

Conservation Corner

More strategies to save water coming soon

Community Conservation Task Force

How should we conserve water in the future? What new water saving technologies are available and how would they work in Tucson? How much can conservation help us with our water needs in the years ahead? These are some of the questions Tucson Water's Community Conservation Task Force is working to answer.

The Task Force, made up of homeowners and representatives of the development, home sales, multi-family housing, environmental, lodging, restaurant, landscaping, and property management communities, is studying more than 40 strategies for water conservation. Applicability, cost and effectiveness of each strategy is being analyzed and there are approaches that would address both existing and new water users, taking into consideration residential, commercial and multi-family customers. The strategies include potential programs and policies that would help reduce water use through a variety of methods.

Within the next few months the Task Force should be ready to present its recommendations. Tucson Water will keep you updated as the group makes progress.

Your Water Connection

NEWS & TIPS FOR TUCSON WATER CUSTOMERS



Water 101

The Customer Service Division Customers First

They start and stop your water service when you sell or buy a new home. They read your water meter and send you a bill. They answer your water questions or, if they can't, they'll send you to the person who can. They are the first people you'll encounter when you need to contact Tucson Water for almost any reason. For the 107 employees of Tucson Water's Customer Service Division, you, the customer, are all that matters.

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@tucsonaz.gov

Water 101

The Customer Service Division

Customers First

Water 101 continued from front

Customer Service staff answer 300,000 phone calls from customers every year - ranging from requests to begin or end water service to billing questions, inquiries about water usage, and a host of other questions, concerns, or reports.

But there's a lot more to customer service at Tucson Water than answering the phone. Like reading water meters, for example. The Division's 28 meter readers read as many as 12,000 water meters a day. While most of the readings are done manually (see photos), the Division is in the process of installing radio signal technology in thousands of new meters to transmit data directly to vehicle mounted receivers that readers can operate from their vehicles. By adding new technology to become more efficient, the Customer Service Division will be able to keep up with increasing service demands. The Division is also managing Tucson Water's water meter replacement program -

Between 10,000 and 12,000 customer accounts are processed and billed each day by Tucson Water's Customer Service Division.

installing about 1,000 new meters a month in place of ones that are up to 30 years old.

Are you wondering about ways to use less water? The Division's Zanjero Program employs six full-time conservation experts who will come to your home to analyze your water use, and help you find ways to save water - and reduce your monthly water bill. There's no charge for the Zanjero service. Call 791-3242 for more information.



The Customer Service Division is also responsible for making sure all Tucson Water customers play by the rules. They investigate water meters that have been tampered with and water lines that have been tapped illegally. They even remove beehives from customers' water meter boxes. It's not the most glamorous part of their job, but it's just one of the many tasks our Customer Service Division performs to make sure you, our customers, receive the best possible service.



On the Water Front

Drought. You've heard a lot about it during the past few years as Tucson and most of the Southwest is experiencing a prolonged period of dramatically below-average rain and snowfall. The Colorado River has been hit hard and Lakes Powell and Mead, fed by the Colorado, have dropped to 59 percent capacity.

This is not good news for the western states that rely on the Colorado for a large amount of their renewable water supplies. The U.S. Secretary of the Interior, who is responsible for managing the water of the Colorado, determines each year whether the flow is normal, or whether there is a surplus or a shortage of water in the River. An official shortage has never been declared, but could be in the next few years if the drought continues.

What does that mean for us?

As part of the agreement that was reached between the State of Arizona and the federal government to build the Central Arizona Project (CAP), the CAP has the lowest priority for water during a time of shortage. If a shortage is declared on the Colorado, customers of the CAP will be among those who must cut back on their usage. At that time, any unused allocation (currently Tucson Water is using about 50% of our annual allocation) will be considered excess water and will be the first to be cut. This loss would be for the duration of the declared shortage, which could be decades.

So what are we doing to protect our renewable water supply? The solutions are spelled out in Tucson Water's *Long Range Water Plan*.

First - Preserve our access to Colorado River water by moving aggressively toward full usage of our annual allotment as soon as possible. We're working on new recharge facilities in Avra Valley that will allow us to do that within the next few years.

Second - Continue to maintain our groundwater system as a backup supply.

Third - Become even more efficient at using our precious water supplies. Later this year, our Community Conservation Task Force will provide recommendations on how we can strengthen our water conservation efforts.

Fourth - Seek additional renewable supplies of water at some point in the future.

Tucson Water is moving forward in all of these areas. Working together with you, we are taking action to ensure we have enough quality water for our future. You can be sure that we'll keep you up to date on these and other critical water issues.

