

# 2015 JULY



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## TURF TALK

*In cooperation with the University of Nevada Cooperative Extension and the Nevada Landscape Association*

➤ As we continue into our fourth year of drought, it's important that you condition your turf to better tolerate our unusually-dry conditions.

- **Inspect.** Check your sprinkler system for clogged, broken or missing sprinkler heads.
- **Connect.** Examine points where the sprinkler heads connect to pipes or hoses. If you see water pooling in your landscape or you have large wet areas, you could have a leak in your system. A leak as small as the tip of a pen (1/32nd of the inch) can waste about 6,000 gallons of water per month, according to EPA's WaterSense.
- **Adjust.** July is usually a hot month. If you see your grass wilting, don't make your run times longer, but add another cycle instead.

Check here monthly for timely landscaping and watering tips.

## OUR PROMISE TO YOU: **QUALITY. DELIVERED.**

### WATER QUALITY REPORT NOW AVAILABLE ONLINE

TMWA is dedicated to providing reliable service and delivering high-quality drinking water to more than 385,000 residents and businesses throughout the Reno and Sparks area. In accordance with the U.S. Environmental Protection Agency (EPA) Consumer Confidence Rule, the 2014 Annual Water Quality Report is now available. This information is provided to inform our customers about the source of their drinking water and how it compares to drinking water standards established by the EPA. To access the report, visit [tmwa.com/quality](http://tmwa.com/quality). If you would like a print copy mailed to you, please call Will Raymond in our water quality department at **834-8138** or email [wraymond@tmwa.com](mailto:wraymond@tmwa.com).

TMWA's 188 employees take a lot of pride in the water we deliver to your tap. As your community-owned water purveyor, we are always happy to answer your inquiries and discuss your water quality. If you have specific questions, please call our water quality department at **834-8118**. Overseeing and maintaining our water quality for the safety of the public is our number-one priority every day.

## TMWA.COM/SAVE:

### SAVE 10% AT YOUR HOME AND WORK PLACE

It all adds up! As the drought continues this summer, we are asking for at least a 10% reduction in water use—both indoors and outdoors—from all of our customers. The 10% savings is compared to your 2013 water usage. You can find your 2013 usage by logging into your online account at [www.tmwa.com](http://www.tmwa.com).

10 easy ways to save **10%**  
visit [tmwa.com/save](http://tmwa.com/save)

If you haven't gotten started already, visit [tmwa.com/save](http://tmwa.com/save) for ten easy ways to save 10%. There, you will find simple tips on saving water inside and outside your home or business, like getting your sprinklers dialed in, or fixing that leaky toilet.

If you are concerned about a recent high water bill, or think you have a leak, you can contact us for a free water audit at [conservation@tmwa.com](mailto:conservation@tmwa.com) or **834-8005**. Our conservation staff will visit you at your home or business to survey your yard and premises and make recommendations.

## SO, HOW ARE WE DOING SO FAR? ARE WE SAVING WATER?

To find out how customers and TMWA are doing saving water this summer, visit [tmws.com/save](http://tmws.com/save). Scroll to the savings gauge on the last page, where we will post results. For instance, as of press time for this newsletter, we had posted results for the month of May. Water production was 19% lower compared to May 2013, which is the baseline-use year. That's over 1,500 acre-feet, or approximately half a billion gallons, in water savings.

That is great news, because any water we save this summer is water we can use next year, should we need it.

## CONSERVATION HEROES GIRL SCOUTS: DOING THEIR PART

Learning about water conservation and protecting our natural resources will be a focus of a program by the Girl Scouts of the Sierra Nevada this summer. This year, Girl Scouts is partnering with the Reno Gazette Journal's (RGJ) Water Savers Club. Participants will learn water-saving tips and join in the RGJ Water Savers Club activities throughout the summer. Those who join the Wonders of Water (WOW) environmental leadership program are encouraged to become conservation advocates and bring their knowledge home and to their neighbors, schools and businesses.

Our local Girl Scouts will learn about the impact of bottled water and plastic bottles on the environment. They will encourage residents to conserve water in many ways, some of which include using refillable drinking bottles, using a broom instead of hosing down driveways and growing water-efficient plants.

For more information on the Girls Scouts WOW program, go to [www.gssn.org](http://www.gssn.org). To join the RGJ Water Savers Club, go to [www.rgj.com](http://www.rgj.com).

Do you know a conservation hero? Are you, your family or someone you know really trying to make an effort in saving water this summer? If so, share ideas with others on our Facebook page at [facebook.com/truckeemeadowswaterauthority](https://www.facebook.com/truckeemeadowswaterauthority).

## THISISRENO REQUESTS AND RECEIVES TMWA CUSTOMER INFORMATION

TMWA is committed to customer service and transparent operations. Accordingly, we wanted to make you aware of a recent request from **ThisisReno.com**. The news organization submitted a public records request last month asking for customer data for the top 1000 water users for the years 2011, 2012, 2013 and 2014 including names, addresses, and annual water usage. They requested this data for the following customer groups: Residential Metered, Residential Flat-Rate and Commercial. As TMWA is required under Nevada law to respond to public records requests, this information was provided to the paper.

## 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  
August 4 at 3 p.m.

Board of Directors Meeting  
August 19 at 10 a.m.

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.*

