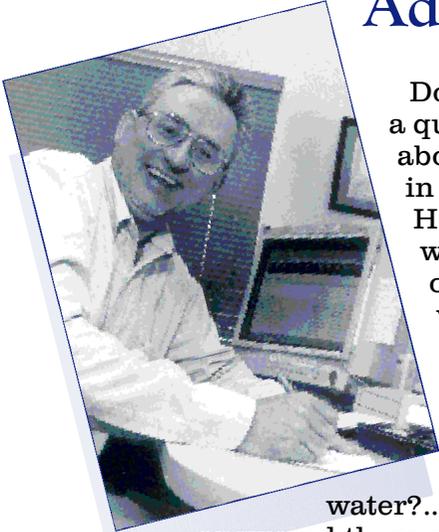


Got a Water Quality Question? Call Dave - Your Customer Satisfaction Advocate



Do you have a question about arsenic in our water? How about water filters or bottled water? Water pressure, fluoride levels, air in the

water?... Dave has answered them all, and more! Dave is Tucson Water's Customer Satisfaction Advocate and his job is to answer customer's questions and resolve their concerns about water quality and other related matters.

Dave says that sometimes he even answers questions from students looking for help with their science projects. Dave has worked for Tucson Water for nearly six years and for the City of Tucson for nineteen years. He is a graduate of the University of Missouri, is a certified public manager, and is a recipient of the Public Service Excellence Award from the City of Tucson. When he's not resolving water quality concerns for customers he likes to spend time with his wife, two daughters and granddaughter.

You can reach Dave at 791-4556.

1900 - 2001
100 Years of Serving Tucson

Your Water Connection

Tucson Water Customers
Your New Water
Resource is Coming
This Spring

Clearwater Pipeline Complete

Tucson Water engineers and contractors mark a major milestone by completing the Clearwater Pipeline, 11 1/2 miles of 60" and 72" water main that brings water from the Clearwater Facility in central Avra Valley. Pressure testing of the pipeline will begin in mid-March.

About 18 million gallons of quality drinking water each day will be added to the Tucson Water distribution system from the Clearwater Facility beginning later this spring.

For more information about the Clearwater Renewable Resource Facility, call 791-4331 or visit our web page at www.ci.tucson.az.us/water/.

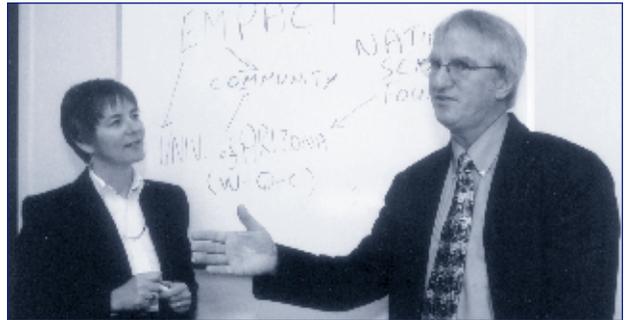
March 2001 <http://www.ci.tucson.az.us/water/>

Grant from USEPA Will Help Tucson Water Provide More Water Quality Information

The United States Environmental Protection Agency has awarded Tucson Water a grant to work with the community to provide more comprehensive information about the quality of our water. This will expand the current water quality information program that includes the information you see each month in this newsletter. To better provide this information, Tucson Water is working with a number of local groups and organizations.

Tucson Water's partners in the EPA grant program include:

- Arizona Department of Environmental Quality
- City of Tucson Citizen and Neighborhood Services office
- Hispanic Chamber of Commerce
- Pima County Health Department
- Pima County Wastewater Management
- Tucson Unified School District
- Tucson-Pima Public Library
- University of Arizona Soils, Water and Environmental Sciences Department
- U of A based National Science Foundation Water Quality Center
- U of A Southwest Environmental Health Sciences Center
- U of A Water Resources Research Center



Marie Pearthree of Tucson Water and Dr. Ian Pepper of the U of A National Science Foundation Water Quality Center answer questions about the EMPACT grant and the water quality information it will help provide.



Call Us 7 AM to 6 PM

Customer Service Telephone

Hours Extended - Call 791-3242

Beginning Monday, April 2nd, you can call Tucson Water's Customer Service line weekdays between 7:00 A.M. and 6:00 P.M. and one of our Customer Service Representatives will be there to take your call. Gwen Goodman, Customer Service Manager, says that the extended hours are part of an on-going effort to provide the best service possible to Tucson Water customers. Walk-in office hours at our downtown office at 310 West Alameda Street are 8:00 A.M. to 5:00 P.M.

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



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

Para recibir esta información en español, sírvase llamar al 791-4331.



On the Water Front



As you read this, Tucson is just weeks away from a history-making event – the completion of the Clearwater Renewable Resource Facility and the addition of water from it to our drinking water supply.

A Renewable Water Supply

After 100 years of relying almost entirely on groundwater, our city will begin using our supply of renewable Colorado River water. And this time, we're doing it right. We'll begin slowly, with a natural blend of recharged Colorado River water and groundwater that is mostly native Avra Valley groundwater. Before we deliver the new blend to customers, it will be stabilized by adjusting the pH (relative acidity) of the water to make it less corrosive than the groundwater we deliver today. Then, it will blend and re-blend with the groundwater from other wells as it moves through our delivery system.

