

Your Water Connection

NEWS & TIPS FOR TUCSON WATER CUSTOMERS

A Few Parting Words

From the Director

During my ten years at the City of Tucson Water Department, I've seen our community make great strides toward water sustainability, and worked with the staff here at your water utility to enhance our customer service, become more cost-efficient, and take advantage of new technologies. As I step down as Director, I'd like to take this opportunity to reflect on the accomplishments made by your Water Department Staff.

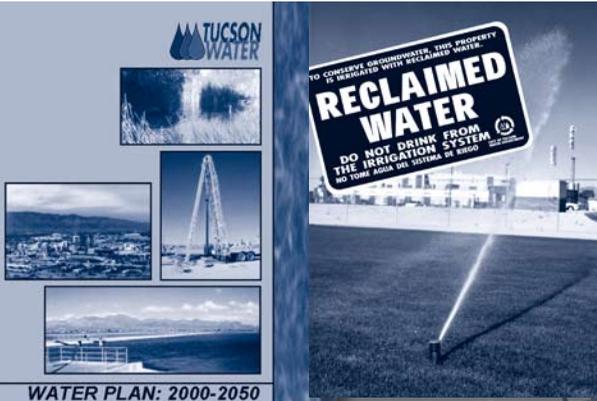
1. We are now within a year of full use of our 47 billion gallon annual allocation of Colorado River water. With the completion of the recharge basins at Clearwater Phase II, our community will, for the first time, have the capacity to store and use all of our most important renewable drinking water supply. This is a remarkable milestone for our region and well worth the investments we have made over the past decade and will continue to make in the Clearwater Phase II recovery facilities over the next few years.



Dave Modeer
Director

From the Director continued on Inside 1

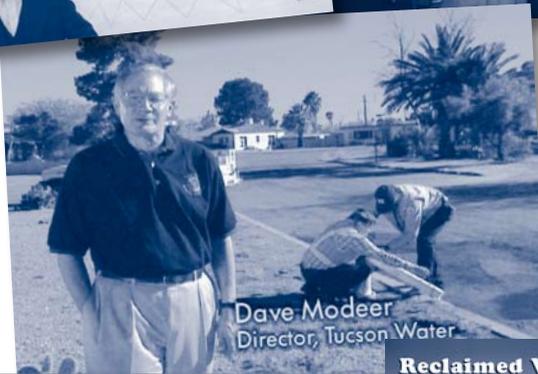
Have a question for Water 101 or a suggestion for a topic?
Call us at 791-4331 or e-mail to TW_Web1@ci.tucson.az.us



WATER PLAN: 2000-2050

CITY OF TUCSON WATER DEPARTMENT

FINAL
MAYOR AND COUNCIL
NOVEMBER 22, 2004



Dave Modeer
Director, Tucson Water



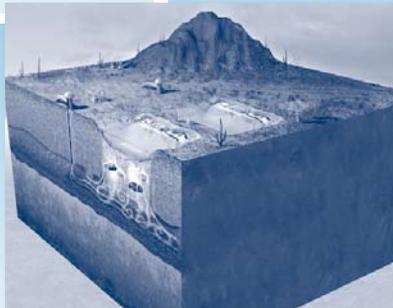
A Few Parting Words

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Inside 1 • From the Director *continued from front*

2. Over the last 10 years, Tucson Water has nearly doubled the use of reclaimed water in our community, expanding our use from 2.8 billion gallons in 1997 to nearly 5 billion gallons in 2007. The number of sites using reclaimed water increased more than 300% in the last decade; at the end of 2007, there were 820 active sites, including schools, parks, golf courses, construction sites, agricultural users, cemeteries, and residences. Reclaimed water has two great benefits – it's the only water supply that grows with the population and is renewable!

3. For the first time in more than 50 years, groundwater levels beneath Tucson are rising. Since 2001, when the Clearwater facility began operation and Tucson Water shut down dozens of wells in central Tucson, the water table in that area has risen more than 25 feet.



