



# CITIZENS' WATER ADVISORY COMMITTEE (CWAC)

Wednesday, September 7, 2016, 7:00 a.m.  
Director's Conference Room  
Tucson Water, 3<sup>rd</sup> Floor  
310 W. Alameda Street, Tucson, Arizona

## Legal Action Report

### 1. Roll Call:

The meeting was called to order by CWAC Chair Brian Wong at 7:04 a.m. Those present and absent were:

#### Present:

Brian Wong	Chairperson, Representative, City Manager
Mark Murphy	Representative, Mayor
Mark Taylor	Representative, City Manager
Chuck Freitas	Representative, City Manager
Mitch Basefsky	Representative, City Manager
Jean McLain	Representative, City Manager
Mark Stratton	Representative, City Manager
Ryan Lee	Representative, Ward 1
Michelle Crow	Representative, Ward 2
Holly Lachowicz	Representative, Ward 3
Mark Lewis	Vice Chair, Representative, Ward 5
Kelly Lee	Representative, Ward 6
Timothy Thomure	Tucson Water, Director, Ex-Officio Member
Jackson Jenkins	Pima County Regional Wastewater Reclamation Department Director, Ex-Officio Member

#### Absent:

Catlow Shipek	Representative, City Manager
Placido dos Santos	Representative, City Manager
George White	Representative, Ward 4

#### Tucson Water Staff Present:

Sandy Elder	Deputy Director
Scott Clark	Deputy Director
Jeff Biggs	Water Administrator
Pat Eisenberg	Water Administrator
Britt Klein	Water Administrator
Melodee Loyer	Water Administrator
Chris Rodriguez	Water Administrator
Andrew Greenhill	Intergovernmental Affairs Manager
Wally Wilson	Chief Hydrologist
Daniel Ransom	Water Conservation Supervisor
Valerie Herman	Public Information Specialist
Johanna Hernandez	Staff Assistant
Beth Kleiman	Intern

#### Others Present:

Chris Avery	City of Tucson, Attorney's Office
Amy Stabler	City of Tucson, Ward 6
Mike Block	Metro Water
Grace Gegenheimer	Tucson Metro Chamber
Betsy Wilkening	Arizona Project WET

## Citizens' Water Advisory Committee (CWAC)

Legal Action Report

September 7, 2016

2. **Announcements** – Member Basefsky announced the October 6<sup>th</sup> CAP board will be in Pima County at the Omni National; the Public Policy committee meets at 9 AM, and the Board meeting is at 10 AM. Chair Wong announced the SAWUA Water Issues discussion on October 27<sup>th</sup>, staff will distribute the flyer for the Committees reference.
3. **Call to Audience**<sup>1</sup> – Mike Block announced that the AZ Hydrological Society Annual Symposium is September 14<sup>th</sup> -17<sup>th</sup> at Casino Del Sol, Tucson Water staff members will be in attendance as well as presenting.
4. **Review of June 1<sup>st</sup>, 2016 Legal Action Report and Meeting Minutes** – Committee Member Freitas motioned to approve the Meeting Minutes of June 1, 2016. Member Stratton seconded. Motion passed unanimously by a voice-vote of 10-0.
5. **Director's Report** –
  - a. **Mayor and Council Items** – Today, Mayor and Council will consider Tucson Water's proposed Low Income Rain Water Harvesting program. The proposal has two parts; first, immediately sole source contract with SERI for a one-year loan program extended pilot; second, concurrently issue a Request for Qualification for a multi-year contract for a grant and/or loan program. There will also be a Proclamation on Imagine a Day Without Water. On September 20<sup>th</sup>, Mayor and Council will consider the approval of the official recording of the CAVSARP covenants. On October 5<sup>th</sup>, recommendations to modify the service areas of Peppertree and Dove Mountain will be considered, exchanging with the Town of Marana a larger City service obligation in Peppertree for a smaller City service obligation in Dove Mountain.
  - b. **Informational Items** – Director Thomure provided unaudited fiscal year end calculations: FY16 revenues ended at 96% of budget, expenditures ended at 93% of budget. All financial metrics are on track, meeting M&C policies, and with positive bond ratings. Upcoming financial challenges include: the CAP capital rate is rising faster than projected, related to CAP needs and financial stability; the City has increased the utility tax; and Tucson Water central stores land may be sold and relocated, creating an unexpected capital expense. The Utility is managing these unexpected costs within the current financial plan. Brief discussion on reimbursement funds for the AOP.

### Members Ryan Lee and Michelle Crow arrived at 7:15 AM

## 6. Subcommittee Reports –

**Technical, Planning, and Policy Subcommittee** – Subcommittee Chair Murphy reported that the Subcommittee received a presentation from Ken Seasholes on CAP water firming.

**Finance Subcommittee** – Subcommittee Chair Stratton reported that the Subcommittee is developing a financial work plan, discussing funding for low income and conservation programming, and will be discussing base rates and recovery of fixed costs. The Subcommittee is now meeting regularly, the 2<sup>nd</sup> Wednesday of the month at 1:30 PM.

**Conservation and Education Subcommittee** – On behalf of Subcommittee Chair Shipek, Subcommittee Member Lewis reported the Subcommittee is discussing a work plan and defining the Subcommittee's objectives. Upcoming discussions will include Rain Water Harvesting neighborhood scale stormwater pilot programs.

**Bill Redesign Ad-Hoc Subcommittee** – Subcommittee Chair Freitas reported that the Committee will review the final bill redesign at today's meeting. No further meetings are expected pending the roll-out of the redesign and the addition of graphs to the Tucson Water website that represent the breakdown of budgetary items including the PILOT and City Administrative Services fees. The Subcommittee will be disbanded upon formal completion of these items.

**RWRAC Update** – Member Taylor reported RWRAC is back in session. The Board will be considering the Committee's recommendations for a Financial Plan, including a 4% increase for 3 consecutive years. A rate study by Raftelis should be completed by year end. Elections resulted in a new chair and vice chair. The Committee next meets September 22<sup>nd</sup>. It is expected the Financial Plan will adopted sometime in January.

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<sup>1</sup> Call to Audience taken with Announcements and called separately

## Citizens' Water Advisory Committee (CWAC)

Legal Action Report

September 7, 2016

7. **Subcommittee Appointment** – Member Freitas motioned for approval of Member Lachowicz's appointment to the Finance and Conservation Subcommittees. Member Stratton seconded. Motion passed unanimously by a voice-vote of 12-0.
8. **Utility Services Statement Redesign** – Tucson Water staff member Johanna Hernandez presented a PowerPoint on the redesigned statement. The redesign is intended to make the bill more informative, useful, and easier to read for customers. The major changes discussed were the multi-color presentation, the breakdown of services by provider, the improved usage graph, added usage alerts, conservation messaging, and Spanish translations of the statement. An extensive community outreach program was discussed, and roll-out is expected in December 2016. The Committee discussed the various changes in detail, Subcommittee Chair Freitas engaged with Committee members on specific issues, and feedback was provided to Tucson Water.
9. **Groundwater Film Showing<sup>2</sup>** – The Committee viewed the Groundwater film, courtesy of Kathy Ferris.
10. **Future Meeting / Agenda Items** – See projected agenda.
11. **Adjournment** – Meeting was adjourned at 8:33 a.m.

