

F E B R U A R Y 2 0 1 7

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## THE VALUE OF YOUR WATER

Americans use about 341 billion gallons of tap water every day. Tap water is vital and something to be thankful for. It is hard to imagine a day without it.

## REMINDER: PROPOSED RATE ADJUSTMENT OPEN HOUSES SCHEDULED

Several customer open houses and public meetings have been scheduled to collect customer feedback regarding potential rate adjustments.

TMWA is proposing a series of single-digit rate adjustments over the next five years, the first of which would be effective in May 2017. It would be the first increase in over three years and is needed to meet the cost of providing water service to our customers. The average residential customer's water bill is expected to increase by \$1.42 (3%) per month starting May 2017 with an additional monthly increase of \$1.47 (3%) in May 2018.

The TMWA Board of Directors will also have the option of implementing 2.5 percent increases in 2019, 2020, and 2021, if necessary. TMWA continues to monitor the effectiveness of our rate structures, and, as necessary, makes adjustments that better reflect the costs associated with treating, delivering, and maintaining the high-quality water that our customers expect.

Customers are encouraged to attend the following meetings for more information and to provide feedback, which will be presented to the TMWA Board of Directors.

### CUSTOMER OPEN HOUSES

#### Tuesday, February 21

5:30 p.m. to 7:30 p.m.

*Sparks Police Department  
—Training Room*

*1701 E. Prater Way, Sparks*

#### Wednesday, March 1

5:30 p.m. to 7:30 p.m.

*California Building  
in Idlewild Park*

*75 Cowan Drive, Reno*

#### Thursday, February 23

5:30 p.m. to 7:30 p.m.

*Spanish Springs Library*

*7100 Pyramid Way, Sparks*

#### Thursday, March 2

5:30 p.m. to 7:30 p.m.

*South Valleys Library*

*15650 Wedge Pkwy., Reno*

### BOARD OF DIRECTORS MEETINGS

#### Wednesday, March 15

(first public hearing)

10:00 a.m.

*745 Fourth St., Sparks*

#### Wednesday, April 19

(final public hearing)

10:00 a.m.

*745 Fourth St., Sparks*

### STANDING ADVISORY COMMITTEE MEETINGS (SAC)

#### Tuesday, March 7

3:00 p.m.

*1355 Capital Blvd., Reno*

Customers who cannot attend a meeting but would like to comment, can do so by emailing [tmwaboard@tmwa.com](mailto:tmwaboard@tmwa.com). For the most current information about the proposed rate adjustment, visit [www.tmwa.com/rates2017](http://www.tmwa.com/rates2017), or call us at 834-8080.

## STANDING ADVISORY COMMITTEE MEMBERS NEEDED

TMWA is seeking volunteers interested in serving on the Standing Advisory Committee (SAC) to fill one alternate irrigation customer class vacancy. The SAC is responsible for reviewing budgets, rate proposals, and other matters as directed by the TMWA Board of Directors. Representatives are appointed by the Board for a two-year term and meet monthly at TMWA offices.

Any applicant for the irrigation vacancy must be a TMWA customer who represents the irrigation customer class, as either a member of a homeowners association or as an irrigation customer. Letters of interest must be submitted by Friday, March 3, 2017, by 12 p.m. via U.S. mail or email. Required information includes applicant's name, address (pertaining to the TMWA customer class), phone number, and name of customer class. Please keep the letter to one page and explain your interest in serving on the committee and any relevant experience.

Mail applications to Sonia Folsom, Truckee Meadows Water Authority, PO Box 30013, Reno, NV 89520, or email [sfolsom@tmwa.com](mailto:sfolsom@tmwa.com) with the subject line Standing Advisory Committee Vacancy. Please contact Sonia Folsom at 834-8002 with questions.

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

From Sprinkler Maintenance Workshops to Verdi Hydroelectric Plant Tours, TMWA offers a variety of sessions where customers can learn more about water quality, conservation, and water use. This mailing includes a separate schedule of the 2017 workshops and tours. All events are free, although we do require an RSVP, and some age restrictions apply. Mark these events on your calendar today!



## PROTECT WATER QUALITY IN YOUR HOME: AVOID CROSS CONTAMINATION

Cross connections can occur when the plumbing system in your home is connected with any other water source that is not fit for consumption, such as your outdoor irrigation system. If there is a waterline break or a fire hydrant is opened, contaminated water can flow back into your household plumbing through your irrigation system. You can prevent cross contamination by properly installing a backflow assembly, if one is not already installed. Local governmental agencies' building departments enforce plumbing codes to ensure that household plumbing systems, including irrigation systems, are designed properly and installed with backflow devices to prevent cross connections. TMWA staff would like to ensure that the water you use in your home or business maintains its high quality. For additional information about backflow devices and prevention, visit [tmwa.com](http://tmwa.com).

### 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

March 7 at 3 p.m.

#### BOARD OF DIRECTORS MEETING

March 15 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)

