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NEW VIDEO: HOW TO SHUT OFF THE WATER AT YOUR HOME IN CASE OF AN EMERGENCY

How do you shut off all water to your home during an emergency? Our new video shows you how at: www.YouTube.com/truckeemeadowswater. This brief video describes how to turn off the main water supply to a typical home in the event of a water-pipe break or major leak. If you need to turn off your water immediately, but cannot find your main shut-off valve, call TMWA's emergency line at (775) 834-8090.

Happy Holidays!

WHAT CAUSES HIGH BILLS IN THE WINTER?

As winter approaches, your water usage should be decreasing – especially now that your sprinklers and irrigation systems are turned off for the season. In the wintertime, the average family of four uses less than 6,000 gallons of water a month. You can monitor your bill each month to get a feel for what your family uses. It should be consistent (within one or two thousand gallons) during the months when your irrigation system is turned off.

If you see an unusual spike in your water bill, you may have a leak. Leaks can waste hundreds of gallons of water a day and they are not always easy to spot. The two most common causes for high water bills during the cold weather months are:

- **Toilet leaks.** Don't underestimate the amount of water a stuck or broken flapper valve can use. If the water is running constantly, a toilet can use considerably more than 1,000 gallons per day. You can't always hear a leaky toilet running, especially if you have more than one bathroom. If you have bathrooms in your home or business that aren't used daily, consider shutting them off at the wall to avoid unwanted water use.
- **Leaks due to irrigation systems not being properly winterized.** By now, your irrigation system should be off for the winter. This is one of the best ways to prevent water damage during months when cold winter weather can cause frozen pipes. For more on winterizing your home, please visit www.tmwa.com/winterize.

THE VALUE OF YOUR WATER

Water infrastructure directly impacts public health and the safety of our community. Whether it's safe drinking water at the tap in your home or clean water coming out of the wastewater treatment plant, a healthy water infrastructure means healthy communities.

THINK SNOW

EASY WAYS TO DETECT A LEAK

If you think you may have a water leak on your property, use your water meter to diagnose the problem:

- 1. Turn off all water-using devices, including toilets.
- 2. Locate your property's water meter. It is typically located at the front of your property, in or near the sidewalk. Write down the number currently showing on the meter.
- 3. Wait 20 minutes and look at the meter again. If the number has changed or the flow indicator has moved, you have a leaking water line.

Remember, you are responsible for the water usage at your home or business, even if that usage is from a leak. For detailed instructions on detecting a leak, please visit the Conservation section of www.tmwa.com/conservation/leaks.



Water meters are in boxes that look something like the one above.

PROTECT YOUR HOME WHILE YOU ARE AWAY

Most problems, such as a stuck toilet flapper or irrigation valve, occur when customers are away from home and there is no one around to notice. If you are leaving your home for several days or weeks during winter, consider turning your toilets off at the wall so they don't develop a leak while you are away.

In addition to winterizing your entire home, remember to keep your thermostat at a reasonable temperature – at least 55 to 58 degrees – when away on vacation this holiday season. This can help prevent pipes in your home from freezing and bursting. Also, leave your cupboard doors open where you have pipes on outside-facing walls to help keep them heated. For more on winterizing your home, please visit www.tmwa.com/winterize.

Remember, the best way to prevent an unnecessary high water bill is to know your average usage and review your water bill each month for any spikes in use. Know what to expect and call our Customer Service Department at 834-8080, option 2, if you have any questions.

HOW TMWA ENSURES ACCURATE BILLING

TMWA distributes nearly 95,000 water bills to customers each month, and it is very important to us that your bill is accurate. Our Automated Meter Reading equipment allows us to electronically read an average of 4,700 meters each day, reducing human error. We also have a series of checks in place to verify the accuracy of all bills and do our best to double-check unusually high or low bills to ensure they are correct prior to mailing.

In addition, our Conservation Department works with customers who are experiencing high bills. They offer advice and assistance on the best ways to manage water use and save money on your bill. If you would like to have one of our Conservation staff members visit your home for a free water usage review, please email us at conservation@tmwa.com or call 834-8080, option 2.

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, December 11th at 10 a.m.
TMWA Board Meeting

Christmas Day (TMWA Offices Closed)
December 25th

New Years Day (TMWA Offices Closed)
January 1st

Martin Luther King birthday (TMWA Offices Closed)
January 20th

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.

