

Your Water CONNECTION



March 12-18, 2012

Fix a Leak Week

Do you want to save water?

Then CHECK, TWIST, and REPLACE.

Undetected leaks around your home waste water and cost money. CHECK for silent toilet leaks, TWIST to seal leaky faucets and showerheads, and REPLACE leaking old fixtures. Tucson Water can get you started with its free **Homeowners' Guide to Using Water Wisely**, available online at tucsonaz.gov/water/fix-leak-week or by calling (520) 791-4331.

Ensuring Water Reliability

WATER RELIABILITY CONTINUED FROM FRONT

In the coming months, look for community presentations to obtain your feedback about the **Water Reliability Program** to refine its elements and our efforts. Working together, we can create and ensure a water supply and system that sustains Tucson for future generations.

— Sandy Elder, INTERIM DIRECTOR, TUCSON WATER

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.



Ensuring Water Reliability

Because water is our most important and precious natural resource, it is critical that Tucson Water has a strategic plan and vision to ensure our community's water future.

Tucson Water's **Water Reliability Program** includes a series of investments, projects, and programs that, together, ensures our community has an efficient, reliable water supply and water system today and in the future. The **Water Reliability Program** encompasses four key action areas:



By focusing the efforts of the Utility's employees and resources under the **Water Reliability Program** umbrella, Tucson Water's customers can count on:

- ◆ Safe and high quality water.
- ◆ That we will maximize all local renewable water resources.
- ◆ Ongoing maintenance and rehabilitation of our water supply and delivery system.
- ◆ A financially stable utility.
- ◆ Long-term planning and appropriate infrastructure and program investment.
- ◆ Improvements in energy efficiency throughout the water system.
- ◆ Clear and timely communication about our water and how to use and re-use it efficiently.

WATER RELIABILITY CONTINUED ON BACK



PIMA COUNTY

Sewer Bill Payment Assistance for Low-Income Customers

The Pima County Regional Wastewater Reclamation Department (PCRWRD) offers sewer bill payment assistance for low-income customers through the Sewer Outreach Subsidy (SOS) Program. The SOS Program offers discounts on monthly sewer fees based on federal poverty guidelines. Depending on income and household size, customers may qualify for a 25%, 50% or 75% discount on their monthly sewer fees.

Program Tiers Federal Poverty Levels

75% rate reduction	100% or below
50% rate reduction	101%–125%
25% rate reduction	125%–150%

Both the flow volume charge and the monthly service fee are eligible for the discounted rate with the SOS Program; however, there are no discounts for sewer connection fees.

To be eligible for a discount on monthly sewer fees, customers must meet the following guidelines:

- Be a residential sewer customer
- Have a water/sewer bill in your name
- Meet income guidelines

The Pima County Community Action Agency (PCCAA) administers the SOS Program on behalf of PCRWRD.

To find out if you qualify for the SOS Program, please call PCCAA at (520) 243-6794. You will hear a recorded message and will be asked to provide specific information via voice mail. A PCCAA staff member will return your call as soon as possible.

Visit the PCRWRD website at pima.gov/wwm for more SOS Program information including tables specifying reductions, poverty level, household size and poverty income levels.

CITY OF TUCSON

Resolve to Recycle

More Plastic in 2012

With the holidays complete, you are probably looking to make room for new toys and gadgets. It's also the time when we think about organizing and storing



things that we aren't regularly using. If you find yourself with lots of plastic to dispose of, remember that rigid plastics can be recycled in your blue barrel as long

as they fit inside with the lid closed. Here's a list of just some of the rigid plastics that can go in your blue recycle bin:

- ⊗ Hard plastic toys and play equipment
- ⊗ Hard plastic food storage tubs
- ⊗ Plastic flower pots that are rinsed and clean
- ⊗ Plastic laundry and waste baskets
- ⊗ Plastic lawn furniture
- ⊗ Plastic totes
- ⊗ Plastic pet carriers (no metal)
- ⊗ Plastic coolers/ice chests
- ⊗ Plastic dish drainers/racks
- ⊗ Plastic water bottles (5-gallon size)

If you have large, hard plastic items, you can take them to a neighborhood recycling center.

Check out the list of recyclables at tucsonrecycles.org and make the resolution to Do More Blue in 2012.

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.

