

November 1999

the WATER Connection

ON THE WATER FRONT



Thanks For Writing Back!

In September, I invited you to provide Tucson Water with feedback about our programs, projects, and the information and services we provide to you. Since then, thousands of customers have responded by returning the comment cards we included in the Water Connection and the H2O newsletter. We've also heard from many customers who kindly took the time to write notes or letters. One very gratifying result is that more than 80% of those who responded to the question told us they would be willing to use the blended water.

Other responses show us that we need to provide you with more information about:

- *Our ongoing recharge programs and other uses of our Colorado River water allotment*
- *The expansion of our efforts to promote conservation*
- *Our use of effluent and reclaimed water for irrigation*
- *The steps we take to ensure the water we deliver to you is better than all state and federal drinking water standards*
- *A better explanation about how our water rates are set and how they relate to other water utilities in the area and in the state*

We'll be answering these and other questions in future issues of the Water Connection. In the meantime, I'd like to tell you how much I appreciate the time you took to send in your answers to the questions and your opinions about Tucson Water. Even those of you who told us of negative experiences you've had with us are providing valuable information. We take your input seriously, and as we work to improve the way we do

information. We take your input seriously, and as we work to improve the way we do things at Tucson Water, your comments will help give us a "standard" by which we can judge ourselves.

One of my responsibilities as Director is to make sure Tucson Water not only operates in the most efficient and cost-effective manner possible, but that we provide a level of service that surpasses what you, our customers, receive from any entity you regularly deal with. Your input helps us reach these goals.

Thank you.

*David V. Modeer
Director, Tucson Water*

Free Conservation Kits Now Available

Many of us enjoyed the nice, long monsoon season Tucson



program for our commercial and industrial customers. By encouraging them to reduce their water use and providing them the skills and tools to become more water efficient, we not only help these important customers, but we ensure that all of our customers are able to take part in conserving our most precious natural resource.

What's the Buzz on Mosquitoes at the Wetlands?

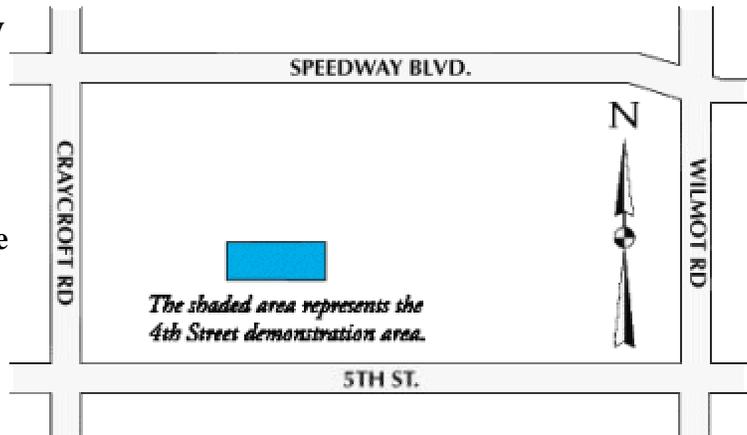
Recent news reports have brought to light the natural relationship between wetland environments and mosquitoes. Along with attracting hundreds of species of birds, mammals (including nearly 100,000 people), reptiles and amphibians, the Sweetwater Wetlands has also become home to a wide variety of insects, including mosquitoes.

Tucson Water has been working with the Arizona Department of Health Sciences and the Pima County Health Department for more than 2 years to control mosquitoes at the Wetlands. This summer, using a non-toxic biological agent that attacks only mosquito larvae in combination with extremely low use of a compound that kills adult mosquitoes, we've reduced mosquito populations by more than 80% when compared with last summer. Mosquito counts are in the range of the natural background levels that existed before the Wetlands were constructed.

This fall and winter, we'll be modifying the operations of the wetlands and changing out some of the overgrown plants, with the goal of doing an even better job of reducing mosquitoes in the future.

