

Homeowners

Register Now for Free WaterSmart Classes

Each year some 500 area homeowners attend free WaterSmart classes to learn how to create attractive, water-efficient landscapes. All workshops – except the new gray water rebate seminars – are held at Pima County Cooperative Extension at 4210 N. Campbell Avenue. Classes are popular, seating is limited, and schedules and seminar locations may change, so **please register by calling (520) 626-5161**. More information is also available at ag.arizona.edu/pima/smartscape.

June 11 (Saturday)

9 a.m.–11:30 a.m. NEW Desert-Wise Landscaping Mini-Series – Prepare for Monsoon Rains

June 18 (Saturday)

10 a.m.–Noon NEW Gray Water Rebate Seminar – Dusenberry-River Branch Library
NE corner River/Craycroft Roads

July 16 (Saturday)

9 a.m.–10:15 a.m. NEW Desert Rain Gardens – Design
10:30 a.m.–Noon NEW Desert Rain Gardens – Plant Selection

August 6 (Saturday)

10 a.m.–Noon NEW Gray Water Rebate Seminar – Miller-Golf Links Branch Library
9640 E. Golf Links Road

August 13 (Saturday)

9 a.m.–11:30 a.m. NEW Desert-Wise Landscaping Mini-Series – Attracting Desirable Wildlife

September 14 (Wednesday)

9 a.m.–11:30 a.m. Desert-Wise Landscaping – Principles of Xeriscape Design

September 24 (Saturday)

9 a.m.–11:30 a.m. Rainwater Harvesting
8:30 a.m.–Noon Residential Drip Irrigation

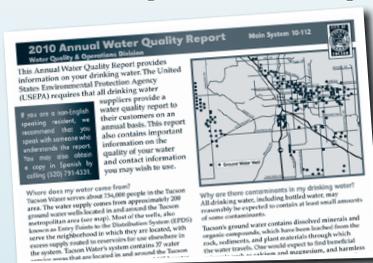
For more information, materials in accessible formats, foreign language interpreters, and/or materials in a language other than English, please contact Tucson Water at (520) 791-4331 or (520) 791-2639 for TDD.



Your Water CONNECTION

During June, all Tucson Water customers will receive a **2010 Annual Water Quality Report** in the mail. The 2010 Report shows that our drinking water meets the highest standards of quality and all federal

drinking water regulations established by the United States Environmental Protection Agency (EPA).



The EPA requires that all drinking water suppliers across the nation provide an annual easy-to-understand water quality report to their customers. In our desert community, where water is such a valuable resource, it's important to be a smart consumer: asking about water sources, learning what impurities are measured and regulated, understanding how water is treated, and being able to access information.

The **Annual Water Quality Report**, available in English and Spanish, is an important tool for consumers to be water-wise and to make better health-based decisions about drinking water. This year's report – along with easy, one-click access to an online archive of water quality reports – is also available at tucsonaz.gov/water/annual_wq_reports.

Since water quality is a community effort, we'd like to hear from you if you have a question or comment about your Annual Water Quality Report or any other water quality, health or safety issue.

— Andy Quigley, INTERIM DIRECTOR, TUCSON WATER



PIMA COUNTY

Capital Improvement Program

The Pima County Regional Wastewater Reclamation Department (RWRD) established its Capital Improvement Program (CIP) to plan and provide for needed wastewater construction projects. CIP projects can extend the life of existing facilities (rehabilitation); provide needed new facilities (expansion) or upgrade facilities to meet changing environmental standards (regulatory compliance). Different programs under the CIP meet a variety of department needs:

