

# Furlough Days 2010 and 2011

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](http://www.tucsonaz.gov/water/online-account.htm).

## 2010

Friday	September 3
Monday	October 11
Friday	November 26

## 2011

Friday	February 18
Friday	March 18
Friday	April 15
Friday	May 27
Friday	June 17

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

# Your Water CONNECTION

News & Tips for Tucson Water Customers  
September 2010 [www.tucsonaz.gov/water](http://www.tucsonaz.gov/water)

## On the Water Front



Tucson Water's mission is to ensure that our customers receive high quality water and excellent service in a cost-effective, safe, and environmentally-responsible manner. These goals are taken to heart every day by the approximately 500 employees working at Tucson Water.

It takes knowledge, dedication, and energy to ensure that the goals reflected in our mission statement are met every day. Whether one's job is clerical, administration, construction, science, or engineering, we all work together to meet the needs of our community.

Tucson Water is organized into six separate divisions, each with a specialized expertise. While these divisions create an organizational structure for management purposes, our employees work in teams that cross divisions to ensure that short term

and long term goals are being met.



Over the next year, we will be profiling a different division in this newsletter to help you understand the responsibilities and operations of that division. As an Enterprise Fund of the City of Tucson, Tucson Water must operate efficiently, using the revenues

**On the Water Front** *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](mailto:TW_Web1@tucsonaz.gov)

## YOUR UTILITIES

Pima County –

### Conveyance Division

The day-to-day operation of the County's sanitary sewer systems are maintained by our Conveyance Division, responsible for conveying (transporting) over 72 million gallons of sewage a day to 11 area water reclamation facilities. This Division also operates and maintains more than 3,400 miles of sewer lines, more than 74,000 manholes and 29 lift stations. (Stations that lift sewage that cannot flow by gravity to the treatment facility.)

The Conveyance Division has maintenance crews and supervisors that work two shifts Monday through Friday and on-call staff for weekends and holidays. The crews operate a number of specialized trucks to cut through roots and grease, as well as flush and vacuum debris from the sewer lines. The Technical Support Section provides Closed Circuit Television (CCTV) services to televise the condition of sewer lines.

The Division's Odor Control Team responds to odor complaints, and operates and maintains odor control units throughout the sewer conveyance system. In addition, the Conveyance Division manages a Vector Control Program (roach control) – in place since the late 1980's – to reduce the number of roaches in the sanitary sewer system.

Conveyance Division customer service is available 24/7 to take calls on roaches, sewer odors, sanitary sewer overflows and emergencies, and acts of sewer vandalism. There is also information available online:

Roach Control Hotline (520) 443-6501

*(Automated line, please provide requested information)*

Sewer Emergencies

• During regular business hours (520) 443-6500

• After-hours (520) 443-6048

To Report Odors (520) 443-6500

To Report Vandalism 911

Online roach information:

[www.pima.gov/wwm/about/div/conveyance/vector.htm](http://www.pima.gov/wwm/about/div/conveyance/vector.htm)

Online odor report form and information:

[www.pima.gov/wwm/programs/odor](http://www.pima.gov/wwm/programs/odor)

City of Tucson Environmental Services –

### Three More Ways to Do More Blue and Save!

Throughout Tucson, residents and businesses are looking at ways to save money and help the environment. Here are three easy ways to add more recycling to your day, do something good for the environment and keep extra money in your pocket.

- 1) At home:** As of July 1, 2010, you can 'Right Size Your Can.' You may be able to save money on your monthly Environmental Services (ES) bill by selecting a smaller trash container and maximizing your recycling. Visit [www.DoMoreBlue.com](http://www.DoMoreBlue.com) to review the list of recyclable materials. You can also check the 'Reduce, Reuse and Recycle' directory at [www.tucsonaz.gov/tcb](http://www.tucsonaz.gov/tcb) to learn how to recycle materials that shouldn't go in the blue barrel.
- 2) At work:** Adding or increasing recycling efforts at your workplace can reduce overall collection costs. ES has received funding from a U.S. Department of Energy stimulus grant that will provide free waste reduction and recycling surveys at your business, and tell you how recycling can save you money. (ES has contracted with a local company to conduct the surveys.) Take 20 minutes to see how your workplace can save money by adding recycling. Contact Francis LaSala at 837-4055 for more information.
- 3) At community events or festivals:** Planning a community event or festival? Your waste collection costs can be reduced by adding recycling to your event. Call ES Customer Service at 791-3171 for more information.

For more information about any ES services, please call 791-3171 or visit our webpage at [www.tucsonaz.gov/esd](http://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](http://www.pima.gov/wwm).

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

# Profile: Planning and Engineering

The professionals at the Planning and Engineering Division are focused on Tucson Water's reclaimed and drinking water infrastructure: long range planning, engineering design, managing construction, administering contracts, overseeing the capital budget, reviewing designs, replacing and rehabilitating capital assets, mapping, inspecting, defining specs, and working with regulators, jurisdictions and other city departments to obtain permits and approvals.



Construction related to transportation projects has the largest impact on Tucson Water facilities and garners the most questions and concerns from customers, neighbors, staff and elected officials. For example, Planning and Engineering will be moving large transmission pipelines due to future road widening work on portions of Silverbell Road, and also coordinating extensive water main and meter relocation along the 3.9 mile Modern Streetcar route. Nearly half of Planning and Engineering's staff of 125 is working in the field on a regular basis.

