

A Note from the New Director

Dear Tucson Water Customers,

As I begin my tenure as Director, my first and foremost priority is to ensure that you continue to receive the same high quality service and water that you've come to expect from Tucson Water.

I've been a part of the Tucson Water team for over seven years, as your Water Quality Manager. I'm very proud of the fact that during that time, we've not only met all drinking water regulations, but have gone far beyond the 'rules' to ensure that you can trust in the safety of the water we deliver.

In that time, working together with you, we've also made great strides toward becoming a more sustainable community. We've become even more water efficient and expanded our use of renewable water supplies, reversing decades of groundwater declines, and helping to preserve our few remaining riparian areas. We've developed plans to help us deal with drought and climate change, and we've taken significant steps toward expanding our use of renewable energy supplies.

On the Water Front continued inside



Jeff Biggs began his duties as Tucson Water Director in October. He has nearly 28 years of experience in water quality, treatment and delivery. He is active in local, regional and national initiatives on water security, water quality assurance, and workplace efficiency. For the past seven years, he has been responsible for Tucson Water's drinking water and reclaimed water production and delivery. In this position, Jeff was also responsible for ensuring that Tucson's drinking water continually met all local, state and federal drinking water standards. Prior to coming to Tucson, Jeff managed water quality and water treatment activities at water utilities in Kansas City, Missouri and Burlington, Iowa.

Your Water Connection

NEWS & TIPS FOR TUCSON WATER CUSTOMERS

Water 101

Save Water, Save Money, Get Tax Credit

Gray Water Can Make Tucson Greener

Did you know that you can conserve water and receive a tax credit too? On September 23, 2008, the Tucson City Council voted unanimously to approve an ordinance to require gray water plumbing on all new residential construction as of June 1, 2010. Irrigating outdoor landscapes with gray water – or recycled water from your clothes washer, shower, tub or bathroom sink – could help drought-proof your home and will save drinking water.

Arizona law also provides another incentive to conserve; a tax credit to homeowners and builders for installing gray water conservation systems in new or existing homes. Tax credit is available from a limited pool of funds on a first come first serve basis for tax years 2007 through 2011, and you may apply retroactively:

- Tax credit for individual homeowners – equal to 25 percent of the cost of the system, not to exceed \$1,000 on one residence.
- Tax credit for corporate plumbing stub outs – costs incurred to install or include the plumbing stub out in each home or dwelling unit, not to exceed \$200 for each separate home or unit.

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

Your Utilities

Pima County's Sanitary Sewer Conveyance System

Did you know that the public sanitary sewer conveyance system in Pima County is made up of nearly 3,500 miles of public sewer lines? Did you know the system has more than 70,000 manholes? Were you aware that sewage in Pima County flows to the community's treatment facilities by gravity, but that sometimes the Regional Wastewater Reclamation Department (RWRD) has to use pump stations to facilitate gravity flow?

Pump stations are underground structures that lift sewage to a higher subterranean elevation. Once this occurs, the sewage, which had reached a level too far underground to continue to flow by gravity, is pumped upward to a new pipe and then can continue to flow by gravity to a wastewater treatment facility. Pima County operates 33 pump stations.

This massive system of pipes, manholes and pump stations that makes up the sanitary sewer conveyance system requires the attention and efforts of a multitude of employees with expertise in a variety of areas. RWRD's Conveyance Division has 116 employees. The division operates seven days a week and staffs two (2) eight-hour shifts Monday through Friday. On Saturdays, Sundays and holidays, one full-time shift is staffed. However, regardless of the day or hour, there are always employees on call to respond to any emergencies.

Although gravity is a low-tech way to convey sewage, the Conveyance Division uses high-tech systems to track flow levels, televise sewer lines to assess their condition, and document preventive maintenance and repair work that has been performed.

In some cities, sanitary sewers and storm water sewers are combined. In Pima County, these systems are separate. The public sanitary sewers that serve Pima County range in diameter from 6 inches to 72 inches.

Your Utilities Services statement includes fees for your water, wastewater, and environmental services.

