

Your Water CONNECTION

Scan and Connect to Tucson Water

SCAN



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Scan Tucson Water's Quick Response (QR) code with your smartphone and connect directly to the utility's website. It's easy and convenient to access the information while you're on the go.

Attend a Rainwater Harvesting Class Qualify for a Rebate

Enroll in a June 23, July 14 or September 18
Rainwater Harvesting Workshop to learn how

to capture and use rainwater to nurture your landscape, save precious drinking water and save money on your water bill. Attendance at a two-hour workshop qualifies you for even more savings – a rebate.

Get more information at tucsonaz.gov/water/watersmart or register by calling (520) 626-5161. Seating is limited and classes are popular, so act now.

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.



From the new Tucson Water Director

It is truly a pleasure for me to bring my 27 years of experience in public utility operations and management to Tucson Water employees and customers. My professional career began at Tucson Water in 1985, where I became Chief Planning Engineer after nine years. I then gained additional experience at three area water utilities, including serving nine years as Director for two local water companies. The last seven years have been spent as Vice President and Area Manager for a Fortune 500 consulting and engineering firm, managing their Tucson office.

Ensuring water reliability – by making investments and developing programs on behalf of Tucson Water customers – is a core theme for the utility and one that is a priority for me personally. Tucson Water must continually plan to secure long-term water supplies, rigorously monitor water quality, and work to ensure that long-term infrastructure needs are being met. Tucsonans can also be proud of the utility's efforts to increase the efficiency of how we use our water by developing conservation programs that promote a high quality of life.

I have now come full circle in my career, and as Director of Tucson Water, it is my goal to ensure that we continue to deliver quality water with a high level of customer service. I can assure you that another of my priorities is to continue our efforts to communicate with you about important issues we face to ensure water reliability for our community. I look forward to working again with Tucson Water's professionals, and together, serving our customers as one of the finest water utilities in the nation.

— Alan Forrest, DIRECTOR, TUCSON WATER



PIMA COUNTY

Pharmaceuticals & Personal Care Products and Our Environment

Many of us take prescription or over-the-counter medications and supplements, and we may have pets who take medications. We may also use cosmetics, fragrances, lotions, laundry detergents and cleaning products on a regular basis. All these products are defined as pharmaceuticals and personal care products (PPCPs).

Compounds in PPCPs have been found in our nation's streams, wastewater effluent and some drinking water. PPCPs can enter the environment through a variety of sources: human and animal excretion, flushing unused medications down the toilet, sewer and septic discharges, landfill leaching, swimming or bathing.

There are no standards regulating PPCP concentrations. PPCP compounds were first brought to national attention in 2002. Since that time the Pima County Regional Wastewater Reclamation Department (PCRWRD) has played an active role in participating in and funding numerous PPCP research studies with the U.S. Environmental Protection Agency, U.S. Geological Survey, Water Environment Federation and universities.

Four Ways You Can Help to Keep PPCPs Out of Our Environment

- 1) Leave products in their original containers when disposing them in household trash.
- 2) Take unused medications in their original containers to Dispose-a-Med collection events held at convenient locations throughout the community. For a list of Dispose-a-Med collection events, click on <http://www.disposeamed.pima.gov/calendar.html> or call (520) 243-7800.
- 3) Mix unused medications with undesirable substances such as coffee grounds or kitty litter to prevent animals from ingesting them.
- 4) Avoid unnecessary ingredients, scented or antibacterial, when purchasing PPCPs. Purchase products with biodegradable ingredients such as vinegar, lemon juice or baking soda.

Play an active part in helping PCRWRD protect our community's health, safety and environment!

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/www.

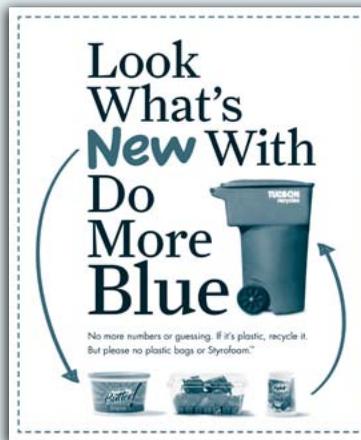
CITY OF TUCSON

Look What's New – with Do More Blue

Environmental Services is excited to announce changes to the curbside recycling program. We've been hearing from our customers that you'd like recycling to be easier,

convenient and more inclusive. Well, beginning this July, recycling will be all that and more!

A new, state-of-the-art Materials Recovery Facility (MRF), opening in July 2012, will modernize and simplify recycling. Tucson residents and businesses will now be able to recycle a



wider variety of material than ever before – especially plastics. The new MRF, owned and operated by ReCommunity, is where City recycling collection trucks take your Blue Barrel recyclables. This new MRF is where everything is sorted before it's sold and shipped to the individual recyclers.

So starting in July with the MRF facilities, you can recycle all plastic containers – even butter tubs, yogurt containers and produce clamshells. Recycling is much easier with less sorting and confusion about what goes into the Blue Barrel.

Easier recycling and fuller Blue Barrels, means that Tucsonans can divert even more material from landfills, saving more natural resources and allowing your plastic water bottle to be reborn as carpet or polar fleece; your old newspaper as kitty litter or building insulation; or your plastic detergent bottle as a Frisbee or a stadium seat.

So take another look at what's new in recycling – watch for an updated list of recyclables in your July utility bill.

