2024 ANNUAL

Water Quality Report

CORONA DE TUCSON

AZ0410169

CITY OF TUCSON | TUCSON WATER

Director's Office Message

At Tucson Water, we don't just prepare for change—we lead through it.

As times change, we remain focused on what matters most: protecting public health and securing Tucson's water future through science, innovation, and strategic investment.

Tucson Water continues to embrace a forward-thinking approach to water quality and water resource reliability. We are advancing treatment infrastructure, expanding groundwater protection efforts, and modernizing operations to meet both current regulatory standards and those anticipated in the near future.

Through strong partnerships with state and federal agencies, we have leveraged outside funding with our talented workforce to accelerate solutions that protect our community from contaminants of emerging concern, including per- and polyfluoroalkyl substances (PFAS). Tucson Water has voluntarily gone beyond regulatory minimums for years—the commitment to proactive monitoring, early action, and strategic infrastructure adoption has never been more important.

The One Water 2100 Master Plan continues to guide us in treating every drop—surface water, groundwater, recycled water, and stormwater—as a critical resource. But our direction is clear: Keep Tucson's water quality and water resources safe and secure while building systems that will support Tucson for generations to come.

Thank you for trusting us to safeguard this essential resource.

John P. Kmiec, MPA
Tucson Water Director

Contents

Contact Information

Water Quality / Pressure Concerns
520-791-5945
Mon. to Fri., 8 a.m. to 4:30 p.m.
Email us about Water Quality or Pressure Concerns:
QualityAndPressure@tucsonaz.gov

Public Information Office
520-791-4331
tw_pio@tucsonaz.gov

Other Contacts:

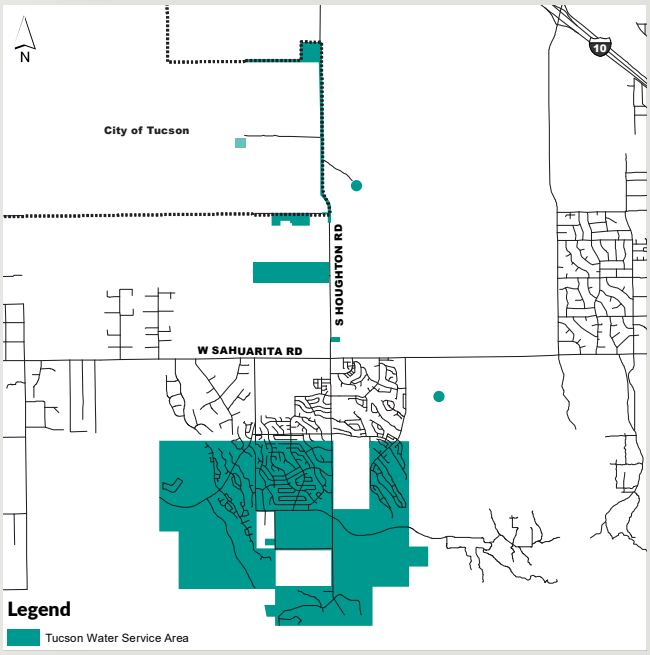
24 Hour Emergency Line
(i.e., broken water main)
520-791-4133

Customer Service & Billing
520-791-3242

Where Does My Water Come From?

Corona de Tucson

Tucson Water Corona De Tucson is a small community water system that serves over 4,100 households and businesses with a population of approximately 13,800 residents. The water source is local groundwater delivered from four active wells.



TUCSON ONE WATER

Careful management of our water resources is critical to Tucson's long-term sustainability. The One Water 2100 Master Plan is a new approach for managing water resources for long-term resilience and sustainability, meeting both community and ecosystem needs. One Water will guide the utility in how to best manage its water resources under ever changing conditions. This approach treats all of Tucson's water resources as equally important: surface water, groundwater, recycled water, and rain and stormwater harvesting.

Get Involved!

Public participation is essential to ensuring communities and stakeholders have a say in how our water resources are managed. To provide feedback or subscribe to receive One Water news and updates, or for a list of One Water events and engagement opportunities, visit Engage – Tucson One Water.

Protection Starts at the Source

How We Treat Your Drinking Water

CHLORINE DISINFECTION

Chlorine disinfectants are added to drinking water to kill harmful pathogens. It's quite effective because a "residual" amount of chlorine remains after the initial application that continues to protect against bacteria and other microorganisms. Chlorine residual disinfection is maintained throughout the distribution system. Approximately 1 part per million (ppm) of chlorine, which is equivalent to about a cup of water in a swimming pool, is added to the drinking water supply at well sites, reservoirs, and other facilities to keep drinking water free of microbiological contamination. Tucson's water meets microbiological drinking water standards from the time it is recovered from the ground and treated until it reaches the customer's tap.

