

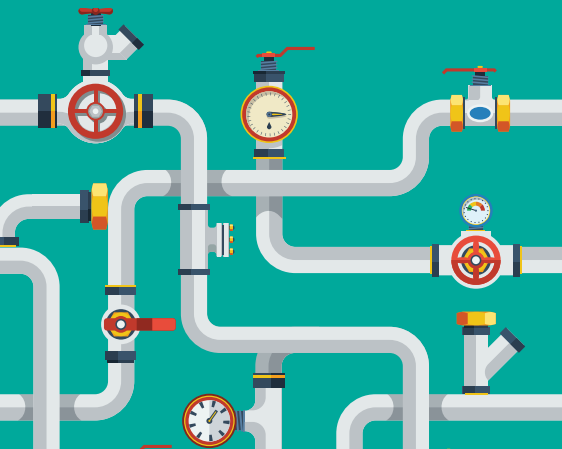
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Smart About Water Quick Fact:

Did you know.... there are 2,836 miles of main lines delivering water beneath our streets. (In a straight line, it's enough pipe to reach Orlando, Florida!)



Maintaining Our Infrastructure: 7th Street Booster Pump Station Project

Fluctuating temperatures and weather conditions can place stress on water systems, demanding vigilant attention 365 days of the year. Proactive management of TMWA's service area includes routine maintenance, targeted retrofits and scheduled replacements. One such project, the 7th Street Booster Pump Station in northwest Reno, is nearing completion.

This major retrofit is expected to be completed next month. The \$7.8 million project replaces and consolidates two 1950s below-ground pump stations with one above-ground unit. One of the old pump stations has been converted into a pressure-regulating facility. Also, three 1940's water mains have been replaced with two new mains along 7th Street.

Long-term project benefits include ongoing maintenance-cost reduction as equipment reaches the end of its expected life. Replacing both aging pump stations and water mains in this area will help ensure water-distribution reliability. One important feature of this project is the consolidation of two above-ground pump stations into one, which will save operational costs and reduce maintenance requirements, resulting in long-term customer savings. Convenient connections to nearby pressure and gravity service zones will improve water-service redundancy and reliability, even during unexpected outages.

The TMWA team thanks all those living and working in the 7th Street and Keystone area for their patience during this project. TMWA's Capital Improvement Plan provides more insight on other maintenance and key infrastructure investments. It is updated every five years and can be found at tmwa.com/planning

It's SMART! New Meters Provide Real-Time Water Usage Information

The TMWA team is excited to announce that substantial progress has been made on the installation of Sensus smart water meters throughout its service area. At this time, a broad majority of our customers now have smart meters installed.

Smart meters will improve our customers' ability to manage water use, save money and quickly mitigate the damage that undetected water leaks can cause. Here is an overview of benefits:

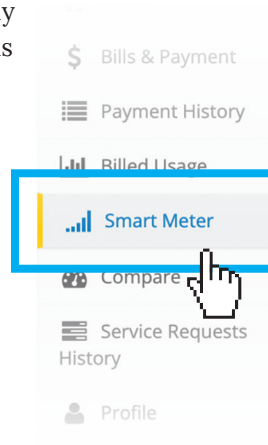
- **Real-Time Data and Leak Detection:** Through your TMWA Online account, customers with smart meters can monitor daily water consumption and spot irregularities immediately.
- **Accurate and Reliable Water Usage Tracking:** Unlike older meters, Sensus meters don't rely on mechanical parts, which can wear down over time. This allows for more accurate readings—helping to prevent incorrect billing.

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- **Improved Water Conservation:** With accurate, real-time data, you can easily track water consumption and adopt water-saving habits. For businesses, this is especially beneficial for managing large-scale operations.
- **Long-Term Durability and Efficiency:** Sensus meters are designed to last 20 years or more, reducing the need for maintenance or replacement. Running with minimal energy use, these improved meters will help reduce operational costs which help keep water rates as low as possible.
- **Preventing System Losses:** This system-wide improvement will help TMWA respond more quickly to system issues saving water and reducing troubleshooting when a problem is suspected.

Approximately 76% of TMWA customers can access their smart meter data online. Full system installation is expected in summer of 2025.



To see if a meter has been installed at your home, go to tmwa.com/online and sign-in to your account. You will see this option on your home screen to view your real-time water usage.

Winter Is Coming! Prepare Your Irrigation System 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.

Holidays Can Cause Delays in Mail. Sign Up for AutoPay!

Mail delivery can be delayed during the holiday season. If you still receive paper invoices, your water bill could arrive later than usual. Ensure your bill gets paid on time when you sign up for AutoPay. It's the easiest way to pay your bill while saving on stamps and your time! Once you've enrolled, there's nothing else to do and there is no cost for this service—just set it and forget it. Bills get paid on time, every time.

Payment verification included—You will still receive a monthly water bill showing your payment and due date; but once you sign up for AutoPay, the payment process is effortless. Each bill will be paid automatically, and AutoPay will send you an email confirmation of your transaction.

Signing up is easy—Have a recent TMWA water bill handy so you will have your account number available. Log on to tmwa.com/online, select Bills & Payments and then select "Sign Up for AutoPay". If you have questions about your water bill, or need help establishing your online account, please contact TMWA at (775) 834-8080.

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

Board of Directors Meeting

Dec. 12, 10:00 a.m. – noon. Washoe County Commission Chambers

Holidays: TMWA Offices Closed

Dec. 25 & Jan. 2

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.