Dave Modeer
Director, Tucson Water

Clearwater Quality Report - March 2006

- 42* Sodium (mg/L)
- 304.4 Mineral Content Average (mg/L)
- 102* Hardness (mg/L)
- 8.0 pH (S.U.) Average
- Neg* Coliform Bacteria
- 0.79* Chlorine level Average (mg/L)
- 71.9 Temperature Average (deg F)

* Values for February 2006

Visit the Tucson Water Web Site at www.tucsonaz.gov/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

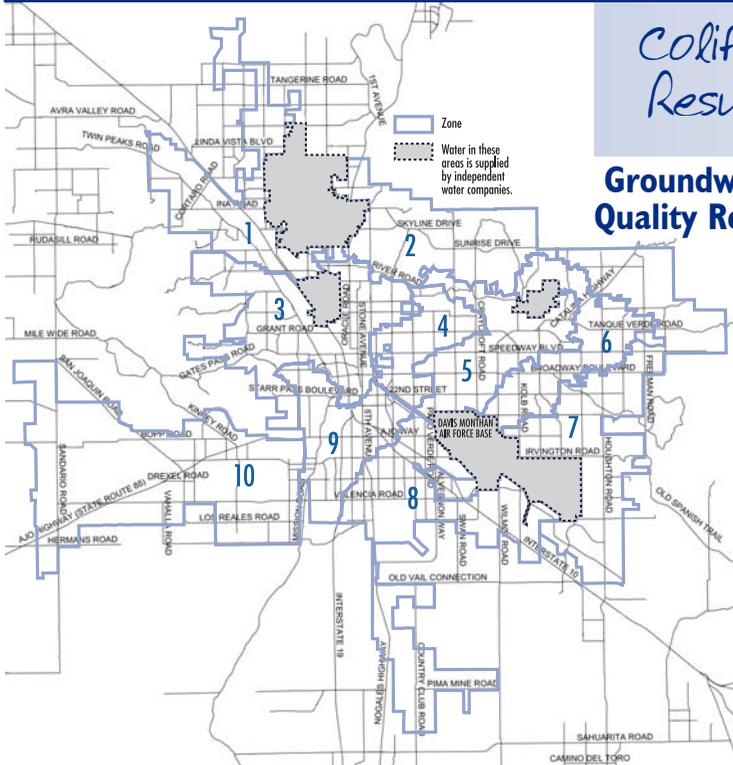
Si usted desea este documento escrito en español, por favor, llame al 791-4331.



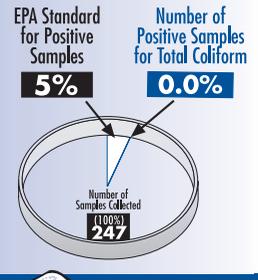
Groundwater Quality Report - January 2006

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L) 78 SAMPLING POINTS	Average	48	53	53	48	47	48	34	44	54	43	47
	Range	46-51	48-58	27-65	33-55	33-53	37-54	25-55	39-50	38-76	39-48	25-76
Mineral Content (mg/L) 247 SAMPLING POINTS	Average	451	363	369	335	329	336	260	395	353	240	340
	Range	273-627	307-377	199-439	189-381	184-384	215-385	182-367	354-438	211-562	204-353	182-627
Hardness (mg/L) 78 SAMPLING POINTS	Average	281	150	158	129	144	150	119	205	161	85	151
	Range	229-345	131-171	90-199	71-152	84-184	88-169	80-165	181-224	64-282	74-111	64-345
pH (S.U.) 247 SAMPLING POINTS	Average	7.7	8.1	8.0	8.0	7.9	7.9	8.0	7.7	7.9	8.0	7.9
	Range	7.4-8.2	8.0-8.2	7.9-8.1	7.9-8.1	7.5-8.2	7.3-8.3	7.9-8.3	7.5-7.8	7.4-8.1	7.9-8.1	7.3-8.3
Temperature (deg F) 247 SAMPLING POINTS	Average	69	75	72	75	73	73	70	72	73	73	73
	Range	65-73	67-80	65-79	68-82	64-81	63-80	64-76	65-78	64-80	69-79	63-82

Coliform Bacteria Testing Results - January 2006



Groundwater Quality Report



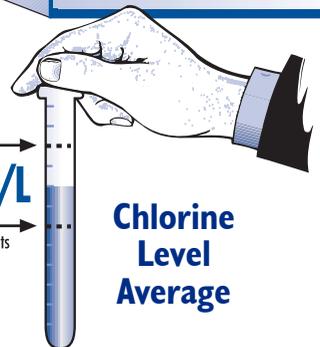
Target = 0.6 to 1.0 mg/L

Monthly Average

0.8 mg/L

247 Sample Points

Chlorine Level Average



"mg/L" means milligrams per liter;
1 mg/L = 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.tucsonaz.gov/water.