

SPRING/SUMMER 2023

Gardnerville Water Company

Newsletter

Best Water! Best Service!

Gardnerville
WATER
COMPANY

YOUR WATER COMPANY

Office Hours

Monday-Friday, 8am-5pm
Closed for Lunch 12-1pm

Contact Us

1579 Virginia Ranch Rd
Gardnerville, NV 89410

www.gardnervillewater.org

[facebook.com/BestDrinkingH2o](https://www.facebook.com/BestDrinkingH2o)

Phone: 775-782-2339

Fax: 775-782-2491



Board of Directors

Dave Ellison, Chairman

Doug Sonnemann, Vice Chairman

Carl Spahr, Treasurer

Barbara Henningsen, Secretary

Ken Deering, Member at Large

Office Staff

Mark Lovelady, General Manager

Kristien Bennett, Financial Officer & HR

Trebeca Itzen, Senior Administrative

Lisa Taylor, Administrative Asst.

Technical Staff

Jonas Austin, Water Operations Sup.

Jon Summers, Operator III

Eamon Webb, Operator I

Jacob Teschner, Operator I

Board Meetings

Held the second Tuesday of the month at 5:00pm.

MARCH 14, 2023

APRIL 11, 2023

MAY 9, 2023

JUNE 13, 2023

**When doing repairs, utilize the building's shut-off valve
DO NOT TURN OFF THE WATER AT THE METER PIT!**

NO Meter Tampering or Covering

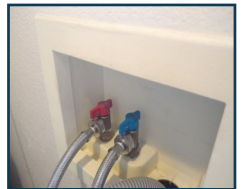
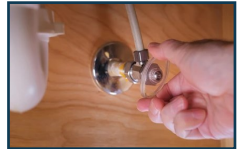
Know where your shut off valves are & how to use them.

DO NOT OPEN THE METER PIT!

SHUT OFF WATER CLOSE TO SOURCE

If you have a leak in your toilet, sink, or washing machine, your first option should be to shut off water as close to the source as possible.

- ◆ **Toilet:** Look under the toilet, against the wall, for the flexible metal tubing. Turn the handle clockwise until the handle stops. *Do not force, as most shut off valve handles are plastic and can easily break.*
- ◆ **Sink:** Look under the sink cabinet. You will see two sets of flexible metal tubes. Turn the handles on both valves clockwise to shut them off. *As with the toilet handles, these are often made of easily breakable plastic.*
- ◆ **Clothes washer:** Some houses have the valves clearly exposed above and behind the washer. If this is the case, turn both valves clockwise to shut them off. If you do not see these valves, slide the washer outward and you will likely see them.



KNOW YOUR RESIDENTIAL WATER SHUT OFF VALVE

Every home is different. If your home does not have one, consider having one installed by a plumber. Knowing where your water shut off valve is located could be crucial in an emergency.

- ◆ **If Your Home Is Built on a Slab**
If your house is on a slab, your main water shut-off valve should be found near your water heater tank, either under it or at the top. This is not true in all cases.
- ◆ **If Your Home Has a Crawl Space**
Your main water shut-off valve might be under the crawl space. Usually it is located along the front wall of the house.
 - ◆ **With basement:** The shut-off valve is wherever water enters your basement.
 - ◆ **Without basement:** The shut-off valve is near the water heater or under the kitchen sink..

MAIN SHUT OFF VALVE FOR IRRIGATION

Locate the main shutoff valve on your irrigation system. It is usually in a yard tube deep in the ground to prevent freeze of the ball joint. Using an irrigation key turn a gate valve counterclockwise until it stops to open it, clockwise to close it.

