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TMWA IS HERE TO HELP YOU PREPARE YOUR YARD FOR SUMMER

It's almost summer, and even though our water supplies are in good shape, please be smart about water use inside and outside of your home. You can do this by consulting our Landscape Guide to help find the perfect water-efficient plants and landscaping for your yard. Visit tmwa.com/landscape for information on landscaping in the Truckee Meadows. Our searchable guide includes descriptions and photos of hundreds of drought-tolerant trees, shrubs, and plants.



COVID-19 CORONAVIRUS RESPONSE:

As your water provider, TMWA is continuing to comply with COVID-19 health recommendations. TMWA's lobby remains closed to the public. As conditions change, we will update our web page with the latest news and any actions we may have taken. Please see current updates at tmwa.com/covid-response. In the meantime, rest assured that your drinking water is safe, and we will continue to provide the high-quality water our customers can rely upon.

TMWA BOARD OF DIRECTORS DEFERS RATE INCREASE DUE TO COVID-19 OUTBREAK

Due to the COVID-19 pandemic, TMWA's Board of Directors has voted unanimously to defer the implementation of a previously approved 2.5 percent rate increase that had been scheduled for May 2020.

"We understand that we have all been launched into challenging times; how we work, go to school, shop for groceries, and conduct our daily lives have all been affected," said Vaughn Hartung, TMWA board chairman.

The deferral applies to all residential, business, and wholesale customers. The board voted to delay the rate increase until September, however they requested that staff monitor the community's financial stability and bring the item back to the board prior to the implementation. The vote took place at the board of directors meeting on April 10, 2020.

"TMWA has always been dedicated to being a reliable resource for our community, and that commitment remains steadfast during this unprecedented global crisis," Hartung continued. "While this rate increase is necessary, right now is not the correct time for implementation. Now is the time to look out for each other and do whatever we can to help."

TMWA has also temporarily suspended water shutoffs for customers who are unable to pay. Customers who are experiencing a hardship should contact us at (775) 834-8080.

For more information on TMWA's COVID-19 response, visit, www.tmwa.com/covid-response.


DO YOU REMEMBER YOUR WATERING DAYS?

Are you odd or even? Knowing whether your street address is odd or even will help you remember your three watering days. Even addresses may water their yards on Tuesdays, Thursdays, and Saturdays. Odd addresses may water on Wednesdays, Fridays, and Sundays. There is no watering on Mondays, which allows our water system to recover. Please avoid watering between the hours of noon and 6:00 p.m. every day. However, efficient drip irrigation and hand watering are allowed at any time. Need a reminder? Cut out the box and tape it to your fridge or irrigation timer.

ASSIGNED-DAY WATERING

ODD ADDRESSES:


- ✓ WEDNESDAYS
- ✓ FRIDAYS
- ✓ SUNDAYS



EVEN ADDRESSES:

- ✓ TUESDAYS
- ✓ THURSDAYS
- ✓ SATURDAYS

NO WATERING ON MONDAYS. DO NOT WATER BETWEEN NOON AND 6 P.M.

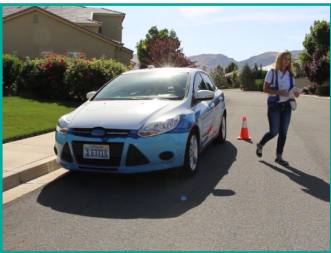


www.tmwa.com/conservation
775.834.8005

HOW CAN YOU IDENTIFY TMWA EMPLOYEES?

During the summer, there are more TMWA employees working in the community. Customers often ask us how they can be sure these workers are TMWA employees.

1. All our vehicles are clearly marked with the TMWA logo.
2. Our personnel always carry a security badge. We encourage customers to ask to see the badge if it is not clearly visible. If an individual does not produce a badge for your viewing, he or she is probably not a TMWA employee.
3. In rare instances, TMWA employees may ask if they can take a sample of your water. However, TMWA will never request or take payment at your home.



If you receive an unsolicited telephone call asking for a payment on your TMWA account, please take the telephone number, refuse to make a payment, and call local law enforcement or TMWA at (775) 834-8080. The only valid methods for paying your TMWA bill are listed at tmwa.com. The only valid telephone number for paying by phone is TMWA’s main customer service line at (775) 834-8080.

If you are concerned about someone who has approached you or called your home regarding your water service, please call us at (775) 834-8080.

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**
June 2, 3:00 p.m.
- BOARD OF DIRECTORS MEETING**
June 17, 10:00 a.m.

All tours and workshops are cancelled as of this printing. Please visit tmwa.com/meetings and tmwa.com/covid-response for the latest updates.

