

April 14, 2008

Dear Flat Rate Customer,

On December 13, 2007, the Truckee Meadows Water Authority (TMWA) Board of Directors voted to convert the remaining customers that are billing on the flat rate over to metered billing. However, as a result of customer concerns expressed at the board meeting as well as at public workshops, the Board chose to make the effective date January, 2010. This two-year lead time will help give customers the time to address any water issues they may have. In an effort to provide you with information about your water usage and how you can reduce your water bills, listed below are some resources that we hope you find helpful.

- **Bill Explainer** – If you have any questions about the comparison information on your bill or what you would pay at the metered rate, please refer to the enclosed copy of our “Bill Explainer.”
- **Landscaping Guide** – If you are looking to make your yard more water efficient, our guide, “Landscaping in the Truckee Meadows,” can help you plan, design and maintain your yard easily. See the enclosed postcard to request your printed copy of the guide. Or check out our interactive version at www.tmwalandscapguide.com.
- **Landscaping and Irrigating Tips** – Consider water-efficient plants when planning your landscape. Also, check your irrigation system to make sure it is working properly and that there are no leaks or broken parts. These can lead to a lot of wasted water.
- **Water Usage Review** – If you feel your water usage is unusually high or you simply want advice on how to reduce your usage, we have Conservation Coordinators on staff to perform water-use reviews and help you locate and resolve many potential high use issues.

If you have any additional questions, would like to request a copy of any of our referenced publications, or would like to schedule a water-use review, please call Customer Service at 834-8080, option 2. Our representatives are available from 7:30 a.m. to 5:30 p.m. to assist you. For additional conservation tips, you can also visit us online at www.tmh2o.com.

Sincerely,

Truckee Meadows Water Authority

Enclosures