

SEPTEMBER



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RENO GAZETTE JOURNAL 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 the Reno Gazette Journal (RGJ). The newspaper submitted a public records request asking for 2013 customer data, including names, addresses, water usage and annual billing. They requested this data for the following customer classes: metered residential, flat-rate residential, multi-family, commercial and metered irrigation. This includes most of our customers.

TMWA is required under Nevada law to respond to public records requests. In the past, we have treated this type of customer information as confidential. However, given the nature of the request, recent court decisions regarding the public records act, and upon the direction of our Board of Directors and advice from our legal counsel, TMWA has turned over the information to the newspaper. According to the RGJ's staff, the data will be used in future news coverage on the drought.

KEEP UP THE GOOD WORK IN SAVING WATER FOR OUR FUTURE

Conservation is working in our community.

Now that TMWA is using its drought reserves, we are seeing signs that our customers are cutting back and reducing their outdoor water use. We began releasing our reserves in August in response to declining flows from the Truckee River. TMWA will have no difficulty meeting customer demand, but please continue to reduce your outdoor watering by 10% until this fall

when you shut down your sprinklers for the year. The water you save now can be held in upstream reservoirs and will 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 - with your help - to meet the demands of our water customers through this fall and beyond. For a full explanation of our water supply, drought planning, and how you can save, visit www.tmwa.com/save.

We wish to thank our customers for understanding that we are all in this together. Our community has a great water conservation ethic and values our precious resources. Despite the growth in the area, overall water use has gone down by 15 percent since TMWA was formed 13 years ago. Keep up the good work!



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 have personnel answering these inquiries seven days a week from early morning to late evening, and we will follow up.

THE VALUE OF YOUR WATER

We are now using our drought reserves. Save it today, so we have it tomorrow!

"WINTERIZE YOUR IRRIGATION SYSTEM" WORKSHOPS IN OCTOBER

It's not too early to plan for winter. TMWA has scheduled three winterization workshops to prepare your homes for the coming cold weather.

Join TMWA's conservation staff for one of three free workshops to learn how to turn off your sprinkler system and help protect water pipes from breaking this winter. The workshops will take place on Wednesday, Oct. 1, Tuesday, Oct. 28 and Wednesday, Nov.12. All workshops start at 5:30 p.m. and will be led by TMWA's conservation staff at TMWA's main office, located at 1355 Capital Blvd. in Reno.

You can avoid the expense and inconvenience of frozen water pipes by attending one of these free workshops to learn how to protect pipes – inside and out – from freezing temperatures this winter. To RSVP, please e-mail conservation@tmwa.com or call 834-8005.

TMWA RECOGNIZED NATIONALLY FOR FINANCIAL ACHIEVEMENT

TMWA remains in sound financial shape with all major credit-rating agencies affirming our financial stability. Also, for the eleventh 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 2012-2013 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 eleventh time receiving the individual award.

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 2012-2013 CAFR, visit www.tmwa.com/about_us/financial-information.

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, October 1
Winterize Your Irrigation System Workshop

Tuesday, October 7
Standing Advisory Committee Meeting

Wednesday, October 15
TMWA Board Meeting & Strategic Planning Workshop

Tuesday, October 28
Winterize Your Irrigation System

Friday, October 31
Nevada Day (TMWA Offices Closed)

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

