

JANUARY



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GET SOCIAL WITH TMWA, FOLLOW US ON TWITTER AND FACEBOOK

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

- twitter.com/tmwa
- www.facebook.com/truckeemeadowswaterauthority

ON YOUTUBE: NEW VIDEO HELPS YOU DETECT LEAKS AT HOME

A higher-than-expected water bill may be the result of a hidden leak in your home's water system. This short "TMWA How-To" video explains how you can use the flow indicator on your water meter to determine if you have a leak. Find the video here: www.youtube.com/truckeemeadowswater

Your Trees Need Water in the Winter

Winter watering is important to our region's community forest. When sprinklers are turned off, most plants and lawns hibernate, but your trees still need care. Remember that winter in the Truckee Meadows is 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 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 rain or snow. A healthy, sufficiently watered tree can withstand strong winds and freezing temperatures far better than one that is dry and stressed.
- Apply water when temperatures are above 40 degrees and early enough in the day that the water will not freeze overnight.
- Avoid spraying water on the trunks, as it increases the risk of frost injuries.

Be sure to disconnect and drain your hoses once you're done watering. For more information on helping your trees stay healthy throughout the year, visit www.communityforestry.org.

TRACKING OUR WATER SUPPLY

As the region's largest water purveyor, TMWA monitors the community's water supply on a daily basis. With each storm this winter, you can also monitor river flows and the level of our largest reservoir, Lake Tahoe, in real time at www.tmwastorage.com.



THINK SNOW

THE VALUE OF YOUR WATER

A portion of our customers' water bills goes 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.

SAVE TIME AND MONEY: TMWA OFFERS MANY PAYMENT OPTIONS

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. You can also save a stamp monthly by using an automated payment method!



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. To sign up, go to www.tmwa.com/customer_services or call (775) 834-8080, option 2, for an application.



Pay Online: You can pay online using your checking account with no additional charge. You can also pay by credit card

with a recently reduced convenience fee of \$2.50 that is 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 convenience fee of \$2.50 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, Walmart, 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.

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

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

Wednesday, January 15 at 10 a.m.
TMWA Board of Directors Meeting

Monday, January 20
Martin Luther King, Jr. Day (TMWA Offices Closed)

Monday, February 17
Presidents' Day Observed (TMWA Offices Closed)

Wednesday, February 19
TMWA Board of Directors Meeting

