

J U N E 2 0 2 1

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SMART ABOUT WATER QUICK FACT:

Strike the perfect balance: Water deeply *and less* often.

Here's a way to be smart about water and save money on your water bill. Because water usage in the community goes up by four times during the summer, it's important to not over-water. You can test the amount of water your lawn needs by following these steps:

- 1 Water your lawn until the water begins to run off. Note that time

CONTINUED ON BACK

ARE YOU ODD OR EVEN? KNOW YOUR WATERING DAYS!

Knowing whether your street address is odd or even will help you remember your watering days. Through our Assigned-Day Watering program, everyone gets three days each week to run sprinkler systems. Even addresses water their yards on Tuesdays, Thursdays, and Saturdays. Odd addresses water on Wednesdays, Fridays, and Sundays. To prevent evaporation and water waste, please avoid watering between the hours of 11 a.m. and 7 p.m. (However, efficient drip irrigation and hand watering are allowed at any time.)

Please remember: There is no watering on Mondays, which allows our water system a day to recover.

Being smart about water is a way of life in the Truckee Meadows, and Assigned-Day Watering keeps yards healthy, water bills low and avoids waste. Download your watering schedule at tmwa.com/ADW.

ASSIGNED-DAY WATERING

For Odd Addresses

(house numbers ending in 1, 3, 5, 7 or 9)

RUN SPRINKLERS ONLY ON:

 **Wednesdays**
 **Fridays**
 **Sundays**

For Even Addresses

(house numbers ending in 0, 2, 4, 6 or 8)

RUN SPRINKLERS ONLY ON:

 **Tuesdays**
 **Thursdays**
 **Saturdays**

SEE WATER BEING WASTED?

At TMWA, we are dedicated to help our customers prevent unnecessary waste. In most cases, people are unaware that they have a broken pipe or a misdirected sprinkler head. If you see water being wasted anywhere, please let us know by calling our Conservation Department at (775) 834-8005. One of our conservation consultants will visit the site and offer advice on how to fix the problem. For additional water and money-saving tips, please visit tmwa.com/article/high-bill-help/.

HOW CAN YOU IDENTIFY TMWA EMPLOYEES?

During the summer, there are more TMWA employees and projects in progress. Since we are much more visible while working in the community, customers often ask us how they can identify our employees. You'll know if it's our vehicle by seeing a TMWA logo on both the driver and passenger doors. Additionally, our personnel and contractors always carry a TMWA security badge when on the job. In rare instances, TMWA employees may ask if they can take a sample of your water. In this and all other similar circumstances, customers are encouraged to ask to see the employee's badge if it is not clearly visible.

NOTE: 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/billing. 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.

IF YOU HAVEN'T ALREADY: PLEASE TAKE A MINUTE AND UPDATE YOUR BANK INFORMATION

In March, TMWA transitioned to a new customer service system which included a new payment address and new account numbers for all customers. If you pay through your bank's online payment system, please check to make sure your new account number and TMWA's new payment address is reflected. Some larger banks have done this automatically, but not all have. Please verify your online payment has the correct information before your next bill is due.

While you're online, please make sure we have your current contact information, especially your primary phone number. It is unlikely we will ever have to call you regarding a water emergency but if we do, your current number will be helpful. All you have to do is log into your account at tmwa.com/login and update the number. You can also give us a call at (775) 834-8080 and we will do it for you. Simple!

CONTINUED FROM FRONT

- 2 Let the water soak in for about an hour.
- 3 The water should reach about 6-8 inches into the soil. You can measure this by pushing a screwdriver into the ground.
- 4 If you cannot push a screwdriver easily to that depth, water again to the time of runoff and repeat the process until the water reaches 6-8 inches, noting the time. Adjust your sprinkler clock by the time needed. With these steps, your lawn will get the water it requires, without lots of water waste.

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

NEW MAILING ADDRESS

PO BOX 12000, RENO, NV 89520

HOLIDAYS & EVENTS

BOARD OF DIRECTORS MEETING

JULY 22 AT 10:00 A.M.-NOON

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 440,000 residents of the Truckee Meadows.

