

Homeowners

Register Now for Fall & Winter WaterSmart Classes

Attend free WaterSmart classes to learn how to create eye-catching, 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 and seating is limited, so **please register by calling (520) 626-5161**. More information is available at www.tucsonaz.gov/water/watersmart.

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

October 1 (Saturday)

10 a.m.–Noon Gray Water Rebate Seminar –
Murphy-Wilmot Branch Library
530 N. Wilmot Rd.

October 12 (Wednesday)

9 a.m.–11:30 a.m. Desert-Wise Landscaping – Best Management Practices

November 5 (Saturday)

8:30 a.m.–Noon Residential Drip Irrigation

November 8 (Tuesday)

9 a.m.–10:15 a.m. Desert Rain Gardens-Design
10:30 a.m.–noon Desert Rain Gardens-Plant Selection

December 3 (Saturday)

10 a.m.–Noon Gray Water Rebate Seminar –
Eckstrom-Columbus Branch Library
4350 E. 22nd St.

December 14 (Wednesday)

9 a.m.–11:30 a.m. Rainwater Harvesting

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

Over the past year, the technicians and scientists at the Water Quality Division analyzed 8,188 water samples taken from across the service area and at various key points:

- ◆ **Source samples of the untreated water out of the ground.** Every three years Tucson Water conducts discretionary sampling at 221 production wells. We also sample at approximately 54 monitor wells to understand and protect the aquifer for the long term. To monitor groundwater quality around area landfills, the Water Quality Laboratory performs analyses on approximately 98 monitor wells for the City of Tucson's Environmental Services Department.
- ◆ **Sampling water before it enters the distribution system.** There are 181 entry points into the distribution system (EPDS) that are sampled at least once a year; depending on waivers and the compliance period, these entry points may be sampled for other regulated compounds. There is also discretionary sampling at 221 production wells every three years. During the past year, we also analyzed 142 construction samples to ensure that new mains installed by contractors were sanitary.
- ◆ **Sampling water in the distribution system, before it reaches the customer.** We sample monthly at 267 points in the distribution system for compliance with coliform monitoring rules. Quarterly, we conduct discretionary tests at all 267 points.

Tucson Water will only send a technician to a customer's home or business to collect samples upon request or as part of a formal water quality sampling program. We will make prior arrangements with the customer and employees collecting samples will be wearing a Tucson Water uniform, driving a marked vehicle, and will provide a Tucson Water identification card.

Sampling information can be found at www.tucsonaz.gov/water, in this monthly bill insert, and in the pages of the annual Water Quality Report. Customers can also call (520) 791-5945 with water quality questions.

— Andy Quigley, INTERIM DIRECTOR, TUCSON WATER



PIMA COUNTY

Regional Wastewater Reclamation Department Participates in National Medication Disposal Event

Each year the Pima County Regional Wastewater Reclamation Department (PCRWRD) participates in the **National Prescription Drug Take-Back Day**, a nationwide collaborative effort in conjunction with the U.S. Drug Enforcement Administration and state and local law enforcement agencies. Take-Back Day helps consumers to safely dispose of unused, unneeded and expired prescription medications, including controlled substances.

This year's event is scheduled for **Saturday, October 29 with collection sites throughout the U.S. – and Pima County.** Details on area locations for this year's National Take-Back Day can be found at www.disposeamed.pima.gov or by calling (520) 443-6040.

Clean out your medicine cabinets and bring unneeded and outdated over-the-counter prescription capsules or pills to a convenient drop-off location. Items such as liquids, intravenous solutions, injectables, needles, and illicit substances – such as marijuana or methamphetamines – are not accepted.

Two years ago PCRWRD got involved in the take-back efforts because some substances found in medications are not completely removed in the wastewater treatment process and could potentially end up in the environment. This program protects the public safety by decreasing the potential number of pollutants found in wastewater and the environment; and reduces the abuse of prescription medications and accidental poisonings from unused medicines.

The local Dispose-a-Med group, an outreach program comprised of more than 50 member agencies, was formed in 2009. The Dispose-a-Med program provides a safe and secure method of drug disposal throughout the year with monthly collection events at several locations throughout Pima County. Arizona law enforcement has collected more than 6,000 pounds of pills statewide.

CITY OF TUCSON

How to Win in the New Recycle Rewards Program

This month Environmental Services (ES) will kick off a new Recycle Rewards Program that will provide selected residents with a Do More Blue Card. The Do More Blue Card will offer discounts at local restaurants and eateries.

From September through December 2011, ES supervisors will be checking blue barrels in areas all across Tucson

Do More Blue



to see how well residents are recycling. Winners will be given the Do More Blue Card, along with ES's thanks for recycling correctly.

Residents who do not receive a Do More Blue Card will be given a flyer letting them know that their recycling bin was checked and did not meet the standards. Some common items that shouldn't go into a blue recycling barrel include:

- ❶ Plastic film. For example, plastic bags, dry cleaning bags, and film packaging should be taken to your grocery store for recycling –not put in your blue barrel.
- ❷ Food or used food containers.
- ❸ Green waste such as palm fronds, trimmings, grass cutting, leaves, dirt and cactus.

Want to improve your recycling knowledge and, perhaps, your opportunity of obtaining a Do More Blue Card? Go to www.tucsonrecycles.org to find a list of recyclables and fill your blue barrel to the brim.

Your utilities services statement includes fees for your water, wastewater, and environmental services.

