

Your Water CONNECTION

Here's How to Make Contact with Tucson Water

www.tucsonaz.gov/water

Tucson Water website – general info, set up automated bill payment, start and stop residential service, view current bill, view maps, read an Annual Water Quality Report, download brochures, etc.

TW_Web1@tucsonaz.gov

General questions and feedback – schedule a tour or presentation

CustomerSupportUnit@tucsonaz.gov

Water quality and water pressure – questions and comments

(520) 791-3242, 800-598-9449 (Toll Free)

Billing questions – Mon.-Fri., 8 a.m.-5 p.m.

(520) 791-4133

Emergency – for broken water mains and similar circumstances

(520) 791-5945

Water taste, odor, and pressure issues

(520) 791-4331

Public information – general questions, schedule a tour or presentation

(520) 791-2514

Water 'cop' – report suspected water waste at commercial and multi-family sites. Please provide date, time, and location

(520) 791-2639

Telecommunications Device for the Deaf (TDD)

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.



We ask our customers to conserve water at their home and business and we know that you expect the same of Tucson Water. Here are a few of the key ways that Tucson Water strives to save water:

♦ **We measure the amount of water pumped and delivered to determine the extent of losses through potential leaks.** This is accomplished by measuring the amount of water that is pumped out of the ground at wells and compare it against the volume delivered to meters at the point of use. Field personnel regularly test meters for accuracy at well sites. Each year we also replace approximately 11,000 aging residential and commercial meters – at no cost to the customer – to improve the accuracy of our measurements. Tucson Water, like all water utilities in Arizona, must report all lost and unaccounted for water to ensure compliance with Arizona Department of Water Resources conservation requirements.

♦ **We investigate, educate, permit and enforce around water loss and theft issues.** Report suspected water waste at a commercial or multi-family site and a Tucson Water Conservation Inspector will follow up to investigate and educate (and, if necessary, prosecute). We've also increased monitoring construction sites to ensure contractors have the proper permits and are paying for the water used. Our business services division will investigate reports of stolen water from fire hydrants and other sources that might be used to illegally withdraw water from the distribution system.

♦ **We find leaks and fix them.** Our Maintenance Division conducts regular system checks and responds to emergency calls to repair equipment and distribution system leaks in a timely manner. In this issue of Water Connection, you'll learn more about the role of the Maintenance Division.

Working to save water must be a priority for our customers, our community and Tucson Water.

– Andy Quigley, INTERIM DIRECTOR, TUCSON WATER



PIMA COUNTY

Sewers Differ Among Communities

Pima County and the cities and towns within it are served by two types of sewers:

- During storms, **storm sewers** carry rainwater away from streets into washes and arroyos. Storm sewers are referred to as storm drains.
- **Sanitary sewers** carry wastewater that is flushed down residential and commercial toilets, sinks, bathtubs and other drains into the sanitary sewer system.

In Pima County these two sewer systems are separate. However, in many parts of the nation, storm water and sanitary sewage are moved in a single system, “combined sewers.” Because combined sewers are common in many parts of the nation, you may have lived in a community that has this type of infrastructure.

The flows from combined sewers typically are conveyed to wastewater treatment facilities, where human waste, pollutants from motor vehicles (i.e.: gasoline, motor oil, antifreeze, etc.) and other compounds from streets, waterways and the environment mingle and must be treated together.

Because the wastewater treatment process is designed to treat biological waste, it is more difficult to treat the flows from combined systems.

In Pima County, wastewater is carried through the sanitary sewer system to one of 11 wastewater treatment facilities.

Except for part of the Town of Sahuarita, all publicly-owned sanitary sewers in Pima County are owned and operated by the county’s Regional Wastewater Reclamation Department.

Each jurisdiction in Pima County operates its own storm water system, which includes storm drains, open channels and natural washes. The Pima County Regional Flood Control District owns and operates the storm drains in unincorporated areas in Pima County. The City of Tucson, City of South Tucson, Town of Marana, Town of Sahuarita and Town of Oro Valley own and operate their own storm water systems.

If you are experiencing an overflow of a sanitary sewer in Pima County, please call (520) 443-6500.

CITY OF TUCSON

October Kick-Off ‘Know Where to Throw’ Program



In October Environmental Services (ES) will kick off “**Know Where to Throw**”, a new waste diversion program that will help others and save precious space in our landfills. The goal of the program is to inform Tucsonans about all the recycling and reuse options available to them in Tucson.

To kick off the “**Know Where to Throw**” effort, ES will hold a community drive to collect “recyclables” that are often overlooked: items that can be reused or recycled at drop-off locations in our community. For this drive, ES has identified three items – crayons, eyeglasses, and athletic shoes – that will be collected from **October 3 through October 28**:

- ✳️ **Crayons** will be donated to the City’s Parks and Recreation Department for use in classes and programs for school-age children.
- ✳️ **Eyeglasses** will be delivered to the Lions Clubs International which distributes the glasses collected worldwide.
- ✳️ **Athletic shoes** will be shipped to Nike, where they are broken down and shredded and then used for athletic court surfaces and in new shoes.

