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P 775.834.8080 • F 775.834.8003

January 14, 2008

[First Name Last Name]
[Mailing Address 1]
[MailingAddress 2]
[Mailing Address 3 Zip]

RE: [Service Address]

Dear Flat Rate Customer,

On December 13, 2007, the Truckee Meadows Water Authority (TMWA) Board of Directors voted to convert the remaining customers that are billing on the flat-rate over to metered billing. **However, after listening to the concerns of some customers, and in an effort to provide customers time to make any necessary adjustments to their landscaping, the Board opted to make this conversion effective in January 2010.**

What will you pay at the metered rate? As there is currently a non-billing meter installed at the service address referenced above, the flat-rate water bill you receive every month includes a comparison billing calculation. That calculation shows how much water was used in the billing period, as well as what you would have been billed based on the metered rate. If you don't have your previous bills, you are welcome to contact TMWA's Customer Service Department at 834-8080, option #2, and we will assist you in determining your past water usage, as well as what you would have paid on the metered rate.

In the winter months, when there is no outside water use, the average residential family uses approximately 6,000 gallons of water, resulting in a metered bill of about \$25. In the summer months, your water use and your water bill depend primarily on the size of your yard, your irrigation system and your watering habits.

For your reference, we have enclosed our Residential Water Guide. This guide offers tips and advice on efficient water use, both indoor and outdoor, as well as some basic trouble-shooting tips. If you require additional assistance, we have Conservation Coordinators on staff to perform water-use reviews and help you locate and resolve many water issues.

If you have any questions regarding this letter, or would like to make an appointment with one of our Conservation Coordinators, simply contact Customer Service at 834-8080, option #2. Our representatives are available from 7:30 a.m. to 5:30 p.m. to assist you.

Sincerely,

Truckee Meadows Water Authority

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.