P and E professionals also help to manage the annual \$60 million capital improvements budget, allocating limited resources to replace or rehabilitate aging facilities, purchase new infrastructure, and enhance system reliability. A new reservoir and booster will be in service in June 2012, offering customers more recharged and blended drinking water and decreasing our dependence on ground water supplies.

## Planning and Engineering Information *At Your Service*

Whether you are a customer concerned about a sudden loss in water pressure or a developer with infrastructure plans ready for review, Tucson Water can provide information about these planning and engineering service areas:

**New service information** – that involves any minor modifications to the current water system such as fire hydrants and meters.

**New development** – review plans, specifications and design compliance; permit approval coordination. Helps to ensure that infrastructure changes don't negatively impact the system or existing customers.

**Construction** – verify inspection fee payment, survey information, ask questions about water line construction activity and scheduling.

**Backflow** – irrigation systems and backflow prevention guidelines, list of certified backflow testers/contractors.

**Mapping** – View water infrastructure maps and geographic information system (GIS) data.

Customer Service windows are at 310 W. Alameda Street, at the northeast corner of Alameda Street and N. Granada Avenue, and are manned 8:00 am – 5:00 p.m., Monday – Friday.

## On the Water Front *(Cont'd):*

generated from the sales of water and other services, such as permits for new construction. I hope that as you learn more about Tucson Water, you will see how we have responded to these tough economic times by developing more efficient work methods, and striving to make sure that the monies we spend to develop and maintain our water infrastructure are effectively used.

*Jeff Biggs, Director  
Tucson Water*

Visit the Tucson Water website at [www.tucsonaz.gov/water](http://www.tucsonaz.gov/water)

For accommodations; materials in accessible formats; foreign language interpreters; and/or materials in a language other than English, please contact Tucson Water at (520) 791-4331 or (520) 791-2639 for TDD.



ATTENTION BUSINESS OWNERS & MANAGERS  
**Become a WaterSmart Business Today**  
**Learn to Save Water and Money**

Tucson Water helps local businesses to improve water efficiency and their bottom line. Rebates for High Efficiency Toilets and for Irrigation System Upgrades are available.

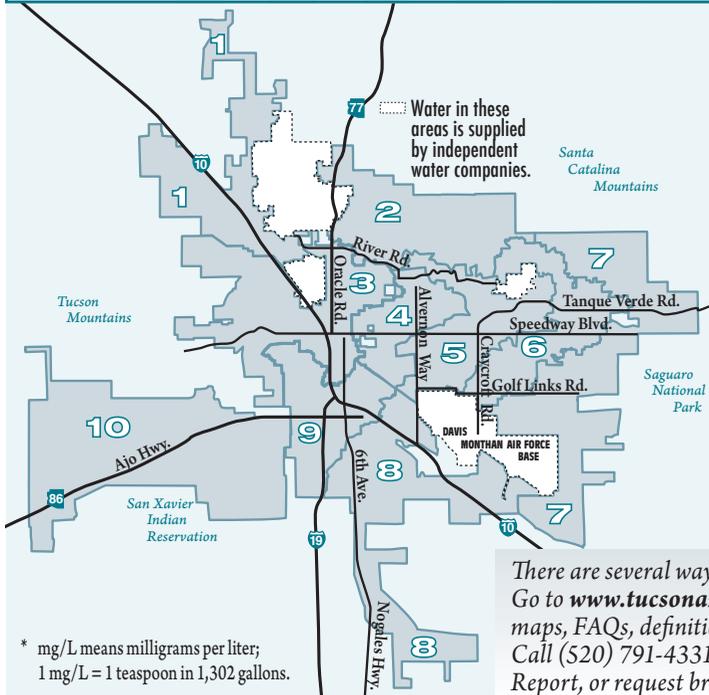
More info at (520) 791-4331 and [www.tucsonaz.gov/water/rebate](http://www.tucsonaz.gov/water/rebate)

## Water Quality Report - July 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	42	62	56	48	45	53	41	45	57	48	50
Mineral Content (mg/L*) 246 SP	329	475	404	370	344	422	341	423	411	359	391
Hardness (mg/L*) 77 SP	143	214	184	162	143	185	157	205	177	128	172
pH (S.U.) 247 SP	7.7	7.9	7.9	7.9	7.7	7.8	7.8	7.6	7.8	7.9	7.8
Temperature (deg F) 247 SP	88	88	89	89	88	88	89	89	89	90	89



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%** Monthly  
 Positive results  
**0%** 247 samples

**CHLORINE**  
 Tucson Water target average  
**0.8 to 1.2 mg/L** Monthly  
 Average  
**0.8 mg/L**  
 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:

<b>Sodium</b>	<b>64 mg/L</b>	(Aug. 2)
<b>Mineral Content</b>	<b>469.0 mg/L</b>	(July 9-Aug. 9 avg.)
<b>Hardness</b>	<b>220 mg/L</b>	(Aug. 2)
<b>pH</b>	<b>7.81 S.U.</b>	(July 9-Aug. 9 avg.)
<b>Coliform Bacteria</b>	<b>Negative</b>	(July 15)
<b>Chlorine Level</b>	<b>1.08 mg/L</b>	(July 9-Aug. 9 avg.)
<b>Temperature</b>	<b>84.6 F</b>	(July 9-Aug. 9 avg.)

There are several ways to obtain information about water quality. Go to [www.tucsonaz.gov/water](http://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.