If you would like to help out and clear some space at home, bring your items to any City Council Ward Office and City Hall. You’ll find a location near you!

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.

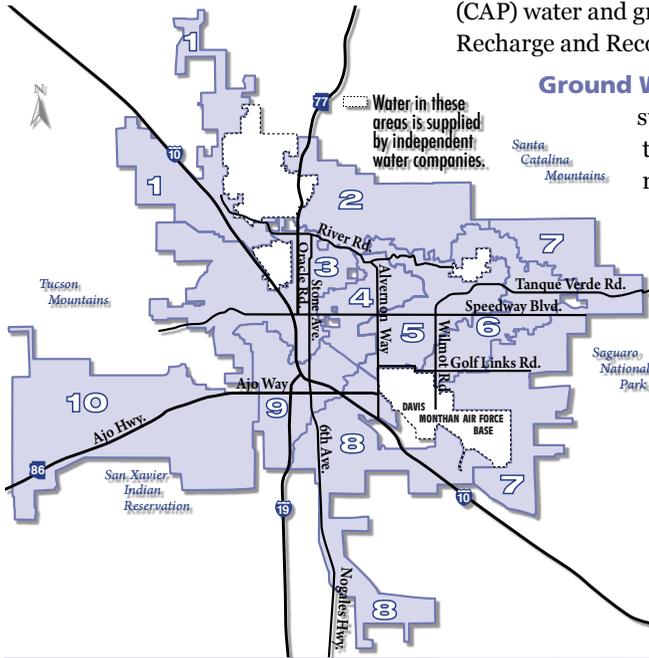
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water quality report

August 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*) 84 SP	Mineral Content (mg/L*) 246 SP	Hardness (mg/L*) 84 SP	pH Level (S.U.) 246 SP	Temperature (deg F) 246 SP
1	62	360	217	7.7	88
2	66	484	233	8.0	88
3	62	445	224	7.8	89
4	54	375	182	7.9	89
5	52	394	171	7.8	87
6	58	451	205	8.0	87
7	47	351	177	7.9	89
8	56	482	231	7.8	88
9	55	432	172	7.9	89
10	45	335	118	8.0	90
Avg	56	417	194	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
248 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	70 mg/L	(Aug. 16, 2011)
Mineral Content	475.6 mg/L	(Aug. 9–Sept. 10, 2011 avg.)
Hardness	248 mg/L	(Aug. 16, 2011)
pH	7.71 S.U.	(Aug. 9–Sept. 10, 2011 avg.)
Coliform Bacteria	Negative	(Aug. 12, 2011)
Chlorine Level	0.90 mg/L	(Aug. 9–Sept. 10, 2011 avg.)
Temperature	84.1 F	(Aug. 9–Sept. 10, 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.

Maintenance Division: Protects Water Quality and Infrastructure

“The Maintenance Division works 24/7 to make sure that water comes out of your tap - at home or at work,” said Ray Wilson, administrator for Tucson Water’s Maintenance Department.



Administrator for Tucson Water’s Maintenance Division Ray Wilson is a Tucson native. He has 30 years operations and maintenance experience and is certified by the Arizona Department of Environmental Quality in water treatment, water distribution, wastewater treatment and wastewater collections operations.

Wilson and his team of 169 employees are one of Tucson Water’s largest divisions, responsible for maintaining and repairing the complex infrastructure that is required to deliver high quality water to a customer tap. The Division also includes critical support staff: emergency dispatch, corrosion control, utility location, equipment and well maintenance, property maintenance that controls vegetation and maintains recharge basin infiltration rates.

The Maintenance Division oversees more than \$1 billion in infrastructure assets, among them:

- ◆ 250,000 customer connections
- ◆ 94,000 mainline valves
- ◆ 20,000 fire hydrants
- ◆ 4,700 miles of pipeline
- ◆ 450 boosters
- ◆ 218 wells

With 30 years of operations and maintenance experience in water and waste water systems, Wilson understands the realities of protecting the value of ‘assets’ and delivering safe, quality water. He started with Tucson Water 13 years ago as the Supervisor of the Reclaimed Water Plant. As the Water Quality and Operations Superintendent, he was part of the team that helped to bring recharge basins into operation at the Clearwater Renewable Resource Facility.

According to Wilson, he sees two major challenges for the Division in the coming year: juggling personnel changes with conducting vital preventative maintenance

programs. “The Division will have 17 experienced people retiring at the end of the year while the utility is moving toward more complex and systematic preventative maintenance programs.” He includes programs such as regular flushing of the distribution system to remove sediment and maintain water quality, valve exercising, and a field inspection of all fire hydrants to ensure readiness.

Whether it’s an emergency repair or a routine pipe flush out, Tucson Water’s Maintenance Division has three goals: protect water quality, protect infrastructure, and manage staff to keep costs down.