

On the Water Front

How Water Rates are Created



Tucson Water annually conducts a rate study that involves three steps: financial plan development, a cost of service study, and rate design. Specifically, the Tucson Water finance staff, in conjunction with an independent rate consultant:

- Determine the revenue requirements for the upcoming year by analyzing projected revenues under existing rates. This is then compared against the revenue needed to operate, maintain, and expand the distribution system during the same time period. Costs related to debt repayment, capital projects, and daily operational requirements are also considered.
- Forecast non-water revenues such as system equity fees, meter installation fees, service charges, and other revenues that are collected from individual customers, but not directly generated through water sales. The costs related to water distribution among customer classes is then allocated to potable and reclaimed water systems. The number of service connections, water volume, and usage patterns are factors that impact water delivery cost allocation.
- Consider how revenues from the various customer classes will be collected. A rate structure is established for various customer classes, ensuring the costs allocated to that group are recovered. This goal of this rate design process is to achieve revenue stability, use water pricing to reinforce conservation goals, and to limit “pocket book shock” for ratepayers in accordance with Mayor and Council policies.

A community group, the Citizens’ Water Advisory Committee (CWAC), provides oversight and helps

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Your Water CONNECTION

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

Save Money & Water

Fix Home Leaks

Undetected leaks around your home are major water wasters that cost you money. A running toilet or dripping faucet can waste 15 to 100 gallons of water a day! That’s why Tucson Water and the U.S. Environmental Protection Agency want you to make March “tune up time” to search out and correct those leaks in and around the home.

Some simple steps to search out and fix home leaks:

Use your water meter to detect leaks inside and outside the home.

Turn off all home water-consuming appliances such as faucets, toilets, swamp cooler, and refrigerator ice-makers. Read the water meter dial and recheck it 15-30 minutes later. If there’s a big difference in the two readings, there’s a leak.

Focus on toilet leaks – one of the biggest water wasters. A fix can be as easy and as inexpensive as replacing the flapper or float arm.

Look for leaking fixtures and dripping faucets. Repair can be as simple as using pipe tape and a wrench to tighten a connection or replace a worn washer.

Check your irrigation system to replace tubing and broken emitters, clean out clogged emitters, and ensure that dead plants are not being watered!

[Fix Home Leaks 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 –

The Randolph Park Wastewater Reclamation Facility

The Pima County Regional Wastewater Reclamation Department (RWRD) operates the Randolph Park Wastewater Reclamation Facility (WRF). The Randolph Park WRF is located at 3805 E. 22nd Street. This location - which is adjacent to Reid Park and is surrounded by a golf course driving range, residences and jogging trail – emits no odors or sounds.

The original facility was constructed in 1975, with a flow capacity of 1.5 million gallons a day (mgd). The facility was upgraded and expanded in 2005, to an increased capacity of 3.0 mgd.

The upgraded facility utilizes state-of-the-art technology to produce a high quality effluent. Effluent, also known as reclaimed water, is treated wastewater. The reclaimed water produced at the Randolph Park facility meets Class A+ standards and is discharged into the City of Tucson's reclaimed water system. A+ quality reclaimed water is the highest quality reclaimed water that is produced.

Some of the reclaimed water produced at the Randolph facility helps to provide flows to the Kino Environmental Restoration Project (KERP) facility. Reclaimed water from the Randolph Park facility also is used to irrigate ball fields at the nearby Kino Stadium complex.

The Randolph Park WRF is operated seven days a week, 365 days a year. This facility also is monitored electronically from a remote location.

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

City of Tucson Environmental Services – School Programs Teach Recycling to the Next Generation

In Tucson, approximately 85% of households recycle with their Blue Barrel, and most are recycling the right things. City of Tucson Environmental Services (ES) invests in our community by teaching about recycling through tours, the internet, and school programs. Education programs, offered at no charge to schools, help involve students so they can recycle at school and home. Here's information about two school programs:

E Pluribus Recycles! Play

Starring E Pluribus Pack Rat, alongside Mark Parker, the Landfill Environmental Engineer, this play reinforces the need to preserve landfill space by Reducing, Reusing, and Recycling “garbage,” rather than throwing it away. This interactive play is designed for Kindergarten through 4th graders and available to Tucson-area schools. In 2009, the play was presented to 4000+ children. To arrange a show for your school, call the Tucson Recycles InfoLine at 791-5000 or e-mail tcb@tucsonaz.gov.

Too Good to Throw Away

Too Good to Throw Away offers students a way to learn about the 3 Rs: Reduce, Reuse, and Recycle – and have fun in the process. The program, customized for grades 1-2 and grades 3-5, includes a pre-visit activity, an interactive classroom presentation, and post-visit activities. These activities teach practical skills that will help students make decisions now and in the future. Last year nearly 400 presentations were offered; however, ES would like to see more schools take advantage of this valuable resource. Teachers can schedule a presentation on-line at www.outreach-scheduling.org.

Kids of all ages can learn more by playing the Recycling Game at www.tucsonaz.gov/recyclegame or visiting 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/www.

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.

Trees, If You Please

The proper selection, planting and care of trees are one of the best landscape investments you can make this spring. There are many low-maintenance and low water-use tree species that are appropriate for our desert environment. First, consider the intended function of the tree (shade, screening, etc.), then the prevailing conditions of the planting site – available space, soil, utilities, etc. For best results, keep these tips in mind:

- At the nursery, choose your tree based on its vigor, health, structure, proportion, and root system.
- Dig the planting hole only as deep as the root ball and at least twice as wide, and don't amend the soil for native and desert-adapted trees. Use mulch to help minimize soil surface evaporation.
- Water only as needed to keep the root zone moist – not wet – during establishment. Adjust the irrigation frequency as the tree grows and seasons change.
- Only prune trees when necessary, and not at all

during establishment unless there is a problem which needs to be corrected or eliminated. Proper pruning is essential to plant health and appearance.