The Pima County Regional Wastewater Reclamation Department (RWRD) – For more information about the regional wastewater system, call (520) 740-6500 or visit pima.gov/wwm.

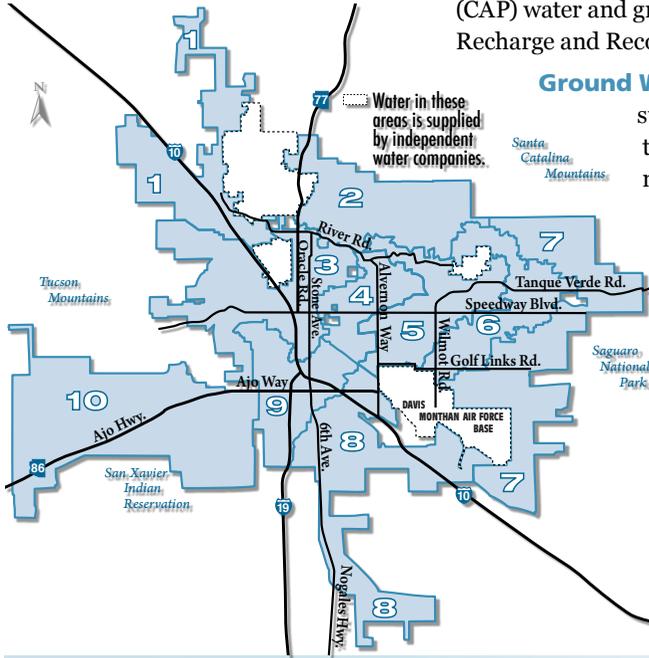
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water quality report

July 2011



More than 20,000 individual water quality tests are performed annually on the drinking water derived from two sources: 1) ground water and 2) the blend of recharged Central Arizona Project (CAP) water and ground water from the Clearwater Recharge and Recovery Facility (CRRF).



Ground Water Source Report – Less than 50% of our total water supply comes from pumping native ground water wells in the Tucson metropolitan area. These test results reflect the main distribution system, divided into 10 zones:

test results

*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*) 247 SP	Hardness (mg/L*) 77 SP	pH Level (S.U.) 247 SP	Temperature (deg F) 247 SP
1	58	383	212	7.8	87
2	66	501	238	8.0	88
3	65	477	226	8.0	88
4	61	462	216	8.0	88
5	64	477	236	7.9	88
6	56	439	199	7.9	88
7	43	378	166	7.9	89
8	51	435	227	7.7	89
9	63	441	207	8.0	88
10	51	355	141	7.9	89
Avg	59	445	211	7.9	88

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

coliform

EPA standards for positive samples

Positive results
247 samples



chlorine

EPA Standard
Max. 4.0 mg/L

Actual Average
247 samples 0.8 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	67 mg/L	(July 29, 2011)
Mineral Content	482.7 mg/L	(July 7–Aug. 9, 2011 avg.)
Hardness	240 mg/L	(July 29, 2011)
pH	7.95 S.U.	(July 7–Aug. 9, 2011 avg.)
Coliform Bacteria	Negative	(July 29, 2011)
Chlorine Level	0.99 mg/L	(July 7–Aug. 9, 2011 avg.)
Temperature	83.7 F	(July 7–Aug. 9, 2011 avg.)

To obtain water quality information, 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.

Regulatory Team Ensures Public Safety and Water Quality

Tucson Water Environmental Scientist Remy Sawyer easily navigates the changing and complex landscape of state and federal water quality regulations, reporting requirements, and record keeping.

“From the customer’s perspective, I am the behind-the-scenes person who works to understand and ensure all drinking water laws are implemented at Tucson Water and that our data shows compliance,” said Sawyer. Sawyer works with a team of five at the Environmental and Regulatory Compliance Section. Her focus is to:

- monitor and interpret evolving federal, state, and local regulations.
- identify the potential impact of changing regulations on utility operations.
- create and revise compliance monitoring processes and plans which can result in new procedures for training, record keeping, and reporting.
- communicate with state regulator Arizona Department of Environmental Quality (ADEQ) and Water Quality Laboratory staff to ensure regulation.
- develop formal responses for corrective actions and inquiries from regulatory agencies.

According to Sawyer, “The result of our work is to make sure water is safe according to the National Primary Drinking Regulations written by the U.S. Environmental Protection Agency and enforced by ADEQ.” Open up an Annual Water Quality Report

and you’ll see evidence of her work – data and regulatory information in an easy-to-understand report geared to consumers.



Remy Sawyer (above) and a team of five ensure Tucson Water meets state and federal water quality regulations.

Sawyer’s experience and education gives her a deep understanding of the direct links between regulations, sampling, analysis, and water quality. She holds a Bachelor of Science in Chemistry from The University of Arizona and has worked for Tucson Water for 20 years as a Chemist I and II, a Quality Assurance/Quality Control Officer, and as the interim Water Quality Lab Supervisor. Prior to joining the utility, she was employed as an analytical chemist in private industry.

One of the biggest ongoing challenges for the Environmental and Regulatory Section is ensuring water quality and public health in a tough economy. But the Section has a history of success: In 2010 Sawyer and her team saved Tucson Water approximately \$200,000 in waivers by working with ADEQ to develop an innovative monitoring program without jeopardizing water quality.

To find out more about water quality, schedule a tour of the Water Quality Laboratory, or obtain a 2010 Annual Water Quality Report, go to tucsonaz.gov/water/water_quality or call (520) 791-4331.