

In this issue

- How to Identify TMWA Employees
- Information on Service Line Coverage
- Sign Up for AutoPay Today
- It's a Good Time to Check for Leaks
- Don't Forget to Water Your Trees



AutoPay and Paperless Billing:

The Easiest Way to Pay Your Bill

Save on stamps and time! Use AutoPay to ensure your water bill will be paid on the day it is due. 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.

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

How Can You Identify TMWA Employees?

TMWA has received multiple reports recently of salespeople asking customers to allow them inside their homes to "test the water." We want to alert our customers that these individuals are NOT affiliated with TMWA.

TMWA employees will never come to your home unannounced and ask to enter to collect a water sample. The following information will help you identify a TMWA employee:

- All vehicles are clearly marked with the TMWA logo.
- Personnel will always carry an employee ID badge. We encourage customers to ask to see the badge if it is not clearly visible. If an individual does not produce a badge for your viewing, he or she is probably not representing TMWA.
- In rare instances, TMWA employees may ask to take a sample of your water.
- TMWA will never ask to enter your home or request to take payment at your home.

If you are concerned about someone who has approached you or called your home regarding your water service, please call us at (775) 834-8080.

Service Line Insurance: Saving TMWA Customers Thousands on Broken Water Lines

As a homeowner, you may not be aware that you are responsible for repair costs if the water service line on your property fails. Many factors can pose risks to your water line and result in an emergency breakdown. Service line failures can not only be a hassle but may also cost you thousands of dollars.

To offer homeowners optional coverage and potentially lessen the cost burden of this responsibility, TMWA has partnered with Service Line Warranties of America (SLWA), an independent company endorsed by the National League of Cities. Since partnering with SLWA in 2023, 9,001 policies have been purchased with 340 covered water line repairs completed, saving customers \$653,565. This is substantial savings to our customers, and these repairs also make our water system more efficient, saving millions of gallons of water.

When receiving mailers, please know that service line coverage is optional and at your discretion. Also, there are many companies offering water line insurance. Contact your insurance agent to find out if service line insurance at your home is available or already covered.

Please note: TMWA does not administer or profit from the warranty program. If you would like more information, visit: tmwa.com/slwa



Is Your Bill Higher Than Normal? Look for Leaks Around the House

Do you have undetected water leaks? Now is a great time to track down and eliminate leaks in your home, when all outdoor watering is off for the season. Checking for leaks is as easy as examining your bill, which should be significantly lower now than during the summer months.

A typical family of four uses about 6,000 gallons a month in the winter, or about \$30 on your water bill. If your indoor usage significantly exceeds this, you may have a leak. Common sources of leaks in the home are faucets and toilet flappers that can go undetected for months and cost you money!

For a short video on fixing leaks, visit tmwa.com/howto. Remember, the best way to prevent an unnecessarily high-water bill is to know your average usage and review your bill every month for spikes in use. If you have questions about your usage, log in to your TMWA Online account at tmwa.com/online to quickly see month-to-month comparisons. Our Customer Service Department can also assist you at (775) 834-8080

Your Trees Need Water in the Winter



Winter watering is important to our region's community forest. When your sprinklers are turned off for the winter, most plants and lawns hibernate, but your trees still need care.

Remember that winter in the Truckee Meadows usually means dry air, dry soil and significant temperature swings — all of which can stress your trees. The need for winter watering may not be obvious, but trees need water during dry spells.

To help keep your trees healthy, follow these winter watering tips:

- Water your trees every two to four weeks if there has been no significant rain or snow. A healthy, sufficiently watered tree can withstand strong winds and freezing temperatures far better than one that is dry and stressed.
- Apply water when temperatures are above 40 degrees and early enough in the day that the water will soak into the soil and not freeze overnight.
- Avoid spraying water on tree trunks because it increases the risk of frost damage.
- Be sure to disconnect and drain your hoses once you're done watering.

For more information on helping your trees stay healthy throughout the year, visit tmwa.com/article/watering-trees (Information provided by Heidi Kratsch, Ph.D., C.H., University of Nevada Cooperative Extension).

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

March 19, 10 a.m. – noon. Sparks City Council Chambers

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.

