

Conservation Corner

Watch Out Water Wasters!

Water "Cops" Are On the Beat

September 2007

www.tucsonaz.gov/water

Your Water Connection

NEWS & TIPS FOR TUCSON WATER CUSTOMERS

Wasting water, especially when our region is in the midst of a Stage 1 Water Alert, is not only a misuse of our most precious natural resource, it's also a violation of Tucson Code 27-15 – the Water Waste Ordinance. Tucson Water's Water Cops are on patrol looking for water waste or unreasonable use of water. When they see it they can issue a written notice calling for the customer to correct the problem within a specified timeframe. If the waste continues, a civil citation is issued and a fine of \$250 may be imposed for a first-time offense. Continuing violations can bring a fine of \$500 and up to a maximum of \$2,500 – and that can be for each violation.

Tucson Water doesn't want to issue water waste tickets. Our first priority is to educate and improve water use among customers. But repeat water wasters who are unwilling to make improvements or who intentionally violate the ordinance should beware of the Tucson Water Cops! *They're on the beat.*

Learn more about the Tucson Water Waste Ordinance, how to conduct a water audit, and get tips on reducing water waste by calling 791-4331, or click on www.tucsonaz.gov/water/conservation.htm.

Water 101

Your New & Improved Water Bill

When you open your September bill from Tucson Water, you may notice a new, bolder format. That's because for the first time in approximately 20 years, your utility services statement has been updated. Based on customer feedback, the new bill format presents more information in a clearer form, makes printing more cost-efficient, and improves customer service.

What's different? The basic content is the same with a few format updates. Your statement continues to reflect City of Tucson Water, City of Tucson Environmental Services, and Pima County Sewer fees, but now there's an at-a-glance account balance summation bar 1 at the top of page one. We've also moved water meter information 2 – meter number, read dates, current reading, usage, and monthly comparisons – from page two to page one.

The new look means better service; customer service representatives will be able to answer your billing questions more quickly with access to an on-screen computer image that looks like

Water 101 continued inside

Have a question for Water 101 or a suggestion for a topic? Call us at 791-4331 or e-mail to

TW_Web1@ci.tucson.az.us

Water 101

Your New & Improved Water Bill

Water 101 continued from front

your paper bill. The updated format also lets us send specific customer groups special messages **3** and information that are only of interest to them

and prepares the way for future on-line services like paperless e-billing.

Remember, Tucson Water also offers automatic payment from your checking or savings account and online payments, too.

If you have billing questions or want to find out the latest information about accessing your account online or automatic bill payments, contact us at

www.tucsonaz.gov/water/customer_svcs.htm, or call 791-3242, or, if calling long distance – 1-800-598-9449; Monday through Friday, 7:00 a.m. – 6:00 p.m. MST.

Page 1 of 1



Pima County Wastewater Management
Phone: 520-740-6609
www.pima.gov/wwm

City of Tucson Environmental Services:
Phone: 520-791-3171
www.tucsonaz.gov/esd



Tucson Water Customer Service Office
Phone: 520-791-3242
Outside Tucson: 800-598-9449
www.tucsonaz.gov/water

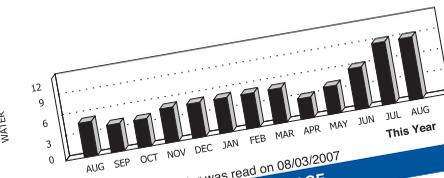
UTILITY SERVICES STATEMENT

Account Name: JOHN Q SAMPLE
Account Number: 111111-11111
Service Address: 123 MAIN STREET
Bill Date: 08/07/2007
Service Period: 07/06/2007 to 08/03/2007
Hours: 8:00 am - 5:00 pm MST (Mon-Fri)

Last Bill	Payments (Credits)	Deposits Applied	Adjustments	Balance Forward	New Charges	ACCOUNT BALANCE
\$43.29	-\$43.29	\$0.00	\$0.00	\$0.00	\$44.42	\$44.42

METER INFORMATION			
Meter Number	Service Type	Start Date	End Date
00000555	WA	07/06/07	08/03/07

Current Read	Previous Read	Consumption (CCFs)
26	17	9



Your meter was read on 08/03/2007

IMPORTANT MESSAGE

3 ON JULY 9, WATER RATE CHANGES APPROVED BY MAYOR AND COUNCIL BECAME EFFECTIVE. THIS BILL COVERS A PERIOD BOTH BEFORE AND AFTER JULY 9. WATER CHARGES HAVE BEEN SPLIT BETWEEN OLD AND NEW WATER RATES. QUESTIONS? PLEASE CALL 791-3242 OR, OUTSIDE TUCSON, 1-800-598-9449.

