

F E B R U A R Y 2 0 2 6

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Taking Action on Feedback:

Constructive feedback really is a gift to us and guides our efforts to make information about TMWA easy to access and understand. Examples of this are the Popular Annual Financial Report (featured in the January Bill Insert) and the Water Resource Plan At-A-Glance Report (featured in the November Bill Insert). See all of TMWA's past newsletters at tmwa.com/quality-delivered-newsletter.

Customer Satisfaction Keeps TMWA on Track

As a community-owned utility, TMWA's primary focus is to provide high-quality drinking water service to our customers.

To accomplish this, it's critical to stay close to customer's expectations and experiences. Satisfaction surveys are a vital tool in this effort to continuously assess how we are doing and to help guide areas of needed improvement.

We also understand most people are bombarded by surveys. We know "survey fatigue" is a real thing! That's why TMWA paces our satisfaction surveys to ensure customers receive a survey no more often than once every two years.

We do this by limiting our survey requests to only 25% of our customers emails every six months. This happens in the spring and fall. This effort includes reporting survey findings back to you—with answers to common questions and concerns as part of our commitment to improve your experience with us.

2025 Customer Satisfaction At-A-Glance

Based on 2,725 Customer Responses



4.3 out of 5 stars

Experience Drivers



Confidence in Water Quality



88%



9%



2%



Water is Affordable



75%



17%



8%



Water Supply is Well Managed



82%



13%



5%



Water Bill is Easy to Read



88%



8%



3%



I believe solid science guides TMWA's approach to water management



70%



27%



3%



I find information I need on TMWA's website



78%



15%



7%

→ = Most impactful to Customer Satisfaction in 2025

Customer Comment Corner

TMWA's satisfaction survey includes one open-ended question: "If you have additional thoughts or perspectives, please share." The comments below represent common topics voiced from the Fall 2025 survey:

On Water Quality: Fluoride, Chlorine and Changes in Taste

Comment:

"Please stop chlorinating and fluoridating the water!"

Response:

TMWA has never added fluoride to its drinking water.

There is currently no federal mandate requiring TMWA to fluoridate. However, fluoride is a naturally occurring element and if found, would be reflected in TMWA's annual Water Quality Report.

Maintaining trace amounts of chlorine is not only required, it is essential for public health and safety.

The widespread adoption of water chlorination in the early 20th century is considered one of the greatest public health achievements in history, essentially eliminating

several once-deadly diseases in developed regions. Since then, chlorination has effectively prevented diseases such as typhoid fever, dysentery, cholera and giardiasis.

Comment:

"I have noticed a definite change in the higher mineral content of water to our household."

Response:

Water delivered by TMWA is a blend of surface water and groundwater.

Occasional changes in taste may occur when TMWA shifts water sources between surface water (Truckee River and upstream reservoirs) and groundwater (wells) for system maintenance or supply management. The composition of

the water can change daily, even hourly, to meet demand, which also fluctuates.

Comment:

"I spent 10 years living in the Middle East where clean water was not readily available everywhere. Since this experience, I have considered clean water provided by TMWA an extreme luxury."

Response:

While it is true there is no global standard for water quality, here in the Truckee Meadows TMWA must adhere to federal, state and local regulations. The process to meet standards truly is a round-the-clock job, 365 days a year. It is strict by design and ensures the water TMWA delivers to customers is of the highest possible quality.

TMWA customers can get direct answers to their water quality questions by calling 775-834-8118. Additionally, TMWA maintains a Water Quality Look-Up webpage (tmwa.com/lookup) where customers can view water quality test results by neighborhood. Lastly, TMWA produces a report on conformance to the Safe Drinking Water Act every year by July 1st. See the most recent Water Quality Report at tmwa.com/quality.

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

TMWA Board of Directors Meeting

Wednesday, March 18, 10 a.m. – noon.

Sparks City Council Chambers

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