The Pima County Regional Wastewater Reclamation Department (PCRWRD) –

For more information about the regional wastewater system, call (520) 740-6500 or visit www.pima.gov/wwm.

City of Tucson Environmental Services – Low Income Assistance Program

City of Tucson Environmental Services is offering a program to provide assistance to qualifying customers – a \$12 credit toward your Environmental Service Fee. If you participated in the program in 2008 and want to continue through 2009, or if you are a new applicant, you should submit a new application before December 31, 2008.

To be eligible for the Environmental Services Low Income Assistance Program, you must:

- Live within the Tucson City limits
- Have the Environmental Services Fee bill in your name
- Pay the \$14 Environmental Services Fee to the City, billed on the Utility Services Statement (bill from Tucson Water)
- Meet the income requirements for your family size
- Fill out the application completely and sign it
- Send in the completed application by 12/31/08

Qualifying customers should fill out the application completely and mail to the ES Customer Service Department. The application is available at www.tucsonaz.gov/pdf/lowincomeapp.pdf or by calling Customer Service at (520) 791-3171.

Environmental Services –

To ask questions or learn more about recycling, call (520) 791-5000 or visit www.tucsonaz.gov/esd or www.tucsonaz.gov/tucsonrecycles.

Gray Water Can Make Tucson Greener

Water 101 *continued from front*

Gray Water 101

What is gray water?

It's used water from clothes washers, bathtubs, showers or bathroom sinks or any combination of this group. Water from the kitchen sink, dishwasher or toilet can't be reused because of the potential health risks.



How can I use gray water at my home?

Gray water can only be used for drip and flood irrigation of landscape plants and fruit and nut trees. In general, native and drought-tolerant plants will do well with gray water irrigation. Gray water can not be used for dust control, cooling, or spray irrigation.

Why use gray water?

Most homes produce 20 to 35 gallons of gray water per person per day! By using gray water, you'll conserve drinking water, save money on your water bill, and have a reusable water source for outside irrigation, even during shortages and outdoor watering restrictions.

To qualify for the tax credit, your conservation system and its installation must comply with rules and guidelines adopted by the Arizona Department of Environmental Quality (ADEQ). You'll need to fill out and complete an Arizona Department of Revenue (DOR) form and attach date-stamped receipts for the purchase and installation of the system. If

the gray water system meets guidelines and there are funds available, DOR will issue you a credit certificate and provide you with detailed information on next steps. (Right now the DOR has \$218,000 in unused individual water conservation income tax funds available for 2007 and 2008.)

A gray water system can vary from a simple hose-to-garden set-up, to a complex system of buried PVC pipe with flow valves and pumps. For more on gray water equipment, set-up, guidelines, web links and downloadable forms, go to www.tucsonaz.gov/water or call (520) 791-4331.

On the Water Front

On the Water Front continued from Back

Your Water Director may be new, but our commitments to you remain the same. We will provide:

- Safe, high quality water
- Reliable water supplies and water service
- Sound financial management
- Open and honest communications, and
- World-class customer service

I look forward to working together with you in the years ahead.

Jeff Biggs
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.



