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Smart About Water Quick Fact:

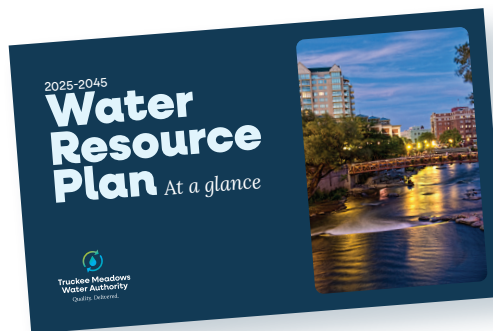
Snowpack in the Lake Tahoe Basin is a key indicator of TMWA's water supply outlook. While snow accumulations have extreme variability throughout the winter, customers can quickly see how the snowpack in the Lake Tahoe and Truckee River Basins are building up in the following months by visiting the Water Update Dashboard at smartaboutwater.com/#dashboard.

Glance Report Gives Customers Insight into Long-term Water Planning

If you want to better understand Truckee Meadows Water Authority's (TMWA) long-term water planning but don't have time to pour over the details of our twenty-year Water Resource Plan; no worries. We've boiled it all down into a succinct At-A-Glance Report.

It is sourced from TMWA's full Water Resource Plan (WRP), which is updated every five years and details a comprehensive, strategic approach to ensure a secure future water supply. The WRP also incorporates climate modeling with population projections to address water sustainability into the next century. This plan was approved by TMWA's Board of Directors in October.

To help our customers gain a quick understanding into this important plan, we've created the all-new 2045 WRP At-A-Glance Report (Glance Report). The focus is on content we know our customers care about: Drought, growth and approaches to keep the Truckee River healthy. The Glance Report also demonstrates how sustainable groundwater programs help bolster our region's long-term water supply resiliency.



Download the plan here



tmwa.com/at-a-glance

Throughout the Glance Report, key data visuals will help customers stay informed and educated about TMWA's water resource management. For each topic, there are also quick links into the full 2045 WRP, for those who want to dive further in. Social media links are also featured to easily share this information with others.

The full WRP is one of three cohesive plans TMWA creates and regularly updates to ensure high quality drinking water for our community. The water resource plan helps inform facility requirements, which then informs TMWA's financial strategy. Learn about this approach at tmwa.com/planning.

Ensuring Equity in Rates: TMWA's Cost of Service (COS) Adjustment

TMWA is making adjustments to how water rates are structured to ensure fairness for all customers. As a commonly used analysis across the water industry, the purpose of the COS study is to ensure customers are proportionally charged for their cost to have water delivered.

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The recommended adjustments from the COS study were presented to TMWA's Standing Advisory Committee in August and Board of Directors in September. Importantly, these adjustments do not increase TMWA's customer revenue, instead this results in an equitable way to capture fixed and variable costs and then adjust across customer categories accordingly.

Fixed costs include things like pipes, pumps, treatment plants and reservoir operations. Variable costs include electric power, water treatment chemicals, etc. The COS study found while 43% of TMWA's costs are fixed, only 33% of current revenue is collected through fixed monthly charges.

To align charges with cost for service, TMWA will increase fixed rates based on customer meter size. For most of TMWA's customers, this adjustment will result in slightly reduced per-gallon water charges.

Most customers will see little to no change in their bills, while those with high seasonal use may notice a change during summer months. This will ensure no group of customers is subsidizing another.

To answer any questions, two public Zoom workshops are scheduled for Thursday, December 4th at 10:30 a.m. and Tuesday, December 9th at 6:00 p.m. Before then, customers are encouraged to learn more, view examples and provide questions in advance at tmwa.com/COS. This is also where you can find the Zoom links to the upcoming workshops.



Holidays Can Cause Mail Delays, 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 time!

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.

Here's the Inside Scoop on Winterization

By now, your irrigation system should be winterized, this includes disconnecting and draining outdoor hoses and putting an insulated cover over backflow devices. To avoid frozen pipes in basements and other vulnerable areas inside your home, don't forget to inspect exterior vents and crawl spaces to make sure everything is closed and sealed. If you go on vacation, ensure your heater is set no lower than 55 degrees. For a complete list of winterization tasks visit tmwa.com/article/how-to-winterize-your-home.

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

Meeting: Board of Directors

December 11, 10 a.m. – noon. Sparks City Council Chambers

Holiday: TMWA Offices Closed

December 25, January 1

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

