On The Water Front

Tucson Water is always working to be prepared for the future and to make sure there is enough quality water to serve our customers' needs. Currently we are working closely with Pima County and our City Manager's Office on the Tucson/Pima Water and Wastewater Study.

The Study is taking a strategic approach to ensuring that our region has a sustainable future when it comes to our most important resource – water.

Phase 1 of the Study was recently completed and Phase 2 is just beginning.

The goals of Phase 1 were to establish a basic set of facts about our water and wastewater systems and resources and to foster improved cooperation and fact sharing between Tucson Water and the Pima County Regional Wastewater Reclamation Department. These goals set a basic foundation for moving toward a sustainable water future.

Key findings from Phase 1 included:

- While both our water and wastewater systems are reliable, well maintained and, newer than those found in many other cities, they are both aging and funding will be needed to address their rehabilitation and to meet increasingly stringent water and wastewater quality standards.
- Because of past investments in the infrastructure to recharge and deliver Colorado River water to its customers, Tucson Water has a reliable and renewable water supply for the near term that will meet the needs of current residents and a significant amount of growth.
- Uncertainties such as the economy, drought, and climate change could impact our future water demand, rainfall, and future flows of the Colorado River. And therefore we must be prudent with our resources. In addition, moving toward sustainability means considering environmental and economic needs for water, not just water for people.

I hope you will continue to follow and be involved with the Study as it continues. You can do that by visiting the Study's web site at **www.tucsonpimawaterstudy.com** or by calling 520-884-9477.

Jeff Biggs, Director, Tucson Water

Your Water Connection

News & Tips for Tucson Water Customers

April 2009 www.tucsonaz.gov/water

Our Water Table is Rising

Recent research on water levels in more than 340 wells throughout the Tucson area show a positive trend – our aquifer or water table is recovering. Well fields throughout our area show water levels rising:

- North Avra Valley – 50 feet
- Central Avra Valley – 15 to 20 feet
- Santa Cruz – as much as 60 feet
- Central Tucson, from Rita Ranch to First Avenue and Fort Lowell Road – as much as 33 feet

This recovery is largely due to the increased use of Colorado River water in the Clearwater blend and to recharge the aquifer, decreased pumping from existing wells, and more reclaimed water usage for landscaping. Before 2000, we depended on mining our groundwater. Today, the 25 recharge basins at the Pima Mine Road Recharge Project and the Clearwater Renewable Resource Facility have allowed us to store an extra 44,000 acre-feet or 14.3 billion gallons of water.

A rising water table means that we are successfully renewing and managing our groundwater resources. It holds the promise of making our community more sustainable and more drought resistant. View a map of the water table recovery at **www.tucsonaz.gov/water/recovery.htm**.

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

Pima County –

Don't Flush Those Moist Towelettes

Disposable moist towelettes allow for the convenient clean up of sticky messes and are very handy during diaper changes. Another common use is to sanitize germy surfaces. Some manufacturers of disposable wipes indicate on the product's packaging that the wipes are biodegradable and flushable. Because many of us are concerned about the environment, we want to buy products that are biodegradable; when we are told that we can safely flush a biodegradable product, it makes its use even more convenient.

Unfortunately, wipes rarely, if ever, are biodegradable in the sanitary sewer system and their presence in the system can cause clogs and equipment failure in lift stations where mechanical pumps facilitate the conveyance of sewage in many areas of community. Additionally, if too many wipes accumulate in the sewer system, they can block pipes, which can lead to the overflow of raw sewage into streets, buildings and the environment. When disposable wipes make it through the sewer system to a wastewater treatment facility, they are removed at the front end of the treatment plant and are taken to a landfill.

Pima County Regional Wastewater Reclamation asks that you do not flush disposable wipes down toilets. Instead, discard them in the trash. The proper disposal of these convenient and useful products will help keep our sewer system flowing properly, thereby ensuring the department can safely contain, convey, and treat the community's wastewater.

