

OCTOBER 2019

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SMART ABOUT WATER QUICK FACT:

Our Water Supplies are in Great Shape

After two good winters, our upstream reservoirs on the Truckee River System are still nearly full and Lake Tahoe is only five inches below its maximum elevation. This means that lake and reservoir releases can maintain normal river flows for the next two to three years—no matter what Mother Nature brings us. The water supply picture for the Truckee Meadows can't get much better!

TMWA'S BOARD OF DIRECTORS AND STAFF SEEKS YOUR COMMENTS

As a publicly owned water utility, TMWA is your water company. With this in mind, we have established many ways for you to interact with TMWA and give feedback on water issues. You are invited to attend any of our public meetings as there are always opportunities for public comment. Our Board of Directors and staff want to know what is on your mind regarding your water service.



WE WANT TO
HEAR FROM
YOU!

Here are a few ways to be part of the process:

- Board Meetings—TMWA's Board of Directors typically meets 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 at www.tmwa.com/meetings. The opportunity for you to comment is offered at the beginning and end of each meeting and during each agenda item on which the Board will vote. (Each board meeting is recorded and can be viewed at www.tmwa.com/about_us/archive/.)
- Standing Advisory Committee—TMWA's Standing Advisory Committee (SAC) is an oversight group composed of TMWA customers from all service categories. The 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 offer a public-comment period. Dates and agendas 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 give feedback, you can submit your comment online at least one full week before the date of any board meeting. All comments submitted are read and recorded. Simply fill out the "Comments to the Board" form here: www.tmwa.com/about_us/comments/.

PREPARE FOR COLD WEATHER: WINTERIZE YOUR HOME AND AVOID DAMAGE FROM FROZEN PIPES

As temperatures drop this fall, you can avoid the expense and trouble of frozen water lines at your home or business by taking these simple precautions before cold temperatures set in:

- As temperatures cool, your lawn will go dormant. Don't forget to shut off and drain your irrigation system. Disconnect and drain all outdoor hoses as well. We've created a short video to guide you through the process at www.tmwa.com/howto.
- If you have water pipes in an unheated garage or a crawl space under the house, wrap them with insulation. Hardware and home improvement stores offer appropriate pipe-wrapping tape.
- Close the foundation or exterior vents around your house to keep freezing air out of crawl spaces. In addition, seal off access doors, air vents, and cracks. Repair broken basement windows. Cold winds can quickly freeze exposed pipes. Avoid plugging air vents that your furnace or water heater needs for circulation and safe operation.
- Keep garage doors closed if water lines are exposed.
- Adjust your home thermostat. During hard freezes or when you're away from your home for an extended period, set your thermostat to a temperature that will prevent your pipes from freezing—no lower than 55°F.
- Know the location of your master water shutoff valve. In many homes, it's located where the water line enters your house from the street. If a pipe bursts anywhere in your house, this valve turns off all water and can save your home from water damage. Find it now and paint it a bright color or hang a tag on it. Be sure everyone in the family knows where it is. See our video about how to operate your master shutoff valve at www.tmwa.com/howto.

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/waterquality. This online reference is constantly updated with the latest test results.

As your community-owned water utility 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.

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

HOLIDAYS & EVENTS

STANDING ADVISORY COMMITTEE

NOVEMBER 5 AT 3 P.M.

CANCELLED: BOARD OF DIRECTORS MEETING

NOVEMBER 20 AT 10 A.M.

THANKSGIVING HOLIDAY (TMWA OFFICES CLOSED)

NOVEMBER 28 AND 29

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



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.

