



Dear Reclaimed Water Customer:

As a customer of our recycled water resource, I would like to inform you of some changes that will be taking place starting in early April 2014.

Tucson Water has historically received secondary effluent from the Roger Road Water Reclamation Facility, operated by the Pima County Regional Wastewater Reclamation Department (RWRD). Pima County has recently completed construction of the new Agua Nueva Wastewater Reclamation Facility (WRF) and will start delivering that water to the Tucson Water Reclaimed System in April. A change in water quality from the effluent being produced at the Agua Nueva WRF will potentially impact you as a user of reclaimed water.

The new Agua Nueva WRF will remove nutrients and ammonia from the effluent. As a result of this, Tucson Water will be incorporating ammonia into its disinfection process, replacing ammonia previously received from the now-decommissioned Roger Road WRF. The use of chloramine as a disinfectant is required in order to ensure compliance with our operating permit with the State of Arizona Department of Environmental Quality (ADEQ).

The changes at the Agua Nueva WRF will also produce effluent with lower nitrogen and phosphorus concentrations than what was previously supplied to the Tucson Water Reclaimed Water Treatment Plant (RWTP). As a result of this change, nutrient loading in our reclaimed water system is expected to decrease, potentially resulting in a need for you to adjust your fertilization rates, as there will be fewer nutrients for plant life.

In addition to adjusting fertilization rates, reclaimed water users should consider taking the following precautions to allow for changes that may occur inside irrigation piping due to the changes in water quality:

1. Occasionally flush your drip, spray, and bubbler irrigation systems.
2. Regularly inspect and clean filters.

Tucson Water has inspected reclaimed water distribution pipes and has not detected organic growth that could slough off due to the upcoming water quality change. However, because reclaimed water tends to remain stagnant in personal plumbing and irrigation systems, you may be more susceptible to growth of organic material in the pipes. It is possible that this material may slough off, resulting in plugged drip emitters, spray heads, or bubblers. Regular flushing and cleaning of filters should alleviate any problems.

For more information, call (520) 791-2666 or go online to www.tucsonaz.gov/water/qchange.

Sincerely,

Melodee R. Loyer, P.E.
Engineering Manager