

DECEMBER 2018

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HAPPY  
HOLIDAYS  
FROM ALL OF US  
AT TMWA

## SMART ABOUT WATER QUICK FACT:

100,000 GALLONS DOWN THE  
DRAIN?

Here's something that will probably surprise you. An old leaky toilet flapper wastes upwards of 100,000 gallons of water. And, that's in a month! Leaky faucets and hoses can also be a problem. Find it and fix it. See how at: [tmwa.com/toilet-leak](http://tmwa.com/toilet-leak)

## UPDATE:

### TMWA WORKS TOWARD GROUNDWATER SUSTAINABILITY IN THE MT. ROSE FAN AREA

TMWA has prioritized the health of our local aquifers by engaging in a practice known as conjunctive use. This approach involves maximizing the use of Truckee River water when flows are high, so that groundwater pumping can be reduced. By doing this, TMWA can rest and recharge wells, making groundwater available for times when the river is low.

Over the last several years, many projects have been undertaken to address groundwater sustainability in the Truckee Meadows. Projects completed to date are: a ten-inch water main and three booster pump stations in the Arrowcreek area, three area wells retrofitted (for TMWA's Aquifer Storage and Recovery Program) and a 16-inch main along Arrowcreek Parkway (in the former South Truckee Meadows General Improvement District). Construction will also begin in late 2019 for a new booster pump station near Arrowcreek Parkway and Wolf Run Golf Course. Note: These projects are included in TMWA's existing budget and do not affect customer rates.

The final step in this multi-phased, conjunctive use project is the addition of a small water treatment plant (WTP) off Whites Creek near Callahan Road. Construction has begun on site. The plant will provide recharge water to offset winter groundwater pumping in the upper Mt. Rose fan area. Two-thirds of the plant will be paid for by new development connection fees, and one third from Washoe County water system consolidation proceeds. The WTP is anticipated to be operational by late spring 2020.

Lastly, TMWA has developed a comprehensive groundwater model for the area. The new model significantly improves estimates of water-level impacts from future pumping, climate variability and recharge scenarios. Thanks to healthy precipitation in 2016-2017 and TMWA's markedly-reduced groundwater pumping in the region, water levels have risen five to ten feet over the past four years.

### CUSTOMER SATISFACTION STUDY RESULTS: TMWA SERVICE RATED AT 91 PERCENT FAVORABLE

At its strategic planning meeting in October, TMWA's Board of Directors reviewed the results from its annual Customer Satisfaction Study. The study is conducted to ensure that TMWA

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staff have 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 TMWA customers.

Ninety-one percent of customers rated their overall satisfaction with TMWA as favorable for the fiscal year that ended June 30, 2018. This has been a stable rating for the last six years, ranging from the 91-93 percent range. Also, 83 percent of respondents rated their drinking water quality as excellent or good, and 91 percent noted “no difference” in water quality as compared to the prior year.

“We value the feedback we receive from this survey and use it to improve our interactions with customers,” said Marci Westlake, TMWA customer service manager. “We have a highly skilled staff who is very serious about the delivery of outstanding water quality to our customers. But it’s also important to note that our customer-service staff is equally serious about customer satisfaction. These surveys are an excellent way to keep track of how we are doing with that commitment.”

PROTECT YOUR HOME DURING THE HOLIDAYS

Burst pipes and other problems can occur when homeowners are on vacation. 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 your 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).

REMEMBER:  
HOLIDAYS CAN CAUSE DELAYS IN MAIL

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 making 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 400,000 residents of the Truckee Meadows.

HOLIDAYS & EVENTS

**NEW YEAR’S DAY HOLIDAY (TMWA OFFICES CLOSED)**  
JANUARY 1

**STANDING ADVISORY COMMITTEE**  
JANUARY 8 AT 3 P.M.

**MARTIN LUTHER KING JR. HOLIDAY (TMWA OFFICES CLOSED)**  
JANUARY 21

**BOARD OF DIRECTORS MEETING**  
JANUARY 15 AT 10 A.M.

Find locations and details for all workshops and meetings here: [tmwa.com/meeting](http://tmwa.com/meeting)

