

Your Water CONNECTION

In the mail & online

2011 Annual Water Quality Report

The United States Environmental Protection Agency requires drinking water suppliers across the nation to provide understandable information about water quality to their customers annually. Tucson Water's *2011 Annual Water Quality Report* will be mailed to every customer during the month of June. The 2011 monitoring tests show that our drinking water meets the highest standards of quality and all federal drinking water regulations.

The *2011 Annual Water Quality Report* for the general water system and for communities served by well systems will be available online at tucsonaz.gov/water/annual_wq_reports or by calling (520) 791-2544. Para obtener una copia de este reporte en Español, llame al (520) 791-4331.

Free How-to Gray Water Seminars

With warm weather and planting season upon us, have you considered learning how to conserve and reuse household wastewater – gray water – to irrigate fruit trees, landscapes and lawns? Sign up for a free gray water seminar and find out how to qualify for a rebate on your gray water equipment investment. The next free gray water workshop is Saturday, June 16. To find out more, call (520) 791-4331 or go to tucsonaz.gov/water/gray-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.



Service Improvements Result in Faster Call Response

Inside this Water Connection, you'll meet Supervisor Jessica Rodriguez and better understand the positive impact of recent changes to Tucson Water's customer service organization. Today, the Tucson Water call center team is answering customer calls in less than two minutes, resulting in shorter wait times and faster service.

The Tucson Water call center regularly receives 80,000 calls per month, with 55% related to payment difficulties – understandable in a challenging economy. Concerned with this growing trend, Tucson Water created and launched a plan to improve service by:

- 1) Recruiting and hiring seven additional customer service representatives (CSRs) and filling six existing vacant positions.
- 2) Intensifying CSR training and cross training.
- 3) Upgrading the interactive voice response (IVR) phone system, so that customers can quickly maneuver through the phone system to talk with a CSR in a more efficient manner, based on their specific need.
- 4) Better forecasting of peak call volume, in conjunction with appropriate staffing levels.
- 5) Creating a dedicated team of nine people to monitor and assist with billing issues.

Tucson Water's mission is to ensure that customers receive both high quality water and excellent service – we're committed to making ongoing improvements to customer service to make that reality.

— Sandy Elder, INTERIM DIRECTOR, TUCSON WATER



PIMA COUNTY

Statewide Assistance Network Ensures Community Health and Safety

The Pima County Regional Wastewater Reclamation Department (PCRWRD) is a member of the Arizona Water/Wastewater Agency Response Network (AzWARN) program, a statewide mutual assistance program made up of water and wastewater utilities in Arizona.

Some incidents may overwhelm the ability of a single water or wastewater utility to provide services to its customers. The AzWARN member network allows utilities to help one another during an emergency by providing equipment, services, communications and supplies to help restore or avoid service interruptions.

The AzWARN program was created in 2008 to ensure that water and wastewater resources and facilities remain operational in a disaster or an emergency. Functioning water and waste water systems are critical to the public's health and safety.

AzWARN is part of a nationwide effort to establish a Water/Wastewater Agency Response Network (WARN). The effort is led by the American Water Works Association and is supported by the U.S. Environmental Protection Agency.

There are 17 water and wastewater jurisdictions/entities in Arizona participating in the AzWARN program: Arizona Division of Emergency Management, City of Avondale, Town of Buckeye, Town of Camp Verde, City of Flagstaff, Town of Gilbert, City of Glendale, City of Goodyear, Town of Marana Utilities Department, Metro Water District, Town of Oro Valley Water Utility, City of Peoria, City of Phoenix Water Services Department, Pima County Regional Wastewater Reclamation Department, City of Scottsdale, City of Tempe Water Utilities Department, and City of Tucson Water Department.

For more information, go to <http://www.azwarn.org>.

CITY OF TUCSON

Environmental Services - By the Numbers

Tucson residents know that Environmental Services (ES) collects and disposes of their trash and recycling once a week. ES does this and much more to make sure Tucson's environment is clean and healthy. Here are some fun and interesting facts about how ES does it every year:

- 82 trucks drive approximately 1.5 million miles to collect trash and recycling. That is equal to making three round trips to the moon or 60 trips driving around the circumference of the earth!
- Brush and Bulky crews help to clean up more than 100,000 household yards each year.
- Methane produced by decomposing trash is sent to Tucson Electric Power, where it is converted to energy that provides all the power needs for about 4,000 homes.
- Each year, the City's Los Reales Landfill buries enough trash to fill Arizona Stadium.
- 98% of what is collected through the Household Hazardous Waste program is redistributed or recycled.
- Nearly 23,000 gallons of paint are collected and redistributed each year through the Household Hazardous Waste program, enough to paint the White House 40 times!
- Every year, we answer 300,000 minutes of customer calls—equal to watching "Gone with the Wind" 1000 times.



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.

