

QUICK FACTS

About TMWA:

Truckee Meadows Water Authority (TMWA) is a 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 330,000 residents of the Truckee Meadows.

About this series:

Water Topics in Our Community is a series of papers designed to provide the citizens of the Truckee Meadows information about key water topics in this region.

To access all of the papers, go to www.tmh2o.com.

About TMWA's Board of Directors:

The TMWA Board welcomes you to attend and comment at any board meeting. Meeting schedules are posted at www.tmh2o.com/meetings.

To send a question to the Board, log on to www.tmh2o.com/comment. Look for the "About TMWA" section, Board of Directors. Click on "Tell the Board." We will forward all comments and questions to the Board.

Questions or feedback?

We'd like to hear from you. Please call our new Community Communications line with any remaining questions you have on this topic or other water topics. The number is **(775) 834-8290**.

Mailing address:

P.O. Box 30013
Reno, NV 89520-3013

Main line: (775) 834-8080
www.tmh2o.com

Document date: 12/18/09

TMWA SEEKS CUSTOMER OPINION

As a customer, can I be part of TMWA's decision-making process?

Truckee Meadows Water Authority (TMWA) was created in June 2001 through a Joint Powers Legislation of the state of Nevada and is subject to the Open Meeting Law. As a publicly-owned agency and the largest water purveyor in the Truckee Meadows, we are here for you, and we value what you have to say.

In order to better serve our customers, we have many ways that you can provide comment to our Board of Directors and staff. We want to hear from you and know what is on your mind. We invite you to attend any of our public meetings; there is a public comment section at the beginning and end of each meeting. Here is how you can reach out and be heard, and be part of the process:

- **Board of Directors**

Our Board of Directors consists of seven members representing the Reno City Council (3 seats), Sparks City Council (2 seats) and Washoe County (2 seats). These seven members can be elected officials or appointed by elected officials. The TMWA Board of Directors meets at the Sparks City Council Chambers, located at 745 Fourth St. in Sparks. Board meetings are typically scheduled for the third Wednesday of each month. For a complete list of Board meeting dates and times, visit our Web site at www.tmh2o.com/board.

- **Standing Advisory Committee**

The Standing Advisory Committee (SAC) is an oversight committee made up of individuals representing all customer classes. Members complete an application process and are selected by the Board of Directors. The SAC reviews all rate proposals, budgets and other items as requested by TMWA's Board. You are welcome to attend any of its monthly meetings, held at TMWA Corporate Offices at 1355 Capital Blvd., in Reno. For a list of all meeting times, go to www.tmh2o.com/meetings.

- **Tell the Board online**

If you are interested in providing a comment to the Board of Directors but cannot attend a Board meeting, we encourage you to submit your comment online at www.tmh2o.com/comment.

- **Customer Service**

To reach customer service, please feel free to call **834-8080, option 2**, and a customer service representative will assist you in your matter. Many of your questions can also be answered on our Web site at www.tmh2o.com.

- **Ombudsman Position**

Another avenue for customers to get assistance is through our Ombudsman, Joanne Stralla. Our Ombudsman is available to any customer who desires an extra level of help in working through the customer service process, or in the event that all normal customer service options were unable to provide a satisfactory resolution. This part-time, contract position reports directly to the chairman of the TMWA Board. For more information or questions, please feel free to contact our Call Center at **834-8080, option 2**, or Ms. Stralla at **848-0813**.

- **Contact a Board member**

If you have a question or comment for The Board, you are welcome to contact any of the members at any time. Contact information for all Board members is listed on our Web site at www.tmh2o.com/board.

We encourage customers to attend all public meetings and provide input. As an added convenience for special meetings and workshops, we make every attempt to schedule meetings in the evening or on a weekend day for those who cannot attend during normal work hours.