

On The Water Front

Budget Challenges



Like you, Tucson Water has been 'tightening its belt' to deal with the difficult economy. It takes a lot of energy to deliver water, our customer service and maintenance staff need gasoline for their work vehicles, and the cost of materials from asphalt to water mains has risen dramatically. In addition, like many businesses, we're holding the line on replacing employees who have left or retired, hiring only for those positions which are critical to delivering safe, high quality water and service to you.

It's one of our primary goals to ensure that your water remains affordable, so in difficult financial times, we do all that we can to avoid passing those higher costs along to our customers. Over the past few months, everyone at Tucson Water has been engaged in offering ideas for cutting costs and finding more cost-effective ways to operate. We investigated more than 200 different ideas, and are implementing dozens of those suggestions.

As we begin a new year, it will be a challenge to meet our commitments to you with fewer staff and more difficulty funding the new technologies that would help us to better serve you. As we move forward with replacing our use of groundwater with Colorado River water through the Clearwater facility, we'll also face the higher costs associated with importing our entire allotment of CAP water this year.

Rest assured that we will continue to do all we can to serve you in the most efficient manner possible. We wish you the best in 2009, and look forward to working with you to ensure a bright water future.

Jeff Biggs, Director, Tucson Water

Your Water Connection

News & Tips for Tucson Water Customers

January 2009

www.tucsonaz.gov/water

Water 101

2009 Goals: Water Sustainability and Reliability

As 2009 begins, Tucson Water commits to goals that will ensure a safe, reliable and sustainable water supply for our current – and future – customers.

Maximizing the Clearwater Renewable Resource Facility – Tucson Water will continue to work on facilities that offer our community the ability to renew and recharge drinking water supplies. In 2009, we will upgrade the pumping plant that currently recovers the blend of Colorado River water and groundwater from Clearwater Phase II. At the same time, we're designing a new reservoir, pumping station and 7-foot diameter pipeline to deliver recovered water from that area. These new facilities, constructed over the next five years, will allow us to recover the full volume of our annual Colorado River water allocation – 47 billion gallons of water a year.

Replacing Old Water Meters – Tucson Water plans on replacing approximately 11,000 residential and commercial meters in 2009, all at no cost to customers. New meters offer accurate monitoring and help us gauge future water demands.

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 –

What Happens to Treated Wastewater in Pima County?

Did you know that the Pima County Regional Wastewater Reclamation Department operates eleven wastewater reclamation facilities? These facilities treat raw sewage to standards mandated by the State of Arizona Department of Environmental Quality.

The wastewater treatment process is designed to treat both liquid and solids within the wastewater stream. The byproduct of solids is known as biosolids, called 'sludge' in the past. The byproduct of the treated liquid waste is effluent or reclaimed water.

In Pima County, the "disposal" of reclaimed water happens in a number of ways: discharge to rivers/washes, evaporation, irrigation, percolation, and reuse.

Discharged effluent to rivers and washes adds water to streams that once ran year-round, but now are dependent on effluent flows for the creation and maintenance of riparian habitats. Discharged effluent re-establishes ecosystems that once existed in our area but long ago were dried up due to water use by an expanding population.

Evaporation allows small amounts of effluent to be disposed of by this natural means.

Spray irrigation is used in restricted areas and provides water and nutrients to plants.

Percolation allows treated effluent to naturally soak into the earth and replenish groundwater reserves.

Reuse occurs when highly treated effluent is conveyed in reclaimed water lines to irrigate public and private turf facilities such as golf courses, school grounds, parks and more.

The method of effluent disposal is dependent upon the treatment process used at any given facility and the facility's proximity to rivers, washes, natural areas, fields, etc. Some facilities use two types of disposal, such as evaporation and percolation or discharge to rivers/washes and reuse.

Pima County has capacity to treat sewage flows of 90 million gallons a day. The county's smallest wastewater reclamation facility has a treatment capacity of 20,000 gallons a day while our largest facility has a treatment capacity of 41 million gallons a day.

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 –

Do More Blue to Increase Recycling



In November, the City of Tucson Environmental Services Department initiated a new recycling awareness campaign. The campaign, called 'Do More Blue,' is intended to increase Tucson's residential recycling rate.

When the Tucson Recycles Blue Barrel program was introduced in 2003, Tucsonans enthusiastically increased their recycling and the City's residential recycling rate increased from 9% to 21% almost immediately. For the past five years, these recycling rates have remained steady but there are still recyclable materials that are not being captured.

