

April 3, 2009

Dear Flat-Rate Customer,

As a reminder, the Truckee Meadows Water Authority (TMWA) Board of Directors voted in December 2007 to convert the remaining customers billing on the flat rate to metered billing. With eight months until the January 2010 conversion date, this time allows you the opportunity to address any remaining water efficiency issues you may have.

With the irrigation season approaching, it is time to prepare your yard for outside watering. As your water company, we encourage responsible water use. Our resources can provide you with information about water usage and tips to reduce your water bills. These helpful resources include:

- **Comparison Information on Your Water Bill** – Most flat-rate residential customers have a non-billing water meter already installed at their property. A comparison is given on every water bill showing what the same amount of water usage would cost at the metered rate. If your bill shows this comparison, review it monthly to find out how much you will pay on the metered rate.
- **Water Review** – If you feel your water usage is unusually high, or you simply want advice on how to reduce your usage, a field representative can conduct a review to help you locate and resolve many potential issues.
- **Watering Tips** – Check your irrigation system throughout the spring and summer months, looking for leaks or broken parts. These can waste a lot of water. Refer to our “Guide to Assigned-Day Watering and Lawn Care in the Truckee Meadows,” available in the Conservation section of www.tmh2o.com. This guide provides tips on lawn care and watering in our high desert region. While online, you will also find our “Residential Water Guide,” complete with more tips on using water responsibly.
- **Interactive Landscape Guide** – When planning your landscape, consider water-efficient plants. Our interactive Water-efficient Landscape Guide, available at www.tmwlandscapeguide.com, will teach you the basics of landscape design, plant selection, planting and maintenance. The guide also promotes more than 120 drought-resistant perennials, trees, shrubs and groundcovers that grow well in our climate.

If you have any additional questions, would like to request a copy of any of our referenced publications or would like to schedule a water-use review, please call Customer Service at 834-8080, option 2. Our representatives are available weekdays from 7:30 a.m. to 5:30 p.m. to assist you.

Sincerely,

Truckee Meadows Water Authority