

## On the Water Front

**Some Tucson Water customers will soon see a small increase in the amount they pay each month for water. Why?**

I'd like to share some of the reasons with you.

For one thing, although you've heard it before, it's true - costs keep going up. For example, we'll pay about \$9.4 million this year for the electricity used to run pumps and wells. That's compared to about \$9.2 million last year.

We're also paying for bonds. In 1994 and again early this year, voters approved major bond proposals for water system improvements. This gives us the funding to build projects like the Clearwater Renewable Resource Facility that will begin bringing about 18 million gallons a day of additional water to Tucson next year. Bonds are also helping us expand our reclaimed water system, allowing us to use more treated wastewater rather than groundwater to irrigate golf courses, parks, and street medians.

Your water system represents a capital investment of about \$800 million, one of the largest publicly-owned investments in southern Arizona. One of our jobs at Tucson Water is to protect your investment.

Expenditures for projects like our main replacement and valve maintenance programs do that - helping ensure our water system continues to operate efficiently and prevent water outages and costly emergency repairs.

You can be sure we will continue to provide you with clean, safe, quality water in this desert city and we will do it as cost-effectively as possible. We'll have more information about the new water rates in our December Water Connection. Please watch for it.

David V. Modeer  
Director, Tucson Water

1900 - 2000  
100 Years of Serving Tucson

# Your Water Connection

News & Tips  
FOR  
Tucson Water Customers

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November 2000 <http://www.ci.tucson.az.us/water/>

Learn more about your water at  
[www.ci.tucson.az.us/water/](http://www.ci.tucson.az.us/water/)

## Website Offers a Flood of Water Information

Want to know how much sodium is in your water? Need some information about water rates? How about learning how to save water and lower your water bill?



It's all just a click away on the water web. Tucson Water's web site is updated frequently with the latest water information for customers. From the most recent water quality monitoring results to water rates updates, conservation, back issues of our newsletters, even appearances by Pete the Beak - it's all here. So visit today at [www.ci.tucson.az.us/water/](http://www.ci.tucson.az.us/water/).

## Meet Your Water Department Pat Places Pipes



Tucson Water Engineer Pat Eisenberg checks plans for the Clearwater collector pipeline system.

## Tucson Water History



**Early in its history,** Tucson Water relied on water towers like this one to provide additional storage and help maintain water pressure.

Who's been digging up Tucson's streets for the past five years? It's Pat Eisenberg, professional engineer in Tucson Water's Planning and Engineering Division. Pat is the Program Manager for the Water Main Replacement Program. She's been responsible for the program that's replaced or rehabilitated more than 208 miles of old water mains throughout the water service area during the past five years.

She's also playing an important role in the construction of the Clearwater Renewable Resource Facility where she is responsible for the construction of the pipeline that connects the wells to the reservoir. Pat is the incoming vice president for the American Society of Civil Engineers, Arizona Chapter.

# Cast Iron Water Main Rehabilitation Enters Final Phase

Over the past 3 years, 43 miles of old cast iron mains have been cleaned and lined with a cement-like mortar, improving both water quality and water flow throughout Tucson. Rehabilitation of the last 5 miles of cast iron pipeline in our system will be completed by summer 2001. Residents in a number of neighborhoods from Grant to 22nd Street, Grande Avenue to Tucson Boulevard, along 6th Street from Stone to Tucson Boulevard and 6th Avenue from 22nd Street to 40th Street will experience some minor inconvenience as the projects are completed.

As the pipelines are cleaned, residents are provided water service through a temporary supply main placed along curbs. To protect public health, when construction ends the refurbished pipelines are sanitized, flushed, and pressurized before they are put back into service. Residents will notice water in streets and

alleys during this process but the end result is a water delivery system that's better than new—good for another 50 years of reliable service.

For more information, please contact Pat Eisenberg, Tucson Water's Main Replacement Program Manager at 791-2648.



## Ring, Ring, Ring... Thanks for Calling!

We know your time is valuable so Tucson Water is using the latest technology to make sure that when you call us at **791-3242**, you get help and information as quickly as possible.

Each year we handle nearly 250,000 calls. More than 80% of them are answered within 20 seconds. Tucson Water's Business Services Office offers you many phone system options, from talking directly to one of our 32 Customer Service Representatives (in English or Spanish) to getting your

billing information directly from our computers. If you should call when the phone lines are busy, you can even leave a message for a call back at **your** convenience. Like most businesses, our busiest day of the week is Monday!