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<sup>2</sup> Vice Chair Lewis departed at 8:05 a.m. and returned at 8:07 a.m.; departed at 8:19 a.m. and returned at 8:32 a.m. All audio recording of the film showing was removed

# Bill Redesign Report

**CWAC**  
**September 7, 2016**

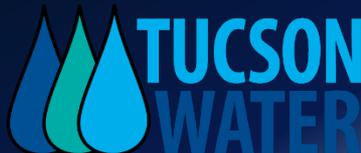


# Goals of the Redesign

Make sure the statement is easier to read and understand than the existing statement

Ensure information that is valuable to customer is included

Make redesign compatible with access and payment options available





### UTILITY SERVICES STATEMENT



Tucson Water Customer Service Office  
Phone: 520-791-3042  
Outside Tucson: 800-598-9449  
www.tucsonaz.gov/water

Account Name: JOHN DOE  
Account Number: 123456-789123  
Service Address: 1234 E STREET

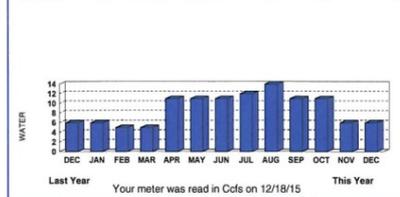
Pima County Regional Wastewater  
Reclamation Department  
Phone: 520-724-6609  
www.pima.gov/wrm

Bill Date: 12/21/15  
Service Period: 11/18/15 to 12/18/15  
Hours: 8:00 am - 5:00 pm MST (Mon-Fri)

City of Tucson Environmental Services:  
Phone: 520-791-3171  
www.tucsonaz.gov/esd

Last Bill	Payments (Credits)	Deposits Applied	Adjustments	Balance Forward	New Charges	ACCOUNT BALANCE
\$75.99	-\$75.99	\$0.00	\$0.00	\$0.00	\$75.99	\$75.99

METER INFORMATION						
Meter Number	Service Type	Start Date	End Date	Current Read	Previous Read	Consumption (Cfs)
12345678	WA	11/18/15	12/18/15	51	45	6



**IMPORTANT MESSAGE**

Freeze happens. And while winter in Tucson may not be as severe as in some places, we do have cold snaps and temperatures will plunge. Tucson Water offers tips to help prevent pipes, plumbing, irrigation systems and backflow prevention assemblies from freezing, as well as suggestions on what to do if something has frozen. Wrap pipes before presents: visit [www.tucsonaz.gov/water/winter-prep](http://www.tucsonaz.gov/water/winter-prep).

ACCOUNT ACTIVITY	
LAST BILL	\$75.99
TOTAL PAID SINCE LAST BILL	-\$75.99
ADJUSTMENTS	\$0.00
<b>BALANCE FORWARD</b>	<b>\$0.00</b>
<b>NEW CHARGES</b>	
ENVIRONMENTAL SVCS FEES	\$17.06
SEWER VOLUME	\$32.57
WATER VOLUME	\$24.38
MISCELLANEOUS	\$1.98
<b>TOTAL NEW CHARGES</b>	<b>\$75.99</b>
<b>ACCOUNT BALANCE</b>	<b>\$75.99</b>
PAY THIS AMOUNT BY: 01/11/16	\$75.99

Due date applies to current charges ONLY.  
Any balance forward is due now.  
Please allow 7 days for payments to post to your account.  
A \$28.00 fee will be charged for any returned check.

Account Number: 123456-789123  
Service Address: 1234 E STREET  
Cycle-Route #: 00-00

<b>DUE DATE:</b>	01/11/16
<b>AMOUNT DUE:</b>	\$75.99
Open Space / Riparian Contribution (optional)	
<b>AMOUNT PAID:</b>	

CITY OF TUCSON  
PO BOX 28804  
TUCSON, AZ 85726-8804

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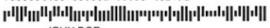
UTILITY SERVICES  
PO Box 28804  
Tucson, AZ 85726-8804

Please fold on perforation before tearing and return bottom portion with your payment.

MAKE CHECKS PAYABLE TO:  
CITY OF TUCSON

Your tax-deductible contribution to "Open Space or Riparian Enhancement" will support the preservation of biologically-rich open space and the Conserve to Enhance program, an effort that links local river and wash enhancement with individual water conservation efforts. Visit [www.tucsonaz.gov/water/checkbox](http://www.tucsonaz.gov/water/checkbox) to learn more. Your contribution will not affect service fees.

TUC1219A SCH 5-DIGIT 85730  
7000004455 00.0017.0093 4327/1



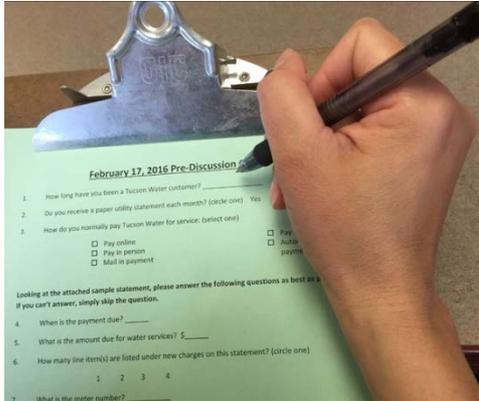
JOHN DOE  
1234 E STREET  
TUCSON AZ 12345-1234

# What We've Done

- Conducted 3 Independent Focus Groups
  - 1 employee group
  - 2 customer groups
- Coordinated with CWAC Bill Redesign Subcommittee
- Reviewed with Pima County Regional Wastewater Reclamation Department and Environmental Services
- Presented to Council Aides



# What We Learned from Focus Groups



- Customers think of the bill as a “Water Bill”
  - 88% provided statement total when asked for Water total
- Customers don’t understand water usage as it’s currently represented
  - 65% couldn’t provide previous year water use
  - 35% couldn’t provide current water use



- Color coordination and icons are easier to read and understand
- Service circle graphic is clear and informative



# How the Redesign is Different



## UTILITY SERVICES STATEMENT



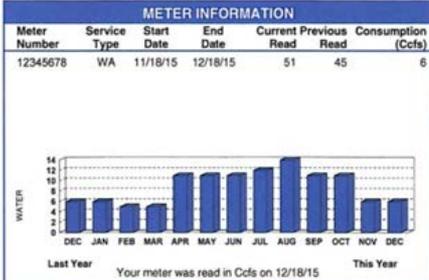
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Outside Tucson: 800-598-9449  
www.tucsonaz.gov/water

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Reclamation Department  
Phone: 520-724-6609  
www.pima.gov/wrrm

City of Tucson Environmental Services:  
Phone: 520-791-3171  
www.tucsonaz.gov/ewsd

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<b>PAY THIS AMOUNT BY: 01/11/16</b>	<b>\$75.99</b>

Due date applies to current charges ONLY.  
Any balance forward is due now.  
Please allow 7 days for payments to post to your account.  
A \$28.00 fee will be charged for any returned check.

