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SMART ABOUT WATER QUICK FACT

Are you wondering how our water supply is looking after this summer? See smartaboutwater.com for real-time data on our water supply and 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, especially after experiencing a historic winter snowpack. The dashboard at smartaboutwater.com provides real-time water data in each of the Truckee River's six upstream reservoirs including Lake Tahoe's current water level, Truckee River flow rate, water treatment plant output, plus much more. Save this link and check the water dashboard frequently at smartaboutwater.com.

TIME TO COOL DOWN YOUR WATERING: FALL IS WHEN YOUR YARD GOES DORMANT

As the temperatures cool down this month, our plants, trees and grasses start to transition. Help this natural process of dormancy by reducing how much and how frequently you water your landscape.

For your sprinkler system, begin by reducing run times or dropping a day off your weekly watering schedule. Then, as chilly mornings turn into colder days, you can slow down watering your landscape even more, to once a week or less. You'll notice this transition, as grasses and plants grow more slowly. This is a solid clue that your yard is moving into dormancy. At this phase, less water near your root systems is better than too much!

When should your sprinkler system be completely shut down?

When temperatures are sufficiently cold, your grass will stop growing. This means your lawn is dormant and your sprinkler system can be shut off for the winter. And don't forget to drain and disconnect all outdoor hoses and winterize your sprinkler system before the first hard freeze. We've created a short video to guide you through the process at www.tmtwa.com/howto or visit smartaboutwater.com to find more tips.

TMWA'S MARCI WESTLAKE: RECOGNIZED WITH "WOMEN WHO SPARK" AWARD

Marci Westlake, TMWA's Customer Service Manager, was recently recognized with the "Women Who Spark" award by the 2030 Utility Collaborative and E Source. This prestigious national initiative acknowledges exceptional women who have achieved remarkable strides in shaping the landscape of utility company transformation, mentoring other women, and exhibiting the potential to embrace even more responsibility in the future.



MARCI WESTLAKE – TMWA
CUSTOMER SERVICE MANAGER

This year's awards recognized ten outstanding winners nationally across three distinct categories: Individual Utility Executive

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Contributor, Transformation Leadership Team, and Individual CX Leadership Contributor. Westlake was recognized for her leadership contributions.

“Marci exemplifies a true leader at TMWA, striving to implement the latest in customer service technology, while never losing sight that customers are treated with respect at all times,” said John Zimmerman, TMWA’s General Manager. “We are proud to have Marci on our team.”

WATER AND NEW DEVELOPMENT: HOW DOES IT WORK?

The amount of water rights on the Truckee River system is permanently fixed. This number was appropriated and then capped by law at 225,000 acre-feet over 70 years ago by the Orr Ditch Decree.

Yet, how this water is used has shifted significantly over time. For new development, water rights are converted from agricultural use to meet the water needs of homes and businesses. Water rights from our community’s finite supply must be purchased from willing sellers by builders, then dedicated to TMWA to establish new service.

Every home or business, no matter how old or new, must have dedicated water rights to receive water service from TMWA. In addition, for every acre-foot of water that’s required for service, an additional 11% must be dedicated for drought reserves; this water is held upstream in case it is needed. Also, developers are assessed hook-up fees and required to pay for any new infrastructure needed for their projects—from pipes to pumps to increased treatment capacity. This ensures existing customers do not pay for growth, which is a longstanding TMWA policy.

To learn more about growth and water, see TMWA’s Water Resource Plan, at: tmwa.com/planning.



QUIZ YOURSELF! SEVEN QUICK WATER SYSTEM QUESTIONS TO TEST YOUR KNOWLEDGE

This fun, quick quiz will be live throughout the month. It’s 100% anonymous, and you can share it freely with your friends and family to see who is the smartest of all—aquatically speaking! Scan this QR code with your smartphone camera to get started and test your water IQ!

WHERE TO CALL

GENERAL INQUIRIES 775-834-8080
EMERGENCY REPAIR 775-834-8090
WATER CONSERVATION 775-834-8005
WATER QUALITY 775-834-8118
WATER RIGHTS 775-834-8029
OMBUDSMAN 775-848-0813



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 440,000 residents of the Truckee Meadows.

EVENTS AND PUBLIC MEETINGS

TMWA BOARD OF DIRECTORS MEETING

NEW DAY: NOV. 16, 10 A.M.—NOON. LOCATION -TBA

Please RSVP for tours and find details for all workshops and meetings at tmwa.com/meeting.

