

On The Water Front

Area businesses are doing their part in saving water, saving money and creating a sustainable community. Together, commercial, industrial and multi-family entities consume 44% of our total water usage and face the challenge of having less control over daily usage. Launched in October 2008, the WaterSmart Business Program offers participating businesses specific ways to invest in water efficiency by conducting a water audit, developing a water management plan, and creating a water budget.

Two area businesses were recognized as WaterSmart Businesses at a May 2009 awards ceremony hosted by the City of Tucson and Tucson Water. Leaders at The Colton Company and Intuit, Inc increased water efficiency and savings with innovative solutions such as replacing lush landscaping with desert-adapted plants, installing motion-sensor faucets, improving the efficiency of irrigation systems, and adding high efficiency toilets (HET).

The success of the WaterSmart Business Program is a result of a lively partnership between Tucson Water and the Business Advisory Group that includes business owners, professional organizations and trade groups. The Group regularly meets to review the effectiveness of incentives, offer input on training content, and to promote the WaterSmart program. Tucson Water supports the program with training workshops, audit assistance, public recognition, networking opportunities, variances from future water restrictions, and rebate and incentive programs with a bottom line impact – the high-efficiency toilet rebate, irrigation system upgrade rebate, and a free high-efficiency, pre-rinse spray valve program.

Right now Tucson Water and the Business Advisory Group are working together on the fall 2009 workshop schedule and to fine tune rebates, incentives and perks that offer short and long term results. Whether at home or at work, saving water, saving money, and making Tucson a sustainable community is critical to our future.

Jeff Biggs, Director, Tucson Water



Your Water Connection

News & Tips for Tucson Water Customers

August 2009

www.tucsonaz.gov/water

Water 101

New & Improved Conservation Rebates

Tucson Water's rebates make conserving water and saving money at home or work very attractive! Check out these new and improved programs:

High Efficiency Toilet (HET) Rebate

Commercial and multi-family customers now may receive 75% of the purchase price of a new HET toilet, with a \$100 maximum per fixture – but no limit on number of fixtures. Residential customers receive a 50% rebate, up to \$120 per fixture with a \$200 maximum per household.

Irrigation System Upgrade Rebate

Commercial/industrial and multi-family users can target water wasting irrigation systems with new equipment and components: timers, spray heads, sensors, and sub-meters. The new maximum rebate is \$10,000 per qualified applicant over a two-year period.

Funding for Rainwater/Graywater Demonstration Projects

Funds are available to encourage customers to design and install new technologies or techniques to harvest
Conservation Rebates continued inside

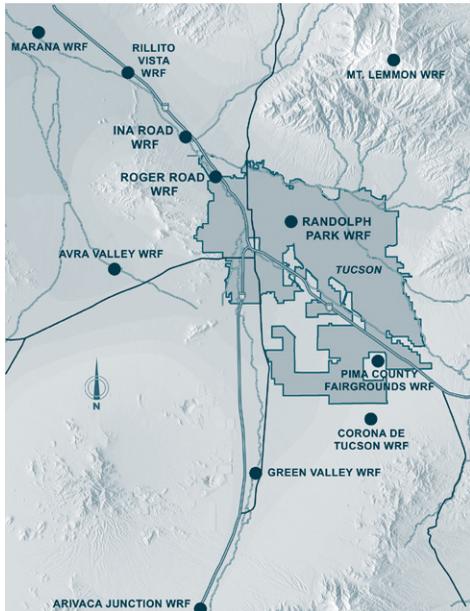
Have a question for Water 101 or a suggestion for a topic?
Call us at 791-4331 or e-mail to TW_Web1@ci.tucson.az.us

YOUR UTILITIES

Pima County's Wastewater Reclamation Facilities

The Pima County Regional Wastewater Reclamation Department (RWRD) is a regional entity that owns and operates more than 3,400 miles of public sanitary sewer and 11 wastewater treatment facilities in the Tucson metropolitan area. Pima County's largest facilities, the Roger Road Wastewater Reclamation Facility (WRF) and the Ina Road WRF, treat 90 percent of Pima County's wastewater flows. A third facility located within the City of Tucson treats four percent of the community's wastewater flows.

The need for multiple facilities in Pima County stems from the location of communities on the outskirts of the metropolitan area. Sewers in those communities are not connected to the sewer lines



that carry wastewater flows to one of the three centrally-located facilities. The map (left) shows the location of Pima County's 11 wastewater plants.