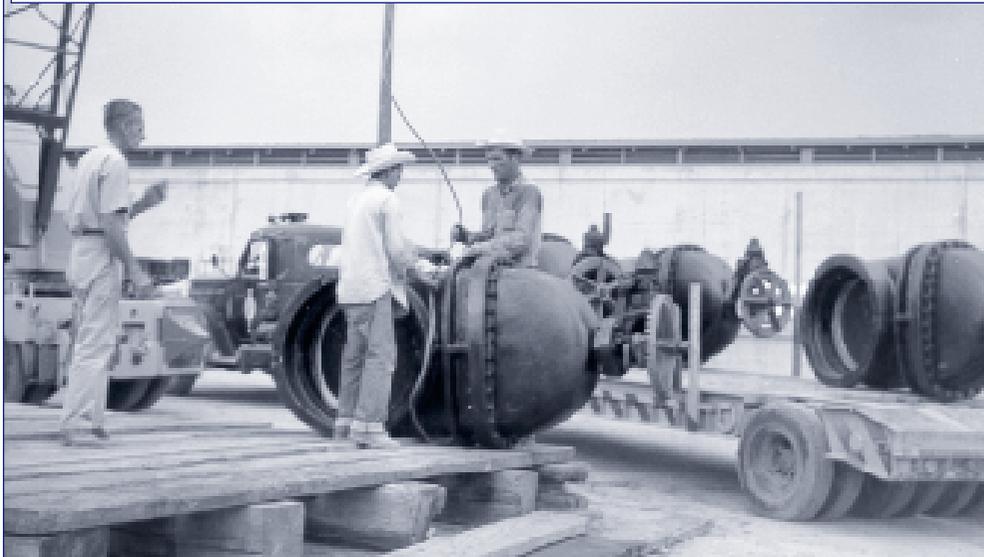
Reducing Groundwater Pumping

For decades we have been pumping our groundwater up to 2 1/2 times faster than it can be replaced by Mother Nature. This overpumping has created threats of subsidence and of permanent damage to our water table. The millions of gallons of blended water from Clearwater will allow us to begin shutting down wells in the central city where these problems are greatest.

Tucson is making history. By working together we're taking a great step forward in making sure we have enough quality water for the future.

David V. Modeer
Director, Tucson Water

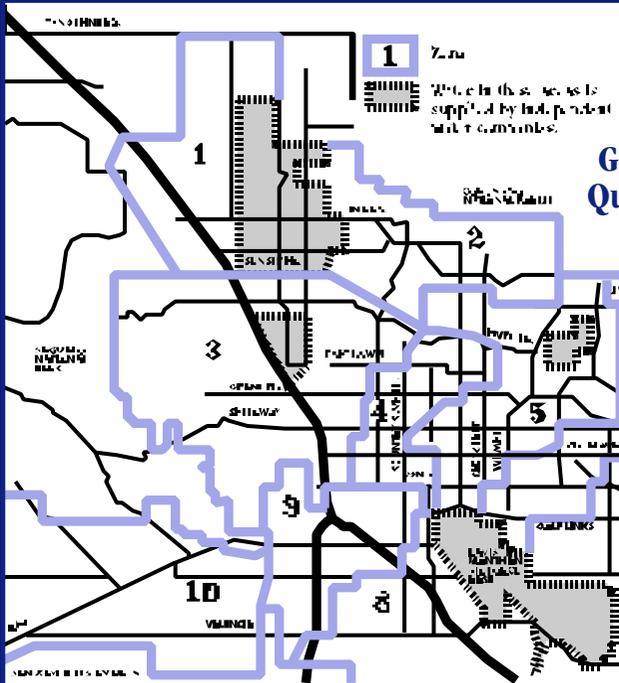
Tucson Water History



In 1953 – Unloading large water valves for installation during the construction of Tucson Water's Plant One facility. Located at 18th Street and Interstate 10, Plant One now serves as a hub for the utility's field operations.

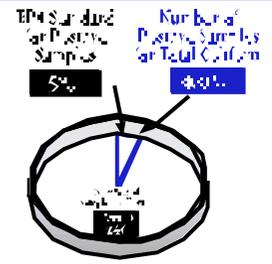
GROUNDWATER QUALITY REPORT - December 2000

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (ppm)	Average	56	44	49	43	39	32	28	44	64	44	43
	Range	29-80	42-47	25-68	29-83	28-47	25-40	22-38	38-47	42-198	40-45	22-198
Mineral Content (ppm)	Average	440	288	304	266	244	228	208	314	315	226	273
	Range	160-573	264-315	180-460	180-461	162-282	190-280	159-246	263-421	221-755	220-230	159-755
Hardness (ppm)	Average	220	130	133	116	109	111	106	147	100	79	120
	Range	64-318	116-144	78-221	68-224	70-125	75-133	81-129	104-256	77-131	74-83	64-318
pH (units)	Average	7.7	7.9	7.9	7.9	7.7	7.7	7.8	7.8	8.0	8.1	7.8
	Range	7.4-8.3	7.7-8.2	7.3-8.2	7.5-8.2	7.2-8.1	7.0-8.2	7.0-8.1	7.2-8.1	7.6-8.2	7.9-8.2	7.0-8.3
Temperature (deg F)	Average	69	70	70	74	70	68	69	72	75	72	71
	Range	63-76	62-80	62-76	63-82	62-82	57-76	59-77	63-78	64-90	64-84	57-90



COLIFORM BACTERIA Testing Results - Dec 2000

Groundwater Quality Report



Chlorine Level Average

Range: 0.3 to 1.2 ppm

Monthly Average: 0.9 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.