

High Efficiency Toilet Replacement Pilot Program

Your Water Connection

NEWS & TIPS FOR TUCSON WATER CUSTOMERS

On July 7, as part of the new water rates, a dedicated water conservation fund will be launched that supports both current and new water-saving programs as recommended by the Community Conservation Task Force. One of the new water conservation efforts will be a community-wide pilot program to provide low-flow toilets for older homes whose owners have limited incomes.



The program is a partnership among Tucson Water, the City's Community Services Department, Pima County's Community Action Agency, and the United Association of Plumbers and Pipefitters Local 469. The program will install a total of 80 High Efficiency (HE) toilets. Ten low-income customers in each Tucson City Council Ward and 20 low-income customers who reside outside the City limits will receive HE toilets. HE toilets use 1.3 gallons of water or less per flush. Results of this research program will be used to determine if a larger program will be available in the future.

The new toilets save water in two ways - reduced flush volume and reduction of leaks associated with older, standard-flush models. Leaking toilets are the number one water waster inside the home; one leaky toilet can waste up to 100 gallons of water a day!

Vigilant water conservation efforts at home and at work are smart ways to safeguard this precious resource for future generations and reduce your water bill. To find out more about current and new water conservation programs, visit www.tucsonaz.gov/water/conservation.htm or call (520) 791-4331.

Water 101

New Water Rates Begin July 7

Tucson Water's new rates for drinking water service will go into effect on July 7, 2008. Overall, rates will rise by 8.0% with 1.2% of that dedicated to fund the utility's water conservation programs. However, different customer classes – single-family, multi-family, commercial, industrial, and construction customers – will see different increases.

The average residential customer will see a rate increase of less than 6%, resulting in a water bill increase of approximately \$1.18 per month for a single-family home using 12 Ccf (9,000 gallons) of water per month.

Water rate changes are based on two key ideas: the ability to recover the cost of serving each distinct customer category, and the concept of encouraging water conservation by the use of a sliding price scale in which the price of water increases with higher usage.

Annual cost studies, plus policy direction from Tucson's Mayor and Council and Tucson Water's Citizens' Water Advisory Committee, help to determine proposed rate changes. New this year is the dedicated Water Conservation Fund that will be invested in a

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

New Water Rates Begin July 7

Water 101 *continued from front*

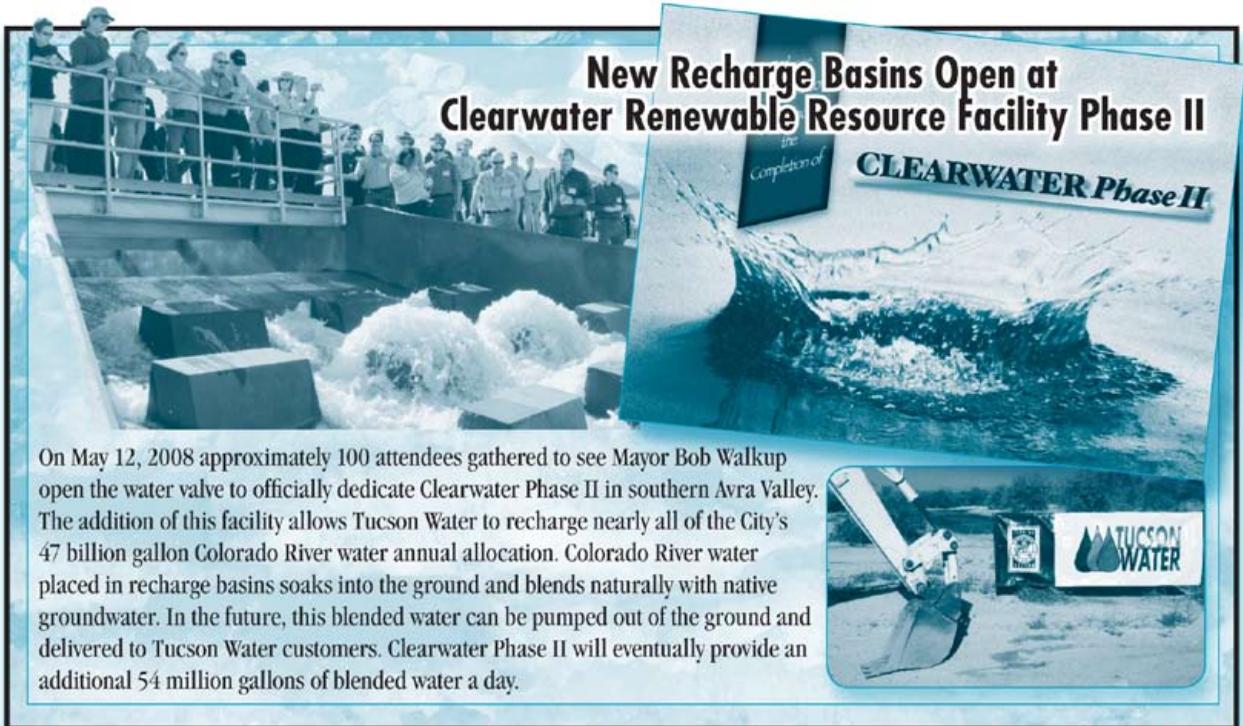
wide array of water-saving programs such as rebates for low-flow toilets in older homes and incentives for commercial customers to save water inside and outside. The Conservation Fund will appear on water bills as an extra 3 cents per Ccf for all customers. The City of Tucson also continues to offer an assistance program for qualified low-income customers to help them pay their bill.

