

Winter Time Water Conservation

Saving water is important year round – not just during the hot summer months. Did you know that saving water during December, January, and February can also save you money on your sewer bill? The Pima County Regional Wastewater Reclamation Department uses an average of your water use from December through February to calculate sewer fees for the year. Keep water waste in check during those months with these easy tips:

- **Check Irrigation** – Since many desert plants require little or no water during colder months, check your irrigation timer to reflect this change in water need. Turn your irrigation system on and observe it to identify any leaks.
- **Go After Toilet Leaks** – The sound of water running in your toilet, or hearing it cycle on and off are indicators of a toilet leak. If you're not sure, add a couple of drops of food coloring into the tank, and if it seeps into the bowl after a few minutes, you know you have a leak. Replace the flapper valve or fill valve, as needed.
- **Consider Harvesting Water** – Harvesting gray water and rainwater for irrigation can reduce drinking water use and help to lower your water bill. Using gray water can be as simple as diverting clothes wash water to your plants, and water harvesting can be as easy as building berms or ditches to redirect rainwater toward plants.

For more tips, ask for a copy of the revised Homeowners' Guide to Using Water Wisely, by calling (520) 791-4331 or clicking on www.tucsonaz.gov/water/homeowner.htm.

Your Water CONNECTION

News & Tips for Tucson Water Customers
January 2010 www.tucsonaz.gov/water

Key Goals for 2010:

Efficiency, Sustainability, & Conservation



As a new year begins, the staff at Tucson Water is ready to both tackle on-going challenges and to move forward with several new projects and initiatives. Here are five key areas that we will be focusing on in the next year:

Finances – Like many of our customers, Tucson Water is also impacted by the economic climate. In 2010, the rising costs associated with energy and changing regulatory requirements will present financial challenges for Tucson Water. We will work diligently to balance operating expenses against revenue requirements, while not placing an undue burden upon ratepayers.

Water Quality – As new technology allows the detection of previously unknown constituents in water supplies, federal regulations are modified to ensure public health and safety are not compromised. Tucson Water closely monitors and reports on all aspects of water quality; we will continue to use innovative technology, prepare for emerging contaminants and respond to changing guidelines. We will also continue to monitor the long-term impacts that our water supply will have on our community.

Operations – Ensuring that our distribution

Key Goals 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

Pima County –

The Green Valley Wastewater Reclamation Facility

Pima County Regional Wastewater Reclamation Department operates the Green Valley Wastewater Reclamation Facility (WRF), located at 2201 N. Old Nogales Highway. Established in 1981, the facility was upgraded and expanded in 2003. With a capacity of 4.1 million gallons a day (mgd), the facility will meet the projected growth of Green Valley and parts of the Town of Sahuarita for the foreseeable future. (The Town of Sahuarita operates a separate facility that serves a large portion of the town's population.)

The 2003 expansion added a capacity of 2.0 mgd and utilizes state-of-the-art technology to produce a high quality effluent (treated wastewater).

The State of Arizona has issued permits to the Green Valley WRF that allows the facility to discharge effluent by three different methods: groundwater recharge, reuse, or release to the Santa Cruz River. Currently, effluent is recharged and is being stored by Quail Creek Robson Ranch for potential future use within its development.

The biosolids generated at this facility are disposed of in a unique manner. (Biosolids are treated organic material.) RWRD, in partnership with the University of Arizona and ASARCO mine, is providing biosolids for application to mine tailings. The application of biosolids on mine tailings has led to the growth of vegetation on once sterile ground and has contributed significantly to dust control in the area. This landmark research project is showing great promise.

This is the fifth article in a series that highlights the eleven wastewater reclamation facilities operated by the Regional Wastewater Reclamation Department.

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/www.

City of Tucson Environmental Services –

Plan for Brush & Bulky Collection in 2010

The 2010 Brush & Bulky Collection (B&B) schedule is now available on the Environmental Services (ES) website at <http://esd.tucsonaz.gov>. Website visitors can click to see maps of areas and access a new address look-up tool to view scheduled B&B dates for your neighborhood. Please note that the schedule and some area boundaries for the 2010 B&B collection have changed.