Blended Water Quality Information

The Blend is a success! We delivered it to the Alandale neighborhood for 90 days and the neighbors there really liked it. We're now delivering it to 22 homes on east 4th Street and it's going very well. And thousands



A number of you have asked us to provide a chart comparing the new blend with the groundwater information we give you each month. Here, in a format similar to the Water Quality Information Map, is the average quality of the blend delivered for 90 days to the volunteers in the Alandale neighborhood.

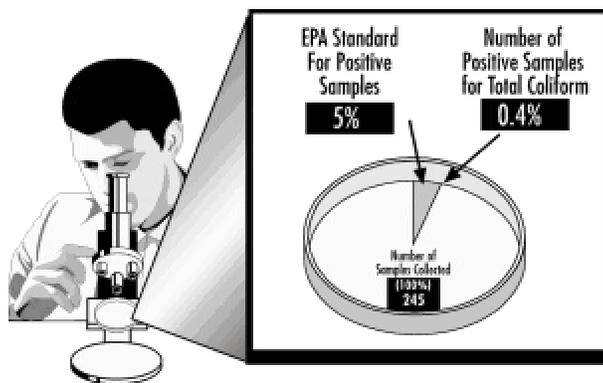
Blended Water Quality	Average
Sodium	76 ppm
Average Mineral Content	394 ppm
Average Hardness	136 ppm
Average pH	8.46
Temperature	85 deg F
Average Chloramine	1.72 ppm

GROUNDWATER QUALITY REPORT - August 1999

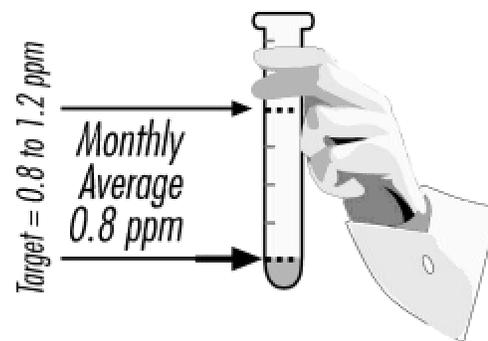
Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium	Average	53	40	48	33	33	32	31	43	49	42	39
(ppm)	Range	38-81	36-44	24-95	26-59	25-43	25-40	20-40	37-50	36-97	40-44	20-97
Mineral Content	Average	389	276	319	223	223	235	223	332	273	219	264
(ppm)	Range	216-550	237-310	173-630	187-323	163-287	195-294	157-304	227-466	212-378	209-225	157-630
Hardness	Average	180	122	142	93	96	105	100	165	102	76	115
(ppm)	Range	79-256	101-136	49-320	62-153	61-126	77-138	58-145	84-271	58-144	72-80	49-320
pH	Average	7.5	7.8	7.7	7.8	7.8	7.7	7.7	7.5	7.7	7.8	7.7
(units)	Range	7.2-7.9	7.6-8.1	7.1-8.4	7.2-8.1	7.3-8.1	7.2-8.0	7.1-8.1	7.2-7.7	7.4-8.4	7.7-7.9	7.0-8.4
Temperature	Average	83	85	85	85	85	83	84	83	86	84	85
(deg F)	Range	76-87	81-90	76-99	77-91	75-95	75-90	77-90	75-91	79-96	79-90	75-99

