

# FEBRUARY



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## TMWA BOARD VOTES TO CANCEL RATE INCREASE

At its December 2014 meeting, the Board of Directors unanimously voted to cancel the rate increase scheduled for February 1, 2015 because of TMWA's solid financial position. The rate adjustment was a proposed 2.0% average increase. "Our customers are benefiting from stabilized rates because of lower-than-projected operating expenses and greater-than-forecasted operating revenues," said Jeff Tissier, Chief Financial Officer. "Now that consolidation is complete, we expect to see greater operating efficiencies and economies of scale for the foreseeable future."

## TMWA WELCOMES NEW CUSTOMERS

The consolidation of Washoe County Department of Water Resources (WCDWR) and South Truckee Meadows General Improvement District (STMGID) into TMWA was completed on December 31, 2014.

TMWA's staff and Board of Directors welcomed approximately 19,000 WCDWR and 3,800 STMGID customers. "Our new customers should see no difference in their water service, except they will now receive their water bill from TMWA," said Kim Mazeris, TMWA Director of Customer Relations. "By this time, all customers have received a new customer packet in the mail and their first water bill. If you have any questions, please do not hesitate to call us at **834-8080**." For information on the consolidation and to access Board of Directors and staff reports on this topic, visit: [www.tmwa.com/consolidation](http://www.tmwa.com/consolidation).

As directed by the Nevada State Legislature, the goals of the water utility consolidation are to achieve lower cost of service while also allowing for a "conjunctive use" approach to the area's water-resource management. In addition, no customer group will be negatively impacted.

## TMWA WELCOMES NEW BOARD MEMBERS

In response to the election cycle in 2014, TMWA has gained several new members to its Board of Directors. The City of Reno Council appointed council members Naomi Duerr and Jenny Brekhus. Councilman Ron Smith has been appointed to represent the City of Sparks and Commissioner Jeanne Herman will now represent Washoe County.

Reappointed to the TMWA Board from their respective jurisdictions are: Mayor Geno Martini, City of Sparks; Neoma Jardon, City of Reno; and Vaughn Hartung from the Washoe County Commission.

For information on our new board members and how to reach them, visit [www.tmwa.com/board](http://www.tmwa.com/board).

## DON'T MISS TMWA'S WORKSHOPS & TOURS

From Sprinkler Maintenance Workshops to Verdi Hydroelectric Plant Tours, TMWA offers a variety of sessions where customers can learn more about water quality and water use. Included in this mailing is a schedule of the 2015 Workshops and Tours. RSVPs are required. All events are free so mark them on your calendar today!

# THE VALUE OF YOUR WATER

*Quality. Delivered.* TMWA's commitment to provide safe, clean, high-quality water to our customers.

# FLAT-RATE CONVERSION WORKSHOP SCHEDULED

The TMWA Board of Directors voted at its December meeting to begin the public process on conversion of all remaining flat-rate customers to metered billing. The implementation date of this conversion, if approved by the Board, could be as early as June 1, 2015. Please note that most of TMWA's customers are currently billed at the metered rate.

As part of the public process, you are encouraged to share your comments and concerns at the Customer Workshop, or any of the upcoming Board of Directors meetings:

## • Customer Workshop and Open House:

Scheduled for **Tuesday, March 10 from 3 – 6 p.m.** at the California Building in Idlewild Park, Reno. You may drop in to our Open House and talk one-on-one with TMWA staff who will explain the timeline that the Board has approved and answer any questions you have. All customer comments made that day will be formally presented to the TMWA Board of Directors. To help you find out how much you will pay at the metered rate, customer service staff will be present to assist you. You can sign up for a free water usage review at your home to see if there are leaks or ways you can save water and reduce your water bill. Also at the workshop will be landscaping and tree experts to assist you.

## • TMWA Board Meetings:

To amend TMWA's rules and rates, the TMWA Board of Directors holds two readings prior to implementing any change. The Board will discuss the proposed flat rate-changes at their **Wednesday, March 18** meeting. The first reading for the rate schedule amendments is scheduled for **Wednesday, April 15**, and the second reading and public hearing is scheduled for **Thursday, May 21**. If the amendments are approved, flat-rate customers will start being billed at the metered rate as early as the first billing cycle in June. You are welcome to provide public comment at these meetings. All Board meetings take place at 10 a.m. in the Sparks Council Chambers at 745 4th St. in Sparks.

## • Standing Advisory Board Meetings:

The Standing Advisory Committee (SAC) is also reviewing the flat-rate conversion proposal and may make its recommendation to the TMWA Board. The SAC is an advisory committee to the Board and is made up of individuals representing every TMWA customer class. These meetings are also open to the public and allow time for public comment. They are scheduled for the **first Tuesday of every month at 3 p.m.** at TMWA's offices at 1355 Capital Blvd. in Reno.

## • Comments to the Board:

For those unable to attend a meeting, customers can submit their comments through our website at [www.tmwa.com/comment](http://www.tmwa.com/comment). Filling out the form will ensure that your comments are distributed to the Board of Directors for their next meeting. The deadline for submissions is one week prior to a Board meeting.

## GET SOCIAL WITH TMWA

### FOLLOW US ON TWITTER AND FACEBOOK

Follow TMWA on Twitter and YouTube, or become a fan on Facebook for updates, information and tips!



[twitter.com/tmwa](http://twitter.com/tmwa)



[www.facebook.com/truckeemeadowswaterauthority](http://www.facebook.com/truckeemeadowswaterauthority)



[www.youtube.com/truckeemeadowswater](http://www.youtube.com/truckeemeadowswater)

## 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

## HOLIDAYS & EVENTS

Standing Advisory Committee Meeting  
March 3 at 3 p.m.  
  
Board of Directors Meeting  
March 18 at 10 a.m.

Locations and details on all workshops and meetings are found here: [tmwa.com/news/events-calendar](http://tmwa.com/news/events-calendar)



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.

