

On The Water Front



Will there be enough water for future generations in our desert community? Enough water to maintain our quality of life, support the environment, and offer sustainability?

Those critical questions drive a group of professionals at Tucson Water, experts in resource management, water quality, operations, infrastructure engineering, planning, computer modeling and forecasting. This team's recommendations can be found in Water Plan: 2000-2050. This document, and its 2008 Update, serve as a blueprint for water supply, water costs, and water quality issues for decades to come.

Simply put, the Long Range Plan highlights four points:

- 1) **Expand conservation measures** so that our community uses water more efficiently to promote sustainability.
- 2) **Fully use currently available renewable water resources** such as utilizing our entire annual allotment – 144,172 acre-feet – of Central Arizona Project (CAP) water, using increased amounts of effluent to create reclaimed water, and banking unused renewable water supplies underground in our aquifers to meet future needs.
- 3) **Look to acquire more water resources to reinforce our currently available supplies as well as for growth.** For instance, Tucson Water is working with the Central Arizona Water Conservation District that is actively exploring ways to play the leading role in acquiring additional supplies for water interests in Maricopa, Pinal, and Pima Counties.
- 4) **Communicate with customers** to keep them apprised of developments and to get feedback to ensure their water supply expectations continue to be met.

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Your Water Connection

News & Tips for Tucson Water Customers

November 2009

www.tucsonaz.gov/water

Business Alert

Green Your Business Workshop and Expo 2010

Business owners, property managers, engineers, architects, and designers, plus maintenance, facilities and operations professionals, save the date for the **Green Your Business Workshop and Expo on Thursday, February 18, 2010 at the Doubletree Hotel at Reid Park, 445 S. Alvernon Way.**

Attendees will be able to:

- Stroll the expo floor to learn about utility rebates and incentives, energy and water conservation fixtures, and the latest in irrigation techniques and equipment
- Learn from area businesses about the costs and benefits of conservation
- Attend a break-out session with specifics on reducing waste, water and energy
- See what happens when a business 'audits' for energy/water/waste reduction and pollution prevention
- Attend award ceremonies recognizing local businesses that have implemented green and water saving programs
- Hear about the future of water from keynote speaker Robert Glennon, author of [Unquenchable: America's Water Crisis and What to Do About It](#)

Green Business 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

The Mt. Lemmon Wastewater Reclamation Facility

Many residents of Pima County are unaware of the Regional Wastewater Reclamation Department's (RWRD) Mt. Lemmon facility, a mountaintop plant. From the outside, the facility looks like a cabin, but inside there is an operational wastewater



treatment system.

The Mt. Lemmon facility is permitted to treat an

average flow of 12,500 gallons per day on a monthly basis. Wastewater flows to the facility very significantly from weekdays to weekends. Due to high weekend activity on the mountain, flows to the Mt. Lemmon plant can nearly triple on Fridays, Saturdays and Sundays, as compared to its weekday flows. Such spikes in flows can pose significant challenges to wastewater treatment facility operators. However, the Mt. Lemmon facility's experienced operators meet that challenge 7 days a week, 365 days a year.

This is the third article in a series that highlights the eleven wastewater facilities operated by the Pima County Regional Wastewater Reclamation Department (RWRD).

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 2009 and want to continue, or if you are a new applicant, you should submit a new application before December 31, 2009.

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

- Live in the City of Tucson
- Have the Environmental Services fee bill in your name
- Pay the \$14.50 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 12/31/09

Qualifying customers should fill out the application completely and mail to the ES Customer Service Department. The application form, income guidelines and mailing information are available on at <http://esd.tucsonaz.gov/content/forms-and-brochures> or by calling Customer Service at (520) 791-3171.

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 (ES) - 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.

Free & Online Learn Rainwater Harvesting

A new, free online course on the how-to's of home rainwater harvesting created by the University of Arizona Arid Lands Information Center is just a click away at <http://rwh.arid.arizona.edu>.



Video clips, photos, demonstrations, animations, and interactive quizzes provide viewers with the tools, information, and links to creating useful backyard water harvesting strategies.

Rainwater harvesting can help to save money on your monthly water bill uses rainwater for irrigation and landscaping instead of valuable drinking water redirects and manages stormwater, reducing flooding and erosion can easily support a landscape of native and drought resistant plants

Clearwater Quality Report

Most recent water quality data (Sept. 10 – Oct. 8, 2009)

64	Sodium (mg/L) (September 15)
449.3	Mineral (mg/L) (Sept. 10 – Oct. 8 avg.)
215	Hardness (mg/L) (September 15)
8.06	pH (S.U.) (Sept. 10 – Oct. 8 avg.)
Neg	Coliform Bacteria (September 10)
1.11	Chlorine level (mg/L) (Sept. 10 – Oct. 8 avg.)
84.2	Temp (deg F) (Sept. 10 – Oct. 8 avg.)

Visit the Tucson Water website 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.

Business Alert – Green Your Business Workshop and Expo 2010

Green Business continued from front

This information-packed event is the result of the combined efforts of Tucson Water, the WaterSmart Business Advisory Board and the City of Tucson's Office of Conservation and Sustainable Development.

For registration information, call the Building Owners & Managers Association of Greater Tucson at (520) 299-4956.

On The Water Front

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The overall goal is to wisely manage our resources to plan for the community's sustainable water future. Given changing market, environmental, and demographic conditions, this Plan is a dynamic tool. The Plan and its 2008 Update, including downloadable sections, tables, and appendices, can be found at www.tucsonaz.gov/water/longrange.htm.

