

On the Water Front

Investing in Our Infrastructure



Tucson Water's distribution and transmission facilities represent more than \$1 billion in community investment; it is an investment that Tucson Water professionals take great care in budgeting to operate and maintain.



Amidst these challenging economic times, Tucson Water's system management team is charged with balancing long term capital investment in infrastructure with day-to-day operating costs. The team runs forecasting models that reflect the need for new infrastructure and projected needs for maintenance. This gives us the information we need to plan for improvements or replacement of portions of the water system, which are funded with a combination of water sales and water revenue bonds. The Citizens' Water Advisory Committee (CWAC), which includes members that live inside and outside of the City limits, reviews Tucson Water's system, project, and financial plans prior to their submittal to the Mayor and Council for approval.

Strategic and targeted investments in manpower and funds will ensure that we maintain a system

On the Water Front *continued inside*

Your Water CONNECTION

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

Water 101

New Water Rates Begin July 5

Tucson Water's new rates for drinking water service will go into effect on July 5, 2010. Overall, rates will rise by 9.7%. In addition, the conservation fee that is dedicated to funding water conservation programs will increase by \$0.01 per Ccf (where 1 Ccf equals 748 gallons). Different customer classes – single family, multi-family, commercial, industrial, and construction customers – will see different rates for varied levels of usage.

The average residential customer will see a rate increase of 9.18%, resulting in a water bill increase of approximately \$2.01 per month for a single-family home using 11 Ccf (8,228 gallons) of water per month. Most of Tucson Water's customers are in this single-family class; over 80% of customers in this category use 15 Ccf or less of water, on average, a month.

Water rate changes are based on two key ideas:

- 1) The ability to recover the cost of serving each distinct customer category.
- 2) The idea of encouraging water efficiency with a sliding price scale that is tied to usage: use more water, pay more; use less water, pay less.

Annual cost studies, plus policy direction from Tucson's Mayor and Council and Tucson Water's Citizens' Water Advisory Committee (CWAC), help to determine proposed rate changes. The City also continues to offer an assistance program for qualified low-income customers to help them pay their bill.

Tucson Water delivers a reliable source of quality water to customers at a fair rate while working to reduce costs, improving efficiency, making strategic

New Water Rates *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@tucsonaz.gov

YOUR UTILITIES

Pima County –

Dispose-a-Med Program

Proper disposal of unused prescription and over-the-counter medications can help to protect our environment and reduce drugs available for theft or accidental poisoning. Unused medications should never be flushed down drains and toilets. Some chemicals found in medications are not completely removed in the wastewater treatment process and have the potential to end up in our environment. That's why Pima County is partnering with a variety of jurisdictions, public agencies and private businesses to offer Dispose-a-Med events for easy and secure disposal of unused medications.

Pima County residents are invited to clean out their medicine cabinets for expired and unused drugs and bring them to a drop off event. (Patient contact information on each medicine container is removed and containers are sanitized and recycled.)

Seven events are slated, with six drop off events in the Town of Oro Valley and one event in the Town of Sahuarita.

Dispose-a-Med Event Schedule

Oro Valley – Target Shopping Center, 10555 N. Oracle Rd.

8:00 a.m. – 12:00 p.m.	July 24	August 28
10:00 a.m. – 2:00 p.m.	September 18	October 23
	November 20	December 18

Town of Sahuarita – Rancho Sahuarita Clubhouse, 15455 S. Camino Lago Azul

9:00 a.m. – 12:00 p.m. September 4

Area sponsoring organizations include the Pima County Regional Wastewater Reclamation Department, the Oro Valley Police Department, the City of Tucson, the Pima Association of Governments, the Town of Sahuarita, the Town of Marana, Tucson Water, the Green Valley Community Coordinating Council, City of Tucson/Pima County Household Hazardous Waste Program, the Northwest Fire Department, the Apothecary Shops, Fry's Food Stores, SHARPS Compliance, Walgreens Pharmacies, and the UA College of Pharmacy.

