### **NOVEMBER**



#### IN THIS ISSUE

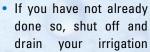
- Winterization Tips
- Reduced fees for credit card payments
- Value of Water
- TMWA Provides Many Ways for Customer Input
- Check out our videos

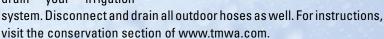
# CREDIT CARD PROCESSING FEE REDUCED

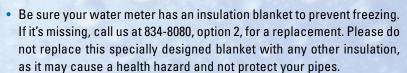
In our ongoing effort to better serve and save our customers money, the convenience fee to pay your water bill by credit card, either online or by phone, has been reduced to \$2.50 from \$4.95. This convenience fee is charged by the vendor. Please remember, there are no charges online or by phone, if you pay by using your bank account.

#### WINTERIZE YOUR HOME AND AVOID FROZEN PIPES

As temperatures drop in November, you can avoid the expense and trouble of frozen water lines. Just follow these simple precautions before the cold weather sets in:







- Insulate pipes or faucets in unheated areas. If you have water pipes in an unheated garage or crawl space under the house, wrap them before temperatures plummet. Hardware and home improvement stores offer appropriate pipe wrapping tape.
- Close the foundation or exterior vents around your house during the cold months to help keep cold air out of crawl spaces.
- Seal off access doors, air vents and cracks. Repair broken basement windows. Cold winter winds whistling through overlooked openings



can quickly freeze exposed water pipes. However, avoid plugging air vents that your furnace or water heater needs for safe operation. Keep garage doors closed if there are water lines in the garage.

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## THE VALUE OF YOUR WATER VATER

Consider this: the water from our taps is something we merely borrow – it eventually ends up back in the water cycle. So, treat water with care and please do not waste it.





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- During periods of hard freezes, or when you're away from your home for an extended period of time, keep your home thermostat at a temperature that will keep your pipes from freezing, no lower than 55°F.
- Know the location of your master water shutoff valve. In many homes it's where the water line comes into your house from the street. If a pipe bursts anywhere in the house -- kitchen, bath, basement or crawl space -- this valve turns off all water and will save your home from water damage. So, find it now and paint it a bright color or hang a tag on it. Be sure everyone in the family knows where it is.

For more tips on winterizing your home, please visit the conservation section of www.tmwa.com.

#### TMWA'S BOARD OF DIRECTORS AND STAFF SEEKS YOUR INPUT

In order to better serve our customers, TMWA has many ways for you to provide comment. TMWA's Board of Directors and staff want to hear from you and know what is on your mind regarding your water service. We invite you to attend any of our public meetings, as there is public comment at the beginning and end of each meeting. Here is how you can reach out and be heard, and be part of the process:

- Board Meetings TMWA's Board of Directors meets on the third Wednesday of each month at the Sparks
   City Council Chambers, located at 745 Fourth St. in Sparks. Agendas are posted online at least five days in
   advance. View the full meeting schedule, agendas or past meeting minutes in the "Meeting Center" section
   at www.tmwa.com.
- Standing Advisory Committee TMWA's Standing Advisory Committee (SAC) is an oversight group made up
  of individuals representing all TMWA customer categories. SAC reviews rate proposals, budgets and other
  items as requested by our Board of Directors. SAC meetings are held on the first Tuesday of the month at 3
  p.m., at TMWA's main office, located at 1355 Capital Blvd. in Reno. All meetings are open to the public and
  are posted in the "Meeting Center" section at www.tmwa.com/meetings.
- Online at www.tmwa.com If you are unable to attend a public meeting but still wish to comment on a topic, you can do so by submitting your comment online at least one full week before the date of any meeting. Simply fill out the "Comments to the Board" form in the "Meeting Center" section at www.tmwa.com.

#### **CHECK OUT OUR VIDEOS:**

"TMWA at Work" features short videos 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 here at TMWA. Look for the "Your Water" section at <a href="https://www.tmwa.com">www.tmwa.com</a>.

#### 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

#### **HOLIDAYS & EVENTS**

Wednesday, November 20th at 10 a.m. TMWA Board Meeting

Thursday, November 28th & Friday, November 29th Thanksgiving Holiday (TMWA Offices Closed)