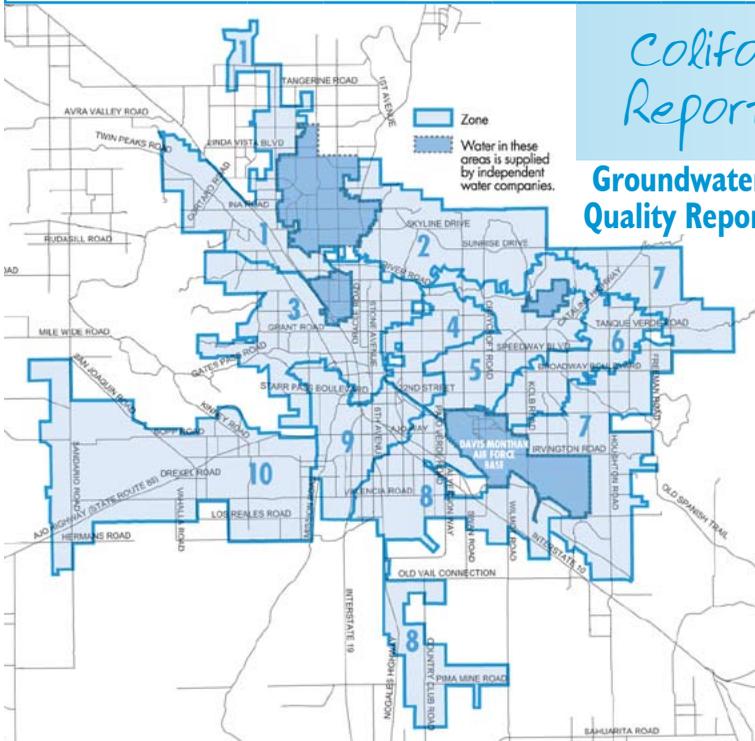
Clearwater Quality Report -

Most recent water quality data (Sept. 9 - Oct. 7, 2008)

53	Sodium (mg/L) (Sept. 30)
336.9	Mineral (mg/L) (Sept. 9 - Oct. 7 avg.)
167	Hardness (mg/L) (Sept. 30)
7.76	pH (S.U.) (Sept. 9 - Oct. 7 avg.)
Neg	Coliform Bacteria (Aug. 14)
1.01	Chlorine level (mg/L) (Sept. 9 - Oct. 7 avg.)
90.5	Temp (deg F) (Sept. 9 - Oct. 7 avg.)

Groundwater Quality Report - September 2008

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)* 86 SAMPLING POINTS	Average Range	39 21-83	50 39-59	51 34-61	40 31-58	44 29-56	47 38-60	36 21-52	43 40-46	52 39-59	50 39-60	45 21-83
Mineral Content (mg/L)* 247 SAMPLING POINTS	Average Range	398 142-611	380 310-429	402 231-499	306 188-429	336 200-426	351 232-423	288 180-416	379 239-436	343 209-490	272 208-440	346 142-611
Hardness (mg/L)* 86 SAMPLING POINTS	Average Range	90 60-184	147 107-186	167 98-215	115 70-185	138 93-182	140 92-180	124 88-157	197 98-262	184 78-263	132 78-195	147 60-263
pH (S.U.) 247 SAMPLING POINTS	Average Range	7.6 7.3-8.0	8.0 7.6-8.1	7.9 7.6-8.0	7.9 7.7-8.1	7.9 7.2-8.1	7.9 7.1-8.1	7.9 7.7-8.1	7.7 7.5-7.9	7.8 7.7-7.9	8.0 7.9-8.1	7.9 7.1-8.1
Temperature (deg F) 247 SAMPLING POINTS	Average Range	84 79-90	88 86-89	86 80-94	87 84-90	86 77-91	87 83-93	87 84-92	87 81-92	89 83-94	88 87-92	87 77-94



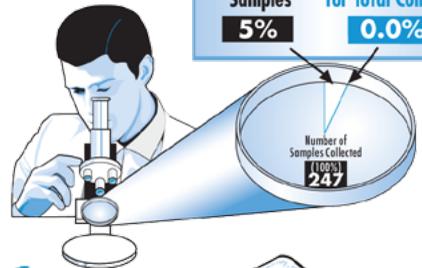
Coliform Bacteria Testing Report - September 2008

Groundwater Quality Report

COLIFORM

EPA Standard for Positive Samples
5%

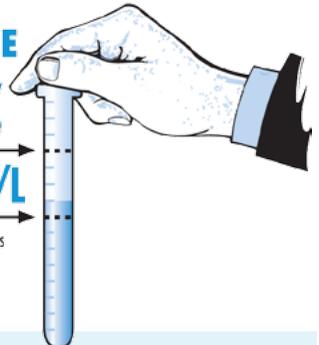
Number of Positive Samples for Total Coliform
0.0%



CHLORINE Monthly Average

0.9 mg/L

Target = 0.8 to 1.2 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 September 2008: 147 mg/L divided by 17.1 = 8.60 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.