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What to Know About Water Service Line Insurance

Many of our customers and homeowners are not aware that they are responsible for repair costs when a water service line on their property fails. Age, soil conditions, ground shifting, tree roots and corrosion are all factors that may pose risks to your line and result in an emergency breakdown. The older the home, the more chance that your water line will fail.

Water service line failures can be an inconvenience, to say the least, and may cost thousands of dollars if replacement is needed. To help prevent this financial hardship, TMWA staff set out to find solutions for our customers. After much research, TMWA recommended Service Line Warranties of America, an independent company, offering eligible homeowners optional exterior water service line coverage. This insurance provides up to \$8,500 per incident. SLWA coverage is \$5.75 per month and can help protect policyholders from the surprise of costly repairs. TMWA does not administer or profit from this program in any way.

Since SLWA's coverage was first presented to TMWA customers two years ago, 10,196 have enrolled for water-service line policies. A total of 512 claims have been processed as of June 1, 2025, which has saved customers \$826,726 in repairs. Another benefit of this program is that the amount of water being lost to leaks is lessened.

Please remember:

- Line repairs between a home and the water meter are the owner's responsibility.
- Coverage may also be available through your own homeowner's insurance. Please call your agent before making any decisions.
- Repairs can run in thousands of dollars.
- Coverage is totally optional.
- TMWA does not administer or profit from the warranty program.
- If you would like to opt-out of the marketing mailers, please call 1-844-257-8795.

Clara Andriola Elected TMWA Board Chair



Washoe County Commissioner Clara Andriola was elected as TMWA Board of Directors Chair at its June meeting. She will serve a one-year term through June 30, 2026. Andriola has served on the TMWA Board since May 2023.

"We look forward to working with Clara as we plan for a sustainable water future for our region," said John Zimmerman, TMWA's general manager.

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GLAD
Assigned-day watering works!
Sprinklers run
3 DAYS
each week.

Smart About Water Quick Fact:

Reporting Water Waste this Summer

Sometimes customers aren't aware that a leak has sprung up on their property. If you see sprinkler runoff or water waste occurring this summer, reporting it is quick and easy. Fill out a short form on tmwa.com/waste or call TMWA's Conservation Department at 775-834-8005. For TMWA customers, our conservation consultants will reach out and offer advice and help on how to fix the problem.



CONTINUED FROM FRONT

The Board is comprised of members appointed by their local jurisdictions. Currently serving are Naomi Duerr, Miguel Martinez and Kathleen Taylor from the Reno City Council; Paul Anderson and Dian VanderWell from Sparks City Council; and Alexis Hill from the Washoe County Commission. Anderson serves as TMWA's vice chair.

Chair Andriola brings a wealth of experience to TMWA's Board and has a distinguished record in community service, including Executive Director of the Reno Rodeo Foundation and Regional CEO of the American Red Cross. She graduated with an MBA from the University of Nevada and holds several nonprofit management credentials.

Check out TMWA's Online Landscape Guide

Fall is coming and it is a great time to plant certain types of flowers, trees and bushes. One way to start planning your garden is to consult TMWA's Water Efficient Landscape Guide.

Developed in conjunction with the Nevada Cooperative Extension, TMWA's online guide will help you find the perfect water-efficient plants for your yard. The guide includes the best time to plant, garden design, descriptions and photos of hundreds of drought-tolerant trees, shrubs and plants.

While water supplies are in fantastic shape this year, making water-wise landscaping decisions for the years and decades to come is always the right thing to do. Discover how many diverse and beautiful options exist at tmwa.com/landscape.



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.

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



Truckee Meadows Water Authority is a 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 475,000 residents of the Truckee Meadows.

Events and Public Meetings

Meeting: Board of Directors Meeting

September 17, 10 a.m. – noon. Sparks City Council Chambers

Verdi Hydroelectric Plant Tours

August 20 & 27, September 6, 10, 17 & 24
See details in the insert.

Chalk Bluff Water Treatment Plant Tours

September 2, 9, 16, 23 & 27

Find details for all workshops and meetings at tmwa.com/meeting.