For more information on home landscaping and water conservation, please contact the SmartScape Program office at (520) 626-5161.

THE WATER PROJECT

March 26-28, 2010

Be a part of The Water Project, a fun, creative, and educational festival celebrating water. The three-day event includes a film festival, vendor

booths, panel discussion, performances and more. To find out specifics, call (520) 882-0665 or go to www.waterprojectfestival.org. This local celebration coincides with the international observance of World Water Day on March 22.

Fix Home Leaks (Cont'd.):

For practical ways you can fix leaks, conserve water and save money, check out Tucson Water's "Homeowners' Guide to Using Water Wisely". This Guide is available on line at www.tucsonaz.gov/water/homeowner.htm or by calling 520-791-4331.

Furlough Days

Will Impact Customer Service

Customers should be aware that on furlough days all Tucson Water offices – including billing and customer service – will be closed. Account information and payment options are available via pay-by-phone (520) 791-3242 and online at www.tucsonaz.gov/water/online-account.htm.

Friday, March 19
Friday, April 2

Friday, May 28
Friday, June 11

Friday, May 7

For emergencies that are not related to billing issues, please call (520) 791-4133.

On the Water Front (Cont'd.):

How Water Rates are Created

to develop recommendations for rate adjustments that are then forwarded to Mayor and Council. (CWAC is made up of 15, non-compensated members appointed by the Mayor, Council members, and the City Manager. CWAC reflects a cross-section of citizens, and includes Tucson Water customers living in and outside of City limits.) After a public hearing, the Mayor and Council have final authority in establishing water rates and charges.

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: 791-2639

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



Attention Business Owners & Managers

Become a WaterSmart Business Today

Conserve Water • Save Money • Be Green

Evaluate water usage, develop a water management plan, create a water budget. Learn best practices. Attend workshops & water efficiency expos. Hear success stories from local WaterSmart businesses.

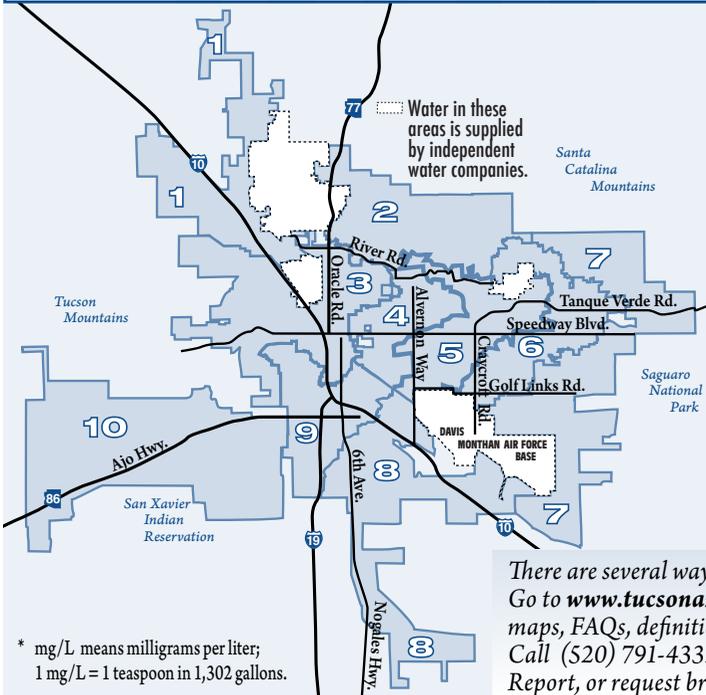
On-line application at: www.tucsonaz.gov/water/wsb-app.htm or call (520) 791-4331.

Water Quality Report - January 2010

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: **ground water** and **the blend** of recharged Central Arizona Project (CAP) water and ground water from the Clearwater Recharge and Recovery Facility (CRRF).

Ground Water Source Report - Ground water 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*) 77 SP	47	58	49	43	53	50	44	51	47	44	49
Mineral Content (mg/L*) 247 SP	385	454	385	402	423	418	332	458	443	363	408
Hardness (mg/L*) 77 SP	188	210	176	136	181	173	160	227	184	156	179
pH (S.U.) 247 SP	7.8	8.0	8.0	8.0	8.0	8.0	8.0	7.7	7.7	7.9	7.9
Temperature (deg F) 247 SP	69	69	69	71	68	69	68	68	70	69	69



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 ground water sources:

COLIFORM
EPA standard for positive samples
5% Positive results
247 samples
Monthly

CHLORINE
Tucson Water target average
0.8 to 1.2 mg/L
Average 247 samples
0.9 mg/L
Monthly
EPA Standard Max. 4.0 mg/L

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

Sodium	64 mg/L	(Jan. 19)
Mineral Content	495.1 mg/L	(Jan. 14-Feb. 7 avg.)
Hardness	238 mg/L	(Jan. 19)
pH	7.85 S.U.	(Jan. 14-Feb. 7 avg.)
Coliform Bacteria	Negative	(Jan. 14)
Chlorine Level	1.0 mg/L	(Jan. 14-Feb. 7 avg.)
Temperature	73.0 F	(Jan. 14-Feb. 7 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.