

# YOUR TRUCKEE MEADOWS WATER AUTHORITY MONTHLY BILLING STATEMENT

We know there is a lot of information on your bill and we hope this guide will answer any questions you may have.

## PAGE 1

- Service Address:** This information is used to identify the physical address for all the water charges listed on this invoice. This service address may differ from the mailing address. See description of "Mailing Address."
- Account Number:** This is your individual account number. Providing this number when you correspond with us, or when speaking with a call center representative, will allow us to provide you faster service.
- Billing Date:** Date on which the "New Water Charges" were applied to your account.
- Next Meter Read Date:** The next date on which your meter is scheduled to be read.
- Previous Statement Balance:** The balance indicated as the "Total Now Due" amount on the last bill.
- Payments:** Payments applied to your account since the last bill.
- Balance Forward:** Unpaid amounts from the last bill. This is the difference between "Previous Statement Balance" and "Payments."
- Additional Activity:** Any adjustment applied to your account since your last bill.
- New Water Charges:** Total charges for your current billing period. See description of "New Water Charges" below.
- NEW Charges Past Due On:** This is the date by which payment for "New Water Charges" must be received to avoid late charges.
- New Balance:** This is the amount the customer owes TMWA for water at the service address.
- New Water Charges:** Total current water charges (see page two of bill for more detail).
- Regional Water Management Fee:** This fee is imposed by Washoe County to be expended solely for purposes of water planning. The fee is currently 1.5% of your total bill. TMWA has no control or discretion over this fee — it is a charge collected by TMWA and passed on to the local government.
- Right of Way Toll:** Fee charged to utilities and telecommunication companies for the right to use property owned by the government, for example, streets. TMWA has no control or discretion over this fee — it is a charge collected by TMWA and passed on to the local government.
- Mailing Address:** The customer name and mailing address for the "Service Address" listed in the Bill Section.
- Remittance Address:** The mailing address for all TMWA payments.

## PAGE 2

- Meter:** The number of the meter attached to this service.
- Rate Code:** The rate code TMWA bills to this address.
- No. of Days:** The number of days in your current billing cycle.
- From Date:** The beginning of your current billing period.
- To Date:** The end of your current billing period.
- Prior Reading:** The meter reading for this service at the beginning of your current billing period.
- Current Reading:** The meter reading for this service at the end of your current billing period.
- Reading Type:** Estimated or Actual—Most meter reads are Actual, however if the reading at your premise was an Estimate, "Estimated" will be noted in this area.
- Factor:** This is the multiplier based on the size of meter.
- Billed Usage:** The difference between the prior and current meter reads. This is the number, in thousands of gallons, of water used during the billing period.
- Metered Charges/Customer Charge:** For metered customers, the monthly customer charge is the minimum amount a customer pays for water service. It includes a portion of the costs to maintain and replace the meter and TMWA-owned pipes to each property, the cost of equipment and labor to read the meter, process the meter reading, process payments, and provide any customer billing assistance.
- Tier 1 Water Usage Charge:** This charge represents the base amount of water usage for metered rates.
- Tier 2 Water Usage Charge:** The amount shows charges for additional metered usage greater than the Tier 1 Water Usage, according to your rate code.
- Tier 3 Water Usage Charge:** The amount shows charges for additional metered usage, greater than the Tier 2 Water Usage, according to your rate code.
- Graph:** For a maximum of 13 months for the same customer at this location, water usage is graphed in 1,000 gallon increments.
- Graph:** Usage history table below the graph presents usage history for this month, last month and last year this month. 1) No. of Days: Number of days in billing period. 2) Gallons Used: Total gallons used for the period shown. 3) Avg. Use Per Day: Average gallons used per day. 4) Avg. Cost Per Day: Average daily cost for all gallons used during this period.

## PAGE 1



TRUCKEE MEADOWS WATER AUTHORITY  
www.tmwa.com

JOE CUSTOMER  
Service Address:  
4587 HAPPY LANE  
SPARKS, NV 89431

Page 1  
Account No. 01234567  
Billing Date 11/05/14  
Next Meter Read Date 12/01/14

Previous Statement Balance	Payments	Balance Forward	Additional Activity	New Water Charges	NEW Charges Past Due On	New Balance
5 \$94.98	6 \$94.98CR	7 ( = ) \$0.00	8 ( + or - ) \$50.00	9 ( + ) \$111.22	10 11/26/14	11 ( = ) \$161.22

If "Balance forward" is not a credit, this amount is past due. Please pay immediately to avoid collection activity.

Previous Statement Balance	5 \$94.98
Payments	6 Payment - THANK YOU \$94.98 CR
	<b>Total Payments \$94.98 CR</b>
Balance Forward	
	<b>Total Past Due Charges 7 \$0.00</b>
Additional Activity	8 Service Off Expedited \$50.00
	<b>Total Additional Activity \$50.00</b>
New Water Charges	12 Water Charges (see detail on back) \$104.43
	13 Regional Water Mgmt Fee - 1.5% \$1.57
	14 Right of Way Toll-Reno - 5% \$5.22
	<b>Total New Water Charges 9 \$111.22</b>
<b>New Balance</b>	<b>11 \$161.22</b>

Customer Service  
775-834-8080  
Monday - Friday  
7:30 a.m. - 5:30 p.m.

Payment Options  
Please visit [www.tmwa.com](http://www.tmwa.com)  
or call 775-834-8080

Main Office and Payment Location  
1355 Capital Blvd., Reno, NV 89502  
Monday - Friday  
8:00 a.m. - 5:00 p.m.

Please return this portion with your payment to ensure proper credit to your account.  
Please write your account number on your check  
and make your check payable to TMWA. Thank you!



TRUCKEE MEADOWS WATER AUTHORITY  
www.tmwa.com

Account No: 01234567  
Past Due On: 11/26/14

Amount Due: \$161.22  
Amount Enclosed: \$

15 JOE CUSTOMER  
4587 HAPPY LANE  
SPARKS, NV 89431

16 Truckee Meadows Water Authority  
PO Box 70002  
Prescott, AZ 86304-7002



## PAGE 2

Account No. 01234567 Page 2

Thank you for doing your part in using water responsibly. Every effort counts in conserving our community's drought reserves.

Water Charges		1	2	3	4	5	6	7	8	9	10
Avg Use per Month (1,000 gallons)		Meter	Rate Code	No. of Days	From Date	To Date	Prior Reading	Current Reading	Reading Type	Factor	Billed Usage
12a		29907677	RMWS	31	9/29	10/30	663	695	Actual	1	31
								3/4" Service			
								Tier 1 Water Usage Charge		6 THOUSAND GALLONS X 1.72000 \$10.32	
								Tier 2 Water Usage Charge		19 THOUSAND GALLONS X 2.78000 \$52.82	
								Tier 3 Water Usage Charge		7 THOUSAND GALLONS X 3.25000 \$22.75	
								<b>TOTAL CURRENT CHARGES - Water Charges</b>		<b>\$104.43</b>	

USAGE HISTORY	No. of Days	GALLONS	AVG USE PER DAY	AVG COST PER DAY
THIS MONTH	32	32,000	1,000	\$3.26
LAST MONTH	32	15,000	469	\$1.68
LAST YEAR	33	10,000	303	\$0.87



Truckee Meadows Water Authority is a community-owned, not-for-profit water utility, overseen by elected officials 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.