



CITY OF
TUCSON



NEWS RELEASE

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Tucson Water Customer Services

Customer Service functions resumed at Tucson Water Tuesday morning after a Monday afternoon power outage. The power outage occurred at 4:30 p.m. on Monday, November 5, 2012, at the Tucson Water Administration building, located at 310 West Alameda. The interruption resulted in the overnight loss of all communication systems, and impacted automated Customer Service capabilities. The outage was caused by improper settings in new electrical switching equipment that was recently installed as part of an overall power upgrade.

Power was restored late last night, and communications systems were back in service by 7:30 a.m. Tuesday morning. Customer Service functions were interrupted by the outage. The outage occurred late Monday, minimizing the number of customers that were impacted by trying to speak with Customer Service Clerks during regular office hours. However, the Interactive Voice Response system, which allows 24 hour access to bill payment and billing information, was also affected. This service was also restored this morning. "We apologize for any inconvenience that customers might have encountered if they were unable to reach our Customer Service section. However, I want to assure all of our customers that water service was never jeopardized during this event," stated Alan Forrest, Tucson Water Director.

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