

NOVEMBER



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CREDIT CARD PROCESSING FEE REDUCED

In our ongoing effort to better serve and save our customers money, the convenience fee to pay your water bill by credit card, either online or by phone, has been reduced to \$2.50 from \$4.95. This convenience fee is charged by the vendor. Please remember, there are no charges online or by phone, if you pay by using your bank account.



WINTERIZE YOUR HOME AND AVOID FROZEN PIPES

As temperatures drop in November, you can avoid the expense and trouble of frozen water lines. Just follow these simple precautions before the cold weather sets in:



- If you have not already done so, shut off and drain your irrigation system. Disconnect and drain all outdoor hoses as well. For instructions, visit the conservation section of www.tmwa.com.
- Be sure your water meter has an insulation blanket to prevent freezing. If it's missing, call us at 834-8080, option 2, for a replacement. Please do not replace this specially designed blanket with any other insulation, as it may cause a health hazard and not protect your pipes.
- Insulate pipes or faucets in unheated areas. If you have water pipes in an unheated garage or crawl space under the house, wrap them before temperatures plummet. Hardware and home improvement stores offer appropriate pipe wrapping tape.
- Close the foundation or exterior vents around your house during the cold months to help keep cold air out of crawl spaces.
- Seal off access doors, air vents and cracks. Repair broken basement windows. Cold winter winds whistling through overlooked openings can quickly freeze exposed water pipes. However, avoid plugging air vents that your furnace or water heater needs for safe operation. Keep garage doors closed if there are water lines in the garage.



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THE VALUE OF YOUR WATER

Consider this: the water from our taps is something we merely borrow – it eventually ends up back in the water cycle. So, treat water with care and please do not waste it.

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- During periods of hard freezes, or when you're away from your home for an extended period of time, keep your home thermostat at a temperature that will keep your pipes from freezing, no lower than 55°F.
- Know the location of your master water shutoff valve. In many homes it's where the water line comes into your house from the street. If a pipe bursts anywhere in the house -- kitchen, bath, basement or crawl space -- this valve turns off all water and will save your home from water damage. So, find it now and paint it a bright color or hang a tag on it. Be sure everyone in the family knows where it is.

For more tips on winterizing your home, please visit the conservation section of www.tmwa.com.

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 meeting. Here is how you can reach out and be heard, and be part of the process:

- **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.

CHECK OUT OUR VIDEOS:

"TMWA at Work" features short videos intended to give you a window into our everyday operations, showing everything from infrastructure improvements to water-main repairs. It's a great way to understand both the scope and complexity of the many processes and projects we manage here at TMWA. Look for the "Your Water" section at www.tmwa.com.

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

- Wednesday, November 20th at 10 a.m.
TMWA Board Meeting
- Thursday, November 28th & Friday, November 29th
Thanksgiving Holiday (TMWA Offices Closed)



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.