CHLORINE DISINFECTANTS ARE ADDED TO DRINKING WATER TO KILL HARMFUL PATHOGENS.

Tucson Water continually measures chlorine residual disinfectant levels to ensure they do not exceed the maximum residual disinfectant limit. We use sampling stations located throughout the distribution system to collect 268 routine chlorine samples a month, and we collect microbiological samples at the same time.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

WHAT'S IN YOUR WATER

Drinking water sources include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the land surface or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and it can pick up substances resulting from animal presence or human activity. Different kinds of contaminants will appear in your drinking water, sometimes naturally and in varying levels. Some contaminants are harmless, whereas others may be dangerous if consumed in large quantities. Our water quality specialists work continually to make sure the water we deliver to you is fresh, clean, and safe to use. We currently monitor for approximately 90 regulated and 103 unregulated contaminants.

WHAT WE LOOK FOR

Contaminants that may be present in drinking water before we treat it:

Microbial contaminants, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals that can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides from agriculture, urban storm water runoff, and residential uses that may come from a variety of sources.

Organic chemical contaminants, such as synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and may come from gas stations, urban storm water runoff, and septic systems.

Radioactive contaminants that can occur naturally or result from oil and gas production and mining activities.

REGULATIONS FOR PFAS

EPA has established National Primary Drinking Water Standards for six per- and polyfluoroalkyl substances (PFAS) in drinking water. The following table shows both the maximum contaminant level goal, which is the level of no known or expected risk, and the maximum contaminant level, which is the highest level allowed in drinking water.

EPA National Primary Drinking Water Standards			
PFAS		**Maximum Contaminant Level Goal**	**Maximum Contaminant Level**
PFOA		0	4 ppt
PFOS		0	4 ppt
PFNA		10 ppt	10 ppt
PFHXs		10 ppt	10 ppt
GenX		10 ppt	10 ppt
PFBS		No Regulation	No Regulation
Mixture of 2 or more	PFNA PFHXs GenX PFBS	Hazard Index of 1	Hazard Index of 1

PFOA: Perfluorooctanoic acid

PFOS: Perfluorooctanesulfonic acid

PFNA: Perfluorononanoic acid

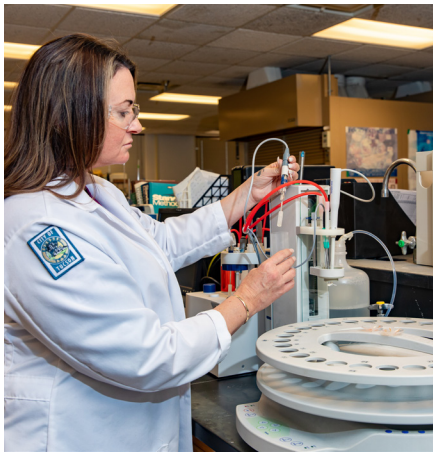
PFHxS: Perfluorohexanesulfonic acid

GenX: Hexafluoropropylene oxide dimer acid

PFBS: Perfluorobutanesulfonic acid

EPA has set a Hazard Index of 1.0 for mixtures containing two or more of the following PFAS: PFHxS, PFNA, GenX, and PFBS. The Hazard Index is calculated by taking the measured concentration of each and dividing PFHxS by 9 parts per trillion (ppt), PFNA by 10 ppt, PFBS by 2,000 ppt, and GenX by 10 ppt. The total of these four ratios cannot exceed 1.0.

Use of the Hazard Index approach accounts for the combined effects of these substances when they co-occur in drinking water.



The National Primary Drinking Water Standards aim to reduce exposure to these substances, which have been linked to health issues such as cancer and liver damage. Though the EPA PFAS standards require Public Water Systems to monitor and report PFAS findings by 2027, Tucson Water has been proactive in addressing PFAS contamination. Since 2018, Tucson Water has conducted extensive testing across the system, exceeding federal guidelines by voluntarily removing wells from service if any detectable levels of PFOA or PFOS are found.

Tucson Water remains committed to delivering high-quality water that meets or surpasses federal standards, ensuring the continued safety of our community's drinking water.

For more information, please visit PFAS: Forever Chemicals City of Tucson.

The Arizona Department of Environmental Quality (ADEQ) is working with Tucson Water to eliminate the threat to our drinking water supply from PFAS. This includes plans to install new groundwater monitoring wells and design and construct preventive measures to stop PFAS-contaminated groundwater from migrating. New technologies and innovations are being used to remove PFAS from groundwater and limit its movement to other groundwater sources.

Visit https://www.azdeq.gov/Tucson_PFAS for more information.

BACKFLOW PREVENTION

A cross-connection is a point in a plumbing system where the potable (drinking) water supply is connected to a non- potable source. Contamination may occur when water flows through a cross-connection from a non-potable source, such as a sprinkler system or heating and cooling unit, into the potable water system. This can happen through a process known as backflow.