City of Tucson
Environmental Services –

Working for Our Customers

Over the last several months, Environmental Services (ES) has implemented several changes which will improve efficiency, provide quality service and protect our groundwater resources. Specifically:

- **A new five-day collection schedule enables ES to reduce its equipment fleet and maintain a continuity of service to our customers.** On the nine holidays the City observes – New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving and Christmas – customers' service will be delayed just one day.
- **Assigning the same drivers to same route for increased customer service and efficiency.** The five-day schedule means that collection drivers will be assigned to the same collection route, allowing them to take ownership of their territory and to offer personal service to the customers on their route. The five-day schedule and same driver assignment also allows ES to reduce supervisory staff.
- **New disposal cell at Los Reales Landfill includes innovative systems to prevent potential contaminants from reaching groundwater.** The new 29-acre, state-of-the-art liner system includes a composite liner, leachate collection system, methane gas collection and groundwater monitoring – all will add years to landfill capacity and protect our groundwater.

In the coming months, customers will see another change to improve efficiencies in the field. Currently, about one third of ES customers live in areas with alley service provided in 300-gallon containers. Within these areas, there are a number of customers who've requested an additional 90-gallon container. This means that collection trucks may travel one route three times to service the various sized containers costing time and fuel. ES will be implementing a strategy to decrease this inefficiency soon.

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**.

Environmental Services –
To ask questions, learn more about ES, or schedule a Los Reales tour, call (520) 791-3171 or visit **www.tucsonaz.gov/esd** or **www.tucsonrecycles.org**.

Preparing for Summer – Lose Your Leaks

Fix water leaks inside your home and you'll save a precious resource and possibly some money on your water bill! Nationwide, the amount of water leaked from homes could exceed one trillion gallons a year.

Step one is determining if there are water leaks around your home:

1) Conduct a water meter check. First turn off all faucets and water-consuming appliances such as evaporative coolers and refrigerator ice-makers. Make a note of your water meter reading and after a two-hour period when no water is being used, compare the meter reading. If the meter changes at all, there's probably a leak.

2) To identify toilet leaks – one of the biggest home water wasters – place a drop of food coloring in the toilet tank. If any color shows up in the bowl before you flush, there's a leak.
3) Examine faucet gaskets and shower pipe fittings for leaks or drips.
4) Observe your irrigation system while it's in operation to identify missing emitters, broken sprinklers, or line breaks.

If you've discovered leaks, some quick, easy and affordable inside fixes include: replacing old or worn out toilet flappers, applying new pipe tape or Teflon tape between the shower head and pipe stem, and replacing old or corroded faucet gaskets, o-rings and valve seats. Replace missing drip irrigation emitters and repair broken sprinklers and irrigation line breaks. Be sure to take the old parts with you when shopping for replacement parts so you purchase the correct items.

To get more detailed information about stopping water leaks in and around your home, call the WaterSense Helpline at (866) WTR-SENS (987-7367) or click on **www.epa.gov/watersense/fixaleak**.

Clearwater Quality Report—

Most recent water quality data (Feb. 6 – March 8, 2009)

