

Your *Water* Connection

NEWS & TIPS FOR TUCSON WATER CUSTOMERS

Water 101

*Long Range Water Resource
Planning*

Hydrologists Use a Computer Model to Learn More About Groundwater

***Water 101* is looking at the tools and methods that Tucson Water is using to complete its Long Range Water Resource Plan. This plan looks ahead 50 years to what Tucson will be like, how much water we'll need, where that water will come from, and what the quality of that water will be. This month, we introduce the Groundwater Modeling Tool.**

Until we began delivery of blended water from the Clearwater Facility in 2001, the Tucson region was entirely dependent on groundwater to meet our drinking water needs. Even with this use of Colorado River water, groundwater will always be one of our most important water resources.

Water 101 continued inside

Have a question for Water 101 or a suggestion for a topic? Call us at 791-4331 or email to
TW_Web1@ci.tucson.az.us

Will We Have Enough Water for the Future?

Water 101 *continued from front*

However, decades of overpumping groundwater caused our water table to drop more than 250 feet in some areas and has caused the land to sink (subsidence) in some areas where pumping had been heaviest.

Because we need to use groundwater as part of our future water supply, and yet avoid these negative environmental consequences, we need to learn where and how much groundwater we can pump in a sustainable fashion.

To get the answers, Tucson Water has developed a powerful set of computer programs that allow us to visually depict and analyze where our groundwater is located and where it is being used within the Tucson region. Tucson Water planners input all of our groundwater pumping and water level data from the past 60 years and the model uses that information to predict the effects of pumping in the future.

Using the Groundwater Flow Model, Tucson Water planners can input various strategies for

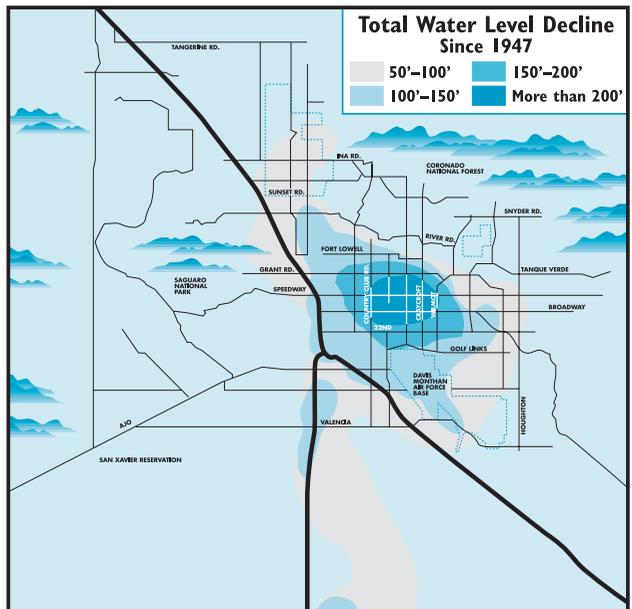
using groundwater in the future and evaluate how each pumping strategy impacts the water table.

This tool will help us determine the best ways to use our available groundwater, yet still preserve

our environment. Along with the rest of the tools in the Long Range Planning toolbox, the Groundwater Flow Model is helping us prepare for Tucson's water future.



Tucson Water Hydrologists Wally Wilson and Terry Miley with one of the maps created using their Groundwater Flow Model.



Visit the Tucson Water Web Site at <http://www.cityoftucson.org/water>

Your 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: Tucson Water, 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.





On the Water Front

Making sure we have enough quality water for your needs is just one of the ways the people of Tucson Water work to serve you, our customers. Service is the focus of everything we do here at Tucson Water. From the water quality chemists in our laboratory to the customer service professionals who answer the phone, to the planners who are working to make sure we have enough water for the future, we all focus on doing an excellent job for you.

An important way we're working to improve our service is by making it easier for you to pay your water bill. You've told us you want more places and different ways to pay and in response we're planning to make it more convenient for you. We're working to establish new locations

where you can drop off your water payment.

This would give you the opportunity to pay your water bill on weekends and in the evening, as well as during normal working hours. We hope you will find this added convenience helpful.

In the near future, we plan to also give you the option of paying your bill on-line through our web site, using either your credit or debit card. We'll let you know as soon as that service becomes available.

I'm proud of the quality of service we provide to you and of the nearly 600 Tucsonans who serve you at Tucson Water. They perform a wide variety of jobs, but their first concern is always to keep the water flowing to your homes and businesses.

Dave Modeer
Director, Tucson Water



Our Customer Service Representatives truly enjoy assisting customers.