By participating in this program, you can help protect our environment from pollutants, and keep medications out of the hands of those who may abuse them.

City of Tucson Environmental Services –

Easy Tips to "Right Size Your Can"

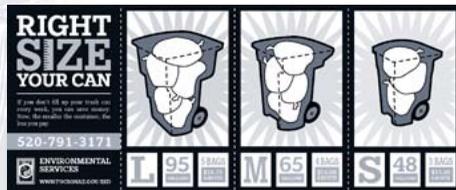
This month, Environmental Services is implementing a new program for trash collection that will offer residential customers the choice to "Right Size Your Can."

The "Right Size Your Can" Program uses a volume-based pricing structure. Customers with curbside trash collection can choose from three sizes – 48-gallon, 65-gallon, or a 90-gallon container – with these monthly prices:

48-gallon	\$15.00
65-gallon	\$16.00
90-gallon	\$16.75

Customers with shared alley service will have a monthly rate of \$16.00 and will continue to share a 300-gallon container.

What is the right sized container for your home? Most



residents currently have a 90-gallon container. If your trash container is always 3/4 or 1/2 full each week, you can change to a smaller container and save each month. A 48-gallon container will hold about three filled trash bags; a 60-gallon will hold four; and the 90-gallon will hold five. Another way to decrease your trash and opt for a smaller can is by increasing home recycling.

Did you know that approximately 37% of what you throw out everyday can be recycled? Your blue barrel will take nearly all the paper, cardboard, and paper based products you use daily. What about all those plastic bottles you use—not just beverage bottles, but any plastic bottle with a screw on cap can go in your blue barrel. Also, just about any steel, tin, or aluminum containers can be recycled. To learn more about what can be recycled, visit our website at www.DoMoreBlue.com. Then, you'll have a better idea about how to "Right Size Your Can!"

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) - Learn about how ES is protecting our groundwater and the environment at www.tucsonaz.gov/esd and (520) 791-3171.

Beat the Peak (BTP) 2010

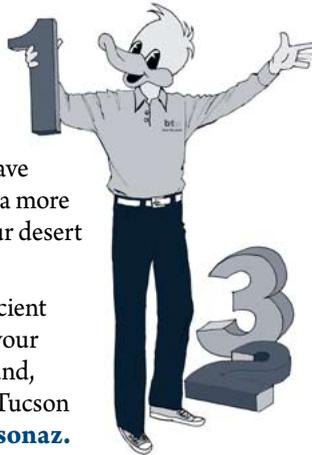
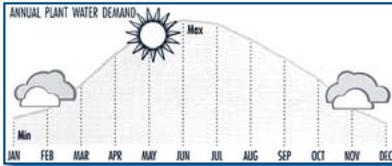
Water Efficiently – All Year Round

For over 30 years, Tucson Water's mascot, Pete the Beak, has rallied customers to save

water. And, our community has done a great job – water usage has dropped over the past seven years!

As we move to 100% reliance on renewable water supplies, it's important to be water efficient and beat the peak all year round – not just during the hot, dry summer months. Pete wants you to know that efficient watering outdoors offers a high-impact way to save drinking water and to create a more sustainable community in our desert environment.

For free information on efficient watering inside and outside your home or business all year round, call (520) 791-4331 or go to Tucson Water's website at www.tucsonaz.gov/water.



On the Water Front (Cont'd.):

Investing in Our Infrastructure

that continues to deliver safe, high-quality drinking water. Specific upcoming infrastructure projects include:

- Replacing approximately 11,000 aging water meters for accurate monitoring and collecting data.
- Implementing a new Supervisory Control and Data Acquisition (SCADA) Master Plan, and a new Reservoir and Tank Rehabilitation Program. These two infrastructure projects will provide important reliability and are slated to begin in 2010.
- Construction of new Clearwater Renewable Phase II facilities that include a reservoir, pumping station and 48-inch diameter pipeline that will allow additional recovery of our annual Colorado River water allocation. These projects are slated to be complete by 2012.
- Adding a second transmission main line that will supply renewable water from Clearwater Facilities in Avra Valley to customers in southeast Tucson. This infrastructure project will provide important redundancy. The first phase of construction is in 2017.
- Over the years, Tucson Water has replaced and rehabilitated more than 220 miles of water mains, a key component of a reliable water supply. Staff continues to gather data and run forecasting models, which assists in developing a prioritized list of mains to replace and rehabilitate.