Account Number: 123456-789123  
Service Address: 1234 E STREET  
Cycle-Route #: 00-00

**DUE DATE:** 01/11/16

**AMOUNT DUE:** \$75.99

Open Space / Riparian Contribution (optional)

**AMOUNT PAID:**

UTILITY SERVICES  
PO Box 28804  
Tucson, AZ 85726-8804

Please fold on perforation before tearing and return bottom portion with your payment.  
MAKE CHECKS PAYABLE TO: CITY OF TUCSON

Your tax-deductible contribution to "Open Space or Riparian Enhancement" will support the preservation of biologically-rich open space and the Conserve to Enhance program, an effort that links local river and wash enhancement with individual water conservation efforts. Visit [www.tucsonaz.gov/water/checkbox](http://www.tucsonaz.gov/water/checkbox) to learn more. Your contribution will not affect service fees.

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7000004455 00.0017.0093 4327/1

JOHN DOE  
1234 E STREET  
TUCSON AZ 12345-1234

CITY OF TUCSON  
PO BOX 28804  
TUCSON, AZ 85726-8804

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## UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
03/22/2016	02/17/16 to 03/17/16	04/11/2016	\$592.68	-\$80.00	\$0.00



**SEWER**  
\$54.91  
Phone: 520-724-6609

**WATER**  
\$513.19  
Phone: 520-791-3242

**ENVIRON. SVC.**  
\$17.81  
Phone: 520-791-3171

**PAST DUE BALANCE**  
\$512.68  
Please pay immediately to avoid additional fees

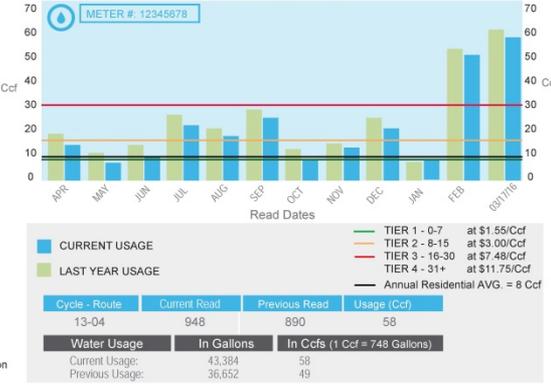
**MISCELLANEOUS**  
\$41.56  
Breakdown of charges on reverse



**\*\*USAGE ALERT:** Your meter reflected higher than normal usage for this billing cycle, please contact 520-791-3242 if you have any concerns regarding your water use.

Variable Message About the Bill Will Display Here

Please fold on perforation before tearing and return bottom portion with your payment.



UTILITY SERVICES STATEMENT  
PO Box 28804  
Tucson, AZ 85726-8804

Pay online at: [www.tucsonaz.gov/pay-utility-bill](http://www.tucsonaz.gov/pay-utility-bill)  
Pay by phone: 520-791-3242

Addressee

JOHN DOE  
1234 E STREET  
TUCSON, AZ 85000-1234

Service Period	Due Date	Account Number
02/17/16 to 03/17/16	04/11/2016	1234567-123456

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
<input type="checkbox"/> \$2.00	\$1,140.15	\$
<input type="checkbox"/> \$5.00		
<input type="checkbox"/> \$10.00		
<input type="checkbox"/> \$		

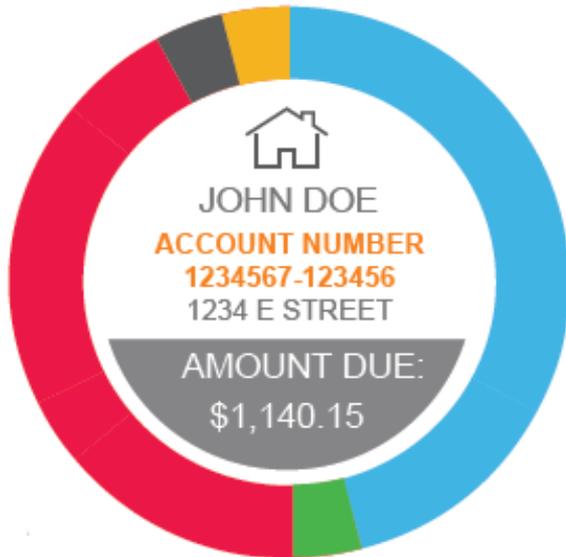
Additional information on reverse

Please Make Checks Payable And Remit To

CITY OF TUCSON  
PO BOX 28804  
TUCSON, AZ 85726-8804

00113263000053124000000293309

# Service Icons



SEWER

\$54.91

Phone: 520-724-6609



WATER

\$513.19

Phone: 520-791-3242



ENVIRON. SVC.

\$17.81

Phone: 520-791-3171



PAST DUE BALANCE

\$512.68

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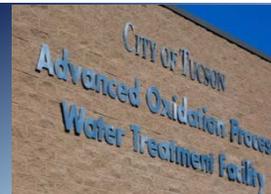
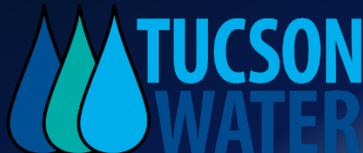
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\$41.56