- The Conveyance Augmentation Program plans and implements the replacement and/or construction of additional sewer lines.
- The Conveyance Rehabilitation Program rehabilitates pipes and manholes. The department has 3,500 miles of pipe and 74,000 manholes, many of which are more than 40 years old. The use of video inspection equipment allows the department to track the condition of our underground infrastructure and plan and implement repairs as needed.
- The Utility Modification Program moves and adjusts sewers and manholes as a result of ongoing road improvements undertaken by the different transportation authorities — City of Tucson, Pima County, and State of Arizona.
- The Security Master Program was developed as a result of the U.S. Department of Homeland Security classifying wastewater treatment plants and pump stations as “critical infrastructure.” This classification has led to the need to construct a number of security features in many facilities.
- The Treatment Rehabilitation Project program provides for needed rehabilitation of wastewater reclamation facilities.
- The Supervisory Control and Data Acquisition (SCADA) Master Plan allows RWRD to use computer technology to monitor flows in our conveyance system and to manage and control processes and equipment in our wastewater reclamation facilities. SCADA technology tracks the proper functioning of pumps and motors and allows staff to control processes at remote facilities from a single location.

RWRD’s CIP provides a methodical and practical system to assure the community’s infrastructure needs are being met in a timely and effective manner.

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 pima.gov/wwm.

CITY OF TUCSON

Dispose of Medicines Properly to Protect the Environment



Medicines play an important role in treating certain conditions and diseases, but they must be taken with care and disposed of safely. Unused portions must be

disposed of properly to avoid harm to people, pets, and the environment. Just a few small steps can make an important difference:

- DO NOT FLUSH unused medications and DO NOT POUR them down a sink or drain.
- With the following protection procedures, you can dispose of unused medication in household trash: When discarding unused medications, ensure you protect children and pets from potentially negative effects. Put medication into a sealable plastic bag. If medication is a solid (pill, liquid capsule, etc.), add water to dissolve it. Add kitty litter, sawdust, coffee grounds (or any material that mixes with the medication and makes it less appealing for pets and children to eat) into the plastic bag. Seal the plastic bag and put it in the trash.
- Remove and destroy ALL identifying personal information (prescription label) from medication containers before throwing them away.
- Participate in a *Take Back Program*. In Tucson, Pima County offers the *Dispose-a-Med Program* and local law enforcement agencies take part in the U.S. Drug Enforcement Agency’s National Take Back Initiative.

Information about local *Take Back Program* events is available through the *Dispose-a-Med Program*. Call (520) 443-6040 or visit the website at www.disposeamed.pima.gov/contact.html

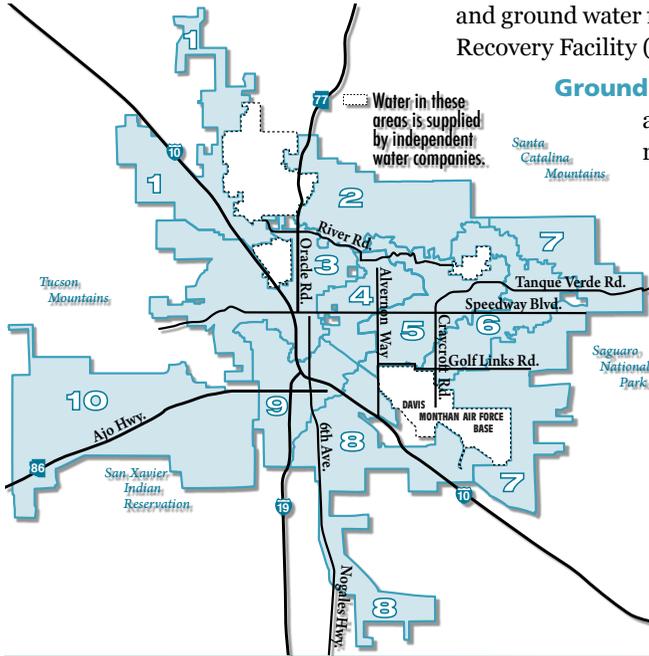
Environmental Services (ES) – Learn about how ES is protecting our ground water and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water Quality report

March 2011



More than 20,000 individual tests are performed annually, focusing on the water quality from 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 tested

*mg/L means milligrams per liter
1 mg/L = 1 teaspoon in 1,302 gallons.

