

2014 JULY



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WATER QUALITY REPORT NOW AVAILABLE ONLINE

Every year Truckee Meadows Water Authority (TMWA) releases a Water Quality Report, as required by the Environmental Protection Agency (EPA). The report features important information regarding the quality, source and treatment of your drinking water. This year the water quality report is available entirely online as now allowed by the EPA. Simply visit www.tmwa.com/WQR_2014. In addition, a Spanish version is available. For those who would like a printed copy, please call Will Raymond at **834-8138** or email him at wraymond@tmwa.com.

WATER SUPPLY UPDATE:

WHEN WATER YOU CONSERVE CAN BE SAVED

With all of the recent news about drought conditions in Nevada and California, we've been getting a lot of questions about the status of our water supply and why TMWA has not yet called for additional conservation measures. The not-so-simple answer is because of the way the Truckee River is operated. Reservoir releases from Lake Tahoe and Boca Reservoir are required to meet minimum river flows at the CA/NV state line. These releases are administered by the Federal Water Master under court decrees from the 1940s. The current water supply forecast shows that upstream reservoir storage will be sufficient to provide releases for these required rates of river flow through about the end of July. When the water levels in Lake Tahoe and Boca Reservoir are no longer sufficient to release water for minimum flows, Truckee River flows will begin to drop off. At that time, TMWA plans to make releases from our drought storage reservoirs (Donner and Independence Lakes) to supply water to our treatment plants. *That is the time* when our customers can make a difference by conserving water, which will minimize the amount we need to release from our drought reserves.

The good news is that TMWA's drought storage reservoirs (Donner and Independence Lakes) are completely full. Until we have room in our reservoirs, TMWA has no place to store additional water, even water our customers conserve. We are planning to use our drought reserves as late in the summer as possible and will ask our customers for their help in conserving *when it counts*, which will be when we start using those reserves. Our customers have always responded positively when we ask for increased conservation, and we expect the same response later this summer when water we all save can be stored upstream.

Look for an update in your next bill on how you can help conserve and preserve our water supply for next year. We have been through these challenges before, as drought is a natural occurrence in the high desert. TMWA plans for worst-case drought situations and our water system is resilient enough to withstand many years of drought. Rest assured that TMWA is well prepared to meet the demands of our water customers through this summer and beyond.

HOW DO YOU REPORT WATER WASTE?

We live in the high desert and need to work together to eliminate as much water waste as possible. As you travel around the community and see water being wasted, please let us know by **reporting it online at www.tmwa.com/waste** or calling our conservation hotline at **(775) 834-8005**. We will follow up.

THE VALUE OF YOUR WATER

Please use water responsibly and don't waste it. Water is a precious resource all of the time, but especially during our third dry year.

WATER YOUR YARD WEATHER WISELY

HOW DO YOU KNOW YOUR ASSIGNED WATERING DAYS? EASY!

If the last number of your home or business address is even (0, 2, 4, 6, 8), please water on Tuesday, Thursdays and/or Saturdays. If the last number of your home or business address is odd (1, 3, 5, 7, 9), water only on Sundays, Wednesdays and/or Fridays. Please don't water on Mondays, as it is a day of rest for the water system, giving it a chance to recharge. And please, practice weather-wise watering: no watering during the heat of the day; water deeper and less often; water at cooler times of day to avoid high temperatures; and never water when it is raining or windy. Drip systems and hand watering of trees, shrubs, flower beds and vegetable gardens are permitted any time and day of the week without waste. Please use an automatic shut-off nozzle when using a hose. For more information about Weather-Wise Watering, or any of our conservation tools, visit www.tmwa.com.

CONSOLIDATION OF THE WATER SYSTEMS IS PROGRESSING

At the end of this year, Washoe County Department of Water Resources and South Truckee Meadows General Improvement District will be consolidated into TMWA. The Western Regional Water Commission Act of 2007 (WRWCA) of the Nevada State Legislature required public water purveyors in the planning area of Reno and Sparks to evaluate consolidation as a possible way to improve management of water resources, improve efficiency and reduce costs. As a result, extensive due diligence studies, infrastructure evaluation, financial forecasts, and public hearings have taken place over the last seven years. The actions and studies showed that consolidating utilities could achieve savings and great efficiency, while also allowing for a "conjunctive use" approach to water-resource management. A transition plan is now under way. Customers will see no difference in their water service. For more information, please see www.tmwa.com/news/consolidation.

HOW CAN YOU IDENTIFY TMWA EMPLOYEES WHO MAY BE VISITING YOUR HOME OR BUSINESS?

During the height of the watering and construction season, TMWA employees are more visible while working in the community. Customers often ask us how they can be sure these workers are really TMWA employees. All of our vehicles are clearly marked with the TMWA logo and our personnel always wear a clearly-visible security badge. We encourage customers to ask an employee for his/her badge if it is not visible. If an individual does not produce a badge for your viewing, he/she is not a TMWA employee. In very rare instances, TMWA employees may ask if they can take a sample of your water. However, TMWA does not sell water filters or water purification systems for your home and our employees will never request or take a payment at your home. If you're concerned about someone who has approached you or called your home regarding your water service, please call us at **(775) 834-8080, option 2**.

IT'S CONSTRUCTION SEASON AND TMWA IS INVESTING IN INFRASTRUCTURE

Northern Nevada is known for being a construction zone during the summer months – road projects are everywhere! And while the construction season is often seen as a nuisance for commuters, for TMWA it is the best time to improve and replace aging water infrastructure. Road construction often presents an excellent opportunity to inspect and replace aging pipes with minimum disruption to commuters. In an effort to reduce costs, we work closely with our local government agencies to identify street construction projects that allow TMWA to replace these pipes while roads are excavated. At the end of all construction, TMWA also performs field checks to ensure you are getting the high-quality water you expect at your home or place of work. This is just one of the ways we invest in our infrastructure to ensure reliability to our customers 24 hours a day, seven days a week

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 is a not-for-profit, community-owned water utility, overseen by elected officials and citizen appointees from Reno, Sparks and Washoe County.

HOLIDAYS & EVENTS

Tuesday, August 5
Standing Advisory Committee Meeting

Wednesday, August 20
TMWA Board Meeting

Monday, September 1
Labor Day (TMWA Offices Closed)

See www.tmwa.com/news/events-calendar for meeting details.

