

OCTOBER 2016

IN THIS ISSUE

- Be Ready for the Cold Weather
- Value of Your Water
- Payment Options Offered
- Check the Status of Our Drought Reserves



THE VALUE OF YOUR WATER

Tap water undergoes far more testing than bottled water does, but it is much less expensive. As a TMWA customer, you pay less than \$2 for 1,000 gallons—you would pay \$3,780 for the same 1,000 gallons at the bottled water rate.

BE READY FOR THE COLD WEATHER: WINTERIZE YOUR HOME & AVOID FROZEN PIPES

As temperatures drop this fall, you can avoid the expense and trouble of frozen water lines. Just follow these simple precautions before the cold weather sets in:

- When the cold weather finally sets in, shut off and drain your irrigation system. Disconnect and drain all outdoor hoses as well. We've created a short video to guide you through the process at www.tmwa.com/howto.
- Insulate pipes or faucets in unheated areas. If you have water pipes in an unheated garage or crawl space under the house, wrap them before temperatures plummet. Hardware and home improvement stores offer appropriate pipe-wrapping tape.
- Close the foundation or exterior vents around your house during the cold months to help keep cold air out of crawl spaces.
- Seal off access doors, air vents, and cracks. Repair broken basement windows. Cold winter winds whistling through overlooked openings can quickly freeze exposed water pipes. However, avoid plugging air vents that your furnace or water heater need for circulation and safe operation. Keep garage doors closed if there are exposed water lines.
- Adjust your thermostat. During hard freezes or when you're away from your home for an extended period of time, set your thermostat to a temperature that will keep your pipes from freezing—no lower than 55°F.
- Know the location of your master water shutoff valve. In many homes it's where the water line comes into your house from the street. If a pipe bursts anywhere in the house—kitchen, bath, basement, or crawl space—this valve turns off all water and can help save your home from water damage. So find it now and paint it a bright color or hang a tag on it. Be sure everyone in the family knows where it is. See our video about how to operate your master shutoff valve at www.tmwa.com/howto.

The main point of winterization is to be prepared before the cold weather sets in. No one wants the unwelcome surprise of broken pipes. For more tips on winterizing your home, please visit www.tmwa.com/winterize.

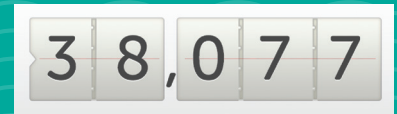
MORE WAYS TO PAY: PAYMENT OPTIONS OFFERED WITH CONVENIENCE IN MIND

TMWA offers many convenient ways to pay your water bill—online, by phone, in person, by mail, or automatically—whatever method suits you best. In addition, payments made online and by phone are free of any convenience charges when you use your bank account.

- **RAPIDPAY-ELECTRONIC FUNDS TRANSFER:** You never have to worry about paying your bill on time with this convenient service. With RapidPay, we mail your water bill as usual. Your payment amount will be automatically deducted from your checking account on the day your bill is due. And because handling costs are lower, we credit your water bill 21 cents. Go to www.tmwa.com and click on the login button in the upper right-hand corner to sign up, or call (775) 834-8080 to apply.
- **PAY ONLINE:** You can pay online with no additional charges by using your checking account, or you can pay by credit card with a \$2.50 convenience fee charged by the vendor. To set up your account or make a one-time payment, go to www.tmwa.com and click on the login button in the upper right-hand corner.
- **PAY BY PHONE ANYTIME:** TMWA provides an automated payment system available via telephone at (775) 834-8080. This system allows you to pay your TMWA account 24 hours a day. There is no transaction fee if you use your bank account. If you choose to use your credit card, the vendor will charge a \$2.50 convenience fee for this service.
- **PAY BY MAIL:** Simply mail your payment using the remittance stub and return envelope provided.
- **PAY AT OUR OFFICE OR DROP BOX:** Located at 1355 Capital Blvd., at the corner of Capital and Corporate Boulevards, our lobby is open Monday through Friday from 8 a.m. to 5 p.m. If you wish to drop off your payment, you may take advantage of our convenient outside payment drop box located along Corporate Blvd.
- **STORE PAYMENT LOCATIONS:** TMWA accepts payments at many grocery and convenience store locations. Please note that customers must have their bills with them to make payments, and there is a \$1.50 Western Union charge for this service. Locations include most of the following stores: Scolari's, Raley's, Smith's, Safeway, Save-Mart, Walmart, Winco, and Sak-N-Save. For the complete list of more than 25 alternative payment locations throughout the community, please visit "Billing and Payment Options" on our website at www.tmwa.com/customer_services.

CHECK THE STATUS OF OUR DROUGHT RESERVES

Even though the drought may continue, our water supply is secure this year and for the foreseeable future. If you would like to check the current status of our upstream reserves, please visit our new Upstream Reserves Tracker at tmwa.com/reserves.



(As of September, 2016)

WHERE TO CALL

GENERAL INQUIRIES: 834-8080
EMERGENCY REPAIR: 834-8090
WATER CONSERVATION: 834-8005
WATER QUALITY: 834-8118
WATER RIGHTS: 834-8029
OMBUDSMAN: 848-0813



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.

TMWA employs a highly skilled team who ensure the treatment, delivery and availability of high-quality drinking water around the clock for more than 385,000 residents of the Truckee Meadows.

HOLIDAYS & EVENTS

STANDING ADVISORY COMMITTEE

November 1 at 3 p.m.

WORKSHOP: WINTERIZE YOUR IRRIGATION SYSTEM

November 2 at 5:30 p.m.

VETERANS DAY HOLIDAY (TMWA OFFICES CLOSED)

November 11

BOARD OF DIRECTORS MEETING

November 16 at 9 a.m.

Locations and details on all workshops and meetings are found here:

tmwa.com/news/events-calendar