The 'Do More Blue' campaign aims to remind individuals of the many recyclable items they may not currently be recycling. Residents can recycle much more than newspapers and aluminum cans in their blue recycling barrel. Take a look at the list of recyclables at **DoMoreBlue.com** and you may be surprised to find there are some recyclables that you are missing. Things like junk mail, steel and aluminum cans, and nearly all plastic bottles can be recycled.

By recycling, we are conserving natural resources and reducing our carbon footprint. In 2007-2008, Tucsonans recycled 47,000 tons of materials. In carbon equivalents, this is comparable to removing 25,000 cars from the road for one year! Recycling is easy and something we all can do to help reduce greenhouse gases. While the demand for recycled materials has temporarily decreased, Tucson is continuing to successfully deliver to markets. Recycling is beneficial to our community because it helps us extend the life of Los Reales Landfill and contribute to a sustainable Tucson. For more information visit **DoMoreBlue.com** or call the Recycling Infoline at 791-5000.

Note: The Treecycle Recycling program will continue through January 12, 2009. For information about drop-off locations and hours, visit www.tucsonaz.gov/holiday_recycling

Environmental Services –

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

Read and Comment on

The Water & Wastewater Study Report

The City of Tucson and Pima County have completed Phase One of the City/County Water and Wastewater Study – the first major step in a collaborative effort to define a sustainable water future for the Tucson Water and Pima County Wastewater service areas. The Citizen Oversight Committee and the Study Team would like the public to review and comment on the draft report:

- on the web at www.tucsonpimawaterstudy.com
- at Pima County Library branches
- at Open Houses – scheduled for ...
Feb 4, 5:30-7:30 PM Feb 7, 1:30-3:30 PM Feb 11, 5:30-7:30 PM
Miller Golf Links Martha Cooper Metro Water District
Library Library Office

For more information or directions to an Open House, visit www.tucsonpimawaterstudy.com, e-mail to info@tucsonpimawaterstudy.com, or call 520-884-WISP (9477).

Ward IV Pay Station is Closed

Beginning January 1, customers will no longer be able to pay their water or refuse bills in-person at the Ward IV pay station. The station is located at the Ward Office, 8123 E. Poinciana Drive, next to Clements Regional Center.

Customers have other payment options: by phone, on-line, via mail and by making automated payment arrangements. There are also 25 pay stations within Pima County.

If you have questions about your water or refuse bill, call Tucson Water's Customer Service Office at (520) 791-3242 from 7:00 am – 6:00 pm, Monday through Friday, or on line at www.tucsonaz.gov/water/pay_stations.htm#cot

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.



Water 101 2009 Goals: Water Sustainability and Reliability

Water 101
continued from front

Expanding Reclaimed Water Capacity

– We will expand our ability to produce reclaimed water at two area locations. At the Roger Road reclaimed reservoir, Tucson Water will add a new outlet, increase booster capacity and build an inlet for three new reclaimed water wells. At the Sweetwater Wetlands, Tucson Water will line an additional pond in early 2009, minimizing mosquito habitat and enhancing habitat for wildlife. Using reclaimed water for landscape irrigation conserves our drinking and groundwater.

Focusing on Conservation Programs – In 2009, we will be evaluating our Toilet Rebate programs to see if they need to be modified before we expand them in mid-2009. We will also launch a number of pilot projects designed to help Tucson Water and our customers determine how to best plan for and meet the Rainwater Harvesting requirements for new commercial properties in 2010.