From prices at the pump to the cost of a carton of eggs, all of us are experiencing higher prices. Delivering water and operating your water system are very energy intensive, and higher rates for electricity and natural gas, not to mention fuel, have a large impact on Water Department costs. In addition, by the end of 2008, all of the Clearwater Facility's 20 recharge basins will be in use, so Tucson Water will be purchasing and recharging all of our annual Colorado River water allocation.

Tucson Water delivers a reliable source of quality water to our customers at a fair rate while working to reduce costs, improve efficiency, make infrastructure investments, and keep your \$1 billion water system in working order. For example, Tucson Water has introduced more automation with automatic meter reading and a new pay-by-phone service.

The average price of water service under the new rates, regardless of customer category or rate structure, is still much less than a penny per gallon. Tucson Water hopes that you'll agree that's a pretty good deal for a sustainable, high quality water supply in our desert community.

For a complete listing of the new water rates, please check the Tucson Water web site: www.tucsonaz.gov/water/rates.htm



New Recharge Basins Open at Clearwater Renewable Resource Facility Phase II

the Completion of **CLEARWATER Phase II**

On May 12, 2008 approximately 100 attendees gathered to see Mayor Bob Walkup open the water valve to officially dedicate Clearwater Phase II in southern Avra Valley. The addition of this facility allows Tucson Water to recharge nearly all of the City's 47 billion gallon Colorado River water annual allocation. Colorado River water placed in recharge basins soaks into the ground and blends naturally with native groundwater. In the future, this blended water can be pumped out of the ground and delivered to Tucson Water customers. Clearwater Phase II will eventually provide an additional 54 million gallons of blended water a day.

TUCSON WATER

On the Water Front

Tucson has a remarkable water conservation ethic and conserving water is truly a community-wide effort. For example...

- We've seen strong community support for the City's dedicated water conservation fund and the new conservation programs it will make possible.
- Our on-line and mailed conservation feedback surveys were completed by hundreds of citizens and we saw strong public participation in the recent conservation town halls sponsored by our Mayor and Council.
- The Arizona Department of Water Resources reports having nearly double the normal number of entries for their 2008 Xeriscape landscaping contest.
- There are 26 business, industrial, and commercial entities participating in the Business Advisory Group to develop incentives for commercial conservation.
- More than 500 area residents attend UA Cooperative Extension Service's Water\$mart classes each year.

The Mayor and Council, our customers, the business community, government agencies, schools, non-profit organizations and many others are involved in conserving our most precious resource. The water-saving

programs created by the new Conservation Fund will now enhance all this hard work. Starting immediately will be high efficiency toilet replacement for low-income homeowners and apartments, a toilet rebate program for homes, apartments and businesses built prior to 1991, and irrigation upgrade rebates for apartment complexes.

Tucson Water's conservation specialists and the Citizens' Water Advisory Committee will provide oversight and review of the programs. They will evaluate programs for effectiveness and determine actual water savings and the cost efficiency of each pilot program.

Tucson Water and the City of Tucson are committed to working hand in hand with all our customers and many other partners on water conservation. Together we can help ensure our region's water sustainability.

Karen Masbruch
Acting Director, Tucson Water



Assistant City Manager, Karen Masbruch, is serving as Acting Director of Tucson Water and is facilitating the nationwide search for a new Director. Karen will be authoring the On The Water Front column during the interim.

