

JANUARY 2017

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## OPEN HOUSES SCHEDULED FOR PROPOSED RATE ADJUSTMENT

Truckee Meadows Water Authority (TMWA) has scheduled several public meetings to collect customer feedback regarding a proposed rate adjustment.

The rate adjustment would be the first in over three years and is intended to help the utility meet revenue requirements. The average customer's water bill is expected to increase by \$1.42 per month starting May 2017 with an additional increase of \$1.47 in May 2018.

TMWA continues to monitor the effectiveness of our rate structures, and, as necessary, makes adjustments that better reflect the costs associated with treating, delivering, and maintaining the high-quality water that our customers currently expect.

Customers are encouraged to attend the following meetings for more information and to provide feedback, which will be presented to the TMWA Board of Directors.

### CUSTOMER OPEN HOUSES

#### Tuesday, February 21

5:30 p.m. to 7:30 p.m.  
*Sparks Police Department*  
—Training Room  
1701 E. Prater Way, Sparks

#### Thursday, February 23

5:30 p.m. to 7:30 p.m.  
*Spanish Springs Library*  
1700 Pyramid Way, Sparks

#### Wednesday, March 1

5:30 p.m. to 7:30 p.m.  
*California Building*  
in Idlewild Park  
75 Cowan Drive, Reno

#### Thursday, March 2

5:30 p.m. to 7:30 p.m.  
*South Valleys Library*  
15650 Wedge Pkwy., Reno

### BOARD OF DIRECTORS MEETINGS

#### Wednesday, March 15

(first public hearing)  
10:00 a.m.  
745 Fourth St., Sparks

#### Wednesday, April 19

(final public hearing)  
10:00 a.m.  
745 Fourth St., Sparks

### STANDING ADVISORY COMMITTEE MEETINGS

#### Tuesday, February 7

3:00 p.m.  
1355 Capital Blvd., Reno

#### Tuesday, March 7

3:00 p.m.  
1355 Capital Blvd., Reno

There will be opportunities for the public to comment during TMWA's Board of Directors and Standing Advisory Committee meetings.

Customers who cannot attend a meeting, but would like to comment, can do so by sending an e-mail to [tmwboard@tmwa.com](mailto:tmwboard@tmwa.com).

For the most current information about the proposed rate adjustment, visit [www.tmwa.com/rates2017](http://www.tmwa.com/rates2017), or contact us with your questions at 834-8080.



## THE VALUE OF YOUR WATER

Tap water undergoes far more testing than bottled water, and is much less expensive. As a TMWA customer, you pay less than \$2 for 1,000 gallons.

## YOUR TREES NEED WATER IN THE WINTER

Winter watering is important to our region's community forest. When your sprinklers are turned off in the winter, 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 of your trees, as it increases the risk of frost injuries. Be sure to disconnect and drain hoses once you're done watering.

This information is provided by Heidi Kratsch, PhD, CH, University of Nevada Cooperative Extension. For more information on helping your trees stay healthy throughout the year, visit [www.communityforestry.org](http://www.communityforestry.org).

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

Do you have undetected leaks in your home? Now is a great time to locate and eliminate water leaks, as all outdoor watering should be shut down for the season. How would you know if you have an indoor leak? Examine this month's bill, which should be all indoor use. A typical family of four uses about 6,000 gallons a month. If indoor usage significantly exceeds this amount, there may be a leak in your home. 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 faulty faucets and toilet flappers that can significantly increase water use. 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).

## CHECK THE STATUS OF OUR DROUGHT RESERVES

Our drought reserves are currently at record storage levels because of the newly implemented Truckee River Operating Agreement. Our water supply is secure this year and for the foreseeable future. If you would like to check the current status of our upstream reserves, please visit our new tracker at [tmwa.com/reserves](http://tmwa.com/reserves).

### 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 COMMITTEE

February 7 at 3:00 p.m.

#### BOARD OF DIRECTORS MEETING

February 15 at 10:00 a.m.

#### PRESIDENTS' DAY HOLIDAY (TMWA OFFICES CLOSED)

February 20

Locations and details on all workshops and meetings are found here:

[tmwa.com/news/events-calendar](http://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.

TMWA employs a highly skilled team who ensure the treatment, delivery and availability of high-quality drinking water around the clock for more than 385,000 residents of the Truckee Meadows.

