

SEPTEMBER



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TMWA AT WORK VIDEOS:

Have you ever wondered what TMWA crews are doing as you pass them on the job? We now have "TMWA at Work," a video series, to explain. These short videos are intended to give you a window into our everyday operations, showing everything from infrastructure improvements to water-main repairs.



It's a great way to understand both the scope and complexity of the many processes and projects we manage at TMWA. Look for it in the "Your Water" section of www.tmwa.com, or visit our YouTube Channel: truckeemeadowswater.

TMWA Recognized Nationally for Financial Achievement And Maintains High Credit Ratings

TMWA remains in sound financial shape with all major credit-rating agencies affirming our financial stability. Also, for the tenth consecutive year, TMWA received the highest form of recognition for governmental accounting and financial reporting. The Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada (GFOA) was given for TMWA's 2011-2012 Comprehensive Annual Financial Report (CAFR).

In addition to the Certificate of Achievement, an Award of Financial Reporting Achievement was presented to Chief Financial Officer Jeff Tissier for his work in preparing the award-winning CAFR. This is also Tissier's tenth time receiving the individual award.

"This award is a testament to the hard work and dedication of Jeff and his finance team, plus the high standards and full disclosure that are values of TMWA," Chairman of TMWA's Board, Mike Carrigan, said.

According to GFOA, TMWA's CAFR was chosen because it met the high standards of the program, demonstrating a constructive spirit of full disclosure to clearly communicate its financial story and motivate potential users and user groups to read the report.

To view the 2011-2012 CAFR, visit TMWA financial information on www.tmwa.com.

All major credit-rating agencies--Standard & Poors, Moody's and Fitch--have again affirmed that TMWA's high investment grade credit ratings are all in the AA/AA- range, all with a stable outlook.

GET YOUR SPRINKLER SYSTEM READY FOR WINTER

Join TMWA staff to learn about winterizing your irrigation system on Wednesday, October 2 or Tuesday, October 29. Learn how to turn off your sprinkler system and protect water pipes from breaking when we have freezing temperatures. Workshops start at 5:30 p.m. and will be held at TMWA's main office, 1355 Capital Blvd., in Reno. All workshops are free - please RSVP by emailing conservation@tmwa.com or calling 834-8005. TMWA's website has more information on winterization at www.tmwa.com/conservation/winterize.



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.

PAYMENT OPTIONS OFFERED WITH CUSTOMER CONVENIENCE IN MIND

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.



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



Pay Online: You can pay online with no additional fees, by using your checking account, or by credit card with a \$4.95 convenience fee 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 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.



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 \$4.95 convenience fee is charged by the vendor for this service.



Pay by Mail: Simply mail your payment, using the remittance stub and return envelope provided.



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, 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. In addition, Walmart stores also offer bill payment 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 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, September 18 at 10 a.m.
TMWA Board Meeting

Wednesdays in September at 1:00 (Sept. 4, 11, 18, 25)
Verdi Hydroelectric Power Plant Tours
RSVP to rsvp@tmwa.com or 834-8290

The following Tuesdays in September at 2:00 (Sept. 10, 17 & 24)
And also Saturday, September 28 at 10 a.m.
Chalk Bluff Water Treatment Plant Tours
RSVP to rsvp@tmwa.com or 834-8290

Wednesday, October 16 at 10 a.m.
TMWA Board Meeting—Strategic Planning Session

Wednesday, October 2 and Tuesday, October 29 at 5:30
Winterize Your Irrigation System
RSVP to conservation@tmwa.com or 834-8005

Friday, October 25
Nevada Day (TMWA Offices Closed)