

Convenient Ways To Pay Your Bill

TMWA Offers Six Bill Payment Options

Truckee Meadows Water Authority (TMWA) offers a variety of bill payment options to make paying your water bill convenient.

RapidPay – Electronic Funds Transfer:

This option automatically deducts your monthly payment from any bank account you choose on the date your water bill is due. Since we save on processing fees, we pass the savings along to you as a 21-cent credit on every bill paid via RapidPay. Automatic payments can be deducted from your checking or savings account. We will still mail you a monthly water bill, but you won't need to take any action, you won't need to pay for postage, and your water bill will be paid on time every time! As always, if you have any questions about your water bill, you can contact TMWA for clarification.

RapidPay

It's easy to sign up for RapidPay! Simply go to www.tmh2o.com/customer_services/residential/eft/ to find out more information and to log into your account to sign-up for this service. Or, call us at 834-8080, option 2, to request a RapidPay application form.

Want To Change Your Bill's Due Date?

You can request a change in the due date for your bill if another date in the month works best for your budget. Contact us at 834-8080, option 2, and we will do our best to accommodate your particular circumstances. This is just another convenience to make paying your water bill easier.

In-Store Payments:

Customers can make their payment while shopping at any of the following Reno-Sparks grocery and convenience stores:

- **Raley's**
- **Smith's**
- **WinCo Foods**
- **Cash Plus**
- **Creaciones Gomez**

Please note there is a \$0.75 Western Union charge for this service, and you must have your bill with you in order to make a payment.

Online and Telephone:

You can pay your bill with your Visa, Master Card, Discover, ATM card, or by electronic check online at www.tmh2o.com or by telephone, toll free, at 1-866-653-1739. Please note there is a \$4.95 convenience fee charged by the bank card processor.

By mail:

Just insert your bill stub into the envelope provided along with your payment.



In person:

TMWA's corporate office at 1155 Corporate Blvd. is open between the hours of 8 a.m. and 5 p.m. For payments made during non-office hours, there is a drop box in front of this location.

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Calling All Teachers And Students

Last fall, TMWA created an educational resource especially for teachers and students. Aqua Academy, available at www.tmwaacademy.com or through a link on www.tmh2o.com, offers resources and information on water for students and teachers of all grade-levels in northern Nevada. This site has been built to educate our young customers about the importance of water and the issues that surround it. Lesson plans and a list of resources are available to teachers. Fun experiments and games will help students learn interesting facts and information about the science of water. So check it out!



TMWA Meets The Deadline For Arsenic Compliance

New federal compliance standards for arsenic, lowering the current standard of 50 parts per billion (ppb) to 10 ppb, have required TMWA to make water treatment improvements to 13 of its wells by January 2006. TMWA staff and Board are pleased to announce that we are in full compliance with the requirements, making our excellent water quality even better.



an Arsenic Compliance Plan and studied 15 potential alternatives to find the least-cost solution to comply with the revised federal drinking water regulations. We received approval for a \$9.3 million low-interest loan to fund the project from the Nevada State Board for Financing Water Projects. The loan, provided by the Nevada Drinking Water State Revolving Loan Fund, is saving TMWA customers more than \$2 million in interest costs.

There is more good news: current water rates will not be affected. The identified improvements, costing approximately \$9 million, have already been incorporated into TMWA's current rates. In an effort to ensure full compliance, TMWA prepared

For more information on the Arsenic Mitigation Project, log on to www.tmh2o.com and click on the Water Quality link under the Your Water section, or call TMWA's Water Quality Department at 834-8118.

Where to Call

Customer Service/Bill Inquiries: **834-8080** (option 2)

Emergency Repair: **834-8090**

General Information: **834-8000**

Water Conservation: **834-8005**

Water Meter Retrofit: **834-8116**

Water Quality: **834-8118**

Water Rights: **834-8029**

Upcoming Holidays/Community Events

Monday • January 16

Martin Luther King Holiday (TMWA Offices Closed)

Monday • February 20

President's Day Holiday (TMWA Offices Closed)