Tucson Water's Backflow Prevention Program is designed to protect the public drinking water supply from pollutants and contaminants that could infiltrate the Tucson Water system from private properties through backflow.

All commercial and multifamily customers and some single- family customers are required to install backflow prevention assemblies on their Tucson Water service connections. These assemblies prevent non-potable water from being drawn into the public drinking water system and must be tested annually.

Visit Backflow Prevention City of Tucson or phone 520-791-2650.

Going Above and Beyond

Tucson Water does a lot more than merely complying with the minimum EPA standards.

We performed extra monitoring to give staff and customers additional water quality information. Here's how we did it:

UNREGULATED CONTAMINANT MONITORING RULE

The Unregulated Contaminant Monitoring Rule (UCMR) is a program established by EPA to monitor contaminants that are known or anticipated to occur in public water systems. These contaminants are not currently subject to regulatory standards but are monitored to gather data about their presence and potential health effects. EPA uses the UCMR program to help prioritize which contaminants should be regulated in the future based on their occurrence and the potential risk they pose to public health. Historically, the UCMR has assessed a variety of chemicals, such as pesticides, industrial chemicals, pharmaceuticals, and byproducts of drinking water treatment processes.

Tucson Water started the UCMR5 study in 2024, and the study will be completed by the end of 2025. The UCMR5 parameters consist of 29 PFAS and lithium. To date, PFAS has not been detected in any of Tucson Water's active wells; however, lithium has been detected (refer to following table).

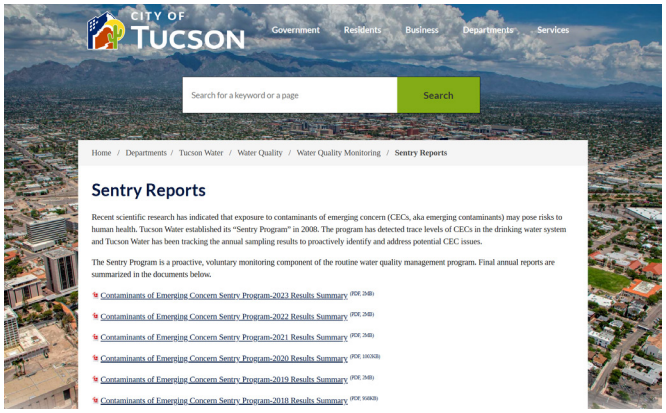
UCMR Contaminant	Sample Year	Average	Range	Units	Sources/Environmental Occurence
Lithium	2024	30.5	28 – 32	ppb	Naturally occurring metal with numerous commercial uses, including as a main component of batteries. It is also used as a pharmaceutical to treat certain medical conditions.

ppb: parts per billion

SENTRY PROGRAM

Tucson Water's Sentry Program is an additional, voluntary monitoring component of our routine water quality management strategy. The Sentry Program proactively identifies contaminants of emerging concern (such as PFAS, industrial chemicals, personal care products, pesticides, and pharmaceuticals) so they can be addressed early. Annual results are summarized on our website at Sentry Reports City of Tucson.

Tucson Water keeps your drinking water safe by regularly monitoring all drinking water sources. If any contamination approaches the maximum contamination level (including PFAS) at a drinking water source, we remove the source from service.



MONITORING

Every year, Tucson Water tests thousands of water samples collected from drinking water wells and permanent taps located throughout our water distribution system. Some tests are required by federal and state regulations (for example, the Safe Drinking Water Act or EPA standards), but we proactively perform hundreds of additional tests to confirm that only the cleanest and safest drinking water reaches your home.

Help protect our water sources

- Maintain your septic system
- Limit pesticide and fertilizer use
- Properly dispose of household hazardous waste
- Properly dispose of medications
- Volunteer in your community

Visit Household Hazardous Waste City of Tucson or call 520-791-3171.