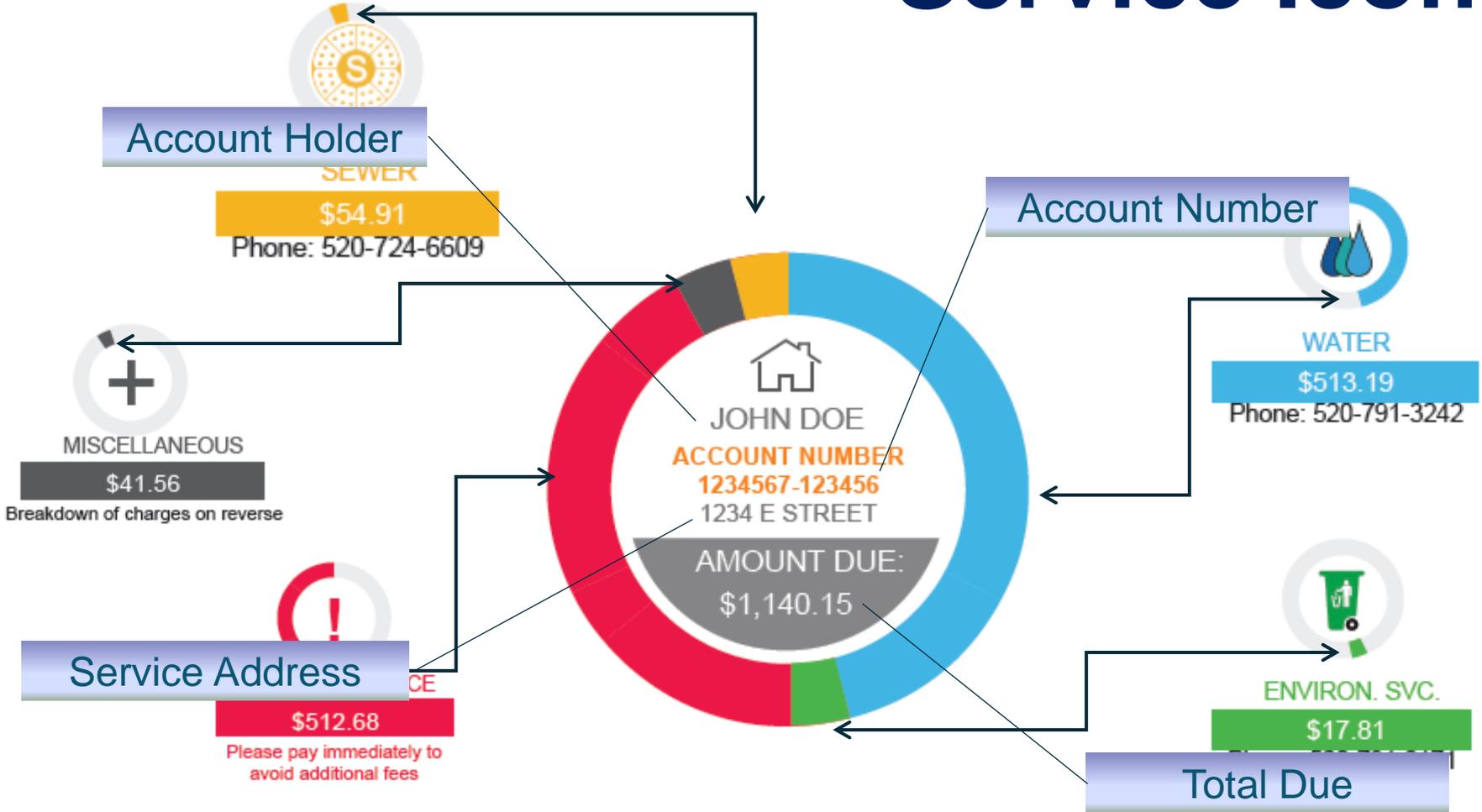
Breakdown of charges on reverse



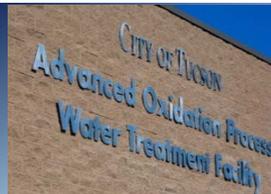
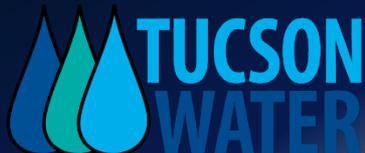
CITY OF  
TUCSON



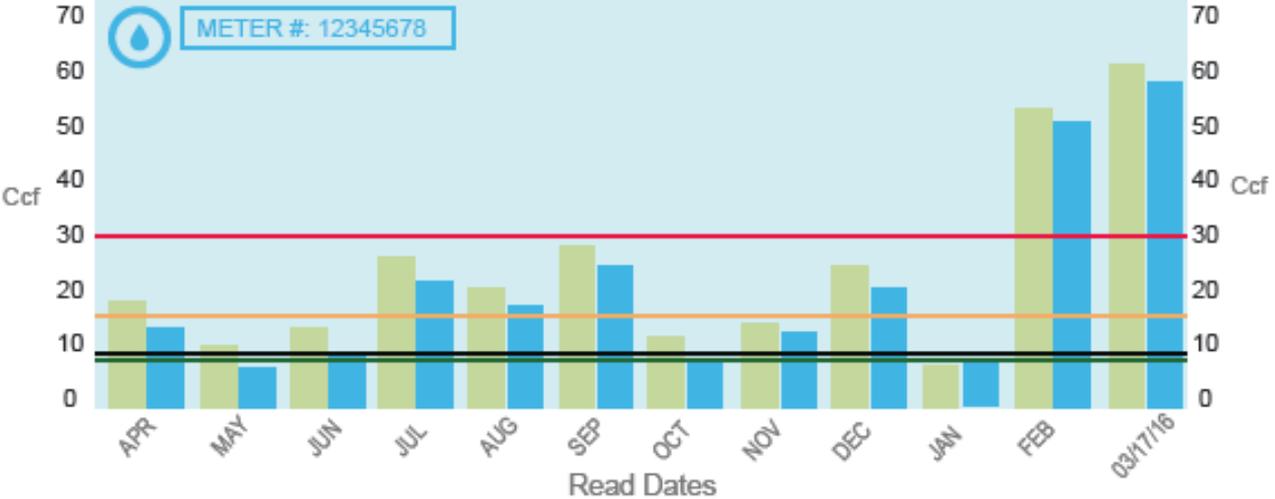
# Service Icons



CITY OF  
TUCSON



# Usage Graph



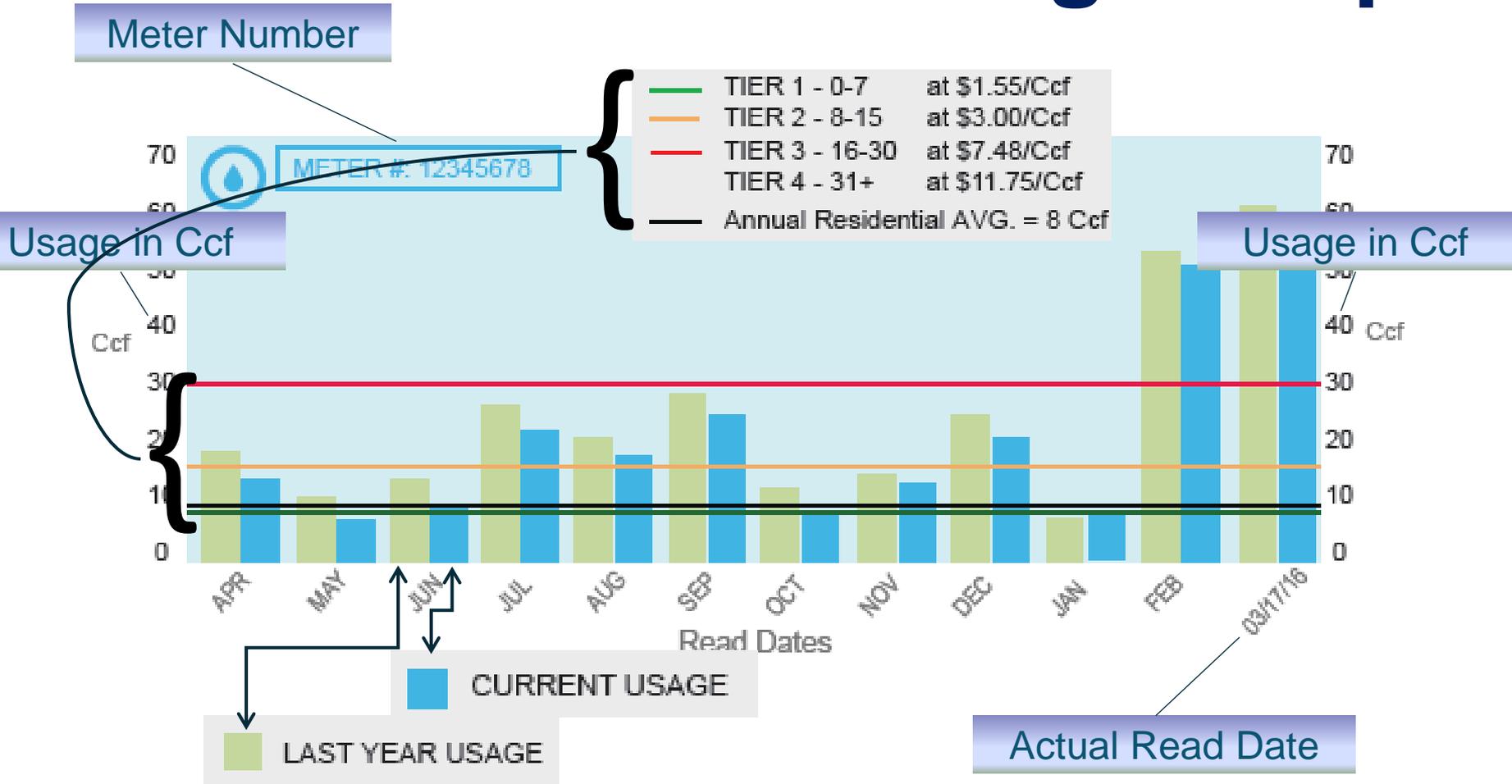
- CURRENT USAGE
- LAST YEAR USAGE
- TIER 1 - 0-7 at \$1.55/Ccf
- TIER 2 - 8-15 at \$3.00/Ccf
- TIER 3 - 16-30 at \$7.48/Ccf
- TIER 4 - 31+ at \$11.75/Ccf
- Annual Residential AVG. = 8 Ccf