Clearwater Quality Report - Most recent water quality data (May 8 - June 5, 2008)

56	Sodium (mg/L) (May 21)
354.3	Mineral (mg/L) (May 8 - June 5 avg.)
169	Hardness (mg/L) (May 21)
7.37	pH (S.U.) (May 14, 17-19, 30 & 31, June 1, 3-5 avg.)
Neg	Coliform Bacteria (May 20)
0.91	Chlorine level (mg/L) (May 8 - June 5 avg.)
89.1	Temp (deg F) (May 8 - June 5 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

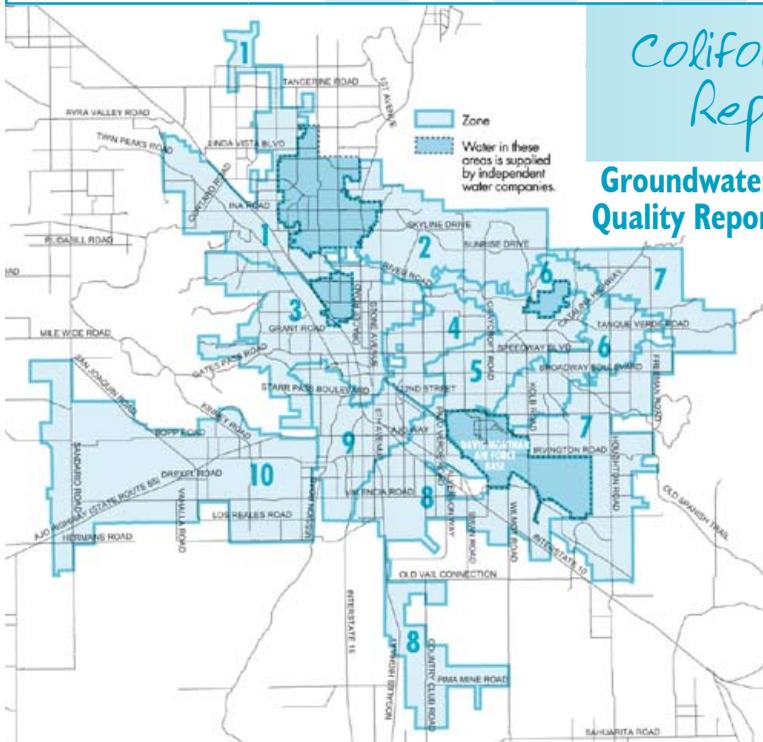
Si usted desea este documento escrito en español, por favor llame al 791-4331.



Groundwater Quality Report - May 2008

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)* 84 SAMPLING POINTS	Average Range	63 45-87	58 54-62	52 21-64	44 32-61	49 40-62	58 54-60	37 22-61	50 40-62	48 36-60	46 36-60	50 21-87
Mineral Content (mg/L)* 224 SAMPLING POINTS	Average Range	348 171-585	408 381-424	378 177-464	296 187-415	359 186-426	390 225-420	290 179-412	383 312-453	360 207-536	281 200-419	355 171-585
Hardness (mg/L)* 84 SAMPLING POINTS	Average Range	203 147-232	175 160-195	176 83-239	130 77-189	151 100-194	188 172-195	132 88-194	202 164-241	152 68-302	113 67-181	160 67-302
pH (S.U.) 232 SAMPLING POINTS	Average Range	7.8 7.4-8.1	8.0 7.9-8.1	7.9 7.5-8.1	7.9 7.6-8.0	7.9 7.2-8.1	7.9 7.7-8.1	7.9 7.6-8.2	7.5 7.1-8.0	7.7 7.3-8.0	7.8 7.2-8.1	7.9 7.1-8.2
Temperature (deg F) 232 SAMPLING POINTS	Average Range	81 77-84	83 80-86	82 74-88	84 78-88	82 76-87	82 78-85	81 76-83	81 76-84	84 76-87	82 78-85	82 74-88

Coliform Bacteria Testing Report - May 2008



Groundwater Quality Report

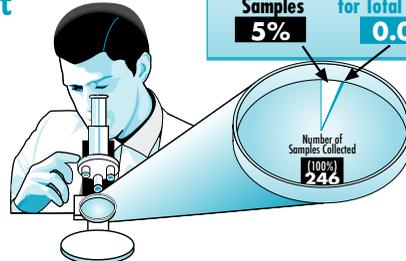
COLIFORM

EPA Standard for Positive Samples

5%

Number of Positive Samples for Total Coliform

0.0%

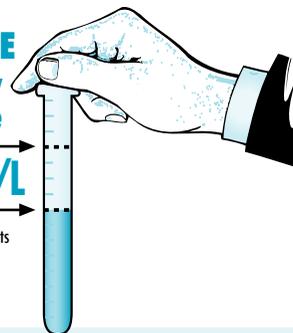


CHLORINE Monthly Average

Target = 0.8 to 1.2 mg/L

0.8 mg/L

246 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 May 2008: 160 mg/L divided by 17.1 = 9.36 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.