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It's fast, easy and secure to access online service. Click on tucsonaz.gov/water/ to:

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- ▶ View current bill and consumption
- ▶ See billing, consumption and service history
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Your Water CONNECTION

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

Our Commitment To You

Tucson Water's commitment to a reliable, high-quality water supply and responsive service is a value that our customers can count on every day of the year. With water resources secure, Tucson Water is increasing its focus on maintenance and rehabilitation of infrastructure – representing \$1 billion in water system investment. Potable and reclaimed water reservoirs are critical elements



Vault and pipeline at the Southern Avra Valley Storage and Recovery Project.

in the water delivery system: providing back-up water supply during outages, maintaining system water pressure

and ensuring sufficient pressure for fire fighting. Tucson Water's 64 reservoirs contain more than 315 million gallons of available storage.

Over the next year, we will introduce you to some of the Tucson Water employees who are responsible for the planning, operations and maintenance of our water system.

Andrew Quigley, Interim Director Tucson Water

Andrew Quigley, Tucson Water Interim Director, has served as the City of Tucson's Environmental Services Department Director since April 2007. He will serve as Director of Tucson Water for one year while continuing as Director of Environmental Services.

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 –

Ina Road Wastewater Facility Upgrade and Expansion Project

The Regional Optimization Master Plan (ROMP) program is well underway. You may recall from last month's article that the ROMP is a program that has been developed to meet environmental standards for effluent discharges into the Santa Cruz River. Effluent is highly-treated wastewater.

Projected to be complete by October 2013, the Ina Road Upgrade and Expansion Project will increase capacity from 37.5 million gallons a day (MGD) to 50 MGD at the Ina Road Wastewater Reclamation Facility (WRF). The facility will comply with an Arizona Department of Environmental Quality (ADEQ) requirement to reduce nitrogen and ammonia concentrations from the effluent that is discharged into the Santa Cruz River. ADEQ is the agency that regulates Pima County's wastewater activities.

The upgraded and expanded Ina Road wastewater treatment facility will also have a new centralized biosolids handling facility. Biosolids are the semi-solid materials remaining from the sewage treatment process.

The overall construction budget for the Ina Road WRF Upgrade and Expansion Project is approximately \$277 million. Construction of this multi-faceted project is ongoing.

Funding for the Ina Road facility expansion, as well as the other two major ROMP components – the Plant Interconnect and the new Water Reclamation Campus – will come from sewer connection fees and long-term debt financing methods.

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

City of Tucson Environmental Services –

Recycle Plastic Bags at Local Stores – Not in Your Blue Barrel

In September 2009, Tucson-area grocery stores and other large retailers began offering plastic bag recycling. During the program's first year, the Arizona Food Marketing Alliance and the Arizona Retailers Association reported that approximately 316 tons of plastic and other film bags were returned to stores and recycled. This means that more than 41 million plastic bags were recycled in year one.

Based on this year one reporting to the Environmental Services Department (ES), ES projects an upward trend in plastic bag recycling as more Tucsonans become aware of the opportunity. Here are some tips for increasing our recycling rate and keeping plastic bags out of Blue Barrels and our landfills:

- ⊛ Look for the plastic bag recycling bins at your grocery store and other large retailers.
- ⊛ Please recycle only clean, dry plastic bags and film plastic. Remove receipts or any other items.
- ⊛ Collect these to put in store recycling bins:
 - grocery bags newspaper bags
 - dry cleaning bags bread bags
 - furniture wrap electronic wrap
 - produce bags case wrap – e.g., snacks, water bottles
 - toilet paper, napkin, and paper towel wraps
 - plastic retail bags – remove hard plastic and string handles
 - plastic food storage bags – clean and dry, e.g. Ziploc® bags
 - plastic cereal box liners – do not include if it tears like paper

Remember that these types of plastics can only be recycled in retailer or grocer bins – **not** in a Tucson Blue Barrel.

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 ground water and the environment at www.tucsonaz.gov/esd or (520) 791-3171.

Martin Reservoir Rehabilitation Underway

Upgrades to the Martin Reservoir are a key part of Tucson Water's Reservoir Rehabilitation Program, the first comprehensive inspection, repair and improvement effort for all reservoirs, many decades old, and in need of upgrades.

Built in 1964, the Martin Reservoir is a concrete drinking water storage facility with a 20 million gallon capacity. It is essential to moving water out of Avra

Valley into the Tucson Basin, and provides a backup to supplies from the Clearwater Facility.

