

APRIL 2020

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As your water provider, TMWA is continuing to monitor COVID-19 Coronavirus health recommendations. As conditions change, we will update our webpage with the latest news and actions we may have made. Please see the latest updates at tmwa.com/covid-19.

Rest assured that your water is safe.

Any of our customers who may be experiencing a hardship in paying their bill are encouraged to contact the customer service team at (775) 834-8080.

SUMMER WATER SUPPLY OUTLOOK IS STRONG!

Truckee Meadows Water Supply Update

By: Bill Hauck, Water Supply Administrator

This winter will go down in the books as being below-average. Despite a nice winter storm and cooler weather in mid-March, the Sierra snowpack-building season is going to end with a whimper. The overall water supply outlook for our region, however, is still very good. As of March 18, upstream reservoir storage on the Truckee River system is approximately 75 percent of maximum capacity and will continue to build through this spring. Releases from upstream reservoirs, such as Lake Tahoe, will be used to supplement the natural flow in the Truckee River for most of the year. More than enough water is currently in storage to provide normal river flows over the course of the next two years.

UPSTREAM RESERVES STORED AS OF MARCH 18

32,832

From a water supply perspective, this region couldn't be better positioned right now. In addition to the reservoir storage used to provide for regulated flows on the Truckee River, TMWA owns and operates the Donner and Independence Lake reservoirs, which have a combined storage capacity of 27,000 acre-feet. At TMWA's discretion, water stored in these reservoirs can be used to augment river flows. Additionally, TMWA has drought storage

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: tmwa.com/water_quality

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in Lake Tahoe and Boca and Stampede reservoirs under the terms of the Truckee River Operating Agreement (TROA). This is water that can be used to meet the demands of our water customers during times of drought. Under TROA's terms, the amounts of drought storage available to TMWA can be upwards of 50,000 acre-feet or more, depending on the circumstances.

Although we have had a below-average winter, the Truckee River will continue to flow normally this summer. One dry winter does not create a drought. It would take multiple extremely dry years before TMWA would start to manage our surface water supplies differently to meet customer demand. We can't predict the weather from year to year but rest assured TWMA has the necessary water resources and backup storage in place, just in case. Keep up with the most current storage volume in our reservoirs by visiting TMWA's Upstream Reserves Tracker at tmwa.com/reserves.

MORE WAYS TO PAY: PAYMENT OPTIONS OFFERED WITH CONVENIENCE IN MIND

TMWA offers many convenient ways to pay your water bill—online, by phone, by drop box, by mail, or automatically—whatever method suits you best. In addition, payments made online and by phone are free of any convenience charges when you use your bank account.

- **RAPIDPAY-ELECTRONIC FUNDS TRANSFER:** Never worry about paying your bill on time with this convenient service. With RapidPay, we mail your water bill as usual. Your payment will be automatically deducted from your checking account on the day your bill is due. And because handling costs are lower, we credit your water bill 21 cents. Go to tmwa.com and click on the login button in the upper right-hand corner to sign up, or call (775) 834-8080 to apply.
- **PAY BY PHONE ANYTIME:** TMWA provides an automated payment system available via telephone at (775) 834-8080. This system allows you to pay your TMWA account 24 hours a day. There is no transaction fee if you use your bank account. If you choose to use your credit card, the vendor will charge a \$2.50 convenience fee.
- **PAY BY MAIL:** Simply mail your payment using the remittance stub and return envelope provided.
- **PAY BY DROP BOX ANYTIME:** Located at 1355 Capital Blvd., at the corner of Capital and Corporate Boulevards, you may take advantage of our convenient outside payment drop box.
- **PAY ONLINE:** You can pay online with no additional charges by using your checking account, or you can pay by credit card with a \$2.50 convenience fee charged by the vendor. To set up your account or make a one-time payment, go to tmwa.com and click on the login button in the upper right-hand corner.

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

All meetings and events are canceled as of this printing. Please visit tmwa.com/meetings and tmwa.com/covid-19 for the latest updates.



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.



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