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
13-04	948	890	58

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	43,384	58
Previous Usage:	36,652	49



# Usage Graph



# Other Usage Information



**\*\*USAGE ALERT:** Your meter reflected higher than normal usage for this billing cycle; please contact 520-791-3242 if you have any concerns regarding your water use.

Alerts designed to notify customers of zero usage and abnormally high usage

Important messages from service providers

Variable Message About the Bill Will Display Here

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
13-04	948	890	58
Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)	
Current Usage:	43,384	58	
Previous Usage:	36,652	49	

Cycle and Route

Usage in Gallons



# How the Redesign is Different

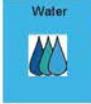
## Utility Services Statement - Continued Your Water Provider is: TUCSON WATER

CITY ITEMIZED ENVIRONMENTAL SERVICES CHARGES	
DESCRIPTION	AMOUNT
GRNDWTR PROTECT FEE	1.06
GARB 300 SHRD ALLEY	16.00
<b>TOTAL:</b>	<b>\$17.06</b>

PIMA COUNTY ITEMIZED SEWER CHARGES	
DESCRIPTION	AMOUNT
SERVICE FEE	12.63
SEWER RESIDENTIAL	SEWER FLOW VOLUME 5.66 19.94
<b>TOTAL:</b>	<b>\$32.57</b>

CITY ITEMIZED WATER VOLUME CHARGES			
WATER USAGE	IN GALLONS	IN Ccfs	(1 Ccf = 748 GALLONS)
THIS MONTH:	4,488	6	
LAST MONTH:	4,488	6	
THIS MONTH LAST YEAR:	4,488	6	
DESCRIPTION	AMOUNT		
MONTHLY SERV CHRNG	11.90		
VOL 6.00 @ \$ 1.40	8.40		
CAP CHARGE \$ .60/CCF	3.60		
CONSRV FEE \$ .08/CCF	0.48		
<b>TOTAL:</b>	<b>\$24.38</b>		

MISCELLANEOUS CHARGES	
DESCRIPTION	AMOUNT
CITY SALES TAX	0.49
STATE SALES TAX	1.49
<b>TOTAL:</b>	<b>\$1.98</b>

Billing Detail		
	Last Bill	\$592.68
	Payments (Credits)	-\$80.00
	Adjustments	\$00.00
	<b>Past Due Balance Subtotal</b>	<b>-\$512.68</b>
	Service Fee	\$12.63
	Sewer Residential	
	Sewer Flow Volume = 12	\$42.28
	<b>Sewer Subtotal</b>	<b>\$54.91</b>
	Monthly Service Charge	\$11.90
	Tier 1 Vol 7.00 @ \$ 1.55/Ccf	\$9.80
	Tier 2 Vol 8.00 @ \$ 3.00/Ccf	\$21.60
	Tier 3 Vol 15.00 @ \$ 7.48/Ccf	\$108.45
	Tier 4 Vol 28.00 @ \$ 11.75/Ccf	\$322.00
	CAP Charge \$ .60/Ccf	\$34.80
	Conservation Fee \$ .08/Ccf	\$4.64
<b>Water Subtotal</b>	<b>\$513.19</b>	
	Groundwater Protect Fee	\$1.06
	Garbage 95 GAL CURB	\$16.75
	<b>Environmental Services Subtotal</b>	<b>\$17.81</b>
	Merana Sales Tax	\$10.26
	State Sales Tax	\$31.30
	<b>Miscellaneous Subtotal</b>	<b>\$41.56</b>
<b>TOTAL AMOUNT DUE ON 04/11/2016</b>		<b>\$1,140.15</b>

Questions?  
 Pima County  
 Regional Wastewater Reclamation Department  
 Phone: 520-724-6609  
[www.pima.gov/wastewaterreclamation](http://www.pima.gov/wastewaterreclamation)  
 Tucson Water Customer Service:  
 Phone: 520-791-3242  
 Outside Tucson: 800-598-9449  
[www.tucsonaz.gov/water](http://www.tucsonaz.gov/water)  
 City of Tucson Environmental Services:  
 Phone: 520-791-3171  
[www.tucsonaz.gov/esd](http://www.tucsonaz.gov/esd)

MESSAGE CENTER

How to read your bill in English:  
[www.tucsonaz.gov/read-my-bill-english](http://www.tucsonaz.gov/read-my-bill-english)  
 Como leer su factura en Espanol:  
[www.tucsonaz.gov/leer-mi-factura-espanol](http://www.tucsonaz.gov/leer-mi-factura-espanol)

Taxes are calculated based on the Water Subtotal.  
 Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

### TERMS AND CONDITIONS

Due date applies to current charges ONLY. Any past due balance is due now. Please allow 7 days for payments to post to your account. A \$28.00 fee will be charged for any returned checks.

