

## Do you know where your water comes from?

*Tonopah's drinking water has to be pumped over fifteen miles from the Ralston Valley. The water comes from shallow wells in the Ralston Valley, that are fed primarily through precipitation. Getting water to Tonopah is expensive and difficult. Water from the well field has to be pumped almost 500 feet over the San Antonio Mountains. Electricity costs for pumping water to Tonopah is astonishing. We currently have over 25 miles of primary pipeline to supply the Town of Tonopah and the Tonopah Airport, and over 100 miles of distribution pipeline to supply homes and businesses that require continuous maintenance and upgrades. Multiple storage tanks are required; they are critical to maintaining sufficient water pressure to service homes and businesses, and for fire suppression. Efforts have been undertaken to find another viable water source for Tonopah for over one hundred years – with no success! So please help protect and conserve Nevada's most precious resource. Contact our office immediately to report leaks, breaks, change in water pressure or change in taste, smell or color of the water. We strive to provide you with the best quality of water for years to come!*



# Tonopah Public Utilities Customer Information



*The first water in Tonopah – October 1902  
Photo Courtesy of the University of Nevada Reno*

140 S. Main Street  
Post Office Box 151  
Tonopah, NV 89049-0151  
(775) 482-6643

The following information is intended to provide residential customers with basic information related to Water/Sewer service and is not all-inclusive of the Town of Tonopah – Tonopah Public Utilities Water, Sewer, and Reclaimed Water Regulations. A complete copy of the regulations and other related documents may be obtained online at [www.TonopahNevada.com](http://www.TonopahNevada.com) or the TPU Office located at 140 S. Main Street, Tonopah, NV 89049. Customers are subject to the regulations and all State and Federal laws regarding the use of water and sewer service for which the customer receives.

**OFFICE HOURS:** Our employees are available to assist you - Monday through Friday, except Federal and State observed holidays from the hours of 8:00 a.m. – 5:00 p.m. (closed for lunch 12:00 p.m.–1:00 p.m.) Service requests made after 3:00 p.m. will be made the following business day. A \$50 call-out fee will be assessed to customers requesting non-emergency services after the hours of 3:00 p.m. and before 7:00 a.m. Monday through Friday, all day Saturday, Sunday and on Federal and State observed holidays.

**ADMINISTRATIVE FEES:** An administrative fee of \$10 for water and \$10 for sewer will be charged on customer's first bill. Accounts temporarily inactivated at the customer's request will be charged \$20 reactivation fee upon reactivation.

**SECURITY DEPOSIT:** Residential customers requesting new service are required to pay a \$75 Security Deposit. Property owners and customers who previously established credit within the previous twelve (12) month period with the utility may be considered for a waiver of deposit. Security Deposits for Commercial Accounts will be determined by the Utility. TPU requires proof of ownership and/or prior payment history if applicable. Deposit waivers are granted at the discretion of the TPU Account Supervisor or Administrative Supervisor. Accounts are audited semi-annually pursuant to the Utility regulations for possible credit or refund. Deposits will be applied to any amount owing on final billings, remaining deposit funds will be refunded to the customer by check to the address on file.

**BILLING AND DUE DATES.** Monthly bills are prepared and mailed the last business day each month. Bills are due and payable upon receipt and are considered delinquent if not paid by the 18<sup>th</sup> of each month. In the event the 18<sup>th</sup> is on a weekend or a holiday, the due date will be the first regular business day following the 18<sup>th</sup>. Payments may be delivered to the TPU Office or placed in the night drop box, located at 140 S. Main Street, mailed to P.O. Box 151, Tonopah, NV 89049, paid by phone using debit or credit card 1-855-300-8636, or pay online at <https://www.iwebms.net/tput>.

**ACCESS YOUR ACCOUNT ONLINE:** View your account information online; set-up automatic payments, e-billing, one-time payment or simply view your charges and usage at <https://www.iwebms.net/tput> you will be directed to the online account access profile set-up.

**PAY YOUR BILL OVER THE PHONE:** For phone payments call our automated payment line **855-300-8636**. You will need to have your account number and payment method ready when you call.

*Note: Convenience fees are added to each credit/debit card transaction. Fees begin at \$2.00 increase based on the total dollar value of the transaction.*

**DELINQUENT ACCOUNTS & PENALTIES:** Billings not paid, on or before the due date, shall be considered delinquent and subject to a *penalty of 10%* of the outstanding balance. Accounts outstanding after 60 days will be notified by mail and service will be terminated unless payment is made prior to the due date on the "Shut-off Notice". In the event your service is terminated for non-payment customer must present payment in full before service will be restored. Customers who are unable to pay their bill in full may qualify for a payment arrangement, please contact our office for additional information. Failure to comply with the terms of a payment agreement will result in immediate termination of service and a \$25 disconnect fee will be charged to the account.

**RETURNED PAYMENTS:** Payments returned by the bank as unpayable will be charged a \$42 fee. If three (3) or more transactions are returned by your bank, TPU may require payment on the account be made with CERTIFIED FUNDS ONLY - cash, cashier check or money order.

**METERS:** Contact our office should you need the water shut-off at the meter box. Persons caught tampering or altering Utility property will be responsible for the repair/replacement costs and associated labor costs that may be necessary to replace/repair the meter and may be fined.

**MOVING:** Contact our office to suspend or transfer service. Please update the Utility as soon as possible of any changes to your mailing address or other contact information.

**CONTACT TPU:** Becky Braska, Account Supervisor  
(775) 482-6643  
E-mail – [tpu@tonopahnevada.com](mailto:tpu@tonopahnevada.com)

**REPORT WATER AND/OR SEWER EMERGENCIES**

**(775) 482-6643**