To find out more about how Tucson Water manages water system improvements, call (520) 791-4331 or click on www.tucsonaz.gov/budget/docs/10RecBOOK-CIP.pdf to read an overview of projected capital improvements for 2010-2014.

Jeff Biggs, Director, Tucson Water

New Water Rates Begin July 5

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infrastructure investments, and keeping our \$1 billion water system in working order.

The average price of water service under the new rates, regardless of customer category or rate structure, is still much less than a penny per gallon. Tucson Water hopes that you'll agree that's a pretty good deal for a sustainable, high-quality water supply in our desert community.

Click on www.tucsonaz.gov/water/rates.htm for a complete listing of new water rates adopted by Mayor and Council on May 25, 2010.

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.



Attention Landscape Professionals

SmartScope Certification Starts August 10, 2010

Registration Required • First Come, First Serve

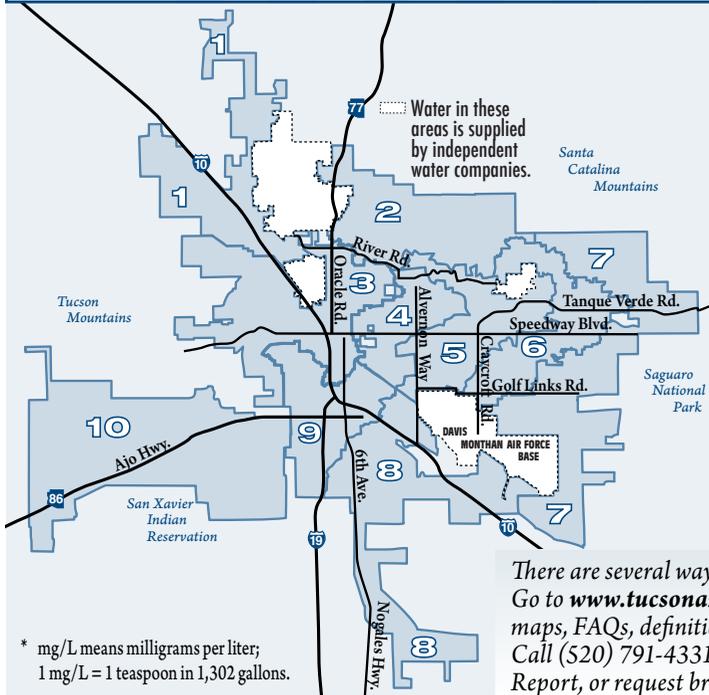
Call (520) 626-5161

Water Quality Report - May 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) ^{84 SP}	47	59	53	48	50	57	36	56	50	43	50
Mineral Content (mg/L) ^{246 SP}	345	472	405	347	348	430	323	461	413	293	388
Hardness (mg/L) ^{84 SP}	175	203	180	157	155	196	129	220	160	103	168
pH (S.U.) ^{247 SP}	7.7	7.9	7.9	7.8	7.8	7.8	7.8	7.6	7.8	7.9	7.8
Temperature (deg F) ^{247 SP}	80	81	80	82	79	80	81	80	82	81	81



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 247 samples

5% **0%**
Monthly

CHLORINE
Tucson Water target average 247 samples

0.8 to 1.2 mg/L **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	61 mg/L	(May 21)
Mineral Content	472.6 mg/L	(May 10-June 8 avg.)
Hardness	206 mg/L	(May 21)
pH	8.04 S.U.	(May 10-June 8 avg.)
Coliform Bacteria	Negative	(May 17)
Chlorine Level	1.07 mg/L	(May 10-June 8 avg.)
Temperature	82.6 F	(May 10-June 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.