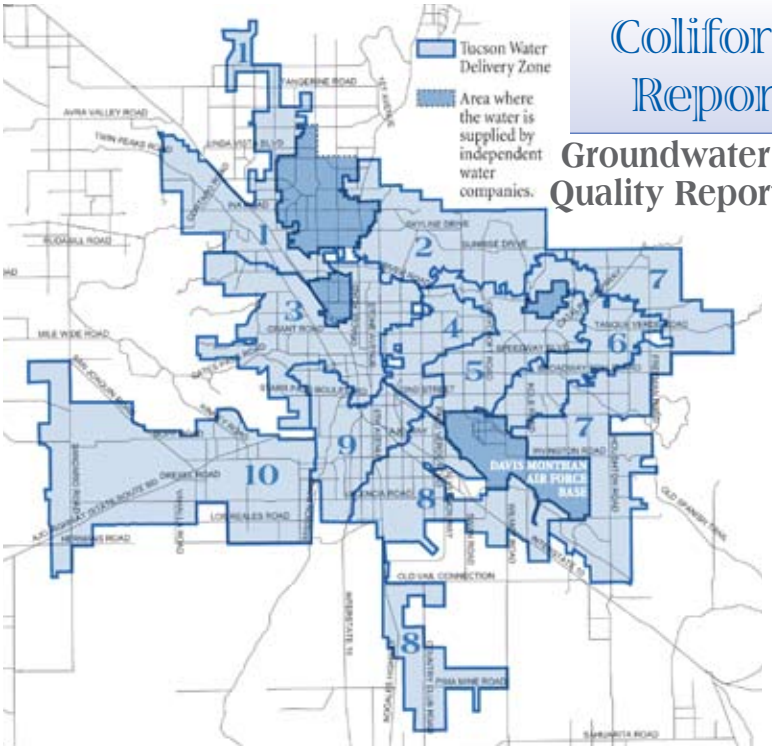
66	Sodium (mg/L) (Feb. 18)
449.3	Mineral (mg/L) (Feb. 6 – Mar. 8 avg.)
237	Hardness (mg/L) (Feb. 18)
7.9	pH (S.U.) (Feb. 6 – Mar. 8 avg.)
Neg	Coliform Bacteria (Feb. 8)
0.88	Chlorine level (mg/L) (Feb. 6 – Mar. 8 avg.)
80.4	Temp (deg F) (Feb. 6 – Mar. 8 avg.)

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 - February 2009

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)* 84 Sampling Points	Average	58	60	52	62	57	59	44	54	51	43	54
	Range	56-61	40-66	17-65	33-68	43-68	35-68	21-65	44-65	36-66	37-55	17-68
Mineral Content (mg/L)* 247 Sampling Points	Average	410	468	436	473	455	439	390	494	424	251	434
	Range	235-546	268-529	172-535	200-540	266-542	248-538	198-529	411-546	209-559	207-390	172-559
Hardness (mg/L)* 84 Sampling Points	Average	204	215	200	220	201	207	153	234	210	100	197
	Range	188-231	117-249	84-314	72-257	138-253	90-250	89-229	207-275	66-337	76-176	66-337
pH (S.U.) 247 Sampling Points	Average	7.8	7.9	7.9	7.9	7.8	7.8	7.8	7.7	7.7	7.9	7.8
	Range	7.3-8.1	7.1-8.2	7.4-8.1	7.8-8.2	7.4-8.2	6.9-8.1	6.9-8.1	7.4-8.0	7.4-8.0	7.8-8.0	6.9-8.2
Temperature (deg F) 247 Sampling Points	Average	71	70	71	72	71	70	70	69	72	71	71
	Range	66-75	60-78	65-75	61-77	63-78	63-76	65-76	61-73	62-80	66-78	60-80



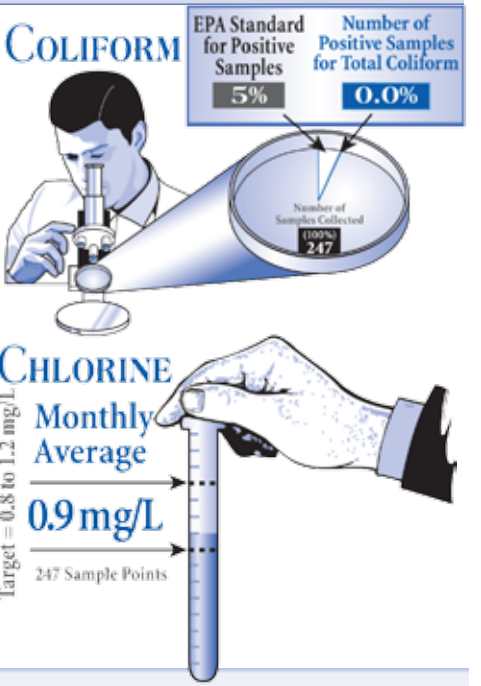
* *mg/L means milligrams per liter; 1 mg/L = 1 teaspoon in 1,302 gallons*

** *17.1 milligrams per liter (mg/L) = 1 grain per gallon; Therefore, the system-wide hardness average as reported for February 2009: 197 mg/L divided by 17.1 = 11.5 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.

Coliform Bacteria Testing Report - February 2009

Groundwater Quality Report



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**.