

OCTOBER



IN THIS ISSUE

- Water Supply Update
- October Workshops—winterization reminder
- Truckee River Fund Update
- Payment Options

GET YOUR HOME READY FOR WINTER WEATHER AND AVOID EMERGENCY REPAIRS

Join TMWA staff to learn about winterizing your irrigation system on **Tuesday, October 28 or Wednesday, November 12**. Learn how to turn off your sprinkler system and protect water pipes from breaking when temperatures fall below freezing. The workshops start at 5:30 p.m. and will be held at TMWA's main office at 1355 Capital Blvd., in Reno. Workshops are free, but please RSVP by emailing conservation@tmwa.com or calling **834-8005**. TMWA's website has more information on winterization at www.tmwa.com/winterize.

WE'RE STILL USING OUR DROUGHT RESERVES: PLEASE USE WATER RESPONSIBLY

Conservation continues to work in our community. Total water demand has decreased since we began asking customers in August to reduce their outdoor water use by 10%. That means everyone is doing their part: whether it's turning off their sprinklers when it's raining, preventing waste and run-off or turning sprinkler clocks down by 10% or more. Good job, Truckee Meadows water users!

Keep in mind that we are still using drought reserves, and will continue making releases of water from our drought reservoirs in order to meet customer demand. We anticipate these reservoir releases will continue through October.

While TMWA will have no difficulty meeting customer demand, please continue to reduce your outdoor watering by 10% until you shut down your sprinklers for the year. The water you save now can be held in upstream reservoirs and will help preserve our water supply for next year.

Drought is a natural occurrence in the high desert. TMWA plans for worst-case drought situations and our water system is resilient enough to withstand many years of drought. Rest assured that TMWA is well prepared—with your help—to meet the demands of our water customers through this fall and beyond. For a full explanation of our water supply, drought planning, and how you can save, visit www.tmwa.com/save. — Thank you for using water responsibly.

TRUCKEE RIVER FUND UPDATE

The Truckee River Fund is working year round to protect our water quality and watershed. It was established by TMWA in 2005 to protect and enhance the water quality of the Truckee River, our main water source. The Fund researches and finances projects that protect our area's water quality and water supply. Every project is required to provide matching grants, thus maximizing the impact of TMWA's contribution. Since its inception, more than \$10 million has been approved for distribution from The Fund to 109 qualifying local projects, with nearly \$18 million matched.

Recently funded projects include Tahoe-Pyramid Bikeway graffiti/trash removal which is next to the Truckee River, a study to prioritize watershed improvements, a study to evaluate and prioritize watershed improvements at Donner Lake, a survey of aquatic invasive species impacting the Truckee River, water quality monitoring of Virginia Lake, an invasive weed removal project in the Hunter Creek Watershed, and two Truckee River Clean-Up Days in 2015. You can view current and completed TRF projects at www.truckeeriverfund.org.

THE VALUE OF YOUR WATER

A portion of our customers' water bills go 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.

PAYMENT OPTIONS OFFERED WITH CUSTOMER CONVENIENCE IN MIND

TMWA offers many convenient ways to pay your water bill. Pay online, by phone, in person, by mail or automatically – whatever suits you best. Plus, payments online and by phone are free of any convenience charges when you use your bank account.



RapidPay-Electronic Funds Transfer: You never have to worry about paying your bill on time with this convenient service. With RapidPay, we mail your water bill as usual and your payment amount will be automatically deducted from your checking account on the day the bill is due. And, because TMWA's handling costs are less, we credit your water bill 21 cents. Go to www.tmwa.com/customer_services to sign up or call **(775) 834-8080, option 2**, for an application.



Pay Online: You can pay online with no additional charges by using your checking account, or by credit card with a \$2.50 convenience fee charged by the vendor. To set up your account, go to www.tmwa.com/customer_services, under "access my account." Once you have set up your account, click on "payment options" and then select the option to pay online by using your bank account or credit card.



Pay by Phone: In our ongoing effort to better serve you, TMWA provides an automated payment system available via telephone. Simply call **834-8080, option #1**. This system allows you to pay your TMWA account 24-hours a day. There is no transaction fee if you use your bank account. If you choose to use your

credit card, a \$2.50 convenience fee is charged by the vendor for this service.



Pay by Mail: Simply mail your payment, using the remittance stub and return envelope provided.



Pay at Our Office or Drop Box: Located at 1355 Capital Blvd., at the corner of Capital and Corporate Boulevards, our lobby is open Monday through Friday 8 a.m. to 5 p.m. If you simply wish to drop off your payment, you may take advantage of our convenient payment drop box, located outside, along Corporate Blvd.



Store Payment Locations: TMWA accepts payments at many grocery and convenience store locations. Please note that customers must have their bill with them in order to make a payment, and that there is a \$1.50 Western Union charge for this service. Store locations include Scolari's, Raley's, Smith's, Safeway, Save-Mart, Winco and Sak-N-Save. For the complete list of more than 30 stores throughout the community, visit "billing and payment options" on our website at: www.tmwa.com/customer_services. In addition, Wal-Mart stores also offer bill payment services.

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



**TRUCKEE MEADOWS WATER
AUTHORITY**
www.tmwa.com

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.

HOLIDAYS & EVENTS

Tuesday, October 28 at 5:30
Wednesday, November 12 at 5:30
Winterize Your Irrigation System
Friday, October 31
Nevada Day (TMWA Offices Closed)
Tuesday, November 4 at 3 p.m.
Standing Advisory Committee
Wednesday, November 19 at 10 a.m.
Board of Directors Meeting



Locations and details on all workshops and meetings are found here: tmwa.com/news/events-calendar