

# TMWA'S CORE PURPOSE: DELIVERING HIGH-QUALITY DRINKING WATER

The Truckee River system provides an exceptional water source for our community. Between Lake Tahoe and the Truckee Meadows, there are no major industries or dense urban population centers impacting this natural resource. Yet even snow-fed river water is *still* raw water. Due to this, we go to great lengths to ensure the water delivered to your tap is safe, clean and reliable.

## Commitment to Process Excellence

Inside TMWA's treatment plants, our highly trained and certified operators monitor and verify water quality 24 hours a day, 365 days a year. The established processes at Chalk Bluff Water Treatment Plant consistently earn national recognition for operational excellence, a distinction awarded by the Partnership for Safe Water.<sup>1</sup>

## Consistency through Rigorous Testing

TMWA's chemists and microbiologists ensure state and federal standards are met throughout the distribution system. TMWA has also earned credentials to test for giardia and cryptosporidium. The laboratory is only one of 39 in the country with this capability, representing an exceptional level of expertise that TMWA has within the water quality department.

## Clarity through Transparent Results

More than 1,000 samples are collected and tested monthly from 27 areas across TMWA's service territory. Results from each of these areas are updated at least once every quarter. Using the map on the back of this page, identify your service area and then go to [tmwa.com/lookup](https://tmwa.com/lookup) to get the latest test results by neighborhood.

## Considerations beyond Surface Water

Although the Truckee River provides approximately 85% of the water TMWA delivers, that only amounts to about 3% of the river's total volume in a typical year. Nevertheless, when river flows are low or when peak-season demands require it, TMWA supplements surface water with groundwater. Currently within its diverse water resource portfolio, TMWA owns more than 90 wells located throughout the distribution system to help meet peak-season demands.

<sup>1</sup>TMWA has earned the prestigious "Presidents Award" in operational excellence for multiple years, which involves an arduous process of testing and documenting our treatment protocols. The Partnership for Safe Water is a consortium that includes the American Water Works Association, the Association of Metropolitan Water Agencies, the Association of State Drinking Water Administrators, the United States Environmental Protection Agency, the National Association of Water Companies, and the Water Research Foundation.



# WATER QUALITY LOOKUP MAP



Customers can visit [tmwa.com/lookup](http://tmwa.com/lookup) to see the most recent water quality test results, which is provided for each of the areas on this map.