



Tonopah Public Utilities Customer Information

The Town of Tonopah - Tonopah Public Utilities are focused and committed to protecting the health of every household and business in our community.

Tonopah Public Utilities has determined that a portion of water pipe (called service line) that connects your home or building to the water main is made from galvanized material and may have absorbed lead. This does NOT include the Anaconda Subdivision and nearby surrounding area. The EPA has define these services lines as "galvanized requiring replacement"¹. Our records either indicate that lead service line pipe may be present or might have been in the past.

Galvanized service lines that have absorbed lead can contribute to lead in drinking water. People living in homes with a galvanized service line that has absorbed lead may have an increased risk of exposure to lead from their drinking water.

Through all the testing performed by Tonopah Public Utilitiies during instances of line breaks and line replacements, no lead fittings have been identified.

If you have information that could help us better describe your service line or plan to replace galvanized or other line that has a potential for lead and, please notify our office at (775) 482-6643 or email: tpu@tonopahnevada.com so that we may update our records.

For regulatory history regarding Lead in Nevada and what is being done locally by Tonopah Public Utilities to safeguard your drinking water, please go to our website at www.tonopahnevada.com/Tonopah-Public-Utilities/ or ask the Account Representative at the TPU Office for a copy.

FOR MORE INFORMATION ON LEAD IN DRINKING WATER, TESTING METHODS AND STEPS YOU CAN TAKE TO MINIMIZE EXPOSURE, PLEASE CONTACT THE SAFE DRINKING WATER HOTLINE AT 800-426-4791 OR ONLINE AT [HTTP://WWW.EPA.GOV/LEAD](http://WWW.EPA.GOV/LEAD).

140 S. Main Street
Post Office Box 151
Tonopah, NV 89049-0151

(775) 482-6643

email: tpu@tonopahnevadad.com

www.TonopahNevada.com/Tonopah-Public-Utilities/

**REPORT WATER & SEWER EMERGENCIES 24/7
(775) 482-6643**

Customer Account Number: _____

¹ Refers to a galvanized service line is or was at any time downstream of a lead service line or is currently downstream of a "Lead Status Unknown" service line.

The following information is intended to provide customers with basic information related to water and 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/Tonopah-Public-Utilities/ or at the TPU Office 140 S. Main Street, Tonopah, NV 89049. Customers may send written request to Post Office Box 151, Tonopah, NV 89049 or request by email to tpu@tonopahnevada.com. Customers are subject to the regulations and all Local, State and Federal laws regarding the water and sewer service for which the customer has signed up for.

OFFICE HOURS: Our employees are available to assist you - Monday through Friday, except Federal and State observed holidays between the hours of 8:00 a.m. and 5:00 p.m. Our office is 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 \$100 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 a monthly Standby fee as set by resolution.

SECURITY DEPOSIT: Residential customers requesting new service are required to pay a \$95 Security Deposit. Property owners and customers who 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 based on estimated monthly usage. TPU requires proof of ownership and/or prior payment history if applicable. Deposit waivers are granted at the discretion of the TPU Account Representative 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 18th** of each month. In the event the 18th falls on a weekend or holiday, the due date will be the first regular business day following the 18th. Payments may be delivered to the TPU Office, after hours 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 paid 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 and increase based on the total dollar value of the transaction. E-Check are a flat \$3.00 regardless of the amount.

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 or payment arrangements are 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. If you are unable to pay your outstanding balance by the due date, **contact our office before service is shut-off** to see if you qualify for a payment arrangement, or deferred payment plan. Failure to comply with the terms of a payment agreement will result in immediate termination of service and a disconnect fee will be charged to the account.

RETURNED PAYMENTS: Payments returned by the bank not paid will be charged a \$42 fee. If three (3) or more transactions are returned by your bank, the account will be placed on CASH ONLY. If placed on cash only, payment on the account must be made in certified funds only (cash, money order, cashier's check).

METERS: **Contact our office if 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.

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