B&B is provided twice each year – approximately every 6 months – to ES residential customers as part of their ES service. Residents will receive a door hanger notice with their scheduled dates. B&B collection is a great time to clean the garage or trim trees and have those bulky items picked up at your residence. You can set out up to 10 cubic yards of material for B&B pick-up; that's about the size of 10 washing machines. Here are a few tips to make your B&B collection go smoother:

- Set materials where your trash is collected – at the curb or in your alley.
- Place materials at least 3-feet away from obstacles like walls and utility meters.
- Do not put out materials more than 2 weeks prior to your collection week. These can be a fire hazard, and you may be subject to a property code violation.
- Set your materials out by 6:00 a.m. on Monday of your collection week; materials will be collected by Friday of that week.
- Please box cactus.

For complete guidelines, visit our website or call Customer Service at 791-3171.

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

Register Now!

Green Business Workshop and Expo

Don't forget to register for the **Green Your Business Workshop and Expo on Thursday, February 18, 2010 at the Doubletree Hotel at Reid Park, 445 S. Alvernon Way.**

This workshop is for business owners, property managers, engineers, architects, designers, plus maintenance, facilities and operations professionals. For registration information, contact the Building Owners & Managers Association of Greater Tucson at (520) 299-4956 or go to their website: www.bomagt.org.

Important Phone Numbers

Customer Service 791-3242

Billing, Zanjero Appointment, Service Request

Customer Support Unit 791-5945

Water Quality, Taste, Odor and Pressure Problems

Public Information/Conservation 791-4331

General information, Conservation Programs

Water Waste 791-2514

Report Water Waste, Distribution System Leaks

Key Goals for 2010 (Cont'd.):

Efficiency, Sustainability and Conservation

system is in top condition and ready to fully utilize the maximum allocation of Colorado River water is a priority. This includes reducing system losses through improved leak detection and repair programs, and making improvements that allow water deliveries to continue in an emergency. Since energy to pump water constitutes a significant part of our budget, Tucson Water's Power Management Team will continue to minimize energy costs by monitoring well pump efficiencies, securing favorable energy rates, and using renewable energy sources, when appropriate.

Water Resources Management – Because water is our most precious resource, Tucson Water is dedicated to researching, planning and managing this resource for the long term. This year staff will update the Long Range Water Resource Plan, and will also continue to participate in a statewide process that is examining long-term availability of water supplies. Locally, Tucson Water will continue to work with Pima County to examine recommendations developed by the Water and Waste Water Infrastructure, Supply, and Planning Committee.

Water Conservation – Using water as efficiently as possible is a critical part of our water resources management strategy, and staff will continue to evaluate our conservation program efforts. We will review the Community Conservation Task Force plan that is the basis for the current rebate programs and determine if any changes should be made. We will also continue to monitor drought conditions to ensure that our conservation program provides a timely and suitable response to the conditions.

All of us at Tucson Water wish you the best in 2010. We look forward to continuing to provide high quality water and excellent customer service in a cost efficient, safe, and environmentally responsible manner to our current and future customers.

Jeff Biggs, Director, Tucson Water

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: 791-2659

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



Rebates, Incentives, Tax Credits Save Water and Money on Your Water Bill

Call (520) 791-4331 or click on www.tucsonaz.gov/water/rebate.htm to get qualifying guidelines, equipment specifications, brochures, application forms, and more. Take advantage of Tucson Water conservation programs, incentives, and rebates in 2010.

Residential

- High Efficiency Toilet (HET) rebate
- Installation of Rainwater/Gray Water Harvesting Systems – AZ tax credit for 2007-2011

Commercial/Multi-family & Homeowners' Associations

- High Efficiency Toilet (HET) rebate
- Irrigation System Upgrade rebate
- RinseSmart with high-efficiency pre-rinse valves
- WaterSmart Business program
- Smartscape education programs for Green Industry
- Installation of Gray Water Plumbing Stub Outs – AZ tax credit for 2007-2011