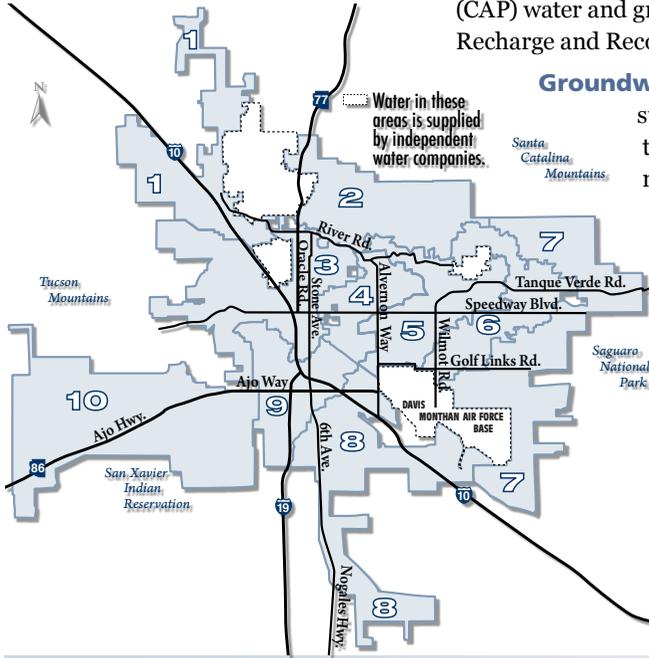
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water quality report

November 2011



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



Groundwater Source Report – Less than 50% of our total water supply comes from pumping native groundwater 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	63	461	222	7.9	78
2	63	474	223	8.0	78
3	62	464	224	7.9	79
4	62	451	215	8.0	77
5	60	427	207	7.8	77
6	59	422	205	7.9	78
7	48	384	179	8.0	77
8	62	459	239	7.8	78
9	59	456	191	7.9	79
10	54	446	200	7.9	78
Avg	59	442	209	7.9	78

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 groundwater from the CRRF. Using this recovered blended water means that we reduce groundwater pumping.

Sodium	64 mg/L	(Nov. 4, 2011)
Mineral Content	480.7 mg/L	(Nov. 16–Dec. 7, 2011 avg.)
Hardness	226 mg/L	(Nov. 4, 2011)
pH	7.68 S.U.	(Nov. 9–Dec. 7, 2011 avg.)
Coliform Bacteria	Negative	(Nov. 4, 2011)
Chlorine Level	0.93 mg/L	(Nov. 16–Dec. 7, 2011 avg.)
Temperature	75.17°F	(Nov. 9–Dec. 7, 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.

Using Flexibility and Adaptability To Ensure Water Supplies

Maximizing and managing water resources are key drivers for the team of 12 hydrologists at the Water Resource Management Section of Tucson Water's Planning and Engineering Division.

According to Lead Hydrologist Wally Wilson, "We maximize Tucson Water's full Colorado River water allocation and work to maximize our full entitlement of reclaimed water, all to ensure we have water coming out the faucet today and in the future." Specifically, Wilson and his team work in these areas:

- ◆ **Central Arizona Project (CAP) water supplies** – They order CAP water for delivery, manage distribution across three recharge facilities, monitor quality and aquifer levels, and report on recharge and withdrawals for the drinking water supply.
- ◆ **Well field reliability** – They also monitor our aquifer's health, which includes drilling, replacing and rehabilitating groundwater production wells.
- ◆ **Recycled water supplies**
 - They manage, monitor and report on the treated wastewater that is recharged and recovered at two recharge facilities for use by reclaimed water customers.
- ◆ **Long range planning to promote sustainability**
 - They have developed and updated the **Long Range Water Plan 2000 – 2050** that forecasts demand, and makes recommendations on the best use of our water resources for the future. Tucson Water is also working with stakeholders across Arizona to acquire, develop and distribute (ADD) water resources for a sustainable future.



"Figuring out where our next bucket of water is coming from is a major challenge – and opportunity," said Wilson, a Tucson Water employee

of nine years. With more than 20 years experience in remedial investigation and geotechnical design and water resource management across six western states, he brings the experience necessary to define

potential new water resources. For example, the City of Tucson and Pima County are planning to jointly construct a new recharge facility in southeast Tucson for groundwater replenishment and for potential future uses.

The Southeast Houghton Area Recharge Project (SHARP) is slated to be constructed in 2016.

With drought conditions continuing in the West and its eventual impact on CAP water, Wilson believes that Tucson Water must remain flexible with water resources to more effectively adapt to the future's uncertainties.



From left to right, Water Resource Management Hydrologists Dee Korich, Wally Wilson, and Bruce Prior review designs for a recharge facility expansion.