About your system

4,138 NUMBER OF HOUSEHOLDS AND BUSINESSES

5 BOOSTERS

3 STORAGE FACILITIES

1 TRANSFER VALVE

4 ACTIVE POTABLE WELLS

74 TOTAL MILES OF PIPE

10 WATER QUALITY SAMPLING POINTS

Sampling

29 REQUIRED SAMPLES

130 REQUIRED TESTS

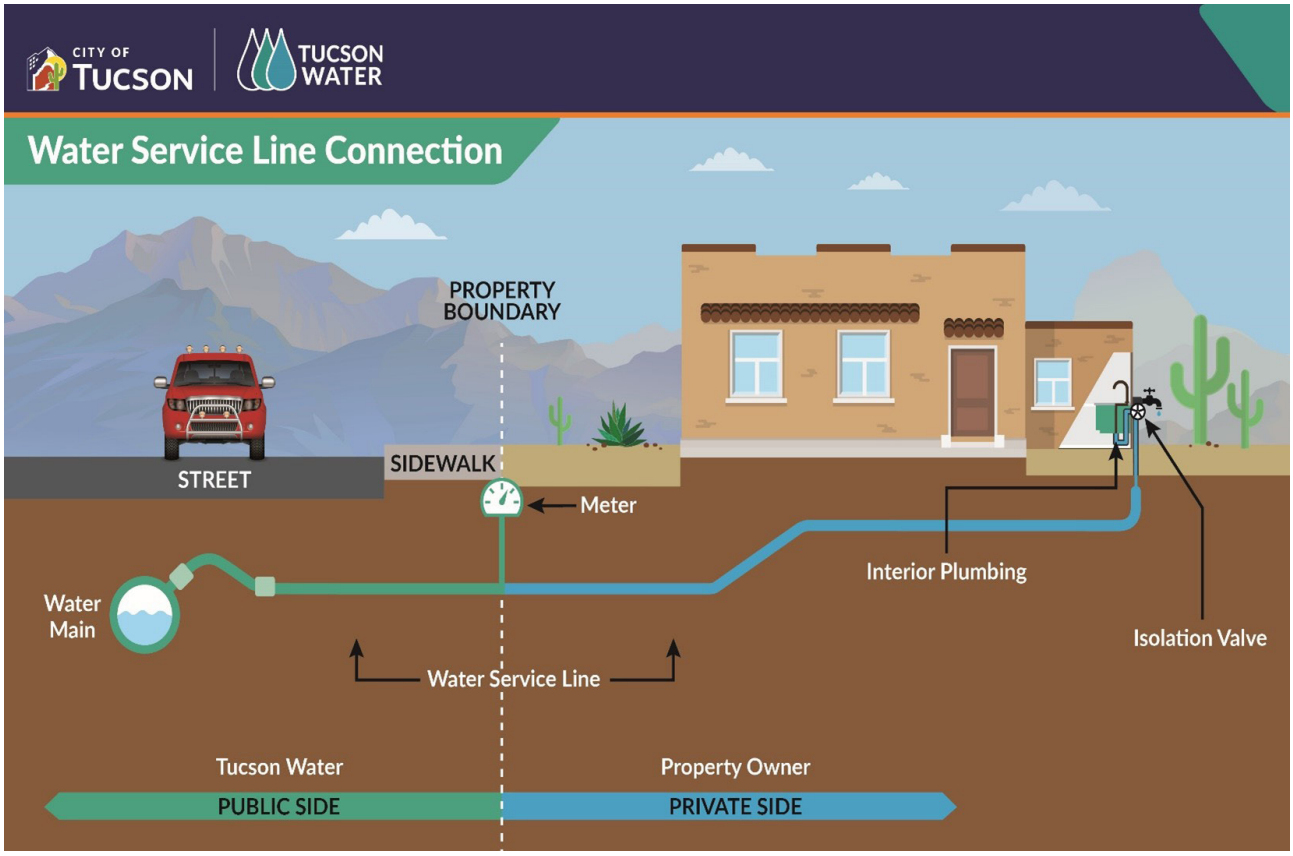
609 VOLUNTARY SAMPLES

685 VOLUNTARY TESTS

Customer Zone

Tucson Water is responsible for maintaining and replacing watermains throughout its service area, including service lines up to the water meter.

Property owners are responsible for the service lines from the water meter to their service address or property. It is the homeowner's responsibility to maintain the water line and keep it in good repair.



GET THE LEAD OUT PROGRAM

Lead water service lines are a key source of lead in tap water. Since 1999, Tucson Water has identified, located, removed, and replaced over 866 lead water service lines from its water system. In 2016, because of the water crisis in Flint, Michigan, Tucson Water proactively launched the "Get the Lead Out" (GTLO) program that identified, located, and removed an additional 142 lead water service lines from the main distribution system. The GTLO program is the foundation of our Lead and Copper Rule Revisions Program.

WHAT'S NEW WITH THE LEAD AND COPPER RULE?

Tucson Water follows EPA's revised Lead and Copper Rule, a regulatory requirement for all public drinking water systems to improve protection of customers, consumers, and the public from lead in drinking water.

In 2021, EPA revised the Lead and Copper Rule known as the Lead and Copper Rule Revisions (LCRR). One major requirement is to develop a preliminary pipe material inventory of all the water service lines in our water service area. This requirement became effective in October 2024.

In 2021, Tucson Water began to update and maintain a preliminary inventory of all water service lines to identify the pipe material of both the public and the private portions of the service line in our water service area. To date, no lead service lines have been found. On October 16, 2024, Tucson Water submitted a preliminary service line materials inventory, which was certified by ADEQ. More information can be found at 120Water – Public Water System Service Lines.

