



RECLAIMED WATER

E-mail: [TW_reclaimed @tucsonaz.gov](mailto:TW_reclaimed@tucsonaz.gov)

Printed on recycled paper

Winter 2011



Ruby Reclaimed

Says: Use this handy note pad to jot down helpful reminders!



Site Inspection and Testing Program Launched

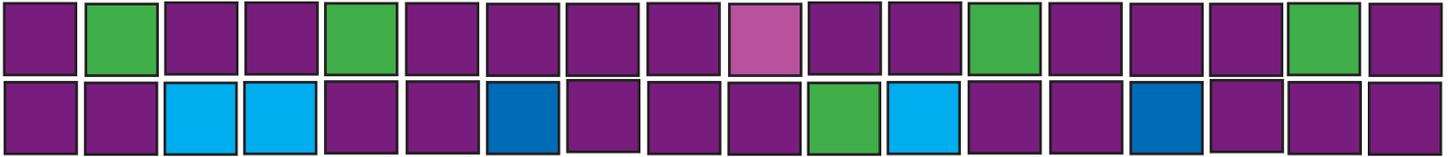
Protecting the public's health and safety by ensuring that reclaimed water is used safely is a top priority of Tucson Water. Over the next four years, Tucson Water is launching a comprehensive program to inspect all reclaimed water sites for compliance with State and local regulations and to test each site for potential cross-connections with the potable water system. Schools, parks, and golf courses using reclaimed water will be inspected every year. All other sites will be inspected once every five years.

The program will unfold in two phases:

- Phase 1 – Beginning in 2011, Cross-connection Control Specialists will be in the field, inspecting and testing all reclaimed water sites. Tucson Water will contact customers to arrange a date and time for the inspection/test.

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A Special Event for Residential Reclaimed Water Customers

Tucson Water invites residential reclaimed water customers to a special forum:



Wednesday, March 23, 2011

6:45 p.m. – Doors open

7:00 p.m. – Presentation starts

Patrick K. Hardesty Midtown Multi-Service Center

1100 S. Alvernon Way

NW corner of Alvernon & 22nd St.

Call (520) 791-2650 for more event info

Ruby Reclaimed

Says: *Get the latest info about residential reclaimed water:*

- Learn about safe use
- Find out about site design and maintenance
- Understand new site inspection program
- Meet Tucson Water experts
- Q & A session

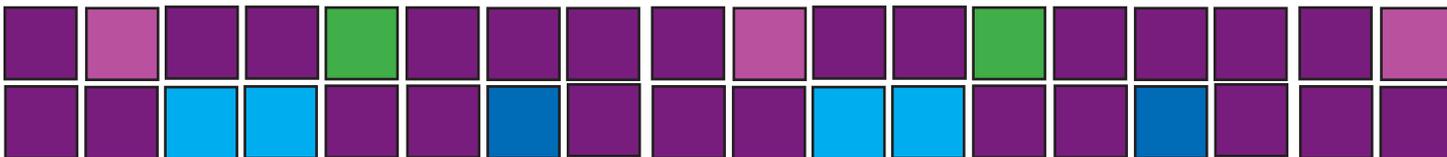
Potential Disruption of Reclaimed Water Service

All reclaimed customers are required to sign a *Reclaimed Water User Agreement*. This Agreement is a contract between Tucson Water and the customer which describes the responsibilities of both parties.

An important concept described in the *User Agreement* is the potential for disruption of reclaimed water service. When there is an unforeseen emergency, including an interruption in power, Tucson Water may need to stop deliveries of reclaimed

water without notice. Also, in order to accommodate peak demand periods, Tucson Water may need to give customers a 24-hour notice to temporarily reduce or stop use of reclaimed water.

These interruptions occur infrequently and usually last less than a day. Should an interruption of service occur, Tucson Water appreciates your understanding and cooperation.



