

# JANUARY 2013



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## NEED A WATER EXPERT? TMWA SPEAKERS ARE AVAILABLE

Presentations and speakers are available to local clubs and organizations interested in learning more about TMWA and local water topics. Our speakers are prepared to address schools and community organizations large and small. Topics include responsible water use, water supply, our water system, water quality and many others.

If you are interested in booking a speaker, please call the Community Communications Hotline at (775) 834-8290 or submit a request online in the News & Events section at [www.tmwa.com/news/presentation](http://www.tmwa.com/news/presentation).

## TRUCKEE MEADOWS COMMUNITY FORESTRY COALITION WINTER TREE WATERING



Winter watering is important to our region's community forest. As temperatures cool, reduce outdoor watering, but remember that fall and winter in the Truckee Meadows are often characterized by dry air, dry soil and significant temperature swings—all of which can stress your trees.

The need for winter watering may not be obvious, but trees and plants need water during dry spells. To help keep your trees healthy, follow these winter watering tips:

- Water your trees every two to four weeks if there is no significant precipitation. A healthy, sufficiently-watered tree can withstand strong winds and freezing temperatures far better than one that is dry and stressed.
- Water when temperatures are above 40 degrees, and early enough in the day that the water will not freeze overnight. Be sure to disconnect and drain your hoses once you're done watering.
- Avoid spraying trunks, as it increases the risk of frost injuries.

For more information on helping your trees stay healthy throughout the year, visit [www.communityforestry.org](http://www.communityforestry.org).



truckee meadows  
COMMUNITY  
FORESTRY  
COALITION

## THE VALUE OF YOUR WATER

A portion of your water bills go toward investing in infrastructure and maintenance of TMWA's 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.

## ACCESS YOUR ACCOUNT 24/7

Customer account information is available 24 hours a day online at [www.tmwa.com/ebill](http://www.tmwa.com/ebill). Simply log in to “My TMWA Account” and you will have access to:



- **Account balance and due date**
- **Payment information, including last payment amount and the date it was received**
- **View and pay your bill**
- **Information on your water use**
- **Update your account information**
- **Enter a service request**

You can also access your account information anytime with TMWA's automated telephone line. It's easy and convenient – just call us at **(775) 834-8080, option 2** and have your eight-digit TMWA account number ready.

## CONCERNED ABOUT PAYING YOUR BILL? CALL TODAY TO MAKE PAYMENT ARRANGEMENTS.

If you are concerned about paying your water bill on time and in full, please do not wait for the past due date and run the risk of having your water shut off. Simply call us at **(775) 834-8080, option 2**,



and our customer service staff will review your account. Most customers are eligible to make payment arrangements if they are unable to pay their bill in full by the due date. By calling TMWA before missing a payment, we may be able to help you avoid additional charges and/or interruption in service.

### GET SOCIAL WITH TMWA, FOLLOW US ON FACEBOOK AND TWITTER!

Follow TMWA on Twitter, or become a fan on Facebook for updates, information, tips and giveaways!



<http://twitter.com/tmwa>



<http://www.facebook.com/truckeemeadowswaterauthority>

## 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

Tuesday, January 1  
New Year's Day (TMWA Offices Closed)

Wednesday, January 16  
TMWA Board Meeting

Monday, January 21  
Martin Luther King, Jr. Day (TMWA Offices Closed)

Monday, February 18  
Presidents Day (TMWA Offices Closed)

