

JANUARY 2018

IN THIS ISSUE

- Customer Satisfaction Study Results
- Water Quality Is the Highest Priority at TMWA
- Don't Forget to Water Your Trees
- The Best Time to Detect Leaks
- Smart About Water Quick Fact



SMART ABOUT WATER QUICK FACT:

100,000 Gallons Down the Drain?
Here's something that will probably surprise you: an old, leaky toilet flapper can leak as much as 100,000 gallons of water in a month. It's hard to believe, but it's true. There are many more Smart About Water facts at www.smartaboutwater.com.

CUSTOMER SATISFACTION STUDY RESULTS: TMWA SERVICE IS RATED AT 92% FAVORABLE

At its 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 our customers regarding TMWA's service, water quality, and other water-related issues. An independent research company gathers this feedback throughout the year using random telephone calls to customers within TMWA's service area.

For the fiscal year that ended June 30, 2017, 92% of surveyed TMWA customers rated their overall satisfaction as favorable. This has been a consistent rating for the last four years, running in the 92–93% range. Up three points from last year, 89% of respondents rated their drinking water quality as excellent or good.

“We have a highly skilled staff who sweats the details and approaches the delivery of outstanding water quality with the utmost seriousness,” said Andy Gebhardt, TMWA's director of operations and water quality. “But it's also important to note that our customer service staff is equally as serious about customer satisfaction. These surveys are an excellent way to keep track of how we are doing with that commitment.”

Among the performance ratings that increased were: (1) maintaining an adequate water supply (up from 9.4 to 9.6) and (2) providing for security and safety of the water supply (up from 8.7 to 9.0). All other ratings were stable.

WATER QUALITY: TMWA'S HIGHEST PRIORITY

TMWA's staff takes pride and care in the water we deliver to your tap. Every month, we test more than 1,000 samples from 180 locations throughout our distribution system. You can also look up specific water quality data by geographic location at: www.tmwa.com/water_quality. This water quality reference page is constantly updated with the latest test results.

As your community-owned water purveyor, we are always ready to answer your inquiries about the water quality at your home or business. If you have specific questions, please call our Water Quality Department at 775-834-8118. Overseeing and maintaining water quality for the safety of our customers is our number-one priority every day.

YOUR TREES NEED WATER IN THE WINTER

Winter watering is important to our region's community forest. When people turn off their sprinklers most plants and lawns hibernate, but your trees still need care. Remember that winter in the Truckee Meadows usually means dry air, dry soil, and significant temperature swings—all of which can stress your trees. The need for winter watering may not be obvious, but water during dry spells will help keep your trees healthy. Follow these winter watering tips to help lessen winter's impact on your landscape:

- Water your trees every two to four weeks if there has been no significant rain or snow. A healthy, sufficiently watered tree can withstand strong winds and freezing temperatures far better than one that is dry and stressed.
- Apply water when temperatures are above 40 degrees and early enough in the day that the water will soak into the soil and not freeze overnight.
- Avoid spraying water on the trunks because it increases the risk of frost injuries.
- Be sure to disconnect and drain your hoses once you're done watering.

For more information on helping your trees stay healthy throughout the year, visit www.tmwa.com/article/watering-trees/ Heidi Kratsch, PhD, CH, University of Nevada Cooperative Extension provided this information.

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

Do you have undetected water leaks? Now is a great time to track down and eliminate leaks in your home as you shut down all outdoor watering for the season.

A good method to check for leaks is to examine your bill the month after you shut down your outdoor watering. Your bill should be significantly lower. A typical family of four uses about 6,000 gallons a month. If indoor usage significantly exceeds this, you may have a leak. For comparison, a handy rule of thumb is that an average wintertime water bill should be about \$30.

Common sources of leaks in the home are faucets and toilet flappers. Visit tmwa.com/conservation for tips and videos on how to detect and fix leaks. For a short video on fixing leaks, visit www.tmwa.com/howto.

Remember, the best way to prevent an unnecessarily high-water bill is to know your average usage and review your water bill each month for any spikes in use. Call the Customer Service Department at 834-8080 if you have any questions about your usage.

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

STANDING ADVISORY COMMITTEE

February 6 at 3 p.m.

PRESIDENTS' DAY HOLIDAY (TMWA OFFICES CLOSED)

February 19

BOARD OF DIRECTORS MEETING

February 21 at 10 a.m.

Find locations and details for all workshops and meetings here: tmwa.com/meeting/



CODE: 30768-I-0106 January