We also get 80,000 walk-in visitors a year at our headquarters at 310 W. Alameda Street. We're open weekdays (except holidays) from 8 a.m. to 5 p.m. If you have an after-hours or weekend emergency, please call **791-4133**.

Visit the Tucson Water Web Site at <http://www.ci.tucson.az.us/water/>



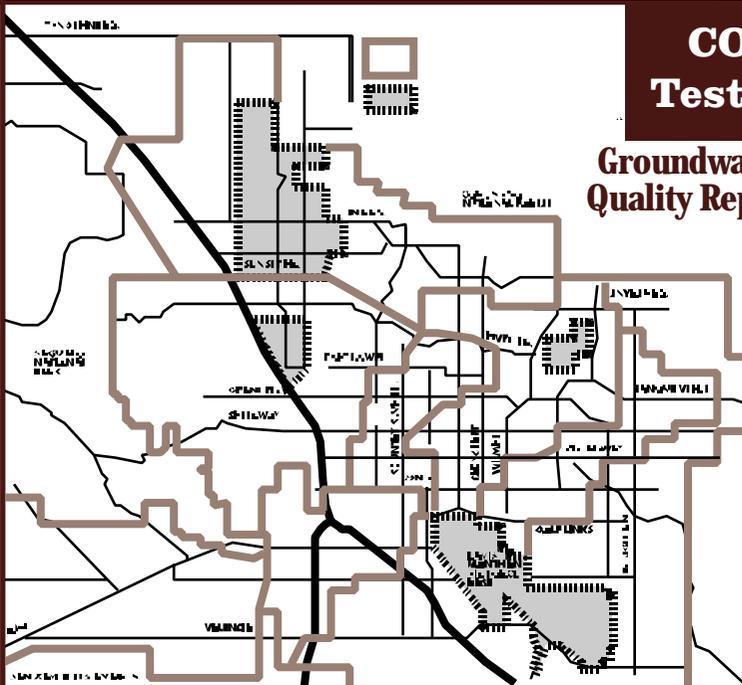
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To receive a copy, or to receive this information in Spanish, call 791-4331 or mail your request to:  
Customer Information  
P.O. Box 27210  
Tucson, AZ 85726-7210

City of Tucson  
TTY number: 791-2639  
Si usted desea este documento escrito en español, por favor, llame al 791-4331.

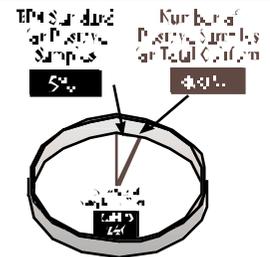
# GROUNDWATER QUALITY REPORT - August 2000

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (ppm)	Average	52	42	45	33	34	32	29	44	57	42	40
	Range	31-60	39-44	28-70	28-49	26-45	26-39	23-38	40-48	36-163	41-43	23-163
Mineral Content (ppm)	Average	366	274	291	213	229	230	216	315	303	222	258
	Range	169-491	249-302	191-516	186-264	163-294	184-282	157-265	250-447	217-648	217-240	157-648
Hardness (ppm)	Average	173	121	127	94	101	107	105	149	107	77	113
	Range	65-276	103-136	75-262	71-116	66-131	72-134	74-124	95-272	75-306	74-79	65-306
pH (units)	Average	7.7	7.8	7.8	7.8	7.7	7.6	7.7	7.7	7.8	7.8	7.7
	Range	7.5-8.1	7.7-7.9	7.5-8.1	7.6-7.9	7.2-8.1	7.0-8.2	7.1-8.0	7.4-7.8	7.2-8.0	7.7-8.0	7.0-8.2
Temperature (deg F)	Average	88	88	88	87	87	86	87	89	91	92	88
	Range	81-95	84-93	78-98	81-92	76-98	77-92	80-94	81-98	83-100	90-96	76-100

## COLIFORM BACTERIA Testing Results - Aug 2000



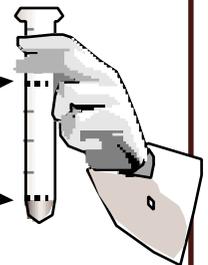
### Groundwater Quality Report



### Chlorine Level Average

Range 0.3 to 1.2 ppm

Monthly Average 0.8 ppm



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.