While we were able to identify the materials of many service lines through research of existing plans and permit records, information on all service lines is not available. This is especially true for the private portion of the service line, which runs from the water meter to a building, as Tucson Water neither owns nor maintains this portion of the line. Under the LCRR, we notified customers if the pipe material of their service line was unknown or was galvanized steel requiring replacement.

For further information about Tucson Water's LCRR Program, please visit Lead and Copper Rule City of Tucson.

ABOUT LEAD

Lead and copper monitoring is an important function of our water quality management program and our public health goals. Tucson Water is responsible for providing high-quality drinking water and for removing lead service lines and galvanized service lines requiring replacement, but we cannot control the variety of materials used in the plumbing components in your home.

To address lead in drinking water, Tucson Water is doing the following:

1. Monitoring for lead and copper by collecting and analyzing water samples at over 50 locations on a regular basis throughout the main distribution system.
2. Continuing to update and maintain the preliminary inventory of service line pipe materials. The inventory may be viewed online at 120Water – Public Water Services Lines.

Frequently Asked Questions

What is a water service line?

A water service line is the pipe that delivers water from the watermain to your meter and the pipe that delivers water from your meter to the first outside water tap at your residence or business.

Who owns and maintains a water service line?

The property owner owns and maintains the water service line from your water meter to the first outside tap at your home or business. Tucson Water owns and maintains the water service line from the watermain to your water meter.

What is a lead water service line?

A lead water service line is a pipe made of lead that connects the watermain to the water meter and the water meter to the home's or building's outside tap.

Do I have lead plumbing in my home or business?

If your home or building was built after 1990, it is likely that the plumbing materials do not contain lead. Buildings built in 1945 or earlier pose the greatest risk of having lead-containing plumbing materials and lead water service lines.

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.

You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. In addition, you can do the following:

1. Have your water tested for lead and copper at a licensed laboratory in Arizona. For a list of certified laboratories, go to the Arizona Department of Health Licensed Environmental Laboratories at **Arizona Department of Health Services Licensed Commercial Drinking Water Laboratories**.
2. Before drinking tap water, flush your pipes with cold water for several minutes by running your tap, taking a shower, or doing laundry or a load of dishes.
3. You can also use a water filter certified by the American National Standards Institute to reduce lead in drinking water.

If you would like more information about the service line materials inventory or lead sampling results, or if you are concerned about lead in your drinking water, please contact Tucson Water's Water Quality and Pressure Concerns at 520-791-5945 or email **QualityandPressure@tucsonaz.gov**.

Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at **http://www.epa.gov/safewater/lead**.

Your Water Quality

Did you know?

The results are in! Our water quality specialists continuously monitor and test your drinking water to keep you and your family safe and healthy. Did you know you can check the test results for your own community with our easy-to-use Water Quality Map? Enter your address at Water Quality Dashboard City of Tucson and view the results for your sample area. You can even compare the results against the maximum limits set by the EPA.

OUR WATER QUALITY SPECIALISTS CONTINUOUSLY MONITOR AND TEST YOUR DRINKING WATER TO KEEP YOU AND YOUR FAMILY SAFE AND HEALTHY.

VULNERABLE POPULATIONS

Drinking water, including bottled water, may be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. Some people may be more vulnerable to contaminants in drinking water than the general population.

Immunocompromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV-AIDS or other immune system disorders, some elderly, and infants, can be particularly at risk of infections. These people should seek advice about drinking water from their health care providers.

For more information about contaminants and potential health effects, or to receive a copy of the EPA and the U.S. Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants, call the **EPA Safe Drinking Water Hotline at 1-800-426-4791**.

Water quality statistics: It's all about quality

SOURCE WATER ASSESSMENT PROGRAM

ADEQ completes annual source water assessments for Tucson Water drinking water wells. The assessments review the adjacent land uses that may pose a potential risk to the water sources. It classified the Tucson Water Corona De Tucson Public Water System wells as **Low Risk**.

A **Low Risk** designation indicates that most source water protection measures are either already implemented, or the hydrogeology is such that the source water protection measures will have little impact on protection.

ADEQ source water assessments are available for public review. Contact the Arizona Source Water Coordinators at 602-771-4597 or 602-771-4298 to request a copy.

Sources of Potential Risks:

- Gas stations
- Landfills
- Dry cleaners
- Agricultural fields
- Mining activities

DETECTED CONTAMINANTS

Tucson Water routinely monitors for contaminants in your drinking water as specified in the National Primary Drinking Water Standards. Monitoring results for the period of January 1 to December 31, 2024, or from the most recent period, are included in the table below. Certain contaminants are monitored less than once a year because the concentrations of these contaminants are not expected to vary significantly from year to year, or the system is not considered vulnerable to this type of contamination.

