

JANUARY 2022

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SMART ABOUT WATER QUICK FACT:

See smartaboutwater.com for current information on our water system.

As the region's primary water provider, we understand that many of our customers are interested in our water system and the status of upstream water storage. The dashboard at smartaboutwater.com provides real-time access to water data in the Truckee River and Lake Tahoe Basins including upstream water storage, Lake Tahoe's water level, Truckee River flow, water treatment plant output, plus much more.

TMWA'S POPULAR ANNUAL FINANCIAL REPORT: DESIGNED WITH CUSTOMERS IN MIND

With the introduction of the Popular Annual Financial Report (PAFR), TMWA is making it easier than ever for our customers to access and understand the utility's financial position. The PAFR is a summary of the much longer Annual Comprehensive Financial Report (ACFR), which TMWA is required to submit to the state of Nevada by December 31st of each year. Audited by a third-party, the ACFR is a formal, standardized, and detailed document. The ACFR was approved by TMWA's Board of Directors last month.

One of the issues with the ACFR is that it can be quite technical and full of accounting language that sometimes makes it difficult for the general public to understand. With this in mind, TMWA has compiled the PAFR for those of our customers who would like to review the report, but do not have time to read through 100+ pages of financial statements.

As seen in the image below, the PAFR offers a highly visual overview for readers who might not be familiar with formalized accounting tables and want to get straight to the bottom line. The PAFR also provides detail about key financial events of 2021 and provides perspective on TMWA's financial milestones since its formation 20 years ago.

Both reports demonstrate the success of TMWA's solid financial management strategy that proactively ensures a robust, well-maintained infrastructure ready to serve our customers for decades to come. You can access both the ACFR and PAFR at tmwa.com/financial-information.

HOW TMWA SPENDS (by the dollar)

Categories of spending at TMWA, shown as cents on the dollar.



IS YOUR BILL HIGHER THAN NORMAL? LOOK FOR LEAKS AROUND THE HOUSE

Do you have undetected water leaks? Now that outdoor watering is off for the season, it is a great time to track down and eliminate leaks in your home.

Checking for leaks is as easy as examining your bill which should be significantly lower than during the summer. A typical family of four uses about 6,000 gallons of water per month. If indoor usage significantly exceeds this, you may have a leak. For comparison, a handy rule of thumb is that an average wintertime water bill should be about \$30.

Common sources of leaks in the home are faucets and toilet flappers that can go undetected for months and cost you money!

For a short video on fixing leaks, visit tmwa.com/howto. Remember, the best way to prevent an unnecessarily high-water bill is to know your average usage and review your water bill each month for any spikes in use. If you have questions about your usage, login to your TMWA online account at tmwa.com/online to quickly take stock of month-to-month changes. Our Customer Service Department can also assist you at 834-8080.

PROTECT YOUR TREES IN THE COLD WEATHER

Don't forget to care for 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, you should water your trees with a hose. Apply water when temperatures are above 40 degrees and early enough in the day so that the water will soak into the soil and not freeze overnight. Make sure to disconnect and drain your hose after watering.

For more information on helping your trees stay healthy throughout the year, visit tmwa.com/watering-trees.



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



UPCOMING HOLIDAYS AND MEETINGS

- STANDING ADVISORY COMMITTEE MEETING**
FEBRUARY 1, 3:00 P.M. – 5 P.M.
- BOARD OF DIRECTORS MEETING**
FEBRUARY 16, 10:00 A.M. – NOON
- PRESIDENTS' DAY (TMWA OFFICES CLOSED)**
FEBRUARY 21

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.

