

On the Water Front



Here are five key areas that Tucson Water staff will be tackling in 2011:

1. Launching Key Capital Improvement Projects

Our focus this calendar year will be replacing critical infrastructure. One significant project this year is the Reservoir Rehabilitation program that will expand the life of aging reservoirs and tanks, integral elements to our water delivery system. We also continue to provide funding for reclaimed water projects to expand our universe of reclaimed customers.

2. Encouraging Water Efficiency

Two new rebate programs are being launched this month: a rebate for residential gray water systems, and a rebate for commercial and businesses entities to install low flush, High-Efficiency Urinals. We will continue to offer on-going information and education programs, plus rebate programs that encourage water efficiency and sustainability.

3. Ensuring Water Supplies

Work continues on ensuring the long-term water security for our community. Tucson Water plays an active role in the statewide process designed to identify future water supplies, and will initiate a planning process that will update the Long Range Water Plan. In addition, Tucson Water staff is working collaboratively with University of Arizona researchers to examine the potential impacts that ongoing drought and climate change might have on regional water resources and demand.

4. Responsive Fiscal Management

With guidance from the Citizens' Water Advisory Committee (CWAC), Tucson Water staff will ensure that day-to-day operations are as cost-effective as possible, using process improvement to identify and implement operational efficiencies and cost savings. In addition, the organization will be confronted with the challenge of approximately 15% of our work force retiring during 2011.

On the Water Front *continued inside*

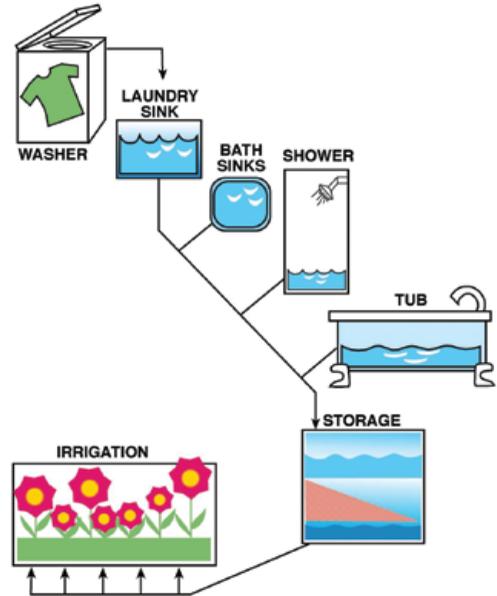
Your Water CONNECTION

News & Tips for Tucson Water Customers
January 2011 www.tucsonaz.gov/water

New for Homeowners

Gray Water Rebate Program

Tucson Water is offering rebates of up to \$200 to homeowners who install a permanent gray water system. Gray water is the waste water collected from clothes washers, bathtubs, showers, and hand-washing sinks – but not a kitchen sink, dishwasher or toilet – for use in outdoor irrigation around your house.



Using gray water on home landscapes instead of drinking water saves precious water supplies in our desert environment.

For more details on qualifying for this rebate and tips on how to save money and water, call (520) 791-4331 or go online to www.tucsonaz.gov/water/rebate.

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

Pima County –

Plant Interconnect Project Construction Complete

The Pima County Regional Wastewater Reclamation Department (PCRWRD) must meet new environmental standards mandated by the Arizona Department of Environmental Quality (ADEQ). ADEQ regulates the way Pima County conveys and treats the community's sewage.

The Regional Optimization Master Plan (ROMP) is the program that has been developed to meet the new environmental standards, which will result in a higher quality effluent. Effluent is wastewater that has been cleaned and is safe to return to the environment.

ROMP's three major components include:

- the plant interconnect project
- the upgrade and expansion of the existing Ina Road Wastewater Reclamation Facility (WRF)
- and the construction of a new state-of-the-art wastewater reclamation facility to replace the outdated Roger Road WRF.

The plant interconnect project is the first project in the state-mandated ROMP. Construction on the plant interconnect started in April 2009 and was completed in December 2010. This interconnect is a five-mile-long gravity sewer line that conveys some flows now treated at the Roger Road WRF to the Ina Road WRF. The sewer line – which is 66 inches in diameter in some reaches and 72 inches in other reaches – will allow PCRWRD to divert flows as needed between the two facilities.

The plant interconnect project was funded in part through the American Recovery and Reinvestment Act (ARRA), also known as stimulus funding. Other funding came from low-interest loans through the State of Arizona's Water Infrastructure Finance Authority (WIFA). The ARRA provided \$2 million and WIFA provided \$8 million in low interest rate loans toward this important component of the ROMP project. The \$2 million from the ARRA does not have to be repaid.

This is the first in a series of articles on the ROMP project. Additional updates will appear as the multi-year ROMP project progresses.

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 –

Focus on Brush & Bulky

In October 2010, the Environmental Services Department (ES) began an in-depth review of the Brush & Bulky (B & B) program with two goals - to improve on our efficiency and to provide an outstanding customer experience.

Step one of the review process was informal conversations with residents from each Council Ward to obtain basic information. (Each Ward office identified interested residents to participate in these meetings.) These dialogues prepared ES for the next step, a phone survey with more customers to gather information about their understanding of the B & B program, their utilization, their "likes" and "dislikes" and any suggestions for improvement. To read what neighborhood representatives had to say, go to the ES website at www.tucsonaz.gov/esd for summary information from the dialogues. In the coming weeks, ES will be conducting a review of B & B operations and looking at how other cities deliver brush and bulky-type services. This review is expected to be complete by the end of January 2011.

