TMWA
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NOVEMBER 2026

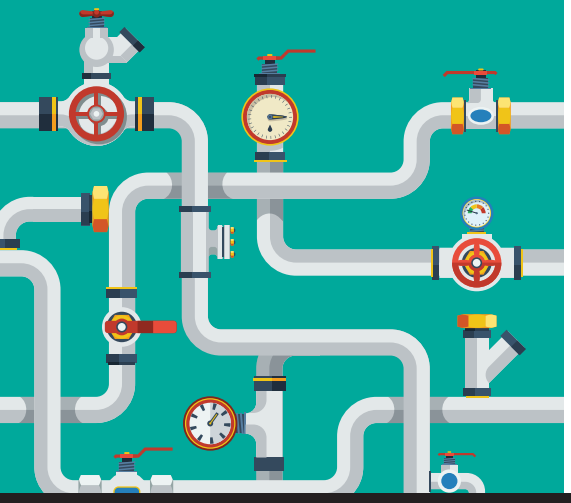
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- Proposed TMWA Rate Plan Information
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- Beat Holiday Mail Delays
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Smart About Water Quick Fact:

Did you know.... there are **2,884 miles** of main and service lateral lines delivering water beneath our streets. That's enough pipe to reach Boston, MA.



Winter Is Coming! Prepare Your Irrigation System for Freezing Temperatures!

Your lawns and plants are now officially taking a break from growing. If you haven't done it already, November is the time to turn off and winterize your irrigation system, especially with lawns and plants going into seasonal dormancy. The turf and plants in your yard will not need watering until spring.

TMWA usually recommends turning your sprinklers off no later than Nevada Day (or Halloween), depending on weather conditions. Don't forget to disconnect and drain all outdoor hoses, as well. Here's a short video to guide you through the process of shutting down your sprinkler system at **tmwa.com/howto**.



TMWA Seeks Customer Input on Proposed 3-Year Rate Plan

TMWA is collecting customer input on a proposed three-year rate plan for fiscal years 2027 through 2029. The proposal calls for increases of 7 percent in 2027, 7 percent in 2028 and 5 percent in 2029; each taking effect on or about May 1 of each year. For a TMWA residential customer with typical water use, the monthly bill would increase by roughly $3 in 2027, 2028 and 2029 — about 20 percent over three years.

The proposed rate increases are needed to maintain the reliability of TMWA's existing water system by continuing to rehabilitate critical infrastructure (mainlines, water treatment plants, booster pump stations, water tanks and wells).

The TMWA Board has not approved the rate plan and has only authorized staff to gather customer input. Any Board decision would not occur until February and March 2027 at their regularly scheduled board meetings. Between now and then, we *want* to hear from you. Details about the rates proposal, public meetings and other feedback opportunities can be found at **tmwa.com/RatesInfo**.

Skip the Holiday Rush: Switch to Paperless Billing and AutoPay Bills Will Get Paid on Time, Every Time

Holiday mail and seasonal shipping volumes frequently slow down postal delivery this time of the year. If you still receive paper invoices, your water bill delivery and payment could be impacted. Ensure your bill gets paid on time and sign up for AutoPay. It's the easiest way to pay your bill while saving on stamps and your time! There is no cost for this service. Follow these three easy steps to set up AutoPay:

1. Grab a recent bill for your account number.
2. Head to **tmwa.com/online** and open Bills & Payments.
3. Select "Sign Up for AutoPay" and turn on "Paperless Billing".

Payment verification is included. You will still receive a monthly water bill via email showing your payment and due date. Once you pay your bill, payment verification will be emailed to you. The process is effortless. Each bill will be paid automatically, and AutoPay will send you a payment confirmation.

If you have questions about your water bill, or need help establishing your online account, please contact TMWA at (775) 834-8080.

Powering Through Wildfires: TMWA's Back-Up Power Generation Program

Wildfire threats and extreme weather can put a heavy strain on regional utility systems. While firefighters are on the front line protecting our community, TMWA staff and crews are set up to support the effort: keeping water pressure steady in the system and providing back up power when needed.

To ensure uninterrupted service during emergencies and power outages, TMWA maintains a resilient back-up power infrastructure designed to keep the water flowing. With over 60 stationery and portable generators on stand-by across its network, this strategically positioned system provides critical operational redundancies that help safeguard the community before, during and after power disruptions.

Back-up power generation helps ensure continuity of service to customers and also maintains water pressure required for fire hydrants if needed. Inside TMWA's 24/7 control center, operators monitor pressure levels and distribution flow across the entire system in real time. If an outage cuts power to a pump station or high fire demand pulls heavily from a specific tank, operators can reroute water supplies and spin up auxiliary power so taps and fire lines remain operational.

Keeping critical water facilities operating during fire and power interruptions is part of TMWA's commitment to deliver water to our customers when needed most. To read more about the ways TMWA works to build resiliency into our community's water system visit: **tmwa.com/25**.

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

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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 in December

Board of Directors Meeting

NEW DAY AND LOCATION: December 3, 10:00 a.m. – noon.
Washoe County Commission Chambers

Holidays: TMWA Offices Closed

December 25 & January 1

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