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## CUSTOMER SATISFACTION STUDY RESULTS: TMWA SERVICE RATED AT 90 PERCENT FAVORABLE

At its strategic planning meeting in October, TMWA's Board of Directors reviewed the Annual Customer Satisfaction Study. This research is conducted on an ongoing basis to ensure that staff has 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, InfoSearch International, using random telephone calls to TMWA customers. It has been designed to study trends since the research began in 2002.

For the last fiscal year (ending June 30, 2019), 90 percent of customers rated their overall satisfaction with TMWA as favorable, which has been stable in the 90th percentile for the past seven years. In addition, 87 percent of respondents rated their drinking water quality as good or excellent, with 94 percent receiving consistent water quality compared to last year.

Awareness of assigned-day watering—a program that helps with both conserving water and ensuring less stress is placed on the distribution system—is at 90 percent. Additionally, more people are accessing their account online. Ten years ago, only 14 percent of customers used their online accounts; now nearly 40 percent do. The study also measures areas of customer concern, such as community growth, rates, droughts, and the security, safety and sufficiency of the water supply. All concerns were stable or trending downward, with four at an historic low.

“We consider the feedback we receive from this survey very important to our operations and use it to improve customer service,” said Marci Westlake, TMWA customer service manager. “These surveys are an excellent way to keep track of how we are doing with that commitment,” Westlake added.

## CHALK BLUFF WATER TREATMENT PLANT REMAINS AMONG THE BEST IN THE COUNTRY

### Only 42 Plants in the County Have Received the “Presidents Award”

TMWA continues to earn high marks from the Partnership for Safe Water (PSW) for its Chalk Bluff Water Treatment Plant. By meeting high standards, TMWA has held “Presidents Award” status for several years. First recognized in 2015, Chalk Bluff

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## SMART ABOUT WATER QUICK FACT:

TMWA has a handy online tool to look up the water quality in your neighborhood. Water quality sample data for turbidity, chlorine residual, hardness and arsenic are updated monthly. Check out your neighborhood's water quality at the following link:  
[www.tmwa.com/water\\_quality](http://www.tmwa.com/water_quality).

## CONTINUED FROM FRONT:

is among the highest-performing water treatment plants in the country for individual filter performance.

To date, only 42 plants across the country have achieved this distinction. PSW is a voluntary, third-party self-assessment and optimization program for water treatment plant and distribution system operations.

“Maintaining our ‘Presidents Award’ status for the Chalk Bluff plant demonstrates our staff’s ongoing focus and dedication to meeting the highest water quality performance standards in the nation,” said Will Raymond, TMWA manager of water quality and operations. “We are uncompromising when it comes to water quality, and the award confirms that our staff’s hard work is paying off for our community.”

Optimization of individual filter performance is a key water quality performance goal of PSW’s Water Treatment Plant Optimization program. This award recognizes that Chalk Bluff is designed for and capable of achieving strict treatment outcomes, which is not only an accomplishment in exceptional facility design but is made a reality by a team of operators who are highly capable and consistently focused on achieving these high standards.

## PROTECT YOUR HOME DURING THE HOLIDAYS

Burst pipes and other problems can occur when homeowners are away. 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 potentially cause damage to your home 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. Additionally, 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 the following link:

[tmwa.com/article/how-to-winterize-your-home/](http://tmwa.com/article/how-to-winterize-your-home/)

### 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 7 AT 3:00 P.M.

**BOARD OF DIRECTORS MEETING**  
JANUARY 15 AT 10:00 A.M.

**MARTIN LUTHER KING JR. DAY HOLIDAY (TMWA OFFICES CLOSED)**  
JANUARY 20

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

