

O C T O B E R 2 0 2 0

IN THIS ISSUE

- TMWA Board and Staff Receive National Recognition
- TMWA's Bond Rating Upgraded
- Many Convenient Ways to Pay Your Water Bill
- Prepare for The Cold Weather



FITCH UPGRADES TMWA BOND RATINGS:

Fitch Ratings has upgraded TMWA's bond ratings to AA- with a Positive Outlook. According to Fitch, the upgrade is driven by "continued successful operations . . . that have produced strong financial results and net leverage below 5.0x since fiscal 2016. The Positive Outlook is based on expectations for further operating stability and continued low leverage." Fitch recognized that TMWA is operating well through the pandemic with no impairment.

CONTINUED ON BACK ↓

WATER ENVIRONMENT FEDERATION RECOGNIZES TMWA'S LEADERSHIP

The Water Environment Federation (WEF), an international non-profit organization that connects water quality professionals and provides a platform for water innovation, recently recognized TMWA for making outstanding contributions to the sustainability of water resources. TMWA's Chairman of the Board Vaughn Hartung received the Public Official Award and Lydia Peri, Emerging Resources Program Administrator at TMWA, received the WEF's prestigious Canham Graduate Studies Scholarship.

Hartung received the WEF Public Officials Award because he has been a champion of the OneWater Nevada initiative, protecting our community's water resources. The award is presented to a public official who has made a documented, significant contribution in clean water legislation, public policy, or government service. Through his leadership and collaboration, Hartung has been a champion of OneWater Nevada's research and effective demonstration of effluent reclamation for groundwater banking for future reuse.

Peri's scholarship award is a notable accomplishment with competition coming from the best engineering schools in the country. The WEF scholarship is awarded to only one graduate student applicant each year and recognizes Peri's work as a Ph.D. candidate in Environmental Engineering at the University of Nevada, Reno.

Peri's current role at TMWA is to manage on-the-ground operations for the OneWater Nevada advanced purified water demonstration study. Since 2015, Peri has been a primary team member, collaborating with regional stakeholders on the initiative, a collaboration of numerous regional agencies and institutions. OneWater Nevada is a unique feasibility study evaluating whether Category A+ reclaimed water—also known as Advanced Purified Water—can provide long-term benefits for our region's water resources. Since 2017, OneWater Nevada has been studying various treatment technologies on a small scale inside a demonstration facility that has been developed and operated with Peri's guidance.

"We live in a semi-arid climate, and we need to be looking at every opportunity to increase the resiliency and redundancy of our water resources," said Mark Foree, TMWA's general manager. "Vaughn's leadership and Lydia's work toward advancing water reuse technology could add significant new tools with which we can address our community's needs in the future." ■

↑ CONTINUED FROM FRONT:

Fitch also notes that TMWA’s Board of Directors elected to defer a previously planned 2.5 percent rate increase (originally slated for implementation in May 2020) and elected to utilize rate stabilization funds to make up for the projected revenue difference, estimated at no more than \$2.5 million.

“Obviously, this outcome is gratifying,” said Michele Sullivan, TMWA’s Chief Financial Officer. “Not only is it expert validation of our approach to TMWA’s financial management, but even better, it has a significant, positive impact on our ability to keep costs as low as possible for our customers. That’s always a key goal for this utility.”

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

TMWA offers many convenient ways to pay your water bill: online, by phone, by mail, or automatically—whatever method suits you best. In addition, payments made online or by phone are free of any convenience charges when you use your bank account. If you are having difficulties paying your bill, please call (775) 834-8080 to make payment arrangements.

- **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.
- **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 for this service.
- **PAY BY MAIL:** Simply mail your payment using the remittance stub and return envelope provided.
- **PAY BY DROP BOX:** Located at 1355 Capital Blvd. at the corner of Capital and Corporate Boulevards, you may take advantage of our convenient outside payment drop box located along Corporate Blvd.

Note: The lobby at TMWA offices is closed until further notice due to COVID-19 restrictions.

PREPARE FOR THE COLD WEATHER

As temperatures drop this fall, you can avoid the expense and trouble of frozen water lines at your home or business by taking simple precautions. 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. For other winterization tips outside and inside, visit: tmwa.com/article/how-to-winterize-your-home/

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 3 at 3–5 p.m.
- BOARD OF DIRECTORS**
November 18 at 10 a.m.

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 425,000 residents of the Truckee Meadows.