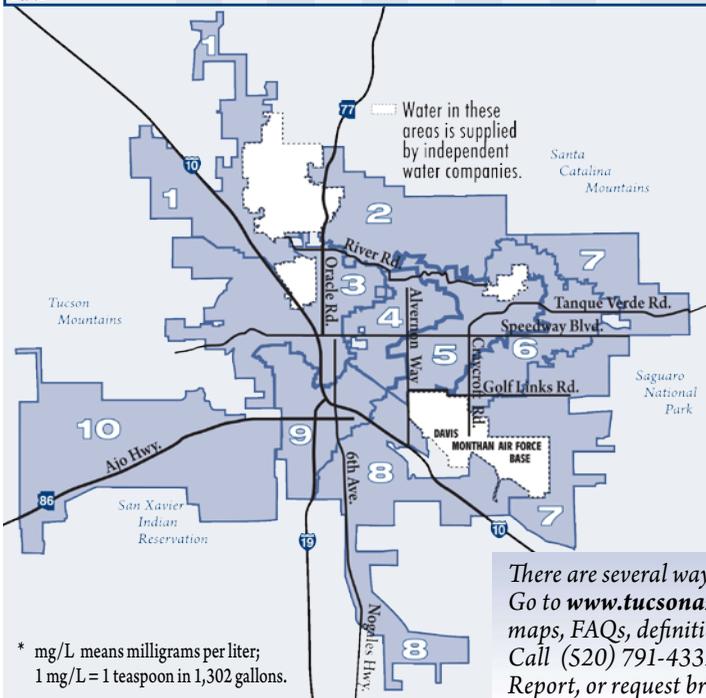
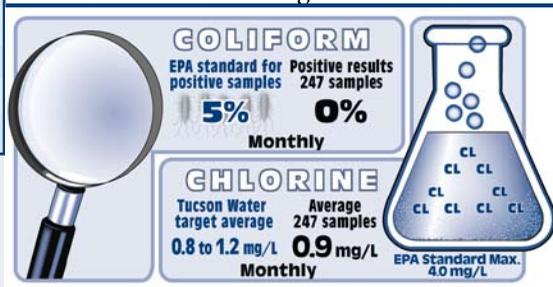
Water Quality Report – November 2009

Ensuring drinking water is clean and safe from the aquifer to your tap is the top priority of Tucson Water. More than 20,000 individual tests are performed annually, focusing on the water quality from these two main sources: **groundwater** and **the blend** of recharged Central Arizona Project (CAP) water and groundwater from the Clearwater Recharge and Recovery Facility (CRRF).

Groundwater Source Report – Groundwater comes from about 200 wells in the Tucson metropolitan area. This reporting area is divided into 10 zones:

Elements Sampled	ZONE AVERAGE										System Average
	1	2	3	4	5	6	7	8	9	10	
Sodium (mg/L*) 84SP	49	60	58	52	53	53	44	47	49	47	52
Mineral Content (mg/L*) 247SP	420	447	413	396	412	433	352	432	384	312	404
Hardness (mg/L*) 84SP	242	200	185	168	180	180	159	220	148	112	177
pH (S.U.) 247SP	7.7	8.0	8.0	7.9	7.8	7.8	7.9	7.6	7.9	8.0	7.9
Temperature (deg F) 247SP	76	80	79	79	78	78	78	78	80	80	78

None of the water quality tests to the left have U.S. Environmental Protection Agency (USEPA) primary standards set for them. However, the USEPA has primary standards for levels of coliform bacteria and the disinfectant chlorine for groundwater sources:



Clearwater Report – More than 50% of our total water supply is a blend of recharged CAP water and native groundwater from the CRRF. Using this recovered blended water means that we reduce groundwater pumping:

Sodium	60 mg/L	(Nov. 5)
Mineral Content	478.2 mg/L	(Nov. 9-Dec. 8 avg.)
Hardness	197 mg/L	(Nov. 5)
pH	8.14 S.U.	(Nov. 9-Dec. 8 avg.)
Coliform Bacteria	Negative	(Oct. 22)
Chlorine Level	1.07 mg/L	(Nov. 9-Dec. 8 avg.)
Temperature	75.2 F	(Nov. 9-Dec. 8 avg.)

There are several ways to obtain information about water quality. Go to www.tucsonaz.gov/water and click on the Water Quality Tab for maps, FAQs, definitions, reports, online monitoring station results, and more. Call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or request brochures on water quality.

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