

## A Note from the Director



Dear Tucson Water Customers,

Saving water, saving money and contributing to a more sustainable community are important to all of us – at home and at work. Launched in 2008, The WaterSmart Business Program offers participating businesses tangible ways to encourage water efficiency such as self audits, incentives, how-to workshops, and a multi-tier certification program. Tucson businesses are responding well! In October, 140 individuals from area businesses and commercial organizations attended WaterSmart Business workshops on “Water Issues & Your Business,” “Keeping Your Cooling Tower Water Efficient,” “How to Conduct a Water Audit,” “Creating a Water Budget,” and “Irrigation System Efficiency.” The next set of WaterSmart Business workshops is planned for summer 2009.

Using a self-audit point system for implementing various levels of water-saving devices and practices, WaterSmart businesses will qualify for certification at the Copper, Silver, Gold and Platinum levels. We hope that certification will become a standard for Tucson’s commercial community and that customers will see many businesses proudly displaying the ‘Platinum Level Water-Saving Business’ logo. Watch for the first awards ceremony in spring 2009, where Tucson businesses will receive certification plaques and recognition.

Those businesses that have earned certification

*On the Water Front continued inside*

# Your Water Connection

NEWS & TIPS FOR TUCSON WATER CUSTOMERS

## Water 101

### Reflecting on Key 2008 Milestones

This year has been packed with some significant events for Tucson Water customers. Here are a few of them:

**All Recharge Basins On-line** – With the completion of nine recharge basins at Clearwater Phase II, all 20 recharge basins are in operation. The Clearwater facility will recharge 30 billion gallons of water in 2008 alone – nearly two thirds of the City’s Colorado River water annual allocation. Colorado River water placed in recharge basins soaks into the ground and blends naturally with native groundwater. This blended water is then pumped out of the ground and delivered to Tucson Water customers. Blended water offers our community a sustainable water supply.

**Growing List of Reclaimed Water Users** – In 2008, Tucson Water connected 30 new reclaimed customers including residential users, nine golf holes at the Dove Mountain #2 Course, Cherry Field (Tucson Unified School District) and Senita Valley Elementary School (Vail School District), Ocotillo and Mission Manor Elementary Schools (Sunnyside School District), and City of Tucson Parks and

*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](mailto:TW_Web1@ci.tucson.az.us)

# Your Utilities

**Pima County –**

## Understanding Public Sewers & Private Sewers

The public sanitary sewer system in Pima County consists of nearly 3,500 miles of pipes. The sizes of these pipes vary and can measure from 6 inches to 72 inches in diameter. In Pima County, the public sanitary sewer system carries flows to eleven treatment facilities located in the metropolitan Tucson area. The Pima County Regional Wastewater Reclamation Department (RWRD) is responsible for the operation and maintenance of these nearly 3,500 miles of pipe.

In addition to the public sewer lines, there are many more miles of private sewer pipes in Pima County. These sewers are not the responsibility of the RWRD; instead these sewers are the responsibility of property owners.

The house connection sewer (HCS) is a private pipe that connects a building to the public sewer. In most cases, the connection to the public sewer is located past the private property line. The entire length of the HCS that connects a building to the public sewer is the responsibility of the property owner. If the HCS breaks, becomes obstructed by roots, grease or other debris, or otherwise fails, it is the responsibility of the property owner to repair or replace it.

Private sewers sometimes exist in certain business centers and neighborhoods. In a business complex, shared sewers convey sewage to the public line. Some neighborhoods also are served by private sewers. The decision to serve a residential development with private sewers instead of public sewers is the decision of the developer. In the case of private sewers, odor control, roach control, and maintenance activities are all the responsibility of the property owner or homeowner association.

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](http://www.pima.gov/wwm).