COLIFORM BACTERIA TESTING RESULTS - August 1999

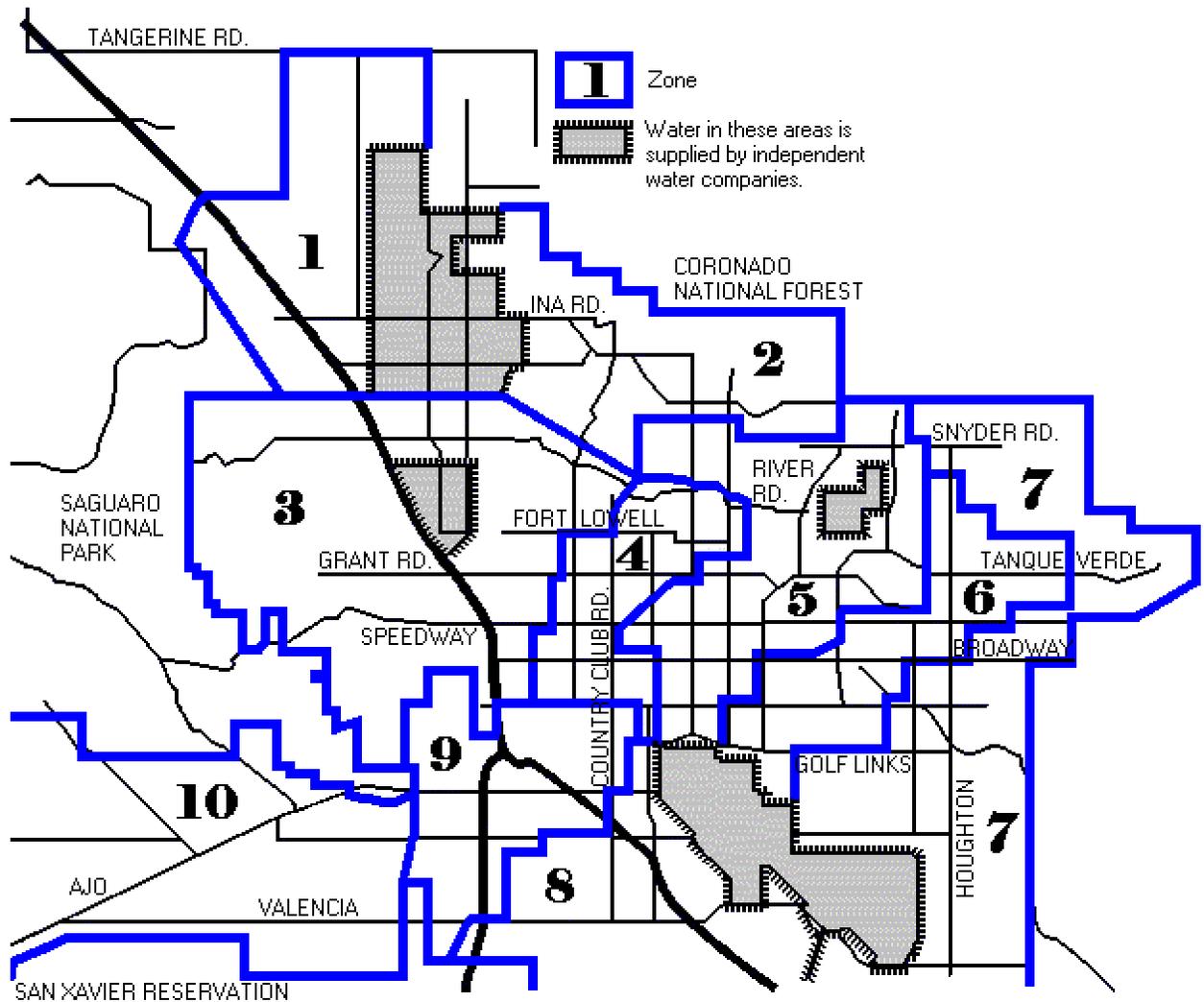
Groundwater Quality Report



Chlorine Level Average



One part per million (ppm) is the same as one second of time in 11.6 days.



To give you a more accurate measurement of the water quality in your neighborhood, the Tucson Water service area has been divided into 10 zones based on differences in water pressure and water quality. For a detailed description of the zone boundaries, call 791-4331.



The Water Connection is produced by Tucson Water. To receive a copy, or to receive this information in Spanish, call 791-4331 or mail your request to:
 Customer Information
 P.O. Box 27210
 Tucson, AZ 85726-7210

City of Tucson
 TTY number: 791-2639

Si usted desea este documento escrito en español, por favor, llame al 791-4331.