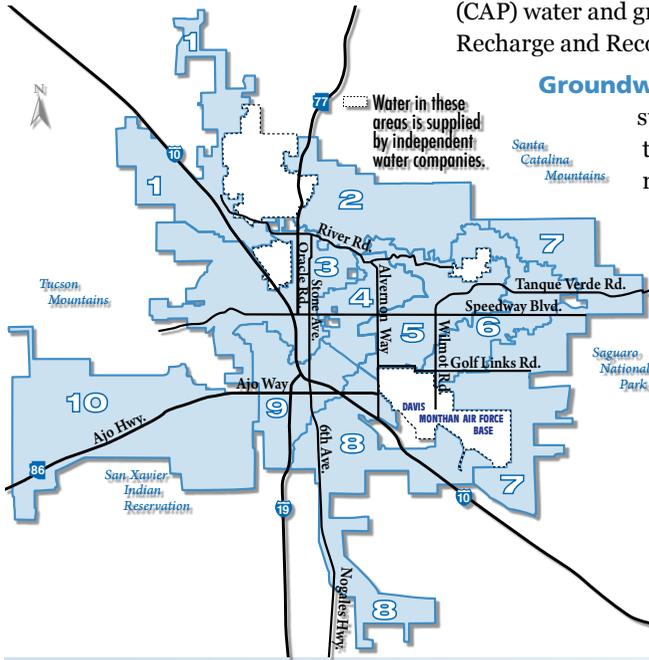
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water Quality Report

March 2012



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.
SP = Sample Points

Zones	Sodium (mg/L)* 86 SP	Mineral Content (mg/L)* 244 SP	Hardness (mg/L)* 86 SP	pH Level (S.U.) 244 SP	Temperature (deg°F) 244 SP
1	67	483	228	7.9	72
2	65	485	229	8.1	74
3	63	460	213	8.0	74
4	63	454	225	8.0	74
5	67	502	240	8.1	73
6	67	503	243	8.1	73
7	61	430	219	8.1	72
8	58	468	235	7.9	72
9	61	449	214	8.0	75
10	64	385	219	7.9	73
Avg	64	467	227	8.0	73

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
246 samples



chlorine

EPA Standard
Max. 4.0 mg/L

Actual Average
246 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	66 mg/L	(Mar. 22, 2012)
Mineral Content	501.2 mg/L	(Mar. 16 – Apr. 9, 2012 avg.)
Hardness	228 mg/L	(Mar. 22, 2012)
pH	8.11 S.U.	(Mar. 16 – Apr. 9, 2012 avg.)
Coliform Bacteria	Negative	(Mar. 22, 2012)
Chlorine Level	1.06 mg/L	(Mar. 16 – Apr. 9, 2012 avg.)
Temperature	77.51°F	(Mar. 16 – Apr. 9, 2012 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.

Customer Service Team Goal is One-Stop Resolution

“Our customer service representatives are the link between the utility’s field and operations employees and the customer,” said Tucson Water billing office supervisor Jessica Rodriguez, pride evident in her voice. She has reason to be proud:

Rodriguez and three supervisors oversee a team of customer service representatives (CSRs) that handle 240,000 accounts for Tucson Water and City of Tucson Environmental Services, in addition to billing for Pima County Wastewater – with customer calls being answered in less than two minutes. With over 2.8 million utility service bills mailed annually, this is quite an accomplishment.

Customer service touches all aspects of the Utility’s operations:

- **Customer service representatives who answer phones.** “Approximately 95% of incoming calls will require evaluation and immediate action by a CSR,” said Rodriguez. The goal is one-stop resolution by a CSR for issues that can range from initiating water service to assisting with a sewer billing question or working with dispatch to schedule a service call. More than half of the CSR staff is bilingual.
- **A quality control team that focuses on billing and accounts.** A separate work area houses this CSR group dedicated to investigating, monitoring and

assisting with special billing issues and ensuring billing accuracy. This group also works with those customers participating in Tucson Water’s low income assistance program.



The Tucson Water Customer Service and Billing Office Supervisor Team (left to right): Reyna Woods, Sarah Durand, Monica Gallegos, and Jessica Rodriguez.

- **Customer service representatives who work at walk-in counters.** Tucson Water has representatives at two walk-in service counters at the Patrick K. Hardesty Midtown Multi-Service Center at 1100 S. Alvernon and at the Tucson Water building at 310 W. Alameda.

In the past year Tucson Water also upgraded its automated phone system so that

when a customer selects an option from a recorded service menu, the system directs the call to a live CSR.

Rodriguez, a Tucson Water employee of four years, started at the Utility as a CSR. A native of Hawaii, she brings 11 years experience working in a 911 emergency call center and an ability to quickly and calmly evaluate and resolve a wide range of service issues.

According to Rodriguez, Tucson Water is considering some exciting changes to customer service in the near future. “We’re examining the courtesy adjustment policy to balance fairness and the impact on rate payers. We’re

also considering adding an automatic callback feature that will allow a customer to leave their name and phone number, placing them in a virtual queue for a call back by a CSR.”

Dial (520) 791-3242 for Tucson Water’s Call Center

- For billing and service inquiries
- Serves Tucson Water, Environmental Services (garbage) and Pima County Wastewater (sewer)
- Have your account number handy
- Open Monday–Friday, 8 a.m.–5 p.m.
- Best days to call are Tuesday, Wednesday and Thursday
- Environmental Services direct customer service phone, (520) 791-3171
- Pima County Wastewater Reclamation direct customer service phone, (520) 740-6609