4. Tucson has continued to build on the water conservation successes of the past. Since 1997, overall water usage per person in our service area dropped by nearly 9%, and usage at the average home dropped by more than 1,000 gallons per month. Tucson's Mayor and Council, along with the Community Conservation Task Force and Business Advisory Group are working to develop and institute new conservation programs and incentives.

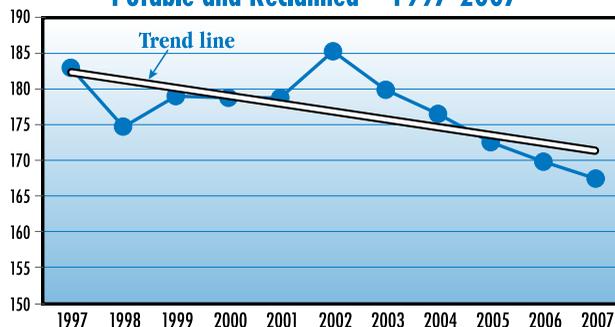
5. Keeping your water affordable has been one of our long-standing commitments to you, and we've worked closely with the Mayor and Council to keep that promise. Water rates for the average residential customer have only increased 1% since 1997 – and that's in the context of declared drought conditions and major capital investment in renewable water facilities.

6. Based on your feedback, Tucson Water has instituted a number of customer service improvements. We've enhanced the look and readability of your bill; added technology to make your call-in experience easier and more helpful, and increased the number of easy bill pay options to include automated bill payment, online bill payment, and pay by phone.

7. These technological improvements, combined with cross-training and other employee-driven efforts, have allowed Tucson Water to increase the efficiency of our organization. Today

Tucson Water has 40% more customers than 10 years ago, but we operate with fewer full-time employees.

Overall Change in GPCD (gallons per capita per day), Potable and Reclaimed – 1997-2007



From the Director
continued on Inside 2

A Few Parting Words **From the Director**

Inside 2 • From the Director *continued from Inside 1*

8. Over the past 10 years, we've worked hard to ensure you receive high quality water, and to provide you with water quality information that you can use to make informed decisions. Tucson Water began sending our annual Water Quality Reports to every customer in 1999. These comprehensive reports detail how closely we adhere to all federal, state and local water quality regulations, and provide you with the results of our extensive monitoring program. We also provide you with Water Quality Reports and updates on-line and in our monthly newsletter.

9. In 2006, Tucson Water, other City departments, and representatives of our customers, created the City's first Drought Preparedness and Response Plan. The Plan outlines the four water drought stages and clearly defined actions to ease the problem. Crafting this plan as a community underscores that working together we can meet almost any water challenge.

10. Tucson Water's Long Range Water Plan: 2000-2050, first issued in 2004, lays out the challenges and opportunities that we face with our water resources. It's a dynamic document based on public feedback and comment and in 2008, Tucson Water is again asking the community to review and comment on the Plan.



My years at Tucson Water have been some of the best of my life. I've worked with some of the finest water professionals in the business, and have had the privilege of serving a community that understands how precious water truly is.

I wish you all the best.



Dave Modeer
Former Director, Tucson Water

Clearwater Quality Report - Most recent water quality data (March 4 - April 6, 2008)

60	Sodium (mg/L) (Feb. 21)
380.9	Mineral (mg/L) (March 4 - April 6 avg.)
192	Hardness (mg/L) (Feb. 26)
8.58	pH (S.U.) (Mar. 5 - 26, 30, April 2 avg.)
Neg	Coliform Bacteria (March 26)
0.91	Chlorine level (mg/L) (March 4 - April 6 avg.)
85.1	Temp (deg F) (March 4 - April 6 avg.)

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.

