

QUESTIONS ANSWERED, INCLUDING:

- Water and Growth in Our Community
- Conservation Programs
- Water Quality
- and More!



SMART ABOUT WATER QUICK FACT:

DID YOU KNOW...

Many customers are concerned about leaks and how to find them. Leaks in your home or business can be costly—for you and for our community’s water supply. For help with detecting and fixing leaks, visit tmwa.com/leaks.

YOU ASKED, WE ANSWER!

HERE ARE OUR CUSTOMERS’ MOST ASKED QUESTIONS:

TMWA distributes customer satisfaction surveys twice each year to approximately 33,000 people. In 2023, we collected 2,255 responses providing TMWA with valuable insight into service to our customers and their key concerns. “Hearing from customers always drives us to improve experiences and the way we communicate,” said Marci Westlake, TMWA’s customer service manager. “We review every single comment.” The most frequent topics are listed below, with examples of typical customer questions and comments.

OVERALL CUSTOMER SATISFACTION

4.2 OUT OF 5 STARS



Thank you, we are honored to be your drinking water company!

ON GROWTH

“With all the new construction, we all wonder where the water is going to come from”

Planning for the future is a top priority at TMWA. Every five years, TMWA maps out water supply and demand strategies for the next 20 years and beyond. “Using the most advanced population forecasting and water supply modeling available, TMWA’s Water Resource Plan identifies sufficient resources for decades to come,” said John Enloe, director of natural resources.

Looking back over the past 20 years, TMWA’s water-supply planning has proven effective. In fact, our community uses about the same amount of water now as it did 20 years ago. That’s because of conservation measures such as metering, tiered rates and assigned-day watering. Additionally, multifamily residences and a trend toward smaller, single-family-home lots (with less landscape to water) keep the overall demand for water manageable. TMWA also replenishes groundwater in the wintertime to help meet future customer demand.

“We have the water resources and plans in place to meet projected customer demand well into the future,” Enloe added. “And we are always looking for ways to manage our region’s water more efficiently.” Take a quick read of the Executive Summary of TMWA’s current WRP to learn more at tmwa.com/planning.

Of note: TMWA customers do not pay for water service for growth in our community. To attain water service, developers must purchase 110% of the water rights needed for their projects, including the funds needed for new infrastructure. The additional 10% of water rights are added to TMWA’s drought reserves.

ON WATER QUALITY

“We use bottled water for drinking as we are not sure about our tap water quality.”

While most customers (80 percent) rank our water as being of high quality and safe to drink, some have sensitivity to taste and smell, which can be different for every person. To fully understand TMWA's water quality, we provide the following resources: the Annual Water Quality Report, a water quality look-up page for your neighborhood, and a list of 112 constituents that TMWA regularly monitors for. These resources are listed at tmwa.com/your-water/water-quality-facts.

Should you have additional questions, please call TMWA's Water Quality Department at 775-834-8118.

ON CONSERVATION

“What happens to conservation calls and are we really conserving?”

During the irrigation season, TMWA's Conservation Hotline is continually monitored, and every call is followed up on in a timely manner. Reports of leaks and water waste are a priority to us. We also work with customers who are experiencing high water bills and leaks in their systems. Customers can also request free, in-home water audits to help identify leaks and find ways to help save water and ultimately money on their water bill. Water-usage reviews are generally scheduled within two to three business days after the request comes into our office.

TMWA has been encouraging customers to save water by modifying their indoor and outdoor usage patterns for many years. We have done this through water efficiency codes that prohibit water waste; a tiered rate structure; assigned day watering; a fully metered system; public outreach; partnerships and community education; and, most recently, the installation of smart water meters.

“We take our role as stewards of the region's water resources seriously,” said Bill Hauck, TMWA's water supply supervisor. “Our commitment is to promote the efficient use of water every day, and what we have found is that on the whole, our community is just as committed as we are.”

Workshops, Presentations and Tours:

Many customers commented that our free, in-person events are very helpful. During the year, TMWA offers irrigation workshops, tours of the Verdi Hydroelectric Plant, Smart About Water Day and more. You can find more information at tmwa.com/events. Also, check this monthly newsletter for announcements of upcoming events.

Online Credit Card Payments: Why do we charge a \$2.95 fee?

When you pay your water bill with a credit card, there is a \$2.95 fee. This is charged by the credit card companies, not TMWA. But there are many other easy payment options, including automatic payments from your bank, which is a great way to avoid paying any transaction fee. All payment options can be found at tmwa.com/payments.

The Ins and Outs of Water Pressure:

Some customers had questions about the water pressure where they live or work. It is a complicated topic, as issues like managing elevation changes and shifts in seasonal operation patterns can cause some pressure variability across our system. A detailed look at our water system infrastructure is provided at tmwa.com/pressure.

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

PRESIDENTS' DAY HOLIDAY (TMWA OFFICES CLOSED)
FEB. 19

TMWA BOARD OF DIRECTORS MEETING
FEB. 21, 10 A.M.—NOON

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.