Contaminant	MCL	MCLG	Units	Highest Sample Result	Range	Year	MCL Violation (Y/N)	Major Source of Contaminant
Disinfection Byproducts								
Haloacetic Acids (HAA5)[a]	60	N/A	ppb	ND LRAA	ND	2024	N	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHM)[b]	80	N/A	ppb	6.9 LRAA	1.8 – 6.9	2024	N	Byproduct of drinking water disinfection
Inorganics								
Arsenic	10	0	ppb	4	3.2 – 4.0	2022	N	Erosion of natural deposits, runoff from orchards, runoff from glass and electronics production wastes
Barium	2	2	ppm	0.14	0.09 – 0.14	2022	N	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Cyanide	200	200	ppb	99	ND – 0.99	2022	N	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Fluoride	4	4	ppm	0.47	0.41 – 0.47	2022	N	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate	10	10	ppm	1.2	0.33 – 1.2	2024	N	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium	N/A	N/A	ppm	62	44 – 62	2022	N	Erosion of natural deposits
Radioactive Chemicals								
Gross Alpha Emitters	15	0	pCi/L	6.7	3.9 – 6.7	2022	N	Erosion of natural deposits

Contaminant	Action Level	MCLG	Units	No. of Samples above Action Level	90th Percentile Value	Year	MCL Violation (Y/N)	Major Source of Contaminant
Lead	15	0	ppb	0	1.5	2022	N	Corrosion of household plumbing systems; erosion of natural deposits
Copper	1.3	1.3	ppm	0	0.18	2022	N	Corrosion of household plumbing systems; erosion of natural deposits

Disinfectant	MRDL	MRDLG	Units	Annual Average	Monthly Average Range	Year	MCL Violation (Y/N)	Major Source of Contaminant
Chlorine	4	4	ppm	1.0	0.80 – 1.46	2024	N	Water additive used to control microbes

Notes:

a) HAA5 MCLG: dichloroacetic acid (zero); trichloroacetic acid (0.02 ppm); monochloroacetic acid (0.07 ppm). Bromoacetic acid and dibromoacetic acid have no MCLGs.

b) TTHM MCLG: bromodichloromethane (zero); bromoform (zero); dibromochloromethane (0.06 ppm): chloroform (0.07 ppm).

Arsenic is a mineral known to cause cancer in humans at high concentration and is linked to other health effects, such as skin damage and circulatory problems. While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic.

Nitrate in drinking water at levels above 10 ppm is a health risk for infants younger than 6 months of age. High nitrate levels in drinking water can cause "blue baby syndrome." Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, and detected nitrate levels are above 5 ppm, you should ask your health care provider for advice.

DEFINITIONS

Action Level:	The concentration of a contaminant that, if exceeded, triggers treatment, or other requirements.
LRAA:	Locational Running Annual Average
Maximum Contaminant Level (MCL):	The highest level of a contaminant that is allowed in drinking water.
Maximum Contaminant Level Goal (MCLG):	The level of a contaminant in drinking water below which there is no known or expected risk to health.
Maximum Residual Disinfectant Level (MRDL):	The level of disinfectant added for water treatment that may not be exceeded at the consumer's tap.
Maximum Residual Disinfectant Level Goal (MRDLG):	The level of disinfectant added for treatment at which no known or anticipated adverse effect on health of persons would occur.
Not Applicable (N/A):	Sampling was not completed by regulation or was not required.
Not Detected (ND or <):	Not detectable at reporting limit.
Picocuries per liter (pCi/L):	Measure of the radioactivity in water.
ppb:	Parts per billion, or micrograms per liter (µg/L). Equal to adding ONE droplet of water to a backyard swimming pool.
ppm:	Parts per million, or milligrams per liter (mg/L). Equal to adding about a CUP of water to a backyard swimming pool.
ppt:	Parts per trillion, or nanograms per liter (ng/L). Equal to adding ONE droplet of water to 20 Olympic-sized swimming pools.

Frequently Asked Questions

HOW DO I KNOW MY WATER IS SAFE TO DRINK?

Tucson Water provides safe drinking water that complies with all federal, state, and local drinking water regulations. Our staff work together to monitor drinking water quality at 171 wells, 63 reservoirs, 275 sampling stations, and 125 selected homes across all our systems.

HOW IS TUCSON'S DRINKING WATER TREATED?

Tucson Water uses chlorination to disinfect against organisms such as bacteria and viruses. We strive to maintain a chlorine residual between 0.80 mg/L to 1.2 mg/L throughout the distribution system.

WHY IS MY WATER MILKY/CLOUDY?

