

2014 JUNE



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FIRE HYDRANT USE IS ILLEGAL

TMWA would like to remind you that the water treatment process is very costly and that using water from fire hydrants is illegal. Only authorized parties such as local fire departments, TMWA and city and county workers are allowed to connect to hydrants. Occasionally, these agencies will test hydrants, causing municipal water supplies near them to become discolored or cloudy for a few hours. Running your cold-water tap usually decreases the time it takes to clear the cloudiness. Do not drink the water until it clears and check the water condition before doing laundry.

If you see anyone else using or connecting to a fire hydrant, please report the incident as soon as possible to TMWA's 24-hour emergency line at 834-8090. Your cooperation is greatly appreciated in helping to care for our valuable water resources.

NOW AVAILABLE ONLINE

2014 ANNUAL WATER QUALITY REPORT

The Environmental Protection Agency requires that all water utilities provide their customers with an annual water quality report. For Truckee Meadows Water Authority, this presents a welcome opportunity to demonstrate how we live up to our "Quality. Delivered." mission. We take enormous pride in the outstanding, high-quality water we deliver to our customers, and welcome the opportunity to share this detailed look at the quality that your water company delivers. In the last year, The Partnership for Safe Water presented TMWA with the "Directors Award of Recognition" placing our Chalk Bluff Water Treatment Plant in the top two percent of treatment plants in the country.

Visit www.tmwa.com/WQR_2014 to view or download the newest Water Quality Report. The electronic format saves us both money and trees! But, if you would like to request a hard copy of this year's water quality report, please call TMWA at **775-834-8138** or email Will Raymond in Water Quality at wraymond@tmwa.com.

WATER SUPPLY UPDATE:

For this spring and summer—and as always—TMWA encourages our community to use water responsibly. This year's snowpack is well below average again. Despite this third consecutive dry year, TMWA will continue to meet the water needs of our customers throughout the summer—with your help.

Our customers have always been diligent about conservation. The average household is using 15 percent less water than 10 years ago. We encourage everyone to keep up the good work of using water responsibly. This summer if mandated river flows cannot be sustained and upstream drought reserves are needed we will be asking the community to be extra diligent with water use. In the meantime, you can help by continuing to water according to the weather and only run sprinklers on your assigned three days per week.

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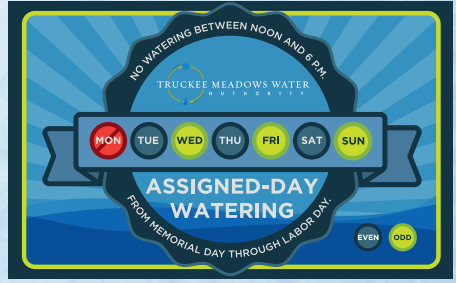
THE VALUE OF YOUR WATER

A portion of your water bill goes toward investing in infrastructure and maintenance of the TMWA water system. This helps ensure the around-the-clock treatment, delivery and availability of high-quality drinking water for more than 330,000 residents of the Truckee Meadows.

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HOW DO YOU KNOW YOUR ASSIGNED WATERING DAYS?

EASY! If the last number of your home or business address is even (0, 2, 4, 6, 8), please water on **Tuesday, Thursdays and/or Saturdays**. If the last number of your home or business address is odd (1, 3, 5, 7, 9), water only on **Sundays, Wednesdays and/or Fridays**. Please don't water on Mondays, as it is a day of rest for the water system, giving it a chance to recharge. And please, practice weather-wise watering: no watering during the heat of the day between noon and 6 p.m. from Memorial Day through Labor Day; water deeper and less often; water at cooler times of day to avoid high temperatures; and never water when it is raining or windy.



TMWA'S BOARD OF DIRECTORS AND STAFF SEEKS YOUR INPUT

In order to better serve our customers, TMWA has many ways for you to provide comment. TMWA's Board of Directors and staff want to hear from you and know what is on your mind regarding your water service. We invite you to attend any of our public meetings, as there is public comment at the beginning and end of each. Be part of the process! Here is how you can reach out and be heard:

- **Board Meetings:** TMWA's Board of Directors meets on the third Wednesday of each month at the Sparks City Council Chambers, located at 745 Fourth St. in Sparks. Agendas are posted online at least five days in advance. View the full meeting schedule, agendas or past meeting minutes in the "Meeting Center" section at www.tmwa.com.
- **Standing Advisory Committee:** TMWA's Standing Advisory Committee (SAC) is an oversight group made up of individuals representing all TMWA customer categories. SAC reviews rate proposals, budgets and other items as requested by our Board of Directors. SAC meetings are held on the first Tuesday of the month at 3 p.m., at TMWA's main office, located at 1355 Capital Blvd. in Reno. All meetings are open to the public and are posted in the "Meeting Center" section at www.tmwa.com/meetings.
- **Online at www.tmwa.com:** If you are unable to attend a public meeting but still wish to comment on a topic, you can do so by submitting your comment online at least one full week before the date of any meeting. Simply fill out the "Comments to the Board" form in the "Meeting Center" section at www.tmwa.com.

We hope to hear from you.

WHERE TO CALL

- General Inquiries: . . . 834-8080 (option 2)
- Emergency Repair: 834-8090
- Water Conservation: 834-8005
- Water Quality: 834-8118
- Water Rights: 834-8029
- Ombudsman: 848-0813

HOLIDAYS & EVENTS

- Friday, July 4 – HOLIDAY
TMWA Offices closed
- Wednesday, July 16
TMWA Board Meeting



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.