Clearwater Quality Report April 2004

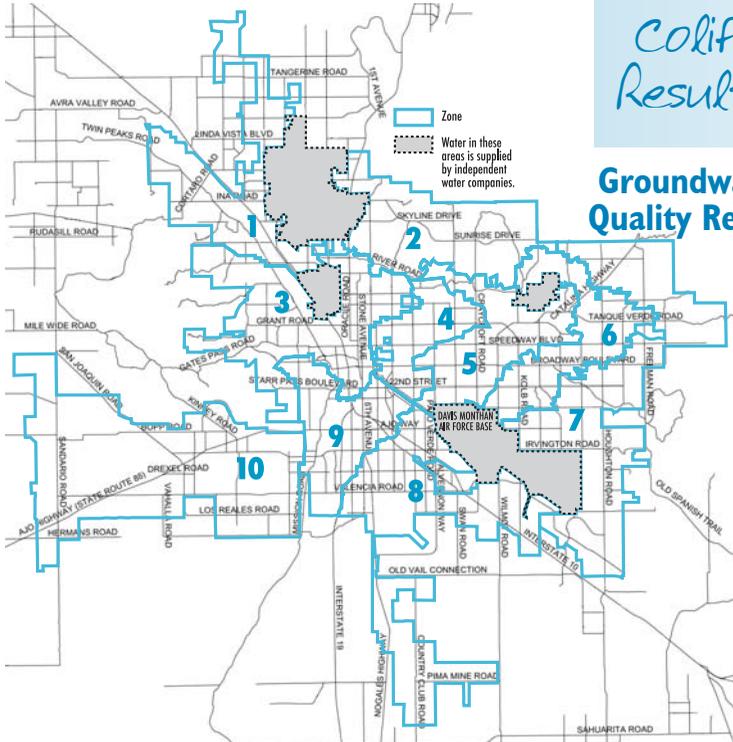
51*	Sodium (mg/L)
337.0	Mineral Content (mg/L)
122*	Hardness (mg/L)
8.1	pH (S.U.)
Neg*	Coliform Bacteria
0.76	Chlorine level average (mg/L)
81.1	Temp (deg F)

* Values for March 2004

Groundwater Quality Report - February 2004

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)	Average	63	51	50	47	47	45	34	45	45	43	46
	Range	47-93	49-52	33-56	31-52	40-51	31-52	23-50	38-50	39-51	40-50	23-93
Mineral Content (mg/L)	Average	388	317	332	286	289	286	240	369	306	218	300
	Range	194-566	297-348	201-410	184-341	189-332	201-321	182-308	294-424	205-452	201-290	182-566
Hardness (mg/L)	Average	231	137	156	116	119	122	112	196	99	85	131
	Range	118-340	119-156	85-218	91-122	114-123	112-128	102-129	121-234	76-123	73-117	73-340
pH (S.U.)	Average	7.8	8.1	7.9	7.9	7.9	8.0	7.9	7.5	7.8	7.8	7.9
	Range	7.3-8.1	7.8-8.2	7.5-8.2	7.3-8.1	7.4-8.2	7.4-8.2	7.5-8.3	7.0-8.1	7.0-8.2	7.7-8.0	7.0-8.3
Temperature (deg F)	Average	69	71	70	74	71	70	69	70	74	72	71
	Range	63-75	63-79	64-78	64-82	62-81	57-78	62-75	58-76	61-83	66-81	57-83

Coliform Bacteria Testing Results - February 2004



Groundwater Quality Report



EPA Standard for Positive Samples

5%

Number of Positive Samples for Total Coliform

0.0%



Target = 0.6 to 1.0 mg/L

Monthly Average

0.7 mg/L

245 Sample Points

Chlorine Level Average

"PPM" means one part per million;
1 ppm = 1 teaspoon in 1,302 gallons

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.

With the exception of chlorine and coliform bacteria, none of the water quality parameters reported here have U.S. Environmental Protection Agency primary standards set for them. For more information about primary and secondary water quality standards, visit Tucson Water's website at www.cityoftucson.org/water.

Conservation Corner

Save Water – Save Dollars

Tucson Water customers are wise water users – understanding that water is a precious natural resource. In order to help you be better conservationists, Tucson Water offers information, assistance, and encouragement in a variety of ways. One of the most popular is direct assistance.

Helping You Learn How to Save Water

Tucson Water provides customers with free assistance in changing their water use patterns. You keep us busy with requests for our **Zanjeros**, specially trained Tucson Water conservation specialists who provide in-home water audits. The **Zanjeros** will visit your home, review your water use, and give you a full report on how you can reduce your water use and reduce your water bill. It's free. Call 791-3242 to schedule.

Equally popular is the **Water\$mart Landscape Workshop** series offered by Tucson Water each spring and fall in association with the University of Arizona Pima County Extension Low 4 Program. Free to both residential and commercial customers, the **Water\$mart Workshops** offer information, instruction, and hands-on training in reducing water use at your home or business. For more information about registering for Workshops, call Tucson Water's Public Information Office at 791-4331.