

Link Your Water Savings to Enhancing Local Washes

Did you know your water savings can benefit local rivers, streams, and washes? Thanks to a new program – Tucson Conserve to Enhance (C2E) – Tucson Water customers can donate money saved on their bill to support enhancement of riparian areas in the utility's service district.

Your water bill's "Open Space" checkbox will soon be the "Open Space and Riparian" checkbox. Donations made through the checkbox this year will support the Atterbury Wash restoration project.

In January, a pilot program was launched with 60 participants installing water harvesting and other water conservation practices at their homes while tracking their water savings through an online conservation calculator. These participants are making quarterly donations based on the money saved on their monthly water bills.

You can also donate to C2E without tracking water savings. Simply contribute any amount through the checkbox on your water bill.

For full details on how the checkbox works, including how donations benefit open space and riparian enhancement, visit tucsonaz.gov/water/checkbox.

C2E is managed by the Sonoran Institute, the UA Water Resources Research Center, and Watershed Management Group. For more information, visit watershedmg.org/c2e.

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

Public participation is essential to assisting Tucson Water in navigating the future and in making our community water sustainable. Residential customers living in neighborhoods inside and outside the City limits, business owners, and representatives from trade groups, professional organizations, and non



L-R: CWAC members Christopher Brooks, Amy McCoy, and Bruce Billings.

profits help to shape Tucson Water's future.

"Participation" comes in many forms: attending a town hall, sitting on an advisory group, filling out an online comment form, speaking with a customer care representative or taking time to answer a

marketing survey. Citizen involvement has helped, and continues to help, Tucson Water staff to develop:

- pilot conservation programs and rebates
- capital improvement projects
- financial plans
- water rate and fee structures
- outreach and marketing materials
- long range plans
- levels of acceptability for tap water quality such as taste, odor and appearance

In this *Water Connection*, you'll find out about the important role the Citizens' Water Advisory Committee (CWAC) plays in shaping the community's water resources. Established in 1977 to advise Mayor and Council on key water issues, CWAC's members are a dynamic force, representing participation and service at its finest.

— Andy Quigley, INTERIM DIRECTOR, TUCSON WATER



PIMA COUNTY

February's Weather Could Affect Your Sewer Bill Beginning in July

Pima County's Regional Wastewater Reclamation Department (RWRD) calculates sewer bills based on your water use during December, January, and February.* This practice is known as "winter averaging," and is a widely-used method of calculating sewer bills nationwide. Outdoor water use typically is lowest during the winter months and better indicates the amount of water that goes down the drain.

As a result of the February freeze in Pima County, many people had frozen and burst water pipes that released large amounts of water. For this reason, some may see very high increases in their sewer bills beginning in July. For those individuals, RWRD can apply a water usage figure from February 2010 to replace water usage from February 2011. This substitution will only be made for this year's calculations. If your July bill shows a significant increase due to a broken water pipe in February, contact RWRD at (520) 740-6609 or file an appeal online at www.pima.gov/wwm/online.htm.

The county cannot determine which accounts were affected by broken water pipes or begin the appeal process for customers until July 1. It will be up to those who were affected by broken water pipes to contact RWRD to begin the appeal process by contacting us at the phone number or website address printed above.

* For some residents, water use may be lower during a different three-month period. In these cases RWRD can base sewer fees on *any three consecutive months*. However, this method will not apply to months when a home is not occupied. If you believe your water use is lower during a different consecutive three-month period, you may call (520) 740-6609 to request a calculation based on those three months.

CITY OF TUCSON

Household Hazardous Waste Program Changes

Beginning in July, residents will see changes to the Tucson/Pima County Household Hazardous Waste (HHW) Program. As a result of Pima County budget cutbacks, the Oro Valley collection site will close.

Residents living in northwest Tucson may still bring materials to the HHW Main Facility located at 2440 W. Sweetwater Drive, and may also take some household hazardous materials to the Anti-freeze, Batteries, Oil, and Paint (ABOP) sites at the Tangerine Landfill and the Catalina Transfer Station. Please note that these sites only take ABOP materials and will not accept other types of HHW.

Monthly collection events will continue to be held at the following sites on the 1st Saturday of each month from 8 a.m. to noon:

- Eastside City Hall, 7575 E. Speedway Blvd.
- Tucson Water Plant #2, 1102 W. Irvington Rd.

At the main HHW facility and at the remaining outreach collection sites, the program will continue to accept the following:

- Automotive fluids
- Rechargeable batteries (alkaline batteries can be put in the trash)
- Cleaning products
- Fluorescent light bulbs and tubes
- Paint and paint products
- Solvents
- Lawn and garden products
- Computer equipment
- Anything labeled: *Acid, Flammable, Caustic, Poison, or Toxic*

The HHW Program protects our environment by recycling and redistributing these materials. Nearly 98% of materials collected are diverted from the landfill.

For more information call 888-6947 or visit our website at www.tucsonaz.gov/hhw

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.