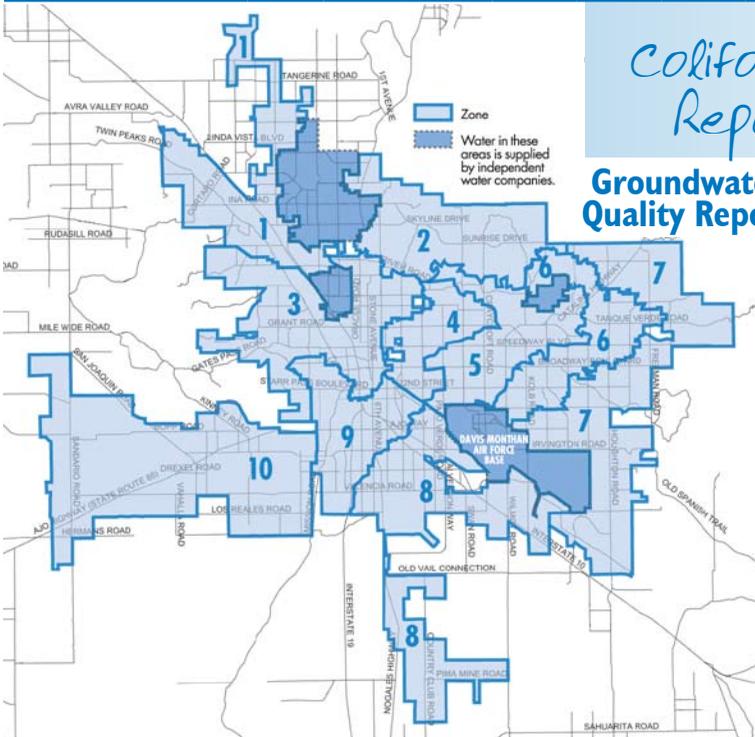
City of Tucson TTY number: 791-2639

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



Groundwater Quality Report - March 2008

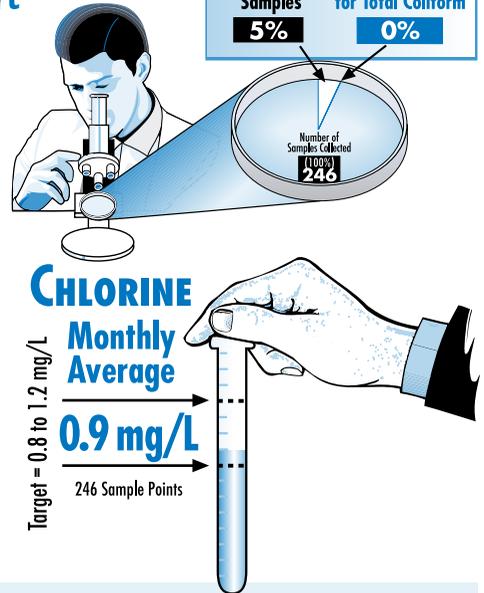
Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)* 85 SAMPLING POINTS	Average	45	59	57	52	55	50	41	45	48	47	50
	Range	35-64	55-63	47-65	39-60	49-62	34-61	26-57	39-59	35-61	38-60	26-65
Mineral Content (mg/L)* 246 SAMPLING POINTS	Average	368	433	433	414	408	396	288	385	354	272	383
	Range	220-582	419-444	328-484	227-442	172-444	252-436	181-433	307-440	204-488	205-429	172-582
Hardness (mg/L)* 85 SAMPLING POINTS	Average	120	184	184	161	172	156	137	180	178	120	164
	Range	71-216	167-198	152-222	116-193	151-194	86-190	84-184	138-269	62-249	75-186	62-269
pH (S.U.) 246 SAMPLING POINTS	Average	8.0	8.1	7.9	8.0	8.0	8.0	8.0	7.6	7.7	7.8	7.9
	Range	7.4-8.2	7.9-8.2	7.5-8.3	7.87-8.1	7.2-8.2	7.0-8.2	7.8-8.2	7.3-8.0	7.2-8.0	7.3-8.1	7.0-8.3
Temperature (deg F) 246 SAMPLING POINTS	Average	73	75	74	76	72	73	71	73	74	71	73
	Range	68-78	69-81	69-80	69-80	61-80	66-78	65-76	63-80	65-82	67-79	61-82



Coliform Bacteria Testing Report - March 2008

Groundwater Quality Report COLIFORM

EPA Standard for Positive Samples: **5%**
 Number of Positive Samples for Total Coliform: **0%**



* 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 March 2008: 164 mg/L divided by 17.1 = 9.59 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.