Water with a cloudy or milky-white appearance may be caused by millions of tiny air bubbles present in the water. They're harmless and not a health concern, and they will not damage your plumbing or appliances. Fill a clean, clear glass with water and let it stand for a few minutes. As air escapes, the water will clear from the bottom of the glass up to the top. Note, a faucet aerator that requires cleaning or replacing can also cause milky water. Remove the aerator and soak it in vinegar or replace it.

WHY DOES MY WATER PRESSURE SEEM LOW (OR HIGH)?

Water pressure can vary greatly from one area of the water system to another, even from house to house. Here are some factors that may affect your home's water pressure:

- Elevation of your home relative to the reservoir or booster station serving your area
- An area water outage
- A leak inside the Customer Zone
- A home water treatment system that needs maintenance
- A malfunctioning shut-off valve to the house
- A pressure regulating valve (PRV) that needs adjustment or replacement

PRVs are recommended if your domestic water pressure exceeds 80 pounds per square inch (psi). PRVs are common in many homes and have been required by Pima County on all newly constructed homes since 2005.

WHY DOES MY WATER SMELL LIKE ROTTEN EGGS?

Rotten egg, musty, or sewer smell is most commonly caused by bacteria growing in a sink drain or water heater. These bacteria may flourish because water faucets haven't been turned on, hot water hasn't been used or has been turned off for a while, or the water heater thermostat is set too low. Go to the sink where you believe the odor originates. Check cold water versus hot water. Fill a clean glass with cold water, step away from the sink, and smell the water. If there is no odor, the origin may be the sink's drain or garbage disposal.

WHY IS MY WATER DISCOLORED?

Discolored or dirty water can be related to older, galvanized pipes, plumbing or a water softener in the Customer Zone, or to recent activity in your neighborhood, such as construction, break repairs, or flushing fire hydrants. Visit Outages & Advisories for any notices about your location.

Get a white bucket and go to the outside faucet closest to your water meter or to the main faucet where water enters the house. Remove the garden hose if attached to the faucet. Run the water from the spigot into the bucket until the bucket is full. Repeat 2 or 3 times.

If bucket water is clear, the issue is most likely in the Customer Zone. Contact a plumber to inspect plumbing and pipes.

Contact Us

To report water quality and pressure issues, please contact Water Quality/Pressure Concerns at 520-791-5945 Mon. – Fri., 8 a.m. – 4:30 p.m. or email QualityAndPressure@tucsonaz.gov.

Conservation and Drought Planning

Did You Know?

Tucson Water delivers the same amount of water today that it supplied in 1985 despite a 20% increase in population.

TUCSON WATER CONSERVATION PROGRAM

For decades, Tucson Water has promoted water conservation, providing community education, resources, and rebates for our customers. Our efforts have paid off, with individual water use decreasing 30% as a result. Today, Tucson Water delivers the same amount of water we did in the late 1980s while serving over 200,000 more customers. The Conservation Program is currently funded by a conservation fee of 10 cents per one hundred cubic feet (ccf) (1 ccf = 748 gallons) assessed on all potable water sales and operates out of a separate fund within the Tucson Water Department. The fund was established in 2008 through the adoption of Ordinance 10555.

The Conservation Program offers a suite of conservation services and customer incentives, including low-income assistance, education programming for K12 students and landscape professionals, one-on-one water audits, community outreach, and conservation resources and tools.

Through these services, the Conservation Program has achieved the following:

CONSERVED MORE THAN
6 billion gallons
(18,413 acre-feet) of water

INVESTED MORE THAN
$17 million
in rebates and incentives

INSTALLED MORE THAN
73,000 high-efficiency toilets and urinals,
including over **9,100 free toilets** for low-income customers

INSTALLED MORE THAN
4,000 rainwater harvesting and gray water systems,
including **300 subsidized systems** for low-income customers