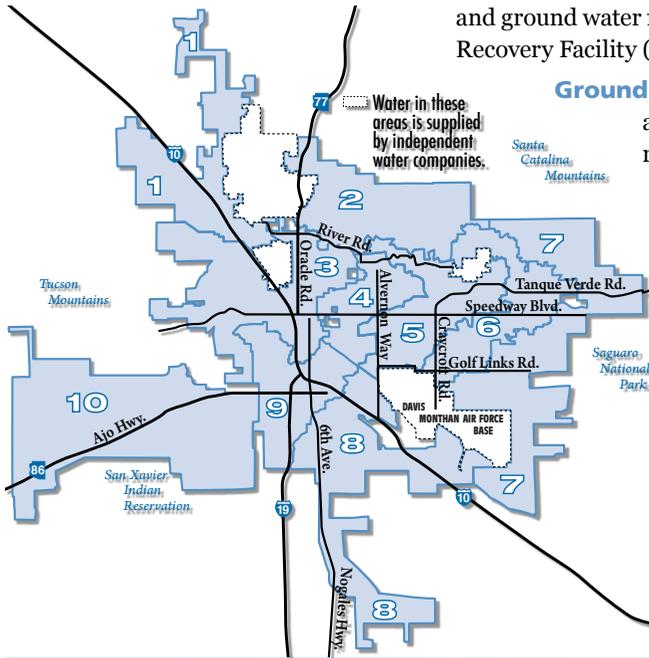
Environmental Services (ES) – Learn about how ES is protecting our ground water and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water Quality Report

April 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*) 77 SP	Mineral Content (mg/L*) 245 SP	Hardness (mg/L*) 77 SP	pH Level (S.U.) 246 SP	Temperature (deg F) 246 SP
1	51	390	206	7.9	78
2	63	481	228	7.9	79
3	59	448	203	8.0	79
4	57	441	197	8.0	79
5	61	454	221	7.9	78
6	62	464	226	7.9	79
7	50	408	187	8.0	78
8	56	457	228	7.9	78
9	58	452	232	7.9	80
10	53	378	159	7.8	78
Avg	58	444	211	7.9	79

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	62 mg/L	(May 3, 2011)
Mineral Content	486.4 mg/L	(Apr. 6–May 8, 2011 avg.)
Hardness	222 mg/L	(May 3, 2011)
pH	7.89 S.U.	(Apr. 6–May 8, 2011 avg.)
Coliform Bacteria	Negative	(Apr. 22, 2011)
Chlorine Level	1.01 mg/L	(Apr. 6–May 8, 2011 avg.)
Temperature	78.4 F	(Apr. 6–May 8, 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.

CWAC: Important Advocate for Tucson Water Customers

As a City enterprise fund, Tucson Water must generate revenues to cover the cost of its operations. The Citizens' Water Advisory Committee (CWAC) reviews Tucson Water's annual financial plan and much more including:

- recommending water rates and fees
- analyzing water demand forecasts
- reviewing operating and capital budgets
- overseeing water conservation programs
- reviewing water policies
- evaluating system capacity
- participating in long range planning



L-R: CWAC Chairman Evan Canfield, Tucson Water Conservation Program Manager Ilene Grossman, and CWAC member Amy McCoy.

CWAC makes recommendations on these issues to the Mayor and Council, and advocates for all Tucson Water customers.

According to CWAC Chairman Evan Canfield, the issues are complex, especially in developing fees and rates. "Declining flows on the Colorado River, changes in water quality, encouraging conservation, and determining how to cover a utility that has largely fixed costs with a rate structure that charges for water use are part of the mix

that CWAC considers. The challenge is creating equitable rates and fees for all customers as these things change."

The 15 voting members of CWAC are appointed: the Mayor and each council member make one appointment, with the remaining 8 members nominated by the City Manager and confirmed by Mayor and Council. CWAC members must be a Tucson Water customer, residing inside or outside the city limits. Members offer expertise in resource management, land use planning, conservation behavior, hydrology, economics, engineering, renewable resources, development and business. For instance, Canfield is a Chief Hydrologist for the Pima County Regional Flood Control District and has a Ph.D. in agricultural engineering from the University of Arizona.

"Water is a pivotal resource for our desert community. While I would claim to have expertise in water, I've learned so much more about water being a part of CWAC," said Canfield, a CWAC member of five years.

It's easy to learn more about CWAC and its subcommittees: Meetings are open to the public, held at 7 a.m. on the first Wednesday of the month (excluding July and August) in the Tucson Water Building, 310 W. Alameda, 3rd floor director's conference room. Go to tucsonaz.gov/clerks/boards?board=23 to find agendas and minutes in written and audio formats.

Citizens' Water Advisory Committee

<u>Member</u>	<u>appointor</u>
Evan Canfield, Ph.D., P.E., Chairman	Ward 5
Mark Taylor, P.E., Vice Chairman	Mayor and Council (City Manager nominee)
Bruce Billings, Ph.D.	Ward 3
Christopher Brooks, J.D.	Mayor and Council (City Manager nominee)
W. Mark Day, M.S., M.B.A.	Mayor and Council (City Manager nominee)
Martin Fogel, Ph.D.	Mayor
Chuck Freitas	Mayor and Council (City Manager nominee)
James Horvath	Mayor and Council (City Manager nominee)

<u>Member</u>	<u>appointor</u>
Kelly Lee	Ward 6
Tina Lee, M.A.	Ward 1
Amy McCoy, Ph.D.	Ward 2
Thomas Meixner, Ph.D.	Mayor and Council (City Manager nominee)
Catlow Shipek, M.S.	Mayor and Council (City Manager nominee)
Vincent Vasquez, M.S.	Ward 4
Brian Wong	Mayor and Council (City Manager nominee)

CWAC also has two ex-officio (non-voting members): Andrew Quigley, Tucson Water Interim Director and Jackson Jenkins, Pima County Regional Wastewater Reclamation Director.