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Smart About Water Quick Fact:

TMWA's Resilient Water Supply

Did you know—TMWA has over 80 groundwater wells that help offset high water demand during the summer months. Used together with surface water, it's one way TMWA builds resilience into our water supply.

TMWA Completes Installation of Advanced Meter Infrastructure (AMI)

Benefits for customers include the ability to set-up leak alerts

This summer TMWA completed the system wide installation of new water meters, which will greatly enhance customers' ability to track and understand their water use. Over 123,000 meters in homes and businesses were installed, taking almost six years to complete. The Advanced Meter Infrastructure (AMI) project will benefit both customers and the community by preventing damaging leaks, promoting conservation and enhancing system reliability.

Before this significant upgrade, traditional meters only provided a monthly reading, making leaks difficult to detect until an unusually high-water bill was received. Now with AMI meters (also known as smart meters), customers can track near real-time water usage throughout the day and by the hour.

By viewing this information, customers can see when and how much water they are using. They can also use it to determine the threshold for establishing an automated leak alert. (See below for instructions on setting up leak alerts).

Smart meters also eliminate manual in-person meter reading, which reduces the need for TMWA employees to access private property. The operational savings to TMWA are significant, reducing the costs for reading meters from approximately \$50,000 to \$15,000 per month. This adds up to an estimated \$420,000 per year!

"We're happy to finish this project, which offers our customers more information to manage their water use," said Marci Westake, TMWA's customer services manager. "It also results in significant operational savings, which helps keep rates lower".

How to Establish a Leak Alert

First, access your water use history:

- Log-in to your account at myaccount.tmwa.com
- Select "Smart Meter" from the left menu
- Review "Daily Usage Chart", and click on the day of highest water use
- Look at "Hourly Usage Chart" for that day
- Take note of your minimum and maximum hourly water use

Then, define your LEAK ALERT threshold:d

- Select "Profile" on the menu bar
- Click "Leak Alert"

Scan for the
"How-To" Video:



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Account Number: 00112233

Leak Alert ?:

Minimum Usage per hour ?:

Please enter the value

Hours of Continuous Usage ?:

Please enter the value

✓ Save Changes

- Input your “Minimum Usage” (lower numbers will catch smaller leaks) We recommend 5 gallons per hour. This is low enough to pick up small leaks, like a bad toilet flapper, without being so low it triggers an alert for incidental use—like running a large drip system in your yard
- The “Continuous Usage” setting specifies the number of hours the flow must be detected before an alert is triggered. Continuous use without any breaks in water flow is a sure sign you may have a leak. We recommend 24 hrs. This picks up smaller leaks without triggering an alert for incidental use
- Save changes

When minimum water use continues past your continuous usage threshold, you will receive a notification email from TMWA. If TMWA has your mobile phone number, you may also receive a text or phone call. This is a good reason to click the “Profile” tab and make sure your information is up to date and includes your mobile number. A how-to video on setting up leak alerts is located here: tmwa.com/ami-how-to

TMWA Announces Hydroelectric Power Purchase Agreement

Twenty-Year Agreement Increases Revenue for TMWA and Green Energy for Switch

TMWA and Switch, a provider of AI, cloud and enterprise data centers, have entered into a 20-year Power Purchase Agreement (PPA) for renewable energy generated by TMWA's hydroelectric facilities on the Truckee River. The agreement goes into effect in 2028, after TMWA's current agreement with NV Energy expires. The resulting revenue, estimated at more than \$100 million over the life of the contract, will help offset TMWA's operating costs and contribute to keeping rates lower for customers.

Authorized by TMWA's Board of Directors, the agreement reflects a shared commitment to sustainable energy and regional collaboration. For Switch, the PPA represents a strategic step in sourcing renewable power and supporting local utilities. For TMWA, it helps sustain the long-term goal of generating clean energy and maximizing hydroelectric revenues for the benefit of customers.

“Entering into this long-term agreement with Switch makes sense for TMWA and our customers.” said John Zimmerman, TMWA general manager. “It helps ensure we can continue producing renewable energy for decades to come, while also helping offset the cost of providing drinking water to the community.”

The PPA originates from an open competitive Request for Offers process conducted by TMWA in 2024, which invited interested parties to submit proposals for purchasing the full energy output of TMWA's hydroelectric facilities. These include Fleish (2.55 MW), Verdi (2.35 MW) and Washoe (2.1 MW) power plants—all of which harness Truckee River flows to generate clean energy before returning virtually all the water back to the river. Switch is located downstream of the Truckee Meadows and in the Tahoe-Reno Industrial Center.

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 Truckee Meadows residents.

Events and Public Meetings

Veterans Day Holiday: TMWA Offices Closed
November 11

Meeting: Board of Directors

November 20, 10 a.m. – noon. Sparks City Council Chambers

Thanksgiving Holiday: TMWA Offices Closed
November 27 & 28

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