**Pay your bill ONLINE for same day credit to your account at [www.tucsonaz.gov/pay-utility-bill](http://www.tucsonaz.gov/pay-utility-bill)**

CHANGE MAIL ADDRESS ON:

ACCOUNT NUMBER \_\_\_\_\_  
 NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY/STATE/ZIP \_\_\_\_\_

For name change call Customer Service at (520) 791-3242

# Billing Detail

Past Due Amount  
  
 Due Immediately

Last Bill	\$592.68
Payments (Credits)	-\$80.00
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<b>Past Due Balance Subtotal</b>	<b>-\$512.68</b>

Breakdown of charges by Tier



Monthly Service Charge	\$11.90
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	Miscellaneous	
	Marana Sales Tax	\$10.26
	State Sales Tax	\$31.30
	<b>Miscellaneous Subtotal</b>	<b>\$41.56</b>



# Conservation Messaging

Optional “whole dollar” or “write-in” donations

## Optional Open Space/Riparian Donation

- \$2.00
- \$5.00
- \$10.00
- \$ \_\_\_\_\_

Clarification of how donations will be used

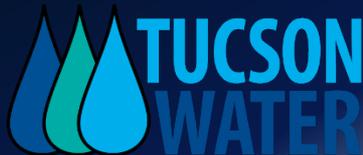
Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit [www.tucsonaz.gov/water/checkbox](http://www.tucsonaz.gov/water/checkbox) to learn more. Your optional donation will not affect your service fees.

Message to customer on back of statement

MESSAGE CENTER



CITY OF  
TUCSON



# Spanish Speaking Customers



ESTADO DE CUENTA DE SERVICIOS PÚBLICO

Fecha de Factura	Plazo de Servicio	Fecha de Vencimiento	Última Factura	Pagos (Créditos)	Variación
03/22/2016	02/17/16 to 03/17/16	04/11/2016	\$592.68	-\$80.00	\$0.00



**JOHN DOE**  
 NUMERO DE CUENTA  
 1234567-123456  
 1234 E STREET  
 CANTIDAD A PAGAR:  
**\$1,140.15**

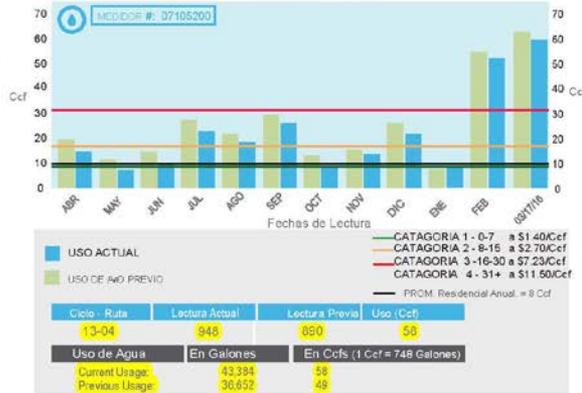
**DRENAJE** \$14.81 Tel: 520-724-6609

**AGUA** \$413.19 Tel: 520-791-3242

**SVC. AMBIENTALES** \$17.45 Tel: 520-791-3171

**CANTIDAD VENCIDA** Favor de pagar de inmediato para prevenir tarifas adicionales.

**MISCELANEOS** Análisis de cobros al reverso



**\*\*ALERTA DE USO:** Su medidor refleja uso más alto de lo normal durante este ciclo de facturación. Favor de comunicarse al 520-791-3242 si tiene preocupaciones sobre su uso de agua.

Variable Message About the Bill Will Display Here

Favor de doblar sobre la perforación antes de desgarrar y enviar la próción de abajo con su pago.

Option for customers to elect to receive their statement in Spanish

**PAST DUE BALANCE**  
**\$512.68**  
 Please pay immediately to avoid additional fees

**MISCELLANEOUS**  
**\$41.56**  
 Breakdown of charges on reverse

Messaging and materials provided in Spanish



ESTADO DE CUENTA DE SERVICIOS PÚBLICOS  
 PO Box 28804  
 Tucson, AZ 85728-8804

Pague en línea: [www.tucsonaz.gov/pay-utility-bill](http://www.tucsonaz.gov/pay-utility-bill)  
 Pague por teléfono: 520-791-3242

Destinatario

JOHN DOE  
 1234 E STREET  
 TUCSON, AZ 12345-1234

Plazo de Servicio	Fecha de Vencimiento	Numero de Cuenta
02/17/16 to 03/17/16	04/11/2016	1234567-123456
Opcional: Campo Abierto / Donación / Reversión	Cantidad a Pagar	Cantidad Pagada
<input type="checkbox"/> \$2.00 <input type="checkbox"/> \$5.00 <input type="checkbox"/> \$10.00 <input type="checkbox"/> \$ _____	<b>\$1,140.15</b>	\$

Cualquier Saldo Vencido: PAGARSE DE INMEDIATO

Información adicional al reverso

Favor de Extender el Cheque a Nombre de y Enviar a:

CITY OF TUCSON  
 PO BOX 28804  
 TUCSON, AZ 85726-8804

0011326330000531000000293309



# Community Outreach & Education

## Ongoing –

- Develop “How to Read Your New Statement” short video, fact sheet in English and Spanish
- Public Service Announcements