**City of Tucson Environmental Services –**

## Recycling Tips to Help You Wrap Up the Holidays

During the holidays, most of us create about 25% more waste than any other time of year. The good news is that many of the items used during the holidays can be recycled including greeting cards and some packaging materials. We've made a list and checked it twice so you can "Do More Blue" in a blue recycling barrel:

### **Please recycle:**

- greeting cards
- paperboard boxes
- fiberboard packing materials (like egg cartons)
- cardboard
- #1 & #2 plastic bottles and jugs (like the ones containing eggnog)
- wrapping paper
- cookie tins

### **Do not recycle:**

- plastic packaging, toys, etc.
- ribbon, string or twine
- anything with food residue
- paper towels, napkins, plates, cups
- tissue paper
- tinsel
- ornaments

A detailed list of materials that can be recycled is available at [DoMoreBlue.com](http://DoMoreBlue.com) or call the Recycling Info Line at 791-5000.

And beginning December 26, 2008, remember to TreeCycle! A list of TreeCycle sites is available at [www.tucsonaz.gov/holidayrecycling](http://www.tucsonaz.gov/holidayrecycling). This season you will have the opportunity to take some of your tree home with you. On Saturday, January 10, 2009, the TreeCycle site at Rillito Race Park will be grinding the trees.

Bring your own container and take away some tree mulch for your garden.

### **Environmental Services –**

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

## Reflecting on Key 2008 Milestones

Water 101 *continued from front*



Recreation's ball fields at Silverbell Road and Camino Del Cerro. Reclaimed water has great benefits: it's the only water supply that grows with the population, it saves valuable drinking water, and it's renewable.

**Launching Conservation Programs** – This summer brought the launch of a dedicated conservation fund that supports both current and new water-saving programs as recommended by the Community Conservation Taskforce:

- 1) A high-efficiency toilet (HET) rebate program for residential, commercial and multifamily users
- 2) A HET replacement program for low-income homes
- 3) A high-efficiency, pre-rinse spray valve program for commercial kitchens
- 4) An irrigation system upgrade rebate for commercial and multi-family properties

In less than six months, 108 applications for HET rebate program have been submitted and 20 pre-rinse valves installed in kitchens.

For Rebate & Conservation Program information, go to [www.tucsonaz.gov/water/conservation.htm](http://www.tucsonaz.gov/water/conservation.htm) and click on the **Rebate Programs** icon to get rebate forms, information, and guidelines for water-saving conservation programs.

Visit the Tucson Water web site at [www.tucsonaz.gov/water](http://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.



On the Water Front *cont'd. from Back*

may qualify for more value-added benefits such as promotional assistance from Tucson Water, special WaterSmart Business logo usage for marketing materials, even variances for outdoor water usage during high stages of drought.

The enthusiastic response to the WaterSmart Business program is rooted in the close partnership between the Business Incentives Advisory Group and Tucson Water. The Advisory Group met monthly for more than a year, listening to the recommendations and feedback of representatives from local and statewide businesses and organizations. The result has been a multi-faceted conservation program that offers water efficiency and sustainability for commercial and industrial customers – some 43% of our total water users.

