

# NOVEMBER



## IN THIS ISSUE

- Don't Forget to Winterize Your Home
- How to Detect Leaks
- The Value of Water
- Many Convenient Ways to Pay Your Bill

## NOW IS THE BEST TIME TO DETECT A LEAK SAVE WATER AND SAVE ON YOUR BILL

Do you have undetected leaks? Now is a great time to track down and eliminate water leaks in your home as you shut down all outdoor watering for the season. How would you know if you have a leak? A good place to start is your water bill. Examine your water usage information after your outdoor watering is shut down. A typical family of four uses about 6,000 gallons indoors a month. If your indoor usage significantly exceeds this, you may have a leak. A handy rule of thumb is that an average wintertime water bill should be no more than about thirty dollars. Common types of leaks found in the home are faucets and toilet flappers. Visit [www.tmwa.com/conservation](http://www.tmwa.com/conservation) for tips and videos on how to detect leaks and fix toilet and faucet leaks. You can also find a short video on testing for and fixing a leaky toilet at [www.tmwa.com/howto](http://www.tmwa.com/howto). If you are unable to determine the cause of your high water use, give us a call at 775-834-8080 to schedule a water usage review.

## GET READY FOR THE COLD WEATHER:

## 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:

- If you have not already done so, shut off and drain your irrigation system. Disconnect and drain all outdoor hoses as well. We've created a short video to guide you through the process at: [www.tmwa.com/howto](http://www.tmwa.com/howto).
- 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, seal off cracks, and repair broken basement windows to help keep cold air out. Cold winter winds whistling through overlooked openings can quickly freeze exposed water pipes. However, avoid plugging air vents that your furnace or water heater need for safe operation.
- Keep garage doors closed to reduce exposure of water lines to cold temperatures.
- During periods of hard freezes, or when you are away from your home for an extended period of time, set your thermostat to 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 is 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 can help 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. See our video on how to locate your master shutoff valve at: [www.tmwa.com/howto](http://www.tmwa.com/howto).



The main point of winterization is to be prepared before the cold weather sets in. No one wants the unwelcome surprise of broken pipes. For more tips on winterizing your home, please visit [www.tmwa.com/winterize](http://www.tmwa.com/winterize).

## THE VALUE OF YOUR WATER

The Partnership for Safe Water has recognized TMWA's Chalk Bluff Water Treatment Plant with the Presidents Award, making it one of the highest-ranking treatment plants in the country. Only 18 utilities across the nation have achieved this award.

# 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. In addition, 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. Go to **www.tmwa.com** and click on the Login button in the upper right hand corner to sign up or call **(775) 834-8080** for an application.



**Pay Online:** You can pay online with no additional charges by using your checking account or by credit card with a \$2.50 convenience fee charged by the vendor. To set up your account or make a one-time payment, go to **www.tmwa.com** and click on the Login button in the upper right-hand corner.



**Pay by Phone:** TMWA provides an automated payment system available via telephone. Simply call **(775) 834-8080**. 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 \$2.50 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.



**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 wish to drop off your payment, you may take advantage of our convenient payment drop box, located outside, along Corporate Blvd.



**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. Locations include most Scolari's, Raley's, Smith's, Safeway, Save-Mart, Walmart, Winco and Sak-N-Save stores. For the complete list of more than 25 alternative payment locations throughout the community visit "Billing and Payment Options" on our website at: **www.tmwa.com/customer\_services**.

## 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



*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

Standing Advisory Committee  
December 1 at 3 p.m.

Board of Directors Meeting  
December 16 at 10 a.m.

Christmas - TMWA Offices Closed  
December 25

Locations and details on all workshops and meetings are found here: **tmwa.com/news/events-calendar**