## September, October, and November –

- Tucson Water website

## October –

- Water Matters, monthly newsletter

## October and November –

- Message on statement *Info Box*

## October, November, and December –

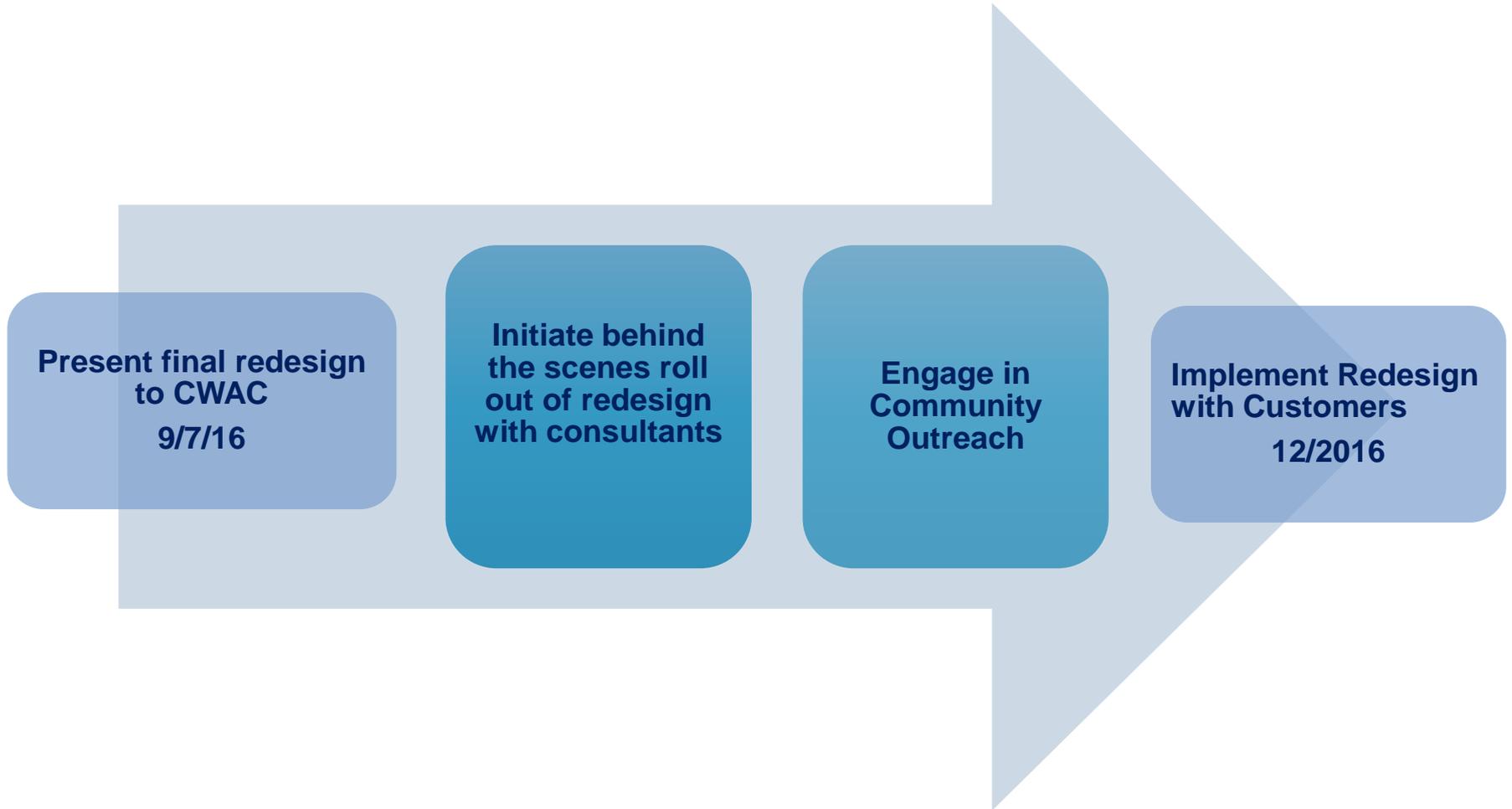
- Message on statement envelope
- Email messages

## November –

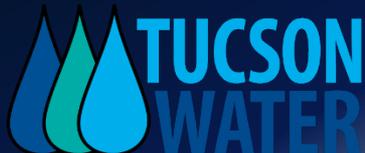
- Local news
- Include sample redesigned bill with current bill, highlighting differences



# What's Next



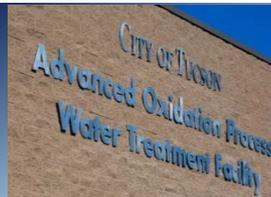
CITY OF  
TUCSON



# Questions or Comments?



CITY OF  
TUCSON

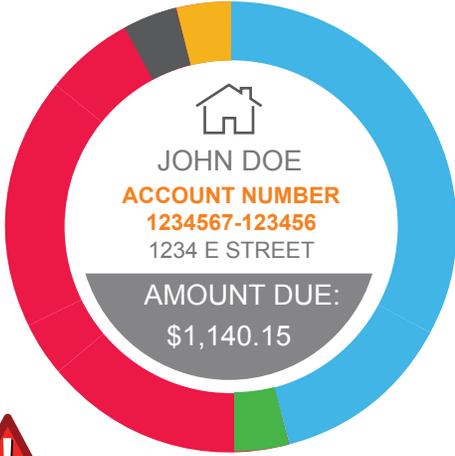




# UTILITY SERVICES STATEMENT



Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
03/22/2016	02/17/16 to 03/17/16	04/11/2016	\$592.68	-\$80.00	\$0.00

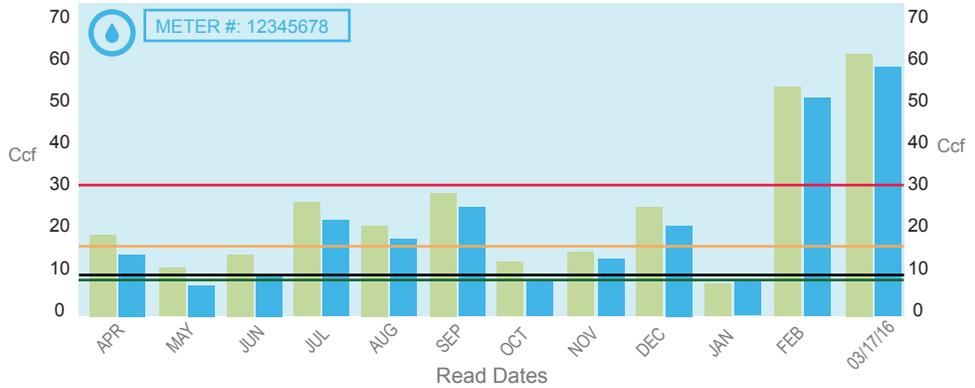


**\*\*USAGE ALERT:** Your meter reflected higher than normal usage for this billing cycle; please contact 520-791-3242 if you have any concerns regarding your water use.

Variable Message About the Bill Will Display Here

Please fold on perforation before tearing and return bottom portion with your payment.

 <b>SEWER</b> <b>\$54.91</b> Phone: 520-724-6609	 <b>WATER</b> <b>\$513.19</b> Phone: 520-791-3242	 <b>ENVIRON. SVC.</b> <b>\$17.81</b> Phone: 520-791-3171
 <b>PAST DUE BALANCE</b> <b>\$512.68</b> Please pay immediately to avoid additional fees		 <b>MISCELLANEOUS</b> <b>\$41.56</b> Breakdown of charges on reverse



Cycle - Route	Current Read	Previous Read	Usage (Ccf)
13-04	948	890	58

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	43,384	58
Previous Usage:	36,652	49



UTILITY SERVICES STATEMENT  
 PO Box 28804  
 Tucson, AZ 85726-8804

Pay online at: [www.tucsonaz.gov/pay-utility-bill](http://www.tucsonaz.gov/pay-utility-bill)  
 Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
02/17/16 to 03/17/16	04/11/2016	1234567-123456

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
<input type="checkbox"/> \$2.00	<b>\$1,140.15</b> Any Past Due Balance <b>DUE IMMEDIATELY</b>	\$
<input type="checkbox"/> \$5.00		
<input type="checkbox"/> \$10.00		
<input type="checkbox"/> \$ _____		

- \$2.00
- \$5.00
- \$10.00
- \$ \_\_\_\_\_

Additional information on reverse

**Please Make Checks Payable And Remit To**



JOHN DOE  
 1234 E STREET  
 TUCSON, AZ 85000-1234



CITY OF TUCSON  
 PO BOX 28804  
 TUCSON, AZ 85726-8804

00113263000053124000000293309

## Billing Detail

<b>Past Due Amount</b>  <b>Due Immediately</b>	Last Bill	\$592.68
	Payments (Credits)	-\$80.00
	Adjustments	\$00.00
	<b>Past Due Balance Subtotal</b>	<b>-\$512.68</b>

