:53 PM
To: 'Tell the Board'; Olsen, Marlene; Charpentier, Robert
Subject: RE: Tell the Board Submission

Christie --

The flat-rate customer's revenue, as an entire customer class, pays for itself as if everyone was on a metered rate. So, the flat-rate customers who are paying more on the flat-rate than they would on the metered rate are subsidizing those flat-rate customers who would pay more on the metered rate.

If everyone is switched to the metered rate, we do anticipate a slight decrease in revenue, as those who will pay more will likely reduce their water use somewhat. However, with only about 5% of our customers billing at the flat-rate, we do not expect to have to increase water rates to compensate for this slight decrease in revenues.

Please let me know if you have any further questions. I am happy to help answer them. You are also welcome to contact me at either number below if you would like to discuss further.

Kim Mazeres
Director, Customer Relations
Truckee Meadows Water Authority

-----Original Message-----

From: Tell the Board [mailto:]
Sent: Saturday, March 14, 2015 5:46 PM
To: Olsen, Marlene; Charpentier, Robert; Mazeres, Kim
Subject: Tell the Board Submission

Name: Christie South
Email:

Comments: How will the money lost, switching flat rate customers to metered water, be made up, given that promotionally when comparing flat rate vs metered water costs, it is said that the cost to the customer on metered water is much lower? Will we see an increase in metered water rates, as I anticipate, to make up the difference, rather than see a cost savings?

Email #3

From: Mazeres, Kim
Sent: Sunday, March 15, 2015 4:34 PM
To: 'Christie South'
Subject: RE: Metered Rate Savings and Budget

Christie –

Attached is the comparison spreadsheet for your usage for last year. Had you been billing at the metered rate, you would have saved about \$700 over the past 12 months.

If you were to sign up for our Budget Billing Plan, your monthly payment (based on this past year's worth of usage) would be about \$50 a month. We true that amount up annually, based on the usage for the prior 12 months. Both your actual monthly bill and usage, as well as your budget amount, print on your bill every month so you can keep track of how you are doing against your budget balance.

Please let me know if you have any other questions.

Kim Mazeres

Comment from Jerry Gamroth

From: Foree, Mark

Sent: Tuesday, March 17, 2015 4:13 PM

To: [REDACTED]

Subject: RE: STMGID

Jerry,

Thank you for your comments – I understand your point. We will provide your comments to our Board at tomorrow’s meeting. I would also encourage you to come to the meeting and provide public comment in person as well.

Thanks,

Mark Foree

General Manager

Truckee Meadows Water Authority

1355 Capital Blvd. | Reno, NV 89502

From: Jerry Gamroth [[mailto:\[REDACTED\]](mailto:[REDACTED])]

Sent: Tuesday, March 17, 2015 12:19 PM

To: Foree, Mark

Subject: STMGID

Mark,

At numerous recorded and documented joint meetings and workshops, we were told by yourself and your CFO that the STMGID flat rate customer rate would continue on until 2035. This flat rate is metered with a cap at 75k gallons, and a penalty cost for exceeding the cap, and if it occurs more than 3 times the customer is placed on the normal rate. I acknowledge that someone placed into the 85 page Agreement that the TMWA board could take away the Flat Metered Capped Rate. That was not the promise that was made in the meetings.

Jerry.

Comment from Robert & Dana Dickey

March 16, 2015

Truckee Meadows Water Authority
Board of Directors

Re: Flat Rate to Metered Billing

Dear Board Members:

My wife and I will be out-of-town and, consequently, cannot attend the TMWA Board Meeting set for March 18, 2015. We would, however, appreciate the TMWA Board considering the following:

1. We would like to compliment Kim Mazeris and John Erwin, who have been very courteous and helpful in providing information about flat rate and metered service;
2. We bought our home 22 years ago, which is built upon a one acre lot. We have spent a substantial sum of money and a large amount of time planning, landscaping and maintaining our yard;
3. The size of the lots in our neighborhood and the nature of our landscaping will push us, and most of our neighbors, into Tier 3, the highest cost of water, if we are forced to use the metered rate schedule;
4. It would be impossible for us to plan or implement any significant changes to our landscaping this summer, due to the time that would be required to retain planners and professionals to formulate and implement a change to our landscaping;
5. We are very concerned that flat rate users who cannot afford a significant increase in the price of water will simply let their landscaping die. That would be an ecological disaster in our now beautiful neighborhood, as well as a real threat to the value of all of the homes in the neighborhood;
6. The effect of forcing flat rate users to change to metered rates will actually cause TMWA to lose between \$500,000 to \$1,000,000 in revenue annually. That is because 75% of flat rate users are overpaying for the water they use. The net result will have to be an increase in price for all of TMWA's customers, including those customers who are currently on meters;
7. It would be incredibly unfair to begin a forced change during the summer months. In our particular case, a June 1st implementation date would result in a 500% increase in our water bill for that month, just after we have overpaid for our water use for the past few months. To put a 500% increase in context, it would be the same as raising the price of a

quart of milk from \$1.35 to \$6.75, a gallon of gas from \$3.49 to \$17.45, and a new pickup from \$35,000 to \$175,000; and

8. We submit that the fairest solution is to continue the current policy of requiring meters only upon a change in tenant for the less than 5% of customers who are still flat rate users. If the Board decides that it is wiser to raise everyone's rates in a one-size-fits-all approach, at the very least, an annualized cap should be imposed to allow the 25% of flat rate users whose water bills would increase to plan for and deal with what may be a dramatic increase in the cost of water for their homes. We would suggest that monthly increases each year be limited to no more than 20% of the full increase that would otherwise be due as the result of a switch to metered rates.

Thank you for your consideration.

Robert and Dana Dickey



Standing Advisory Committee

For TMWA

% 1355 Capitol Blvd.

Reno, Nv 89502

DON'T ASK ME TO CONSERVE WATER!

I am more than furious, I am outraged! It is ludicrous to ask your customers to conserve water when YOU FAILED to proceed NOW with plans to switch the LAST REMAINING flat rate customers to meters.

You state yourself that flat rate customers use TWICE the amount of metered users. As to the concern of affecting elderly people on fixed incomes, they are not the BIG uncontrolled users. Their usage on meters could easily result in LOWER BILLS. For their budgeting ease, they could have an equal payment plan. The largest users deserve to pay their fair share NOW.

Your decision to (again) postpone this issue until October makes no sense what so ever. As elected officials we should be able to rely on you for sound judgement. How much worse must the drought be before you act responsibly?

You cannot expect the metered users to make up your inaction. The voters will remember this lack of leadership.

Peg Murphy 2370 Skyline Blvd., Reno, Nv 89509

Peg Murphy
3/19/15