

# NOVEMBER



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**GOOD JOB**  
TRUCKEE MEADOWS  
WATER USERS!



## REMEMBER: HOLIDAY MAIL CAN CAUSE DELAYS

Due to the increase in mail volume during the holiday season, your water bill could arrive later than usual. Please keep this in mind and allow extra time if you remit your payment by mail during this busy season.

## THANKS FOR USING WATER RESPONSIBLY THIS SUMMER AND FALL

Conservation continues to work in our community and we'd like to thank you for doing your part in reducing outdoor water use. Total water demand decreased since we began asking customers in August to reduce their outdoor water use by 10%. That means everyone has been doing their part: whether it's turning off sprinklers when it's raining, preventing waste and run-off, or turning sprinkler clocks down by 10% or more. We focused on outdoor use because the average customer's water use is about four times higher than indoor use. As you know, TMWA plans for dry years. Our staff continually monitors weather and snowpack conditions and plans for a nine-year dry weather cycle, which is one year longer than the worst drought on record. For a deeper look at TMWA's resource and drought planning, the 2010-2030 Water Resource Plan is located on our website at: [www.tmwa.com/water\\_system/resources/2030wrp](http://www.tmwa.com/water_system/resources/2030wrp).

Through conservation, our citizens continue to show they value our precious water resources. The water you saved this summer and fall will be held in upstream reservoirs and will help preserve our water supply for next year.

## PROTECT WATER QUALITY IN YOUR HOME: AVOID CROSS-CONNECTIONS

Cross-connections can occur when your home's plumbing system is connected with any water source that is not fit for consumption, such as your irrigation system. If a cross-connection exists, and if there is a water line break or a fire hydrant is opened, contaminated water could flow back into your household plumbing through your irrigation system. You can prevent this from happening by properly installing a backflow assembly if one is not already installed.

Local governmental agencies have building departments that enforce plumbing codes to ensure that household plumbing systems, including irrigation systems, are designed 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, please visit: [www.tmwa.com](http://www.tmwa.com).

## THE VALUE OF YOUR WATER

The Partnership for Safe Water has acknowledged TMWA's Chalk Bluff Water Treatment Plant with the Directors Award of Recognition, placing it among the highest ranking treatment plants in the country.

## GET READY FOR THE COLD WEATHER: 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. We've created a short video to guide you through the process at: [www.tmwa.com/howto](http://www.tmwa.com/howto).
- 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 need for safe operation. Keep garage doors closed if there are exposed water lines.
- During periods of hard freezes, or when you're away from your home for an extended period of time, set your thermostat to a temperature that will keep your pipes from freezing: no lower than 55 degrees.
- 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 can help 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. See our video on how to shut off your master shutoff valve at: [www.tmwa.com/howto](http://www.tmwa.com/howto).

The main point of winterization is to be prepared before the cold weather sets in. No one wants the unwelcome surprise of broken pipes. For more tips on winterizing your home, please visit [www.tmwa.com/winterize](http://www.tmwa.com/winterize).

## NOW IS THE BEST TIME TO DETECT A LEAK SAVE WATER AND SAVE ON YOUR BILL

Do you have undetected leaks? Now is a great time to track down and eliminate water leaks in your home as you shut down all outdoor watering for the season. How would you know if you have a leak? A good method to check for leaks is to examine your bill the month after you shut down your outdoor watering. A typical family of four uses about 6,000 gallons a month indoors. If your indoor usage significantly exceeds this, you may have a leak. A handy rule of thumb is that an average wintertime water bill should be about \$30. Common types of leaks found in the home are faucets and toilet flappers. Visit [www.tmwa.com/conservation](http://www.tmwa.com/conservation) for tips and videos on how to detect leaks and fix toilet and faucet leaks. You can also find a short video on testing and fixing a leaky toilet at [www.tmwa.com/howto](http://www.tmwa.com/howto).

## 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 is a not-for-profit, community-owned water utility, overseen by elected officials and citizen appointees from Reno, Sparks and Washoe County.*

## HOLIDAYS & EVENTS

Standing Advisory Committee  
Tuesday, December 2 at 3 p.m.

TMWA Board of Directors Meeting  
Wednesday, December 17 at 10 a.m.

Christmas (TMWA offices closed)  
December 25

New Years Day (TMWA offices closed)  
January 1

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

