

JANUARY 2021

IN THIS ISSUE

- Truckee River Fund Update
- Smart About Water Quick Fact
- Customer Satisfaction Results
- Don't Forget to Protect Your Trees



SMART ABOUT WATER QUICK FACT:

2020-2040 Water Resource Plan

As winter approaches, water demand tapers down and less groundwater is needed to meet customer demand. During this off-season, some of TMWA's wells are used to replenish aquifers with treated surface water. Recharging groundwater in this way is known as Aquifer Storage and Recovery. For more about the program and how it fits into TMWA's overall Conjunctive Use strategy, visit the 2020-2040 Water Resource Plan at tmwa.com/wrp2020.

TRUCKEE RIVER FUND UPDATE: PROTECTING WATER QUALITY IN THE TRUCKEE RIVER WATERSHED

TMWA recognizes that a healthy, thriving Truckee River watershed is essential to having a high-quality water supply and a resilient community. To help protect the watershed and its water quality, TMWA created the Truckee River Fund (TRF) which provides grants to local agencies and organizations working on projects to protect and enhance the river environment. To accomplish this goal, members of the TRF Advisory Committee research, select, and recommend funding for projects that protect the water quality and resources of the Truckee River and its watershed. Every project that is approved is required to provide matching funds, thus maximizing the impact of TMWA's contribution.

Since TRF's inception in 2005, \$14.1 million has been approved for distribution to 181 qualifying projects, with \$23.2 million in matching funds from organizations receiving TRF funding. Over the years, TRF's advisors have developed a prudent and rigorous approach for evaluating proposals to ensure that grants recommended for approval by the TMWA Board of Directors will have tangible and measurable outcomes.

TRUCKEE RIVER FUND

Enhancing and protecting our water resources

Past projects have tackled environmental problems such as invasive aquatic species, urbanization of the local watershed, damage from wildfires and forest thinning, erosion from logging operations, and impaired sections of the Truckee River and its tributaries. This year's approved projects included the Watershed Education Initiative for the Urban Truckee River Core; Washoe County Encampment Clean-up & Unsheltered Individuals Data Collection; and Mt. Rose Noxious Weed Monitoring, Treatment, & Reseeding. These three projects have targeted outcomes that will improve water quality in the Truckee River.

You can view details of current and completed TRF projects at www.truckeeriverfund.org. If your passion is protecting our community's water quality and the Truckee River watershed, please consider donating by contacting the Community Foundation of Western Nevada, TRF's grant administrator, at 775-333-5499.

CUSTOMER SATISFACTION STUDY RESULTS: TMWA SERVICE RATED AT 92 PERCENT FAVORABLE

At its strategic planning meeting in October, TMWA's Board of Directors reviewed the annual Customer Satisfaction Study. The study is conducted each year 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, using random telephone calls to TMWA customers.

Ninety-two percent of customers rated their overall satisfaction with TMWA as very favorable for the fiscal year that ended June 30, 2020. This marks the eighth consecutive year that the overall customer satisfaction rating was 90% or higher. Also, 88% of respondents provided favorable ratings for water quality, and over half indicated that their drinking water was better than that of other cities.

"We value the feedback we receive from this survey and use it to improve our processes and service to our customers," said Marci Westlake, TMWA customer service manager. She added, "We have a highly skilled staff who are very committed to the delivery of outstanding water quality to our customers—even while navigating difficult COVID restrictions. These surveys are an excellent way to keep track of how we are doing with that commitment."

PROTECT YOUR TREES IN THE COLD WEATHER

Don't forget your trees during the winter. Although most plants are dormant when temperatures are low, your trees still need water during dry spells. When it does not snow or rain for two to four weeks anytime this winter, you should water your trees with a hose. Apply water when temperatures are above 40 degrees and early enough in the day that the water will soak into the soil and not freeze overnight. For more information on helping your trees stay healthy throughout the year, visit tmwa.com/watering-trees.

GET SOCIAL! FOLLOW US ON TWITTER AND FACEBOOK

How do you make your social media experience more interesting? Just add water! Follow TMWA on Twitter, YouTube, and Instagram, and become a fan of ours on Facebook. We regularly post information such as water-related news, information, and tips, as well as tour and workshop schedules. Here is where to find us:



Visit smartaboutwater.com to learn more about key topics of water management in the region.

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 425,000 residents of the Truckee Meadows.

HOLIDAYS & EVENTS

STANDING ADVISORY COMMITTEE
FEBRUARY 2 AT 3:00–5:00 P.M.
PRESIDENTS' DAY HOLIDAY
(TMWA OFFICES CLOSED)
FEBRUARY 15
BOARD OF DIRECTORS MEETING
FEBRUARY 17 AT 10:00 A.M.–NOON

Find locations and details for all workshops and meetings here: tmwa.com/meeting/