Jeff Biggs  
Director, Tucson Water

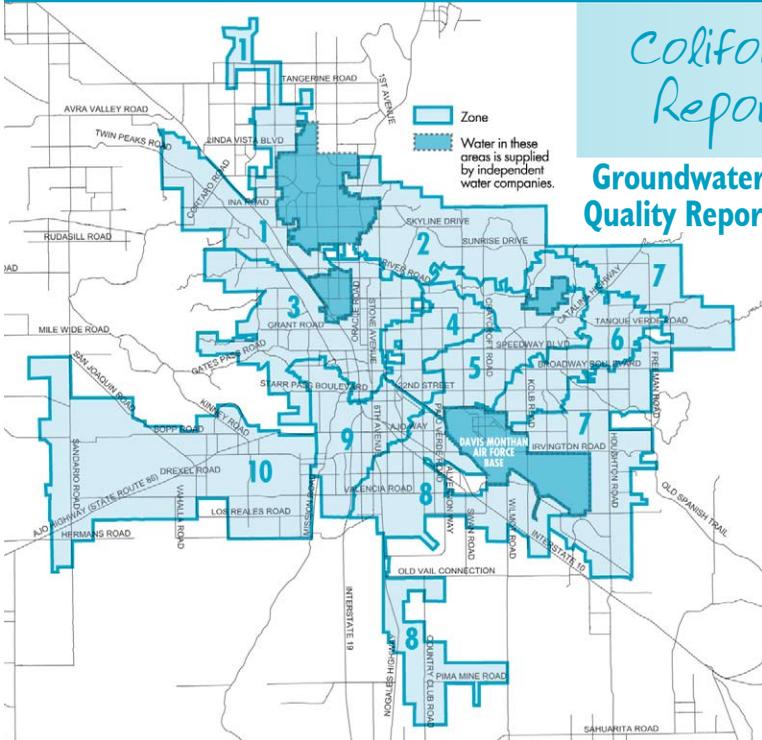
## Clearwater Quality Report -

*Most recent water quality data (Oct. 8 – Nov. 9, 2008)*

63	Sodium (mg/L) (Oct. 23)
389.0	Mineral (mg/L) (Oct. 8 – Nov. 9 avg.)
202	Hardness (mg/L) (Oct. 23)
7.62	pH (S.U.) (Oct. 8 – Nov. 9 avg.)
Neg	Coliform Bacteria (Oct. 23)
1.03	Chlorine level (mg/L) (Oct. 8 – Nov. 9 avg.)
85.5	Temp (deg F) (Oct. 8 – Nov. 9 avg.)

# Groundwater Quality Report - October 2008

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)* 77 SAMPLING POINTS	Average Range	49 42-54	62 60-64	58 52-64	58 47-64	56 49-63	57 44-62	39 27-61	43 35-46	51 33-62	46 41-56	53 27-64
Mineral Content (mg/L)* 247 SAMPLING POINTS	Average Range	394 142-594	437 421-445	441 422-451	433 399-445	404 244-447	399 247-438	315 204-433	389 281-461	349 203-525	276 209-439	391 142-439
Hardness (mg/L)* 77 SAMPLING POINTS	Average Range	224 146-304	195 185-208	187 159-221	178 137-204	180 154-203	182 137-200	130 88-192	217 183-250	139 60-197	109 80-159	174 60-304
pH (S.U.) 247 SAMPLING POINTS	Average Range	7.6 7.3-8.0	8.0 8.0-8.1	8.0 7.9-8.1	8.0 7.9-8.1	7.9 7.5-8.1	7.9 7.7-8.1	7.9 7.7-8.1	7.6 7.4-7.9	7.9 7.5-8.1	8.0 7.9-8.1	7.9 7.3-8.1
Temperature (deg F) 247 SAMPLING POINTS	Average Range	80 74-83	85 82-88	84 77-88	84 81-87	83 78-88	84 80-90	84 80-89	83 79-87	85 82-89	85 80-89	84 74-90



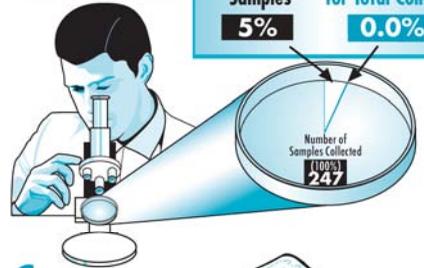
## Coliform Bacteria Testing Report - October 2008

### Groundwater Quality Report

### COLIFORM

EPA Standard for Positive Samples  
**5%**

Number of Positive Samples for Total Coliform  
**0.0%**

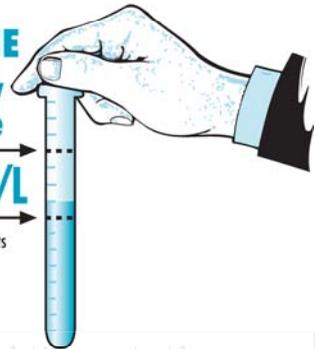


### CHLORINE Monthly Average

Target = 0.8 to 1.2 mg/L

**0.9 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 October 2008: 174 mg/L divided by 17.1 = 10.18 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](http://www.tucsonaz.gov/water).