City of Tucson Environmental Services – Special Brush and Bulky Collection Service

Monsoon season is the time of year almost all Tucsonans look forward to; the late afternoon thunderstorms and lightning shows, and newly green flowers and trees. Unfortunately, it also means lots of overgrowth, yard work and tree trimmings that we must get rid of.

Environmental Services (ES) offers residents twice a year collection for brush and bulky items but your

collection may not be scheduled for a few months. What do you do? You can take advantage of a Special Brush and Bulky (B&B) collection that is available on your schedule and you can also share the cost with your neighbors.

It's easy – for just \$55, ES will collect up to 10 cubic yards of material. (That is a lot of yard waste!) This fee will appear on your next month's utility bill so you don't have to worry about any up front cost. You can also use the collection to dispose of any bulky items that you may have gathered since your last B&B collection. To schedule a special B&B pickup, or to get more information on items collected in the B&B program, just call ES Customer Service at 520-791-3171 or visit our website at www.tucsonaz.gov/esd.



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.

Take Action Against Mosquitoes!

Our hot desert temperatures and monsoon showers set the stage for mosquito breeding and concerns about infected mosquitoes transmitting West Nile Virus to people and animals. Not all mosquitoes are carriers of the West Nile Virus; however, the more mosquitoes increase the chances of transmission of the disease.



Here are some tips to help area residents prevent mosquito breeding and possible bites:

- 1. Patrol your property for standing water; eliminate, treat or re-circulate standing water. Mosquito eggs need undisturbed water for just three days in order to hatch.
- 2. Check for and eliminate puddles caused by swamp cooler run off and irrigation system leaks and over watering.
- 3. Limit outside activity between dusk and dawn, prime time for biting mosquitoes.
- 4. Vacant and abandoned properties, especially those with pools and spas, are ideal sources for mosquito habitats. Report them to Pima County Health Department at (520) 243-7999.
- 5. Repair or replace window, door screens, etc., to keep mosquitoes out of your home.
- 6. Wear protective clothing and apply insect repellent with DEET, Picaridan, IR3535 or Oil of Lemon Eucalyptus.

These tips can help you remain safe through mosquito season, which lasts well into October.

For more information on preventing mosquito bites and eliminating breeding conditions, contact Pima County Health Department at (520) 243-7999 or www.pimahealth.org/disease/westnile.html.

Visit the Tucson Water web site at www.tucsonaz.gov/water, or to receive this information in Spanish or another language, call (520) 791-4331.

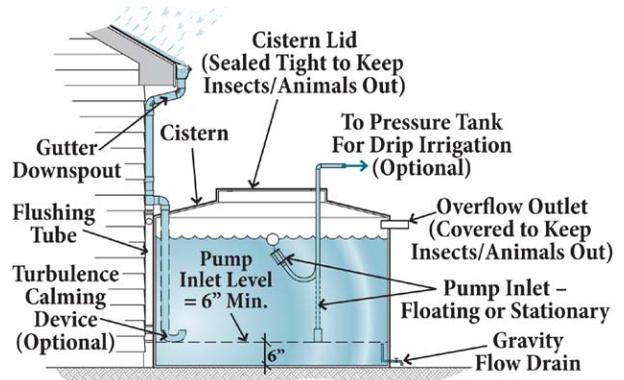
Your Water Connection is produced by Tucson Water. To receive a copy, or to receive this information in Spanish, call 791-4331 or mail your request to: Tucson Water, Customer Information, P.O. Box 27210, Tucson, AZ 85726-7210. City of Tucson TTY number: 791-2639

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



Water 101 New & Improved Conservation Rebates

Conservation Rebates *continued from front*



rainwater in commercial construction, or use graywater in residential construction in advance of new ordinance guidelines slated for June 2010.

RinseSmart Program

Free pre-rinse spray valve and installation for restaurant and commercial kitchens. New high-pressure valves use half as much water, clean more effectively than standard valves, and also save energy.