(continued on reverse)

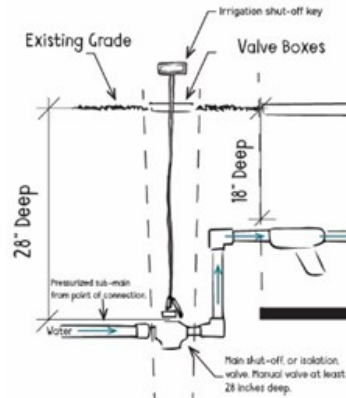
BILL PAYMENT OPTIONS WITH CONVENIENCE IN MIND

- Automatic Bill Payment** - You never have to worry about paying your bill on time with this convenient service. With Automatic Bill Payment, we mail your water bill as usual (or select **paperless billing and get your bills online**) and your payment amount will be automatically deducted from your checking, savings, credit or debit card. To sign up call (775) 782-2339, or visit us online www.gardnervillewater.org
- Pay Online** - Now you can pay your bill online for free using your checking, savings or credit card. Visit www.gardnervillewater.org to pay your bill
- Pay by Phone** - You can pay your bill by phone for free using your checking, savings or credit card by calling 775-782-2339
- Pay by Mail** - Simply mail your payment, to GWC 1579 Virginia Ranch Rd, Gardnerville, NV 89410
- Pay at GWC's Office** - Located at 1579 Virginia Ranch Road, our office is open Monday through Friday 8am to 5pm (closed 12-1pm) or if you wish to drop off your payment, you may take advantage of our payment drop box, located conveniently for your driver to drop in while driving thru the left side of the building.



Meter Covering (continued from pg. 1)

A gate valve has a round handle and looks the same as an outdoor faucet handle. Turning it to the left lifts an internal gate that releases water incrementally as it turns.



The gate lifts entirely when the handle is turned fully counterclockwise. If the handle will turn no farther counterclockwise, the valve is open.

Fix a Leak - Check Your Flapper!

The best place to look for leaks is in the bathroom, a lot of times people don't even know they have a leak.

Rubber toilet flappers are one of the biggest culprits of leaks in the home. Flappers — rubber valves that hold and release water from the tank — are prone to mineral buildup and decay over time which allows water to pass through. The leaks cause toilets to run continuously and waste hundreds, even thousands, of gallons of water every year.

Understanding how your toilet works will help you track down leaks. You can identify a leak by placing food coloring or a dye tablet in the toilet tank. If you see color in the bowl after about 10-20 minutes, the toilet flapper is leaking and needs to be replaced.

Flappers are inexpensive and easy to replace. They have them at the hardware store and can be installed in a few minutes — anyone can do

WARNING

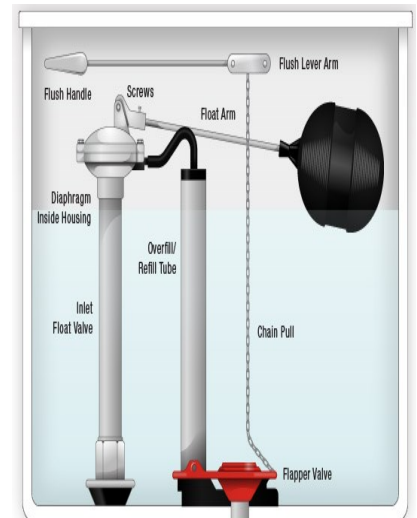
Do not force a house or irrigation shutoff valve in either direction. This can break the internal parts and not allow it to close.

DO NOT COVER THE METER

First, know where your meter pit is. When you have to move snow, **do not move it on top of the meter pit**. This hinders the reads and creates unnecessary additional time for our operators in the field.

Landscaping: Trim back bushes and trees that may cover your meter pit. **DO NOT PUT** rocks, fencing, or planters on top of or over the meter pit.

Contact the Gardnerville Water Company's 24-hour emergency dispatch team when necessary.



it. Don't forget to check the pull chain to make sure it has enough slack.

Another common problem in older toilets occurs when the float arm is not adjusted correctly and water leaks down the overfill/refill tube. These small leaks can waste 100 to 250 gallons of water every day. This problem can be fixed by adjusting the float arm.