

F E B R U A R Y 2 0 2 1

IN THIS ISSUE

- New Customer Service Information System
- Standing Advisory Committee Members Needed
- Get a Great Summer Job at TMWA
- Smart About Water Quick Fact



SMART ABOUT WATER QUICK FACT:

Get Updated Information On Our Region's Water Supply

As the region's primary water provider, TMWA understands many of our customers are interested in water, beyond just using their taps. To help gain insight into water-related topics, SmartAboutWater.com has been redesigned to make regional, water-related information easy to access and understand.

The Water Data Dashboard provides real-time information about our region's water, including river flow, reservoir storage, water treatment,

CONTINUED ON BACK

IMPORTANT CHANGES COMING NEXT MONTH: NEW CUSTOMER INFORMATION SYSTEM IN FINAL PHASES OF TESTING

A major upgrade to TMWA's Customer Information System (CIS) will be implemented next month. Among other things, the new system will offer customers convenient new payment options, redesigned bills, and enhanced water-use information. "The existing system has served our customers well—with incremental updates applied over the past 19 years," explained Marci Westlake, TMWA's manager of customer relations. "However, the need for newer, more capable technology has made the upgrade a necessity," she added.

When the new system launches, customers will discover added online account management options and the flexibility to schedule and make payments in ways that the old system was never able to provide. "We feel these changes will definitely make your interactions with TMWA smoother and help you get the most out of the service we provide," Westlake said.

TMWA's CIS team is in the final phases of testing the system to ensure an easy transition for all customers. For now, there is nothing for you to do. This is just a heads-up. But starting next month, you will begin seeing some of the changes: from the way your bill looks, to your new online payment experience. Just keep an eye out for your new bill!

STANDING ADVISORY COMMITTEE MEMBERS NEEDED FOR THREE CUSTOMER CLASSES

TMWA is seeking customers who are interested in volunteering to serve on the Standing Advisory Committee (SAC) to fill the multi-family, senior citizen, and residential representative customer class vacancies. The SAC is responsible for reviewing budgets, rate proposals, and other matters as directed by the TMWA Board of Directors. Representatives are appointed by the Board for a two-year term and meet monthly at TMWA offices or virtually.

Applicants must be a TMWA customer who represents the multi-family customer class (either as an owner of at least one multi-family complex or as a tenant whose name is on the TMWA account as customer), senior customers (preferably over the age of 55), and residential customers. Letters of interest must be kept to no more than one-page and submitted by Monday, March 29,

CONTINUED ON BACK

(STANDING ADVISORY COMMITTEE MEMBERS NEEDED -- CONTINUED FROM FRONT)

2021 via mail or email. The information required includes: the applicant's name, address (pertaining to the TMWA customer class), phone number, name of customer class, and explanation of your interest in serving on the committee with any relevant experience you may have.

Please mail applications to: Sonia Folsom, Truckee Meadows Water Authority, PO Box 30013, Reno, NV 89520, or email sfolsom@tmwa.com with the subject line: Standing Advisory Committee Vacancy. Please contact Sonia Folsom at 834-8002 with any questions you may have.

GET A GREAT SUMMER JOB: JOIN TMWA'S SUMMER CONSERVATION STAFF

Annual hiring for TMWA's seasonal water conservation consultant team will begin in March. TMWA provides the training, vehicle, and equipment; you become a true champion for water conservation in the Truckee Meadows. Responsibilities include educating the public on TMWA's water conservation and assigned-day watering policies, looking for leaks in sprinkler systems, and responding to water-waste reports.

We've found that most people with leaks and other outdoor watering problems don't even know they have them. Our conservation consultants' mission is to identify these problems and help our customers find solutions to save water.

If you're friendly, organized, and a good communicator, this job may be for you. This is a temporary full-time position—not to exceed 1,039 hours of employment in a year. The job starts in April and ends in October.

Applications will be accepted in March at www.jobs.tmwa.com. For more information, contact Chuck Swegles in the Conservation Department at (775) 834-8008 or cswegles@tmwa.com.

(SMART ABOUT WATER QUICK FACT -- CONTINUED FROM FRONT)

plant output, snowpack levels, hydroelectric production, and more. At a glance, you will be able to access key insights about the water resources in the Truckee River and Lake Tahoe Basins. Visit SmartAboutWater.com for more water-focused articles, research and videos. Keep informed!

SNOTEL BASIN INDEX

Total precipitation, year-to-date average

50%

50%

Lake Tahoe Basin Truckee River Basin

Updated 01/08/2021

CURRENT TRUCKEE RIVER FLOW

Reno

Farad

275

314

CF/S CF/S

Low Medium High

UPSTREAM WATER STORAGE

Reflects water stored by TMWA

34,968^{AF}

Updated 01/08/2021

CURRENT LAKE TAHOE LEVEL

6,229.1'

43%

6,225.61'

6,225'

The maximum legal limit for Lake Tahoe is 6,229.1 ft.

WATER TREATMENT PLANT PRODUCTION

Currently distributed to TMWA customers

Updating...

99.8

MG/D

Typical High: 105 MG/D Typical Low: 33 MG/D

HYDROELECTRIC PRODUCTION

Amount of clean energy generated from the Truckee River

Updating...

4,771

kW

Powers the equivalent of 2,481 households

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
MARCH 2 AT 3:00 P.M.-5:00 P.M.

BOARD OF DIRECTORS MEETING
MARCH 17 AT 10:00 A.M.-NOON

WORKSHOP: IRRIGATION SYSTEM START UP
MARCH 23 AND 31 AT 5:30-6:30 P.M.

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

