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TRACKING OUR WATER SUPPLY

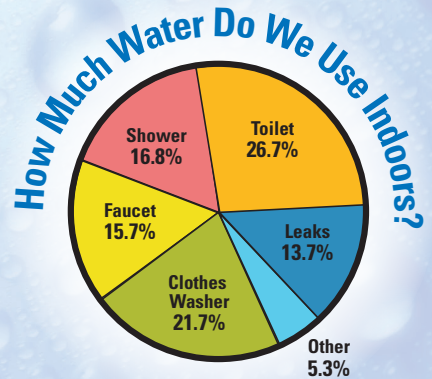
As the region's largest water purveyor, TMWA monitors the community's water supply on a daily basis. With each storm this winter, you can also monitor river flows and the level of our largest reservoir, Lake Tahoe, in real time at www.tmwastorage.com.

RESPONSIBLE WATER USE:

IMPORTANT ALL YEAR ROUND

We live in a high-desert climate with an average rainfall of only seven inches per year. Since water in our region is precious and limited, TMWA encourages responsible water use at all times.

The best way to manage water use at your home or business is to monitor how much water you are actually using. A typical family of four uses about 6,000 gallons a month in the wintertime. A handy rule of thumb is that an average wintertime water bill should be about thirty dollars. If your indoor usage significantly exceeds this, you may have a leak. Common types of leaks found in the home are faucets and toilet flappers.



Source: American Water Works Association Research Foundation, "Residential End Uses of Water," 1999

If you feel your usage is higher than it should be, detecting a leak indoors is easy to do. Use your water meter to diagnose the problem:

1. Turn off all water-using devices, including toilets.
2. Locate your property's water meter. It is typically located at the front of your property, in or near the sidewalk. Write down the number currently showing on the meter.
3. Wait 20 minutes and look at the meter again. If the number has changed or the flow indicator has moved, you have a leak.

Remember, you are responsible for the water usage at your home or business, even if that usage is from a leak. Visit www.tmwa.com/conservation for tips and videos on how to detect and fix leaks. You can also find a short video on testing and fixing a leaky toilet at www.tmwa.com/howto.

THE VALUE OF YOUR WATER

Tap water undergoes far more testing than bottled water, but is much less expensive. As a TMWA customer, you pay less than \$2 for a 1,000 gallons, instead of \$3,780 for the same 1,000 gallons at the bottled water rate.

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.

CHECK OUT OUR ALL-NEW PHONE-PAYMENT AND ONLINE SYSTEM

Managing your account and paying your bill has just gotten a lot easier. TMWA has launched a new Customer Care Portal, offering the ease and convenience of 24/7 Web access to almost every aspect of your billing and water service. Whether you need to pay your bill, view past water usage, request new service or simply update your account information, our online Customer Care Portal makes it simple.

To access TMWA’s Customer Care Portal, visit www.tmwa.com and click the “Login” link in the upper-right corner of the homepage. To use our pay-by-phone system, dial **(775) 834-8080**.

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
-  www.youtube.com/truckeemeadowswater

WHERE TO CALL

- General Inquiries: 834-8080
- Emergency Repair: 834-8090
- Water Conservation: 834-8005
- Water Quality: 834-8118
- Water Rights: 834-8029
- Ombudsman: 848-0813

HOLIDAYS & EVENTS

- Standing Advisory Board Meeting
February 3 at 3 p.m.
- Presidents Day (TMWA Offices Closed)
February 16
- Board of Directors Meeting
February 18 at 10 a.m.

Locations and details on all workshops and meetings are found here: tmwa.com/news/events-calendar



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.

