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Smart About Water Quick Fact:

Smart Meter Installations Continue

TMWA has made considerable progress installing new meters that will enhance customers' ability to quickly recognize water leaks and monitor consumption by the hour. Currently almost 70% of TMWA's water customers have been retrofitted with smart meters. The multi-year project is expected to be completed in late 2026. We will keep you updated, but until then, you can check if you have a smart meter at myaccount.tmwa.com. After you sign-in, you'll see "Smart Meter" in the menu options.

Educating and Preventing Water Waste: Conservation Consultants Answer Your Calls

Have you ever called TMWA to report water waste in the community? This summer, TMWA received over 7,000 calls and emails to the conservation hotline. With staff and summer-time conservation consultants on board, each one of these calls was answered in a timely manner.

Year-round, the goal of TMWA's Conservation Department is to prevent water waste and educate customers on how to fix leaks. "A lot of things can go wrong while watering your landscaping that you may not have noticed," explained Bill Hauck, TMWA's Conservation Supervisor. "A broken pipe or sprinkler head can go unnoticed when you're away from your home or business."

"We answer every call that comes in and try to resolve the issue by either contacting the homeowner by phone call or scheduling an in-person visit. Most of these calls have to do with water waste and landscape run-off,

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TMWA's Kara Steeland Joins DRI Panel in Las Vegas: Focusing on Wildfire Protection and Recovery in Watersheds

Kara Steeland, center, TMWA's senior hydrologist and watershed coordinator, participated in August in the Desert Research Institute's "AWE+ Summit – Wildfire Recovery and Resiliency: Working Across Silos to Drive Solutions." The conference in Las Vegas drew 120 water professionals from across the West. The conference focused on approaches to building resilient communities against the devastating effects of wildfire. Closer to home, Kara is TMWA's representative with the Middle Truckee River Watershed Forest Partnership, a collaboration focused on protecting source water quality across 60,000 acres of the Truckee River Watershed. Partnership members include TMWA, the US Forest Service, National Forest Foundation, Truckee River Watershed Council and The Nature Conservancy.



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as well as irrigating on the wrong day or time,” Hauck said. TMWA’s conservation consultants have also conducted over 900 water usage reviews.

If you are concerned that you have a leak, or that your water use is higher than normal, contact our Customer Call Center at 775-834-8080 to schedule a water usage review. TMWA’s conservation staff will visit your service location and help to identify the issue. For do-it-yourselfers, TMWA offers a short, step-by-step video with instructions on how to examine your home water system for waste. View the video at tmwa.com/videos

Google Donates \$500,000 for Wildfire Mitigation and Restoration Near Stampede Reservoir

Last month, Google announced a \$500,000 donation to the National Forest Foundation (NFF) supporting the Ladybug Wildfire Mitigation Project. This project, near Stampede Reservoir, is one of many conducted by the Middle Truckee River Forest Watershed Partnership (MTRWFP). The objective is to restore 60,000 acres of forest to help protect TMWA’s source water quality.

Seed funding for the Ladybug Project was approved by TMWA’s Board of Directors in 2022 (matched with state, federal and private funding). Now, with Google’s contribution, this project is fully funded!

For more information about ongoing efforts and the 10-year plan to protect the Middle Truckee River Watershed, visit truckeeforests.org.



Time To Cool Down Your Watering: Fall is When Your Plants and Lawn Go Dormant

As temperatures begin to cool this month, your plants, trees and grasses start to transition toward winter dormancy. You can help this natural process by reducing how much and how frequently you water your landscape. During this month, you can start by reducing watering times or dropping a watering day to the point where you’re eventually watering once a week or less.

You’ll notice during this transition that grasses and plants begin to grow more slowly. This is a sign that your yard is moving into dormancy. At this phase, less water near the root systems is better than too much!

When should your sprinkler system be completely shut down?

When temperatures are consistently 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.tmwa.com/howto or visit smartaboutwater.com to find more tips.

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

Veterans Day Holiday: TMWA Offices Closed
Nov. 11

Board of Directors Meeting: New Day and Place

Nov. 21, 10:00 a.m. – noon.
Washoe County Commission Chambers

Thanksgiving Holiday: TMWA Offices Closed
Nov. 28 & 29.

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 450,000 residents of the Truckee Meadows.