According to Project Manager Dorothy Dolan, starting in late January crews will be working 24 hours a day, 5 days a week to recondition and upgrade the facility located at Valencia Road and Park Avenue. They will drain the reservoir, remove the old rubber liner, treat the existing concrete surface, and spray on a flexible coating and lining system. The new, state-of-the-art liner offers constructability within a short timeframe and a proven track record of durability.

Martin Reservoir will be filled and back in service by April 2011, ready to meet the high

water demand of the summer months. Construction work will not affect water service.

"Rehabilitating and upgrading reservoirs protects our customers' investment and ensures that the delivery system is reliable and secure going forward," said Dolan, a Tucson Water employee of

nearly a decade. She is part of the Plant Design Section, a team responsible for the design, construction and maintenance of reservoirs, booster pumps, disinfection systems, pressure reducing valves and more.

For more information or to have any questions answered, call the Reservoir Rehabilitation Info Line at (520) 624-8977.



Tucson Water's Dorothy Dolan is project manager for the Martin Reservoir rehabilitation and upgrade. She holds a bachelor's of science degree in Civil Engineering from The University of Arizona, in addition to being a professional engineer and graduate of Arizona State's Certified Public Manager (CPM) program.

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.





March 14-20, 2011

Undetected leaks around your home can waste as much as 10,000 gallons of water a year! Save water and reduce costs by stopping leaks.

Fix a Leak Week

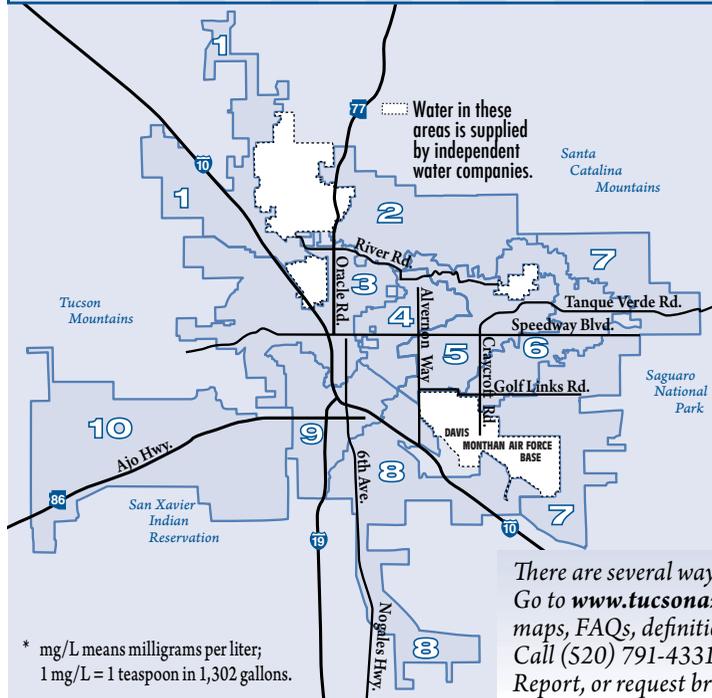
Click on www.epa.gov/WaterSense/water_efficiency/fix_a_leak.html for easy how-to tips.

Water Quality Report - December 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*) 86 SP	66	62	64	57	55	60	52	47	55	54	57
Mineral Content (mg/L*) 247 SP	441	478	470	457	419	447	386	426	426	366	435
Hardness (mg/L*) 86 SP	191	221	226	199	193	217	189	195	194	157	202
pH (S.U.) 247 SP	7.8	8.0	8.0	8.0	8.0	8.0	8.0	7.8	8.0	8.0	8.0
Temperature (deg F) 247 SP	72	75	74	74	73	74	73	73	75	73	74



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: 0.0%
247 samples
Monthly

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

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	(Dec. 21, 2010)
Mineral Content	500.7 mg/L	(Dec. 8, 2010-Jan. 9, 2011 avg.)
Hardness	239 mg/L	(Dec. 21, 2010)
pH	7.92 S.U.	(Dec. 8, 2010-Jan. 9, 2011 avg.)
Coliform Bacteria	Negative	(Dec. 3, 2010)
Chlorine Level	0.92 mg/L	(Dec. 8, 2010-Jan. 9, 2011 avg.)
Temperature	72.1 F	(Dec. 8, 2010-Jan. 9, 2011 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.