



September 2011

Dear Tucson Water Customer,

Tucson Water is committed to providing its customers with safe, high quality drinking water that meets all federal standards. We also work to provide you with the latest information about water quality. Recently, you received our *2010 Annual Water Quality Report* which included information about the subject of this letter. You can find that report on our website at www.tucsonaz.gov/water.

You may recall there was a compound mentioned in the report called 1,4-dioxane. It is a compound that was used at various industrial facilities from the 1940s to the 1970s and has now been found in the water that is provided to your area. This compound is not regulated by the United States Environmental Protection Agency (EPA), but the agency has issued a 1,4-dioxane Health Advisory to all water utilities across the nation. A Health Advisory provides water utilities technical guidance on how to address the matter. Tucson Water currently maintains levels of 1,4-dioxane below the Health Advisory level by blending water from other sources not containing this contaminant. The enclosed pamphlet outlines our activities on this contaminate.

In order to be able to meet Health Advisory levels over the long term, Tucson Water will construct a plant to remove 1,4-dioxane. The plant is expected to be in operation by the Spring of 2013. Financing for the construction of the treatment plant was included in our capital improvement program. Tucson Water will negotiate reimbursement of any costs related to the treatment of contaminated groundwater with the parties deemed responsible.

The water you receive meets all current federal drinking water standards and is safe for drinking, cooking and bathing. We collect about 12,000 water samples each year and test them at our independently certified Water Quality Laboratory at the Hayden-Udall Treatment Facility. Some samples are also tested at independent labs. We report test results regularly to the Arizona Department of Environmental Quality (ADEQ). A special sampling protocol has been established for the delivery zone receiving this water to further ensure that levels of 1,4-dioxane remain below the Health Advisory. Sampling results will soon be available on the Department's website.

To find out more about how Tucson Water works to keep your water safe or to learn more about 1,4-dioxane or other water quality issues, see the brochure included with this letter, visit our website at www.tucsonaz.gov/water/ or call our Public Information Office at (520) 791-4331. Arrangements can also be made to schedule a tour of our lab or a group presentation for you.

Very Truly Yours,

Andrew H. Quigley
Interim Director, Tucson Water