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# HAPPY HOLIDAYS FROM ALL OF US

at TMWA

## CUSTOMER SATISFACTION STUDY RESULTS: TMWA SERVICE RATED AT 93 PERCENT FAVORABLE

At its yearly strategic planning meeting in October, TMWA's Board of Directors reviewed the annual Customer Satisfaction Study results. The study is conducted on an ongoing basis to ensure that TMWA staff gets direct feedback from customers regarding TMWA's service, water quality, and other water-related issues. This feedback is gathered throughout the year by an independent research company using random telephone calls to customers within TMWA's service area.

For the fiscal year that ended June 30, 2016, 93 percent of surveyed TMWA customers rated their overall satisfaction with TMWA as favorable. This has been a consistent rating for the last four years, running in the 92–93 percent range. 86 percent of respondents rated their drinking water quality as excellent or good.

"Obviously, these consistently high results are gratifying," said Andy Gebhardt, TMWA director of customer relations. "We have a highly skilled staff that sweat the details and approach the delivery of outstanding water quality with the utmost seriousness. But it's also important to note that our customer service staff are equally serious about customer satisfaction. These surveys are an excellent way to keep track of how we are doing with that commitment."

Among the many positive data points was a high awareness of assigned-day watering. Given that responsible water use during the summer is crucial to our community's conservation efforts, it is encouraging to note that nine out of ten respondents were aware of their watering days and actively modified their sprinkler use in response to weather conditions.

## TMWA.COM HAS BEEN REDESIGNED

TMWA.com is almost as old as TMWA itself—nearly 15 years—so it was way past time to redesign our website for the current decade. On visiting the new website, you will notice a clean, up-to-date design. The site has also been reorganized to make it easier to find what you're looking for. Whether you're paying your water bill or learning about TMWA's excellent water quality, the new TMWA.com delivers the information you need in a fast, mobile-friendly format. Visit today at [www.tmwa.com](http://www.tmwa.com).

## THE VALUE OF YOUR 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 DURING THE HOLIDAYS

Burst pipes and other problems can occur when homeowners are away from home. When a toilet flapper starts leaking 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 the winter, consider turning off your toilets at the wall so they won't run and waste water while you're away.

In addition to winterizing your entire home, remember to keep the thermostat at a reasonable temperature—at least 55 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 there are pipes on outside-facing walls to help keep them heated. For more information on winterizing your home, please visit: [tmwa.com/winterize](http://tmwa.com/winterize).

## WASHOE HYDROELECTRIC PLANT UPGRADED

Scheduled maintenance for TMWA's three hydroelectric plants is usually conducted in the late summer through early winter when river flows are too low for effective power generation. This year, TMWA is taking the opportunity to replace the spillway at the Washoe Hydroelectric Plant. This hydro plant is located on the Truckee River near Mogul, pictured here. The project consists of replacing the wood spillway structure with a new reinforced concrete wall. Commissioned in 1904, the Washoe Hydroelectric Plant is the last plant in the cascading three hydro-plant configuration on the river. TMWA's other hydro plants are Fleish and Verdi.

The Truckee River is an excellent source for hydroelectric power generation—a clean and renewable power source. All three plants were constructed in the early 1900s to supply electricity to Virginia City and its silver mines. Collectively, the three hydro plants produce an average of 6.7 megawatts of power, enough to power approximately 3,500 households, which helps to defray TMWA's power costs.



### 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.

#### 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. TMWA employs a highly skilled team who ensure the treatment, delivery and availability of high-quality drinking water around the clock for more than 385,000 residents of the Truckee Meadows.

#### HOLIDAYS & EVENTS

- CHRISTMAS DAY (TMWA OFFICES CLOSED)**  
December 25
- NEW YEAR'S DAY (TMWA OFFICES CLOSED)**  
January 2
- STANDING ADVISORY COMMITTEE**  
January 3 at 3 p.m.
- MARTIN LUTHER KING JR. DAY (TMWA OFFICES CLOSED)**  
January 16
- BOARD OF DIRECTORS MEETING**  
January 18 at 10 a.m.

Locations and details on all workshops and meetings are found here: [tmwa.com/news/events-calendar](http://tmwa.com/news/events-calendar)