Reclaimed Water Discharge Must Be Reported

The Arizona Department of Environmental Quality (ADEQ) rules prohibit the discharge of reclaimed water from the site where it is used (Arizona Administrative Code Title 18, Chapter 9, Article 6, R18-9-704). Discharges are defined as reclaimed water or reclaimed water mixed with storm water that runs off the site where it is applied.

If reclaimed water leaves your site for any reason, including a broken irrigation pipe or malfunction of the irrigation system, you must report this runoff to Tucson Water within 24 hours.

Two Easy Ways to Report a Discharge

Online: Click on http://cms3.tucsonaz.gov/water/report_recl and fill out the online reporting form

or **Phone:** Call the Tucson Water Backflow Prevention/Reclaimed Water Section at **(520) 791-2650**.

Failure to report discharges could result in the termination of your reclaimed water service.

Preventing Discharge



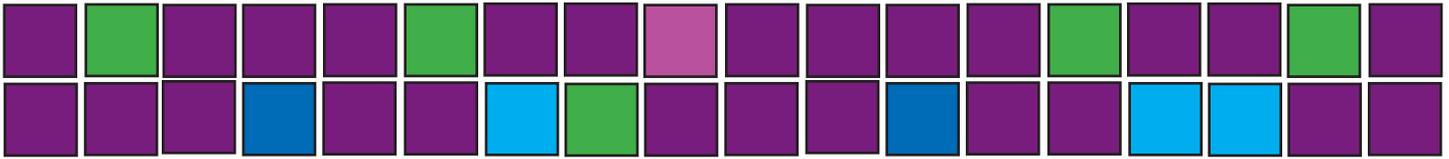
Figure 1: Off-site discharge of reclaimed water.

Figure 1 shows reclaimed water discharged from a site due to over watering of the lawn. This discharge was reported to ADEQ as required by the Arizona Administrative Code.



Figure 2: Using a landscaping solution to capture off-site discharge.

Figure 2 illustrates an attractive solution to the discharge problem and confines all reclaimed water to the site.



Reclaimed Water Customer Checklist

An annual inspection of your reclaimed water system ensures compliance with your signed reclaimed water user agreement and that reclaimed water is being used safely. Use this checklist to help you inspect your property's reclaimed system. A downloadable check list is also available at tucsonaz.gov/water/reclaimed.

- Review the ADEQ Reuse Rules and Your Reclaimed Water User Agreement
- Check the Backflow Prevention Assembly
- Identify and Label Irrigation System
- Check Operation of Irrigation System
- Draw a Conceptual Plan of the Irrigation System
- Ask about Thermal Expansion Protection
- Check Signs
- Report Reclaimed Water Discharges

If you have any questions, contact your area Cross-connection Control Specialist. See the map on our website tucsonaz.gov/water/reclaimed to locate the specialist for your area.

Reclaimed Water Facts

- Tucson Water has been delivering reclaimed water since 1984.
- There are 160 miles of pipe in the reclaimed system and 15 million gallons of surface storage in enclosed reservoirs.
- In 2009, Tucson Water reclaimed customers saved 5.5 billion gallons of drinking water – enough to supply 59,000 families for a year.
- 18 golf courses, including four City-owned golf courses, irrigate with reclaimed water.
- 39 parks and 52 schools, including The University of Arizona, irrigate with reclaimed water
- More than 700 single-family homes use reclaimed water



Site Inspection and Testing

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- Phase 2 – Beginning January 1, 2015, all reclaimed water users – excluding single family home sites – will be responsible for the costs associated with having their reclaimed system inspected and tested by reclaimed water testers certified and registered with Tucson Water. Single family home reclaimed sites will continue to be inspected by Tucson Water at no cost.

You will receive more details about this program through newsletters and other mailings.

For accommodations, materials in accessible formats, foreign language interpreters, and/or materials in a language other than English, please contact Tucson Water at (520) 791-4331 or (520) 791-2639 for TDD.