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SMART ABOUT WATER QUICK FACT

Our Water Distribution System By the Numbers:

86	Active Groundwater Wells
95	Water Tanks (120 million-gallon capacity)
118	Booster Pump Stations
380	Pressure Regulation Stations
5	Treatment Plants
2,802	Miles of Pressurized Water Mains and Lines
171	Square Miles of Service Area

OUR WATER INFRASTRUCTURE: A COMPLEX SYSTEM THAT KEEPS WATER FLOWING TO YOU

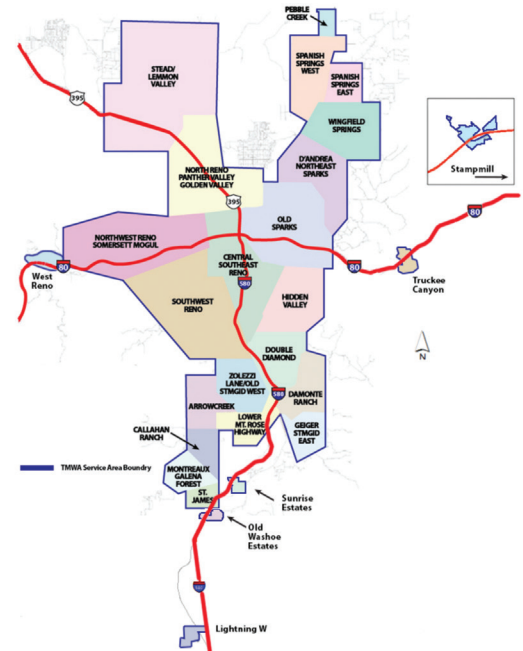
TMWA delivers high-quality drinking water to approximately 450,000 customers in extremely hilly and varied terrain within a large 171 square-mile service area. Because of the differences in elevation in the Truckee Meadows, TMWA's has one of the most complex large municipal water systems in the western U.S.

From the Mt. Rose foothills to the North Valleys, and from Verdi to east of Sparks, there are a series of high and low points that make our water distribution system operationally complex. The elevation differences are stark. For example, the Mt. Rose 3 tank sits at 6,676 feet—which is higher than Lake Tahoe by 415 feet; while our low elevation point in Sparks is at 3,983 feet. That's a 2,693-foot difference.

Operationally, this topography requires numerous pressure regulator stations (380), booster pump stations (118), water tanks (95) and five treatment plants to meet peak customer water demand and fire-flow requirements. The equipment and facilities form an operating system designed to deliver high-quality water at reliable pressures under a variety of conditions and elevations. This results in more pressure zones (280) than typical utilities of TMWA's size.

In addition, TMWA relies on 86 groundwater wells throughout the system to meet peak summer water demands and provide resiliency during droughts. There are also 2,802 miles of pressurized main lines beneath our streets delivering water to our customers 24/7.

Despite the complicated nature of our system, TMWA is very efficient compared to other utilities. According to the American Water Works Association's national benchmark rankings on operational efficiencies, TMWA ranks in the top 25 percent nationwide.



WINTER IS COMING! PREPARE YOUR IRRIGATION SYSTEMS FOR FREEZING TEMPERATURES NOW

If you haven't done it already, November is the time to turn off and winterize your irrigation system—especially with lawns and plants going into dormancy this time of year. This means the plants and turf in your yard are taking a break from growing and do not need watering until spring.



We usually recommend turning your sprinklers off no later than Nevada Day (or Halloween), depending on weather conditions. Don't forget to disconnect and drain all outdoor hoses, as well. We've created a short video to guide you through the process of shutting down your sprinkler system at tmwa.com/howto.

STRUGGLING TO PAY YOUR BILLS? THERE ARE OPTIONS TO CONSIDER TO HELP KEEP YOUR ACCOUNT CURRENT

If you and your household are having financial challenges and need help, please give our customer service center a call at (775) 834-8080. We can help you by making payment arrangements and planning out your water bill over time. We are always here to help.

In addition, the Water and Sewer Assistance Program (WSAP) provides a supplement to assist qualifying low-income Nevadans with the cost of water and wastewater bills. Nevada's WSAP program is funded through the Consolidated Appropriations Act and American Rescue Plan Act. WSAP applications will be accepted until March 31, 2024. Eligible households receive a one-time benefit paid directly to their water and wastewater providers.

For more information, visit the Nevada Department of Health and Human Services Division of Welfare and Supportive Services website: https://dwss.nv.gov/Energy/Water_and_Sewer_Assistance/



REMEMBER: HOLIDAYS CAN CAUSE DELAYS IN MAIL

Mail delivery can be delayed during the holiday season. If you still receive paper invoices, your water bill could arrive later than usual. Please keep this in mind and allow a little extra time when making your payment by mail during this busy holiday season. (Or avoid paper deliveries entirely by signing up for paperless billing at tmwa.com/online.)

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



EVENTS AND PUBLIC MEETINGS

TMWA BOARD OF DIRECTORS MEETING

DEC. 14, 10 A.M.—Noon (NEW DAY AND LOCATION)
Commission Chambers, Washoe County

HOLIDAYS: (TMWA OFFICES CLOSED)

DEC. 25 & JAN. 2

Find details of 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.