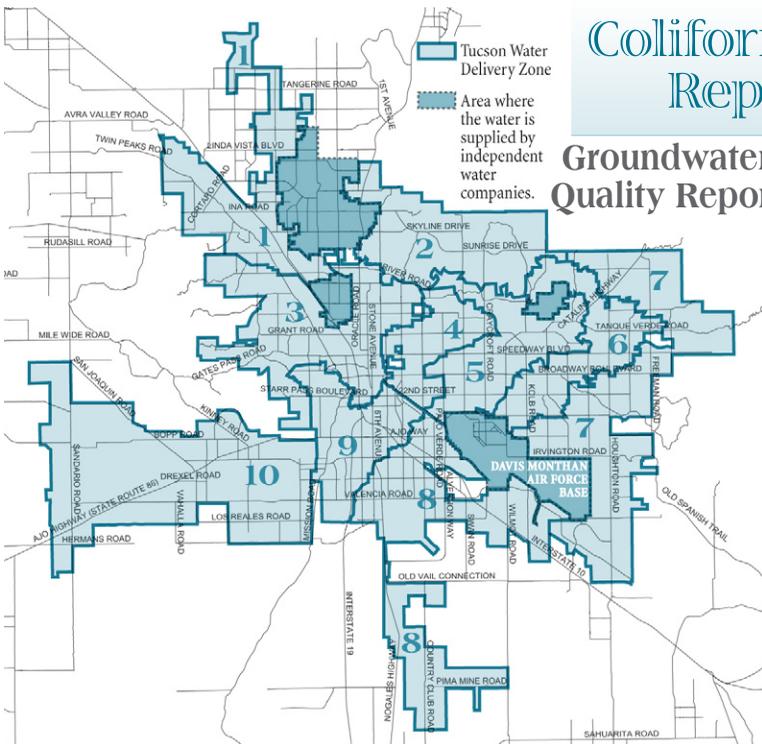
Interested? Applicants must follow a specific process and adhere to restrictions to qualify for rebates, equipment and funding. For more information, go to Tucson Water's website at www.tucsonaz.gov/water or call (520) 791-4331.

Clearwater Quality Report— Most recent water quality data (June 8 – July 9, 2009)

59	Sodium (mg/L) (June 9)
443.4	Mineral (mg/L) (June 8 – July 9 avg.)
189	Hardness (mg/L) (June 9)
7.94	pH (S.U.) (June 8 – July 9 avg.)
Neg	Coliform Bacteria (June 4)
1.01	Chlorine level (mg/L) (June 8 – July 9 avg.)
89.5	Temp (deg F) (June 8 – July 9 avg.)

Groundwater Quality Report - June 2009

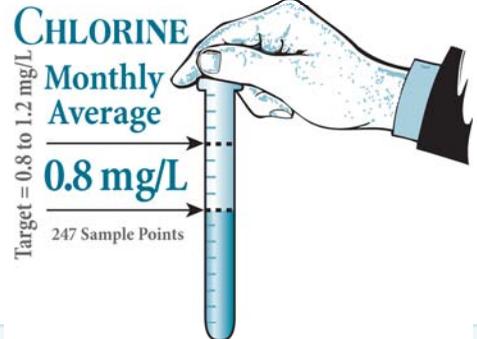
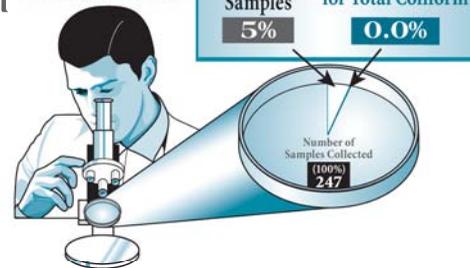
Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)* 86 SAMPLING POINTS	Average	51	61	57	58	53	54	43	44	59	49	53
	Range	33-98	53-64	44-64	39-66	40-66	39-65	22-57	40-48	43-69	43-65	22-98
Mineral Content (mg/L)* 247 SAMPLING POINTS	Average	410	475	454	431	410	402	315	403	377	247	401
	Range	201-593	455-486	297-490	212-497	214-484	230-483	186-481	327-458	220-495	219-468	186-598
Hardness (mg/L)** 86 SAMPLING POINTS	Average	117	208	193	199	185	186	153	196	176	115	179
	Range	54-235	172-226	161-227	135-228	127-228	108-225	67-207	125-271	78-235	78-220	54-271
pH (S.U.) 247 SAMPLING POINTS	Average	7.6	7.9	7.8	7.9	7.7	7.7	7.7	7.6	7.9	7.9	7.8
	Range	7.3-7.9	7.8-7.9	7.7-7.9	7.7-8.0	7.3-8.0	7.2-8.0	7.4-7.9	7.4-7.7	7.7-7.9	7.8-7.9	7.2-8.0
Temperature (deg F) 247 SAMPLING POINTS	Average	83	85	84	86	84	84	85	85	86	86	85
	Range	78-87	82-88	78-92	83-91	76-88	80-88	82-89	81-90	82-91	84-88	76-92



Coliform Bacteria Testing Report - June 2009

Groundwater Quality Report COLIFORM

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



* 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 June 2009: 179 mg/L divided by 17.1 = 10.47 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.