

MARCH 9, 2021

Dear Valued Customer,

This month TMWA is launching an all-new customer information system. In direct response to customer feedback, the system will provide more flexibility for customers when making their payments, managing their account and setting communication preferences.

The new system also allows TMWA to modernize our approach to data management. The old system has served us well over the past two decades, but the time has come to benefit from efficiencies that more current software systems provide.

To help ensure this will be a seamless transition, please note that you have a **new account number and that our payment mailing address is now PO Box 12000, Reno NV 89520**. Depending on your usual payment method, there may be no change in how you pay your bill. However, some customers, like those who make electronic payments via their bank, will simply need to update their account number and payment address. All details and instructions are in this mailer—whether you pay by phone, mail, automatically or online.

Every customer is receiving a printed water bill in this mailing—even those who normally get only an electronic bill or use an automated payment method. If you'd like to opt out of paper billing or want to establish a new automatic payment directly with TMWA Online, please use your new account number to sign into www.tmwa.com/online.

We appreciate your extra attention and patience as we convert our system. Please do not hesitate to contact us at 775-834-8080 if you have any questions. We are honored to be your community water company, serving you high-quality drinking water as we have for the past twenty years. This upgrade is a part of serving your needs at the highest level we possibly can.

Sincerely,

Michele Sullivan,
Chief Financial Officer

QUICK REFERENCE ENCLOSED!

See the enclosed reference card for how to use **your new account number** when paying your next water bill.



And remember to use our new address whenever sending payment to TMWA:
PO Box 12000, Reno, NV 89520



TMWA SCHEDULES LANDSCAPE AND IRRIGATION WORKSHOPS FOR SPRING

Learn about home irrigation system start-up, landscape planning and much more at TMWA's online workshops. The free events are listed on the next page. For those who like to plan ahead, see all scheduled workshops and tours at: tmwa.com/events.

WE HEARD YOU!

FIND FLEXIBLE ONLINE PAYMENT CONVENIENCE AT TMWA ONLINE!






Through the years, many of our customers have requested functionality we simply could not provide with our old customer information system. Now, TMWA is very pleased to offer you an improved online customer experience on www.tmwa.com/online.

This new system requires you to set a new username and password, but once this is done, many benefits will be available to you, including:

- Save your preferred payment information for future payments.
- See confirmations of all your past payments.
- See a history of your water usage.
- Set your preferred communication options with TMWA.

DID YOU KNOW? Many recently built homes have new metering systems with technology that gives customers up-to-the-minute detail about their water usage. TMWA's new system is equipped to communicate this information directly through TMWA Online. In fact, over the next three years, we will work to bring this convenience to all of our customers.

HERE ARE ALL THE WAYS TO PAY YOUR TMWA BILL

PAYMENT OPTIONS	CHECK	DEBIT CARD	CREDIT CARD	E-CHECK/WEB PAY	DIRECT DEPOSIT	MOBILE WALLET*	TEXT
 TMWA ONLINE		✓	✓	✓	✓	✓	✓
 BANK TRANSFERS				✓	✓		
 BY MAIL	✓						
 IN PERSON	✓	✓**	✓**				
 BY PHONE	✓	✓	✓				✓***
RAPIDPAY	Please note: If you have set up checking account transfers directly to TMWA (RapidPay), your automatic payment will continue to process uninterrupted as an AutoPay option going forward. No action is needed.						

*Includes Apple Pay, Google Pay and Samsung Pay. **At participating Western Union locations. ***Sign up on TMWA Online.

NEW MAILING ADDRESS

PO BOX 12000, RENO, NV 89520

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

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

WORKSHOP: LANDSCAPE PLANNING & DESIGN
 APRIL 3 AT 9:00 A.M. - 12:00 P.M.

MEETING: STANDING ADVISORY COMMITTEE
 APRIL 6 AT 3:00–5:00 P.M.

WORKSHOP: IRRIGATION SYSTEM START UP
 APRIL 7 AT 5:30-6:30 P.M.

MEETING: BOARD OF DIRECTORS
 APRIL 21 AT 10:00 A.M.–NOON

All above meetings and workshops are presented via Zoom. Find details for all workshops and meetings at: 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 440,000 residents of the Truckee Meadows.

