

2014 DECEMBER



IN THIS ISSUE

- New Online Access for Customers
- New Phone System Directs Customers to Help
- Holiday Mail May Cause Delays
- Protect Your Home While You're Away
- Many Ways to Provide Comment at TMWA



REMEMBER: HOLIDAY MAIL CAN CAUSE DELAYS

Due to the increase in mail volume during the holiday season, your water bill could arrive later than usual. Please keep this in mind and allow extra time when remitting your payment by mail during this busy season.

THINK SNOW!

TMWA IMPROVES WAYS TO CONNECT:

TMWA LAUNCHES ALL-NEW PHONE-PAYMENT AND ONLINE SYSTEMS

Managing your account and paying your bill has just gotten a lot easier. TMWA has just launched a new Customer Care Portal, offering the ease and convenience of 24/7 Web access to almost every aspect of your billing and water service. Whether you need to pay your bill, view past water usage, request new service or simply update your account information, our online Customer Care Portal makes it simple.

If you would rather connect by phone, TMWA's new, automated dial-in system allows you to make a payment any time of the day without having to talk to an agent. Just follow the simple voice prompts. It's fast, convenient and always there when you need it.

"We spent a lot of time listening to our customers and their concerns," said Andy Gebhardt, TMWA Customer Services Manager. "Where do people get stuck? What can't they understand? What tasks are they having a hard time getting done? These were the questions we asked about our old systems that helped us proceed with these upgrades. The result was a from-the-ground-up rebuild. Everything is much more user friendly, much more intuitive. Essentially we're striving to give our customers an experience that's so seamless that they don't even think about it. That's definitely our standard with water quality, why not extend that to customer service as well?" Gebhardt added.

To access, TMWA's Customer Care Portal, visit www.tmwa.com and click the "Login" link in the upper-right corner of the homepage. To use our pay-by-phone system, dial **(775) 834-8080**.

"Essentially we're striving to give our customers an experience that's so seamless that they don't even think about it," said Andy Gebhardt, Customer Services Manager.

THE VALUE OF YOUR WATER DRINKING WATER

Americans use about 341 billion gallons of tap water every day. Tap water is vital and something to be thankful for. It is hard to imagine a day without it.

PROTECT YOUR HOME WHILE YOU ARE AWAY

Burst pipes and other problems can occur when customers are away from home. When a stuck toilet flapper occurs and no one is around to notice, it can cause a substantial increase in your water bill. If you are leaving your home for several days or weeks during winter, consider turning off your toilets at the wall so they don't develop a leak while you're 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 bursting. Also, leave your cabinet 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. Call our Customer Service department at **834-8080**, if you have any questions about your usage.

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 10 a.m. 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 here: tmwa.com/meetings.
- **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 here: tmwa.com/about_us/comments.

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

New Years Day (TMWA offices closed)
January 1

Standing Advisory Board Meeting
January 6 at 3 p.m.

Martin Luther King Day (TMWA offices closed)
January 20

Board of Directors Meeting
January 21 at 10 a.m.

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