ON JULY 1, THE WASTEWATER PORTION OF THE BILL REFLECTS A 6% INCREASE IN THE SEWER FLOW VOLUME RATE AS APPROVED BY THE BOARD OF SUPERVISORS.

ACCOUNT ACTIVITY

LAST BILL	\$43.29
TOTAL PAID SINCE LAST BILL	-\$43.29
ADJUSTMENTS	\$0.00
BALANCE FORWARD	\$0.00
NEW CHARGES	\$14.00
ENVIRONMENTAL FEE	\$12.75
SEWER VOLUME	\$16.34
WATER VOLUME	\$1.33
MISCELLANEOUS	\$44.42
TOTAL NEW CHARGES	\$44.42
ACCOUNT BALANCE	\$44.42
PAY THIS AMOUNT BY: 08/27/2007	

Returned Check Fee: \$28.00

Due date applies to current charges ONLY.
Any balance forward is due now.
Please allow 7 days for payments to post to your account.

Account Number: 111111-11111
Service Address: 123 MAIN STREET
Cycle-Route #: 06-06

DUE DATE:	08/27/2007
AMOUNT DUE:	\$44.42
Open Space Contribution (optional)	
AMOUNT PAID:	

Mail all bills to:
CITY OF TUCSON
PO BOX 28804
TUCSON AZ 85726-8804

UTILITY SERVICES
PO Box 28804
Tucson, AZ 85726-8804

MAKE CHECKS PAYABLE TO:
CITY OF TUCSON

Please fold on perforation before tearing and return bottom portion with your payment.

The City of Tucson's voter-approved General Plan calls for the preservation of "Open Space" to protect and enhance Tucson's livability. Your tax-deductible voluntary contribution will help provide funding for the City to purchase and preserve undeveloped land. Your contribution will have no effect on your service fees.

**AUTOMATED-DIGIT 85705 1 PS5 2VA.P.0807-A-1
70 3 AV 0.332

JOHN Q SAMPLE
123 MAIN STREET
TUCSON AZ 85705-3135

000111111000011111000000044424



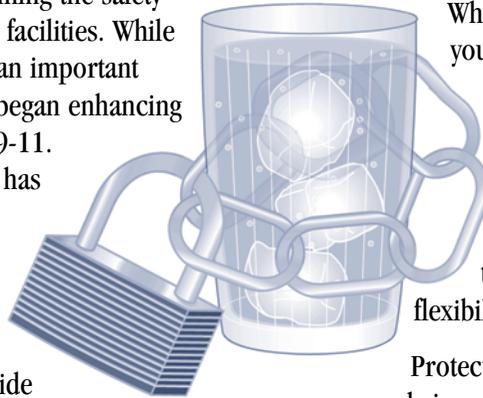
On the Water Front

Since 2001, the month of September is a time we often reflect on security. Tucson Water is keenly aware of the importance of maintaining the safety and integrity of our water facilities. While security has always been an important part of our planning, we began enhancing our security even before 9-11. Since then, Tucson Water has become recognized nationally as a leader in the comprehensive approach to security.

We collaborate with a wide range of public and private entities on security. In 2001, Tucson Water, in partnership with Sandia National Laboratories, conducted a security assessment study and a pilot program using the latest security technology to protect our water distribution facilities. Locally, the University of Arizona National Science Foundation Water Quality Center's Water Village offers a unique venue to test and evaluate new technologies.

In 2005, the Environmental Protection Agency (EPA) funded a real time water quality-monitoring program for us. We also work closely with the Department of Defense and the Department of

Homeland Security, learning about the latest security technology and sharing our experience with other water utilities.



While we can't share the details, we want you to know that Tucson Water is continually researching, testing, and refining new technologies to improve the safety of our physical and computer facilities. Our goal is to take advantage of the very best technology, while maintaining flexibility and looking ahead to future needs.

Protecting the largest municipal water supply in southern Arizona is important to our customers – it's a responsibility that Tucson Water takes very seriously and one of the keys in ensuring water reliability for you and your family.

Dave Modeer
Director, Tucson Water

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.