– Jeff Biggs, Director, Tucson Water



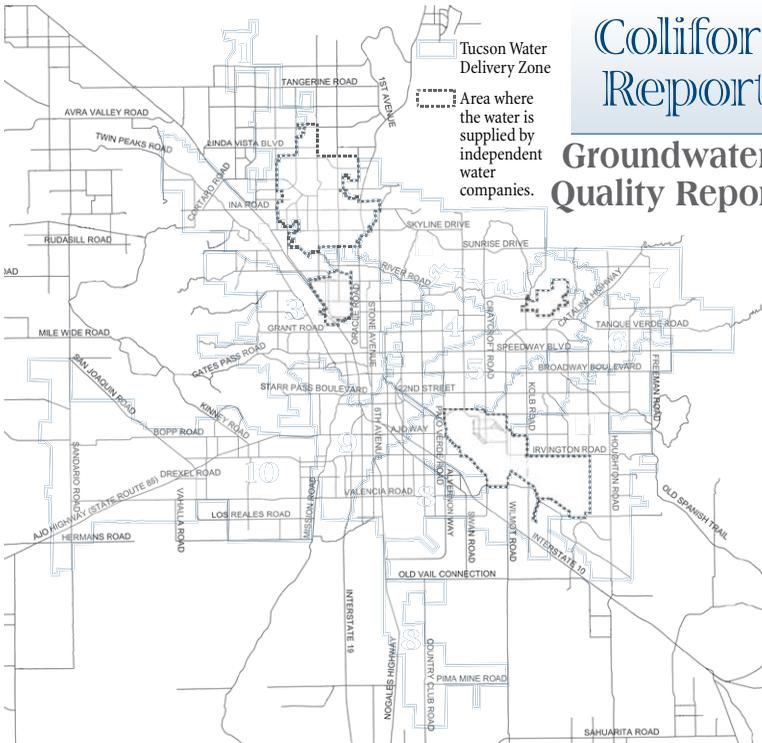
Get Ready for Cooler Temps

- 1) Add a layer of mulch under plants to retain soil moisture, protect roots from temperature extremes and provide nutrients. Save hundreds of gallons of water yearly using a mulch layer.
- 2) Check your irrigation system and fix water wasters such as clogged and brittle tubing, plus missing and broken emitters. Ensure emitters are not watering dead plants. Consider if it's time to reset automatic timers for the cooler fall and winter weather.

- 3) Fall is a great time to plant trees! Call Tucson Water at 791-4331 to order free booklets on how to design a low water use landscape, what plants to buy, and how much water they need: *Landscape Plants for the Arizona Desert: A Guide to Growing More Than 200 Low-Water-Use Plants*, *Xeriscape: Landscaping with Style in the Arizona Desert* and *Landscape Watering by the Numbers*.

Groundwater Quality Report - September 2009

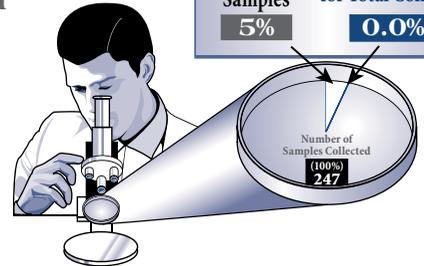
Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (mg/L)*	Average	53	62	59	61	55	53	45	46	58	53	54
82 SAMPLING POINTS	Range	33-106	58-64	48-65	55-64	46-62	40-61	28-61	44-47	43-65	42-65	28-106
Mineral Content (mg/L)*	Average	394	444	414	400	399	391	314	403	357	278	385
247 SAMPLING POINTS	Range	194-608	412-456	340-458	192-461	268-454	232-449	182-439	332-465	212-468	213-459	182-608
Hardness (mg/L)**	Average	120	205	193	204	187	180	160	205	171	146	181
82 SAMPLING POINTS	Range	72-250	190-211	151-219	188-210	138-211	102-210	88-209	173-281	78-215	78-216	72-281
pH (S.U.)	Average	7.7	8.0	8.0	7.9	7.8	7.8	7.9	7.6	7.9	7.9	7.9
247 SAMPLING POINTS	Range	7.3-8.0	7.9-8.1	7.8-8.1	7.8-8.0	7.5-8.0	7.1-8.1	7.7-8.1	7.4-7.7	7.8-8.0	7.8-8.1	7.1-8.1
Temperature (deg F)	Average	86	88	88	87	87	87	88	87	88	89	87
247 SAMPLING POINTS	Range	78-92	85-91	81-94	85-93	82-93	82-94	83-92	82-92	82-93	86-92	78-94



Coliform Bacteria Testing Report - September 2009

Groundwater Quality Report COLIFORM

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

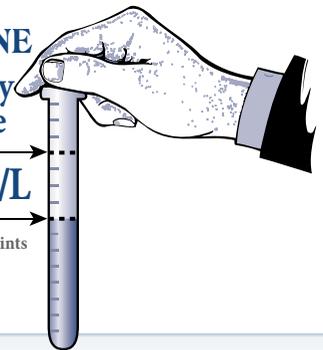


CHLORINE Monthly Average

Target = 0.8 to 1.2 mg/L

0.8 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 2009: 181 mg/L divided by 17.1 = 10.58 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 website at www.tucsonaz.gov/water.