



BILL PAYMENT OPTIONS



EBILL



RAPIDPAY



ONLINE



BY PHONE



IN-STORE



BY MAIL



IN PERSON



TRUCKEE MEADOWS WATER
AUTHORITY

www.tmwa.com

Quality. Delivered.

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.

October 2011



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Quality. Delivered.

TRUCKEE MEADOWS WATER AUTHORITY OFFERS QUICK AND EASY WAYS TO PAY YOUR WATER BILL

EBILL PAPERLESS BILLING—SAVE A TREE: Interested in more convenience and receiving less mail? Truckee Meadows Water Authority (TMWA) is now offering ebill paperless billing. Instead of receiving a printed bill in the mail each month, we'll email you a notification when your bill is ready for online viewing. Sign up for ebill paperless billing at the **My Account** page on www.tmwa.com.

RAPIDPAY—ELECTRONIC FUNDS TRANSFER: This option automatically deducts your monthly payments from your bank account on the date your water bill is due. And, since it saves TMWA processing fees, we pass the savings to you as a 21-cent credit on every bill paid via RapidPay!

Here's how it works: As with any Electronic Funds Transfer (EFT), you tell us which account, checking or savings, you would like your payment to be deducted from each month. TMWA will still mail you a monthly water bill that will show the payment and due date, but you won't need to take any action. In addition, if you have any questions about your water bill, you may always contact TMWA at 834-8080, option 2, for clarification.

Here's how to sign up: It's easy! Just sign up on our website. Visit www.tmwa.com and click on **Billing and Payment Options** within the Customer Services section. Then click on the link **RapidPay-Electronic Funds Transfer** to complete the online form. Or simply fill out the form in this brochure and mail it to the address noted on the bottom of the form, along with a voided check. You also can bring the form to the TMWA office at 1355 Capital Blvd., in Reno, or place it in the drop box at this location.

ONLINE AT www.tmwa.com:

- **FOR FREE with your bank account.** You can pay your bill online for free each month using your checking or savings account. Simply set up your account at www.tmwa.com.
- **Or pay by credit card.** You can also choose to charge your payment to your Visa, MasterCard or ATM card for a \$4.95 convenience fee charged by the vendor for this service.

BY PHONE:

- **FOR FREE with your bank account.** Just call, toll-free, (866) 283-9756 to pay with your checking or savings account.

- **Or by credit card.** You can also choose to call, toll-free, (866) 653-1739 and charge your water bill to your Visa, MasterCard or ATM card for a \$4.95 convenience fee charged by the vendor for this service.

BY CHECK OR CASH AT LOCAL STORES:

You can pay your water bill while shopping at any of the following local Reno, Sparks and Sun Valley grocery and convenience stores:

Please note there is a \$1.50 cash Western Union charge for this service, and you must have your bill with you in order to make a payment.

- | | |
|---------------------------|----------------------------------|
| C Mart | Money Point |
| Check 'n Go | Raley's |
| Easy Mail | Safeway |
| Food Source Market | Sak'n Save Food Store |
| Lucky Liquor | Scolari's Food & Drug |
| Marketon | Smith's Food & Drug |
| Moneytree | WinCo Foods |

BY MAIL: Mail your payment to TMWA, PO Box 659565, San Antonio, TX 78265-9565.

IN PERSON:

- **At TMWA's office.** Our office is located at 1355 Capital Blvd., in Reno, and is open Monday through Friday from 8 a.m. to 5 p.m. We are at the corner of Capital and Corporate Boulevards.
- **Or drop your payment in our drop box anytime at our office at 1355 Capital Blvd.**

WANT TO CHANGE YOUR BILL'S DUE DATE? You can request a change in the due date for your bill if another date in the month works best for your budget. Contact us at 834-8080, option 2, and we will do our best to accommodate your particular circumstances. It's just another convenience to help make bill payment easier.



RapidPay Authorization Form

I hereby authorize Truckee Meadows Water Authority (TMWA) to instruct my financial institution, named on this application for Electronic Funds Transfer, to make any water bill payments, as they become due, from the account listed. I understand that I am in full control of my RapidPay payments and may discontinue enrollment at any time with written notice to TMWA or a telephone call to TMWA customer service at 834-8080, option 2. Both TMWA and the financial institution listed reserve the right to terminate this payment plan and/or my participation in it.

Name: _____

Service Address: _____

City: _____

Mailing Address: _____

City: _____

Home Telephone: _____

Work Telephone: _____

TMWA Account Number: _____

Financial Institution: _____

Bank Checking Account Number: _____

Signature: _____

Date: _____

Please complete this form and enclose it with a **voided** check or savings account deposit slip and mail it to:

**Attn: RapidPay Coordinator
Truckee Meadows Water Authority
PO Box 1308
Scottsbluff, NE 69363**