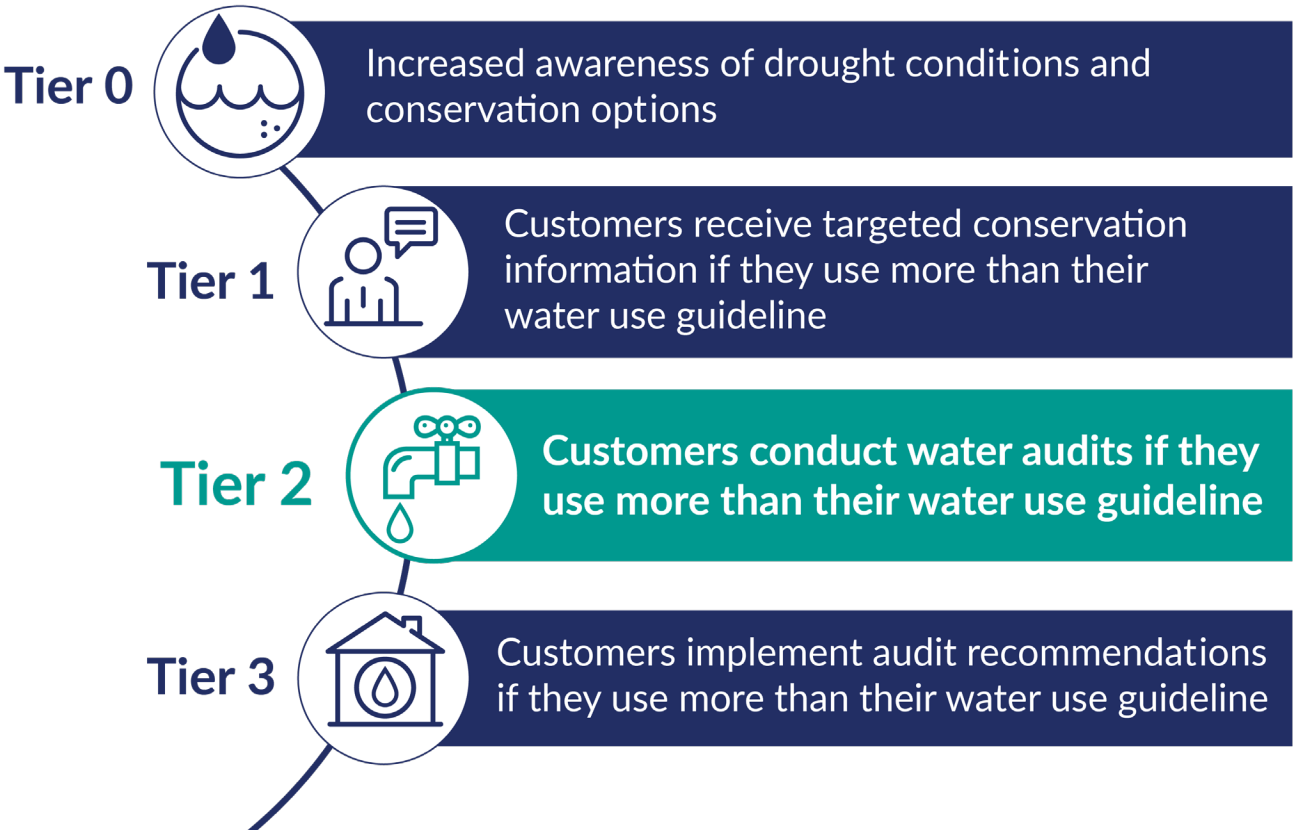
ENGAGED WITH NEARLY
700,000 students
and community members

CONDUCTED NEARLY
20,000 water audits
over the last 15 years

CONSERVATION AND DROUGHT

To prepare for ongoing drought within the Colorado River Basin, the City of Tucson updated its Drought Preparedness and Response Plan in 2020 to align with current Colorado River indicators. The City's drought plan tiers correspond directly to the shortage tiers on the Colorado River and will change in accordance with the Bureau of Reclamation's declaration for the upcoming year. Conservation staff are preparing tools and measures to respond to the current drought status, as well as future drought tiers. The infographic below illustrates the conservation measures being developed for each stage of drought. In 2024, the City of Tucson maintained a Tier 2 drought status. Tucson Water is working to empower customers with water use guidelines to determine how much water they use relative to other similar customers. In each progressive stage of drought, customers who exceed their water use guideline will be instructed to take additional measures to conserve water. Concurrently, the City is examining its own facilities to identify and implement efficient opportunities.

Refer to Conservation City of Tucson for more information.



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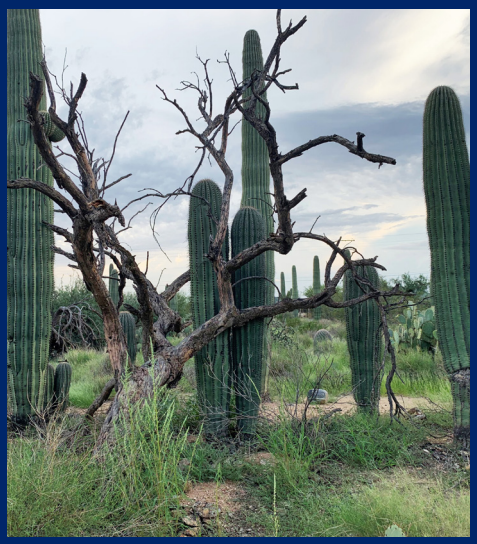

Contact Us

https://www.tucsonaz.gov/water

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Para nuestros clients que habla Español: Este informe contiene información muy importante sobre la calidad de su agua. Traduscalo o hable con alguien que lo entienda bien. Para obtener una copia de este informe en Español, llame al (520) 791-2666.