In spring 2011, ES plans to go before the Mayor and Council to present the findings and make

Recycling Tip:
Remember to take your plastic bags back to the supermarket to be recycled!

recommendations regarding pilot changes for different service delivery options. In the fall, ES plans to try service delivery techniques in certain B & B service areas. None of these options will result in an additional cost to customers.

The B & B program is a much-valued service. Our customers need an outlet to easily dispose of unwanted materials and keep our neighborhoods clean. Make sure you check the ES website to find your 2011 collection dates so you don't miss your next pick-up. And, you can always call to order a special B & B collection anytime you need one. Remember, **one call hauls it all!**

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

New – Business and Commercial

High Efficiency Urinals Rebate



Now is the time to replace older, water-wasting urinals in your business or commercial property. Tucson Water is offering rebates up to \$200 when you install a WaterSense-labeled, 0.125 gallons per flush (1 pint) High Efficiency Urinal.

According to the EPA, replacing just one older, inefficient urinal that uses 1.5 gallons per flush with a WaterSense-labeled model could save a facility approximately 4,600 gallons of water per year.

Save on your water and sewer bills, and offset the price of your investment.

For more product information and how to qualify, call (520) 791-4331 or go online to www.tucsonaz.gov/water/rebate.



On the Water Front

Continued from back

5. Maintaining Water Quality

Ensuring that our water is safe and meets all local, state and federal standards is our priority. With the EPA's pending release of new health advisory standards for 1,4-dioxane, Tucson Water will be designing facilities with oxidation treatment technology to remove this contaminant.

Jeff Biggs, Director, Tucson Water

Homeowners Register Now

Free WaterSmart Classes

Get ready for spring planting by signing up for a free WaterSmart class. Workshops are popular and seating is limited, so advance registration is recommended. To register or for more info, contact Kathryn or Teri at (520) 626-5161. On the web, WaterSmart can be found at <http://cms3.tucsonaz.gov/water/watersmart>. Tucson Water sponsors these classes, taught at Pima County Cooperative Extension, 4210 N. Campbell Avenue in Tucson.

January 26

9:00 am–11:00 am

Desert-Wise Landscaping

February 19

8:30 am–12:00 noon

Residential Irrigation

9:00 am–11:30 am

Rainwater Harvesting

February 23

9:00 am–12:00 noon

Plant Care 101 – Shrubs & Groundcover

March 9

9:00 am–10:15 am

Desert Rain Gardens

10:30 am–12:00 noon

Desert Adapted Plants

March 26

8:30 am–12:00 noon

Residential Irrigation

April 2

8:30 am–12:00 noon

Residential Irrigation

9:00 am–11:30 am

Rainwater Harvesting

Visit the Tucson Water website at 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.



Pima County Cooperative Extension



Fix Leaks Indoors & Out Now To Reduce Sewer Fees



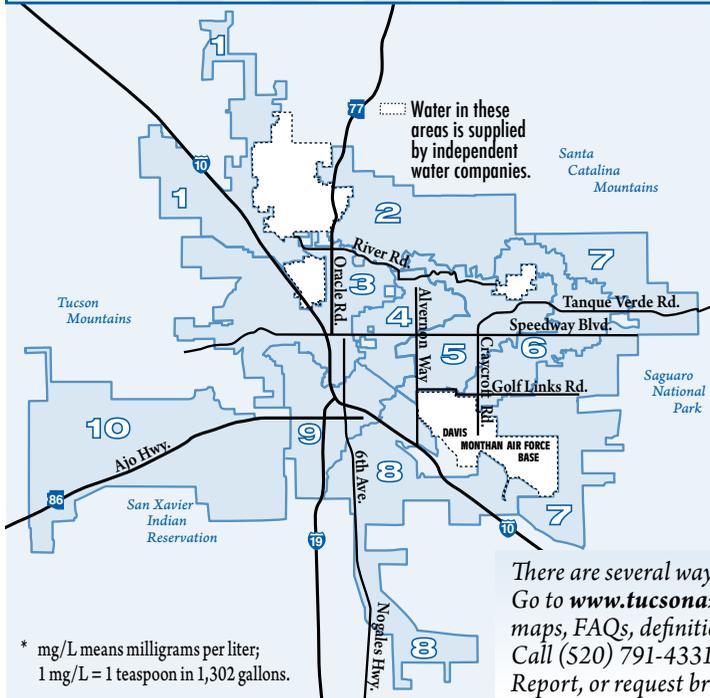
Water Efficient Tips & Info • (520) 791-4331 • www.tucsonaz.gov/water
Sewer fees are calculated based on average water use Dec-Feb

Water Quality Report - November 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}	46	62	60	57	56	59	50	46	55	51	56
Mineral Content (mg/L) ^{247 SP}	402	476	455	451	429	438	400	402	432	369	431
Hardness (mg/L) ^{84 SP}	175	214	206	196	197	211	181	191	176	139	193
pH (S.U.) ^{247 SP}	7.8	8.0	7.9	8.0	7.9	8.0	7.9	7.7	7.9	8.0	7.9
Temperature (deg F) ^{247 SP}	75	79	78	78	77	77	77	78	79	81	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 ground water sources:

COLIFORM
 EPA standard for positive samples
5%
 Monthly

Positive results
247 samples
0.0%
 Monthly

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

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	(Nov. 15)
Mineral Content	500.5 mg/L	(Nov. 10-Dec. 7 avg.)
Hardness	224 mg/L	(Nov. 15)
pH	7.65 S.U.	(Nov. 10-Dec. 7 avg.)
Coliform Bacteria	Negative	(Nov. 15)
Chlorine Level	0.95 mg/L	(Nov. 10-Dec. 7 avg.)
Temperature	73.3 F	(Nov. 10-Dec. 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.