Zones	Sodium (mg/L*) 86 SP	Mineral Content (mg/L*) 247 SP	Hardness (mg/L*) 86 SP	pH Level (S.U.) 247 SP	Temperature (deg F) 247 SP
1	49	403	145	8.0	73
2	64	484	233	8.1	74
3	66	474	235	8.0	72
4	62	477	225	8.0	75
5	61	451	219	8.1	74
6	62	475	222	8.0	74
7	56	420	206	8.1	73
8	59	483	230	7.9	74
9	56	475	254	7.8	75
10	52	358	155	7.9	72
Avg	60	458	219	8.0	74

U.S. Environmental Protection Agency (USEPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine for ground water sources:

coliform

EPA standards for positive samples

Positive results
247 samples



chlorine

EPA Standard
Max. 4.0 mg/L

Actual Average
247 samples 0.9 mg/L

Tucson Water target
average
0.8 to 1.2
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	65 mg/L	(Mar. 16, 2011)
Mineral Content	485.9 mg/L	(Mar. 9–Apr. 6, 2011 avg.)
Hardness	242 mg/L	(Mar. 16, 2011)
pH	7.81 S.U.	(Mar. 9–Apr. 6, 2011 avg.)
Coliform Bacteria	Negative	(Mar. 11, 2011)
Chlorine Level	1.81 mg/L	(Mar. 9–Apr. 6, 2011 avg.)
Temperature	77.5 F	(Mar. 9–Apr. 6, 2011 avg.)

To obtain information about water quality, go to tucsonaz.gov/water and click on the Water Quality Tab for maps, FAQs, definitions, reports, online monitoring station results, and more. Or call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures on water quality.

Ensuring Quality Water a Team Effort

Your **2010 Annual Water Quality Report** is the handiwork of Tucson Water Environmental Scientist Mohsen Belyani, backed by a team of regulatory experts and analysts who work in the lab and in the field. The five-person Environmental and Regulatory Compliance Section team provides support to Belyani who is responsible for:

- analyzing water quality monitoring data
- ensuring compliance with the Arizona Department of Environmental Quality (ADEQ) regulations, including verifying and reporting microbiological and water discharge data
- analyzing and interpreting sample results for potential new well sites
- creating internal reports that measure and trend key indicators that impact quality, safety, and aesthetics; for example, pH, coliform, chlorine, and turbidity
- keeping up with a changing regulatory environment and guidelines and understanding the impact on operations
- transforming data to create the annual water quality reports for consumers served by the main water distribution system and 11 isolated or stand alone water systems

A Tucson Water employee of 21 years, Belyani is often the go-to person for specific customer concerns related to water quality. “Being the eyes and ears of customers is important to me. I get a big boost out of talking with customers to answer their questions and explaining the tests that Tucson Water is doing on their behalf.”

According to Belyani, customer inquiries about water hardness and the levels of fluoride, arsenic, nitrates, and lead and copper make up the bulk of the calls that he answers. “Tucson Water does extensive testing on lead and copper



Chemist Melanie Boshens conducts routine testing for naturally-occurring constituents in water samples from the field.



Mohsen Belyani in the operations lab, capturing a water sample to determine the pH level to respond to customer inquiry.

levels, and reports the data to ADEQ. Every three years we conduct sampling of 50 homes at the tap. Most lead and copper comes from older plumbing or from faucets or other water fixtures in the home or business,” said Belyani.

Maintaining a home water softener system may trigger a customer call to the Section to find out about grains per gallon, the measurement of water hardness. With a Bachelor’s of Arts in Health-Related Professions and a Bachelor’s of Science in Civil Engineering, plus graduate work in Environmental Engineering from The University of Arizona, he is able to offer customers easy-to-understand answers about often-complex issues.

“People that I speak with are often surprised to find out that Tucson Water has 260 sampling stations and that we measure more than 100 elements.”

To find out more about water quality in your neighborhood, compliance and regulations, or what’s in your water, contact the Environmental and Regulatory Compliance Section team at (520) 791-2544 or email your question to tw_web1@tucsonaz.gov. More information is also available by going to the Tucson Water home page and clicking on the Water Quality tab.