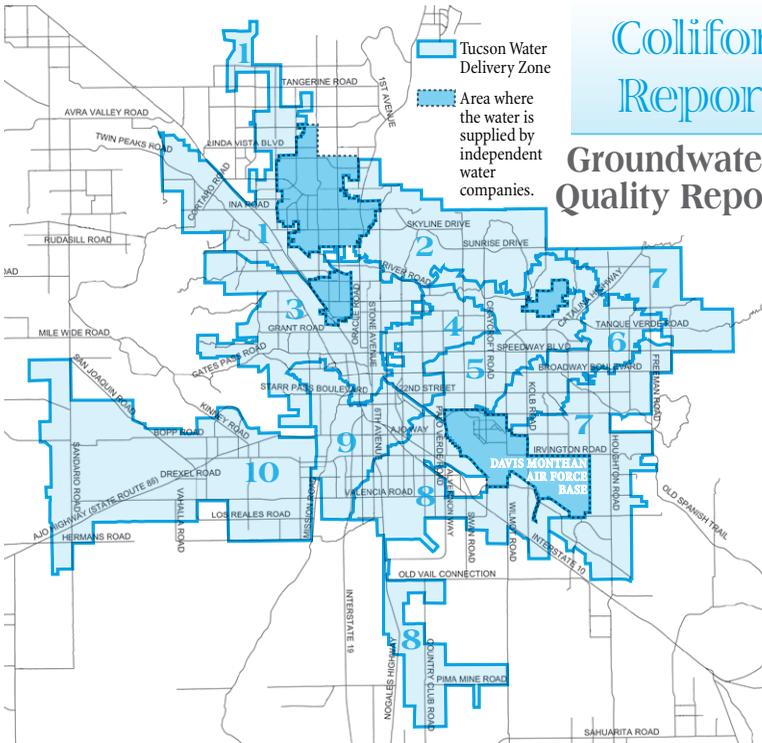
Adding System Flexibility – We will begin studying and designing a second transmission main line that will eventually supply renewable water from Clearwater Facilities in Avra Valley to customers in southeast Tucson.

Clearwater Quality Report— Most recent water quality data (Nov. 10 – Dec. 8, 2008)

65	Sodium (mg/L) (Nov. 20)
416.4	Mineral (mg/L) (Nov. 10 – Dec. 8 avg.)
214	Hardness (mg/L) (Nov. 20)
7.82	pH (S.U.) (Nov. 10 – Dec. 8 avg.)
Neg	Coliform Bacteria (Nov. 20)
1.07	Chlorine level (mg/L) (Nov. 10 – Dec. 12 avg.)
81.1	Temp (deg F) (Nov. 10 – Dec. 8 avg.)

Groundwater Quality Report - November 2008

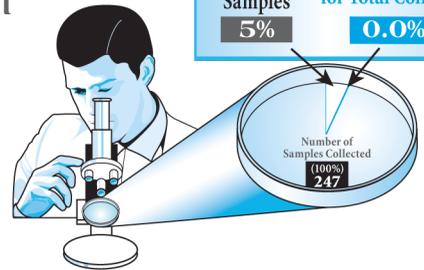
Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)*	Average	55	62	62	61	53	59	38	47	48	45	54
84 SAMPLING POINTS	Range	46-67	57-64	48-66	56-68	37-64	52-63	22-61	42-63	35-64	40-56	22-68
Mineral Content (mg/L)*	Average	439	463	472	436	419	425	306	412	371	288	409
247 SAMPLING POINTS	Range	140-591	422-495	399-507	234-499	212-482	227-473	214-468	307-484	205-533	208-456	140-591
Hardness (mg/L)*	Average	205	214	232	199	174	202	136	217	126	101	184
84 SAMPLING POINTS	Range	140-241	180-226	195-260	172-238	98-221	173-222	100-209	183-271	66-224	77-170	66-271
pH (S.U.)	Average	7.7	7.9	7.8	7.9	7.8	7.9	7.8	7.6	7.7	7.8	7.8
247 SAMPLING POINTS	Range	7.3-8.1	7.8-8.1	7.3-7.9	7.8-8.0	7.2-8.0	7.4-8.0	7.2-8.0	7.4-7.9	7.3-8.0	7.6-8.0	7.2-8.1
Temperature (deg F)	Average	76	80	79	79	78	79	78	78	79	80	79
247 SAMPLING POINTS	Range	73-80	75-83	75-83	73-83	73-83	73-83	73-82	74-83	74-85	75-83	73-85



Coliform Bacteria Testing Report - November 2008

Groundwater Quality Report COLIFORM

EPA Standard for Positive Samples: **5%**
 Number of Positive Samples for Total Coliform: **0.0%**

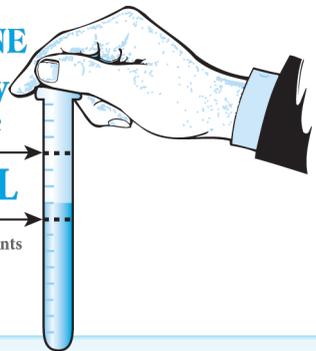


CHLORINE Monthly Average

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 November 2008: 184 mg/L divided by 17.1 = 10.76 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.