



Vol. 1 No. 4

**WATER
INFO NOW**
The latest information about the EMPACT
water quality information program

September 2003

Why does my water sometimes look cloudy?

Ever get a glass of water that looks milky or cloudy, but after a few seconds it miraculously clears up? This cloudiness is due to tiny air bubbles in the water, and are not a health concern. The water in the pipes coming into your house is under pressure, and the air, which is dissolved in the pressurized water, will come out as the water flows into your glass. Dissolved air is present in approximately 90% of Tucson Water wells. Air can also enter the distribution system as the wells are pumped. These conditions can cause air to appear in your water. Dissolved air in the water will not harm you or damage your plumbing or appliances.

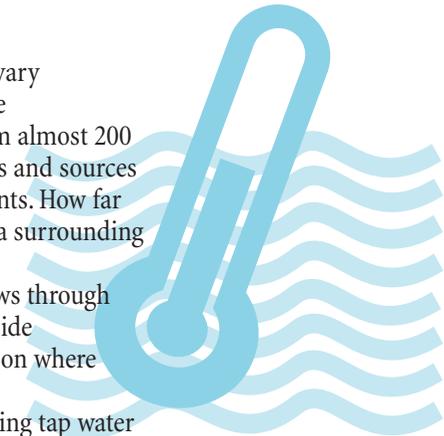
If the amount of dissolved air is low, your water may appear to sparkle or have small bubbles. If there is a large amount of dissolved air present, millions of tiny bubbles will appear when the pressure is released, giving the water a cloudy or white, milky appearance. The water will clear from the bottom of the glass upward but it may take a few minutes for the air to escape. If only your hot water appears cloudy, it may be related to the hot water system (hot water heater, pipes, etc.). This is a common occurrence and not a reason for concern. Contact a qualified professional to correct the problem.

What Happened to the Cold Water?

The temperature of drinking water delivered by Tucson Water can vary depending on the time of year and the location where the temperature measurement is taken. Tucson Water's groundwater supply comes from almost 200 different wells located throughout the Tucson Basin. Multiple locations and sources are the primary reasons for the difference in temperature measurements. How far water is located below the ground's surface and the geology of the area surrounding the well also affect the temperature of our water.

The water temperature is affected by outside temperatures as it flows through our water system. Water in your plumbing can be heated by high outside temperatures during Tucson's hot summers. This can vary depending on where your pipes are located.

Water temperature can affect the taste of your drinking water. Storing tap water in a clean container at room temperature or in the refrigerator will give a more refreshing taste.



EMPACT

EMPACT News - Water Info Now is published by the EMPACT Team led by Tucson Water and provides up-to-date information about water quality in the greater Tucson area. To be added to the mailing list, please call 791-5080, ext. 1372 or email DQuinta1@ci.tucson.az.us.

Esta información está disponible en español. Por favor llame al 791-5080, ext. 1372.

For more information about the EMPACT program for Tucson's water quality reporting, visit the Tucson Water web site at www.cityoftucson.org/water. For more information about the USEPA's EMPACT programs nationwide, visit the EPA website at <http://www.epa.gov/empact/index.htm>.

Partner in focus

The keys to the EMPACT project are its community focus and the circle of partners that have joined Tucson Water in developing water quality information and communicating about it to citizens. Each issue of EMPACT News will feature one of the project partners.



NE Team members represent both field and management employees from a variety of City departments and are assigned to develop effective working relationships with specific neighborhoods.

Department of Neighborhood Resources— Putting Neighborhoods in Touch with City Resources

The City of Tucson's Department of Neighborhood Resources (DNR) is dedicated to helping both individuals and neighborhoods strengthen our community. In addition to enforcing ordinances for neighborhood preservation, the DNR is actively involved in community outreach and public education. DNR NETeam members attend neighborhood association meetings and events, assist in formulating action plans to identify and resolve problems, bring information from City Departments to the neighborhoods, take service referrals from neighborhoods to City departments, help neighbors coordinate Solid Waste's Brush and Bulky calendars for twice a year neighborhood pickups, and guide neighborhoods through an "Event Checklist" prior to holding a special event. As a member of the EMPACT partnership, DNR's representative, Becky Ybarra, assists with the focus on Hispanic and Native American outreach efforts involving the importance of water quality in their neighborhoods. For further information, contact Becky Ybarra at BYbarra1@ci.tucson.az.us.

Tucsonans are world-class water savers

Tucsonans have the reputation of being world-class water savers – but how do we measure up when compared to other communities around the US? The national average water usage is 350 gallons. Tucsonans' average daily household water usage is 120 gallons – almost three times less than the national average.

Tucson Water aggressively pursues conservation, both as stewards of a valuable and limited natural resource and as the most readily available and least costly water resource for years to come. Efficient use of existing water sources through conservation has proven to be economical and an environmentally responsible way to meet Tucson's growing demand for water.



Tucson Water's EMPACT Community Partners

These organizations have joined with Tucson Water in the EMPACT Program to develop and communicate water quality information to the residents of Tucson.

- Tucson Unified School District
- U. of A., Department of Soil, Water & Environmental Science
- U. of A., Water Resources Research Center
- U. of A., Southwest Environmental Health Sciences Center
- U. of A., National Science Foundation, Water Quality Center
- Pima County Health Department
- Tucson Hispanic Chamber of Commerce
- Pima County Wastewater Management Department
- Arizona Department of Environmental Quality
- Tucson-Pima Public Library

City of Tucson Department of Neighborhood Resources

Tucson Water Tracks Water Quality

What essential product that you rely on every day is tested for purity an average of every 60 seconds, 24 hours a day? Your drinking water!

The USEPA requires that all public water utilities issue a drinking water quality report to their customers every year as part of the Safe Drinking Water Act. This is a single report that provides water quality data to you in an understandable manner on your drinking water. These reports are also known as Consumer Confidence Reports (CCR).

For a copy of the 2002 Annual Water Quality Report or CCR, call the utility's Public Information Office at 791-4331 or visit www.cityoftucson.org/water and click on Water Quality.