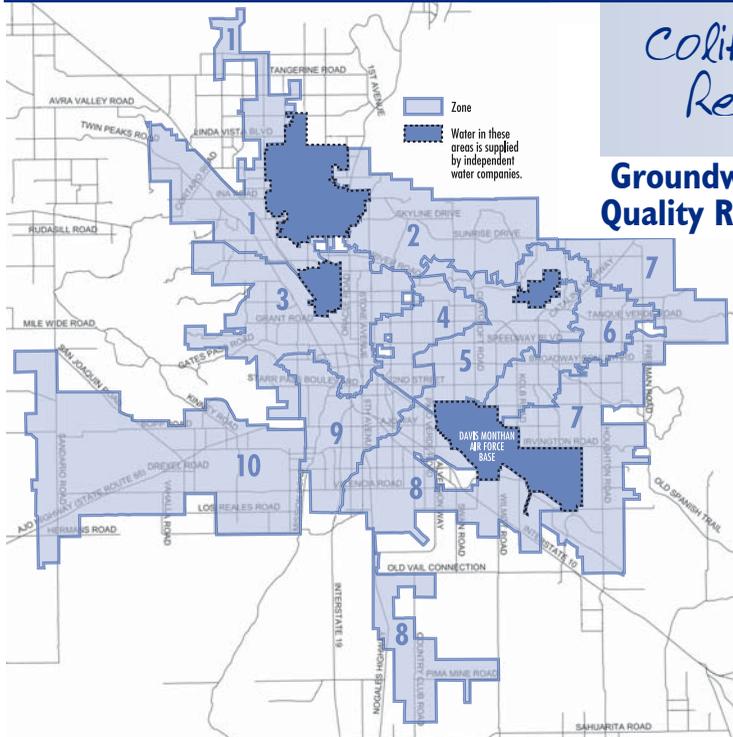
Clearwater Quality Report

Most recent water quality data (June 14 – Aug. 6, 2007)

59	Sodium (mg/L) (July 25)
357.6	Mineral (mg/L) (June 15 – Aug. 6 avg.)
182	Hardness (mg/L) (July 25)
8.04	pH (S.U.) (June 15 – Aug. 6 average)
Neg	Coliform Bacteria (July 17)
0.91	Chlorine level (mg/L) (June 14 – Aug. 6 avg.)
90.2	Temp (deg F) (June 15 – Aug. 6 avg.)

Groundwater Quality Report - July 2007

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)* 77 SAMPLING POINTS	Average	52	56	51	37	48	47	37	43	52	47	47
	Range	47-59	53-59	25-64	28-47	26-57	39-53	25-58	41-44	42-58	42-56	25-64
Mineral Content (mg/l)* 247 SAMPLING POINTS	Average	439	398	368	263	349	347	282	344	347	297	341
	Range	322-639	366-431	166-475	195-415	191-426	230-403	179-404	221-447	208-532	209-413	166-639
Hardness (mg/L)** 77 SAMPLING POINTS	Average	291	173	166	104	157	151	131	147	154	102	152
	Range	207-402	159-183	96-225	76-137	93-203	125-184	97-176	82-250	74-218	75-157	74-402
pH (S.U.) 247 SAMPLING POINTS	Average	7.6	7.9	7.8	7.8	7.7	7.7	7.8	7.6	7.7	7.9	7.8
	Range	7.4-7.8	7.8-8.0	7.6-8.0	7.7-7.9	7.4-7.9	7.1-8.0	7.6-7.9	7.4-7.8	7.4-7.9	7.6-8.0	7.1-8.0
Temperature (deg F) 247 SAMPLING POINTS	Average	86	89	88	89	88	88	88	87	90	90	88
	Range	80-94	86-93	76-97	83-94	80-94	80-94	84-94	81-92	85-96	88-94	76-97



Coliform Bacteria Testing Results - July 2007

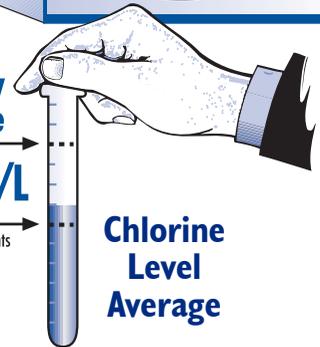
Groundwater Quality Report



EPA Standard for Positive Samples: **5%**
 Number of Positive Samples for Total Coliform: **0.4%**



Monthly Average
0.7 mg/L
 Target = 0.6 to 1.0 mg/L
 247 Sample Points



* mg/L means milligrams per liter; 1 mg/L = 1 teaspoon in 1,302 gallons

** 17.1 milligrams per liter (mg/L) = 1 grain per gallon; Therefore, the system-wide hardness average as reported for July 2007: 152 mg/L divided by 17.1 = 8.89 grains per gallon.

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 Web site at www.tucsonaz.gov/water.