<b>Sewer</b> 	Service Fee	\$12.63
	Sewer Residential	
	Sewer Flow Volume = 12	\$42.28
	<b>Sewer Subtotal</b>	<b>\$54.91</b>

<b>Water</b> 	Monthly Service Charge	\$11.90
	Tier 1 Vol 7.00 @ \$ 1.55/Ccf	\$9.80
	Tier 2 Vol 8.00 @ \$ 3.00/Ccf	\$21.60
	Tier 3 Vol 15.00 @ \$ 7.48/Ccf	\$108.45
	Tier 4 Vol 28.00 @ \$ 11.75/Ccf	\$322.00
	CAP Charge \$ .60/Ccf	\$34.80
	Conservation Fee \$ .08/Ccf	\$4.64
	<b>Water Subtotal</b>	<b>\$513.19</b>

<b>Environmental Services</b> 	Groundwater Protect Fee	\$1.06
	Garbage 95 GAL CURB	\$16.75
	<b>Environmental Services Subtotal</b>	<b>\$17.81</b>

<b>Miscellaneous</b> 	Marana Sales Tax	\$10.26
	State Sales Tax	\$31.30
	<b>Miscellaneous Subtotal</b>	<b>\$41.56</b>

**TOTAL AMOUNT DUE ON 04/11/2016** \$1,140.15

### Questions?



Pima County  
 Regional Wastewater Reclamation Department  
 Phone: 520-724-6609  
[www.pima.gov/wastewaterreclamation](http://www.pima.gov/wastewaterreclamation)



Tucson Water Customer Service:  
 Phone: 520-791-3242  
 Outside Tucson: 800-598-9449  
[www.tucsonaz.gov/water](http://www.tucsonaz.gov/water)



City of Tucson Environmental Services:  
 Phone: 520-791-3171  
[www.tucsonaz.gov/esd](http://www.tucsonaz.gov/esd)

### MESSAGE CENTER

How to read your bill in English:  
[www.tucsonaz.gov/read-my-bill-english](http://www.tucsonaz.gov/read-my-bill-english)  
 Como leer su factura en Espanol:  
[www.tucsonaz.gov/leer-mi-factura-espanol](http://www.tucsonaz.gov/leer-mi-factura-espanol)

Taxes are calculated based on the Water Subtotal.

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

### TERMS AND CONDITIONS

Due date applies to current charges ONLY. Any past due balance is due now. Please allow 7 days for payments to post to your account. A \$28.00 fee will be charged for any returned checks.

**Pay your bill ONLINE for same day credit to your account at [www.tucsonaz.gov/pay-utility-bill](http://www.tucsonaz.gov/pay-utility-bill)**

CHANGE MAIL ADDRESS ON:

ACCOUNT NUMBER \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

For name change call Customer Service at (520) 791-3242

Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit [www.tucsonaz.gov/water/checkbox](http://www.tucsonaz.gov/water/checkbox) to learn more. Your optional donation will not affect your service fees.



## Utility Services Statement - Continued

### Your Water Provider is: TUCSON WATER

#### CITY ITEMIZED ENVIRONMENTAL SERVICES CHARGES

<u>DESCRIPTION</u>	<u>AMOUNT</u>
GRNDWTR PROTECT FEE	1.06
GARB 300 SHRD ALLEY	16.00
<b>TOTAL:</b>	<b>\$17.06</b>

#### PIMA COUNTY ITEMIZED SEWER CHARGES

<u>DESCRIPTION</u>	<u>AMOUNT</u>
SERVICE FEE	12.63
SEWER RESIDENTIAL	SEWER FLOW VOLUME 5.66 19.94
<b>TOTAL:</b>	<b>\$32.57</b>

#### CITY ITEMIZED WATER VOLUME CHARGES

<u>WATER USAGE</u>	<u>IN GALLONS</u>	<u>IN Ccfs</u>	(1 Ccf = 748 GALLONS)	<u>AMOUNT</u>
<b>THIS MONTH:</b>	4,488	6		
<b>LAST MONTH:</b>	4,488	6		
<b>THIS MONTH LAST YEAR:</b>	4,488	6		
<u>DESCRIPTION</u>				<u>AMOUNT</u>
MONTHLY SERV CHRG				11.90
VOL 6.00 @ \$ 1.40				8.40
CAP CHARGE \$ .60/CCF				3.60
CONSRV FEE \$ .08/CCF				0.48
<b>TOTAL:</b>				<b>\$24.38</b>

#### MISCELLANEOUS CHARGES

<u>DESCRIPTION</u>	<u>AMOUNT</u>
CITY SALES TAX	0.49
STATE SALES TAX	1.49
<b>TOTAL:</b>	<b>\$1.98</b>



## Citizens' Water Advisory Committee

### Projected Agenda



Meeting Date/Agenda Items	Materials Deadline
<b>September 7, 2016</b> <ul style="list-style-type: none"><li>• Subcommittee Appointments</li><li>• Bill Redesign Presentation</li><li>• Groundwater Film Showing</li></ul>	<b>August 31, 2016</b>
<b>October 5, 2016</b> <ul style="list-style-type: none"><li>• Financial Process Overview</li><li>• Water Security Overview</li><li>• Drought Contingency Plan Update</li></ul>	<b>September 28, 2016</b>
<b>November 2, 2016</b> <ul style="list-style-type: none"><li>• CIP Review</li><li>• Officer Election Discussion</li><li>• Ward 1 Perspectives, Steve Arnquist</li></ul>	<b>October 26, 2016</b>
<b>December 7, 2016</b> <ul style="list-style-type: none"><li>• O&amp;M Review</li><li>• Officer Elections</li><li>• Approval of 2017 Schedule</li><li>• Ward 6 Perspectives, Amy Stabler</li></ul>	<b>November 30, 2016</b>
<b>*January 4, 2017</b> <ul style="list-style-type: none"><li>• Water Bank TAMA Storage and Recovery, Virginia O'Connell/CAP</li><li>• Legislative Updates (w/M&amp;C stance)</li></ul>	<b>December 28, 2016</b>
<b>*February 1, 2017</b> <ul style="list-style-type: none"><li>• Ward 3 Perspectives, Tamara Prime</li></ul>	<b>January 25, 2017</b>
<b>*March 1, 2017</b> <ul style="list-style-type: none"><li>• Legislative Updates (w/M&amp;C stance)</li></ul>	<b>February 22, 2017</b>
<b>*April 5, 2017</b> <ul style="list-style-type: none"><li>• Pending</li></ul>	<b>March 29, 2017</b>
<b>*May 3, 2017</b> <ul style="list-style-type: none"><li>• Legislative Updates (w/M&amp;C stance)</li></ul>	<b>April 26, 2017</b>
<b>*Dates pending approval of 2017 schedule in December</b>	

#### **Future Agenda Items without a Date:**

*-California Conservation Efforts*

#### **Future Director's Report Items:**

*-AOP Settlement Update*

*-Employee Survey Update*