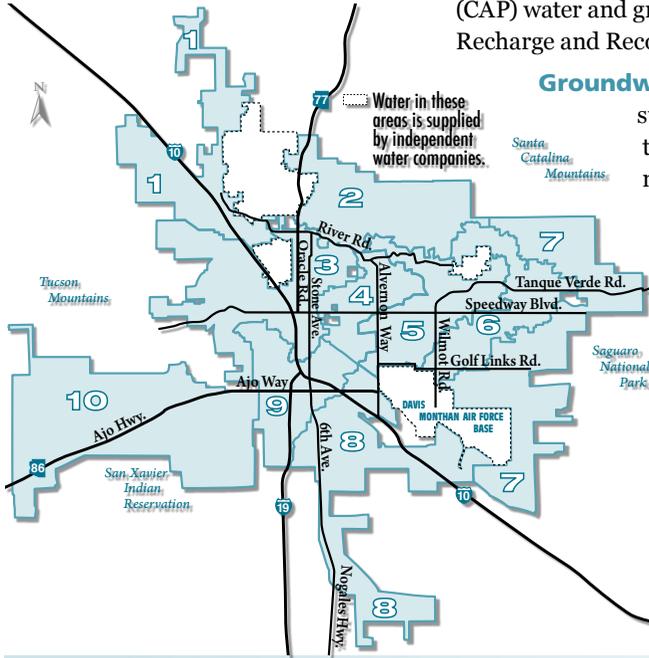
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water Quality Report

April 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*) 77 SP	Mineral Content (mg/L*) 245 SP	Hardness (mg/L*) 77 SP	pH Level (S.U.) 234 SP	Temperature (deg°F) 234 SP
1	63	477	217	8.0	78
2	64	480	225	8.1	78
3	62	455	209	8.0	79
4	62	487	225	8.0	80
5	64	460	229	7.9	78
6	64	487	233	8.0	78
7	61	459	225	8.1	78
8	58	453	221	7.7	78
9	60	449	198	7.9	79
10	54	378	161	7.9	78
Avg	62	462	218	8.0	79

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
245 samples



chlorine

EPA Standard
Max. 4.0 mg/L

Actual Average
245 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	68 mg/L	(Apr. 17, 2012)
Mineral Content	497.1 mg/L	(Apr. 10 – May 9, 2012 avg.)
Hardness	249 mg/L	(Apr. 17, 2012)
pH	7.93 S.U.	(Apr. 10 – May 9, 2012 avg.)
Coliform Bacteria	Negative	(Apr. 17, 2012)
Chlorine Level	1.00 mg/L	(Apr. 10 – May 9, 2012 avg.)
Temperature	79.89°F	(Apr. 10 – May 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.

Meters and New Technology Have Positive Impact

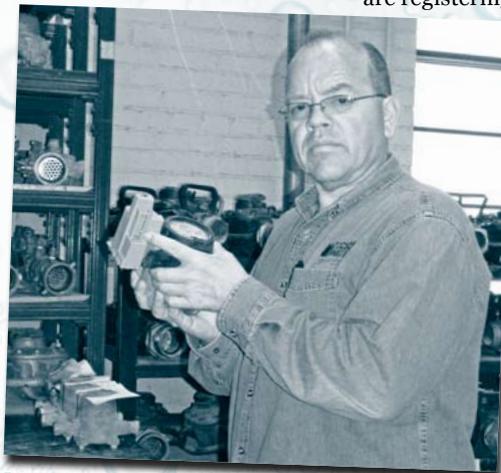
Eddie Lopez is a Tucson Water employee of 20 years and is a Water Services Supervisor in the Metering Services Section. He oversees a staff of nine that includes Meter Shop Technicians and the Zanjero Program, a conservation team whose members conduct free home visits to troubleshoot, educate and investigate water efficiency issues. When the Zanjero Program was first formed in 1995, Lopez was a founding member. And, when the entire meter laboratory staff retired in 2011, Lopez assumed a new supervisory role. We caught up with Lopez one spring morning for a quick interview.

Q Tell me about Tucson Water's "Meter Laboratory."

A We have a certified testing facility with a staff of three that can troubleshoot, calibrate, rebuild, repair and retire meters and backflow assemblies. We can test meters from 5/8", a standard home meter, to 6" in the shop. For larger meters, we have mobile test equipment.

Q What's new in meter technology?

A Tucson Water is evolving from dial meters to automated meters that transmit consumption data via radio frequency to a handheld or vehicle mounted collector unit. The next step in meter technology is having the infrastructure in place in your neighborhood so we can monitor water use as it happens plus look at past data over 30 days. Right now, Tucson Water is learning from other local utilities that have already field tested this new technology.



Water Services Supervisor Eddie Lopez and the Metering Services Section team help to ensure the accuracy of Tucson Water's 185,000 direct read meters and 50,000 smart meters.

Q What would meters with advanced meter infrastructure (AMI) mean to customers?

A Customers could go online or use a smartphone to monitor their water consumption as it happens.

Q How does Tucson Water zero in on potentially faulty meters?

A We have an active preventative maintenance program - Meter Readers report suspect residential water meters and we run reports that identify meters that are registering zero water consumption which can be tied

to aging or stuck equipment. We also annually inspect in the meter shop or the field each meter that is greater than 2" to see if the meter meets the required accuracy specifications. If it does not, the meter is repaired or replaced to ensure accuracy.

Q Aside from meters, what other new technology is impacting customers and water conservation?

A Inside the home, the new generation of toilets that work more efficiently and use only 1.3 gallons of water or less per flush, save water. Compare that against 4 to 5 gallons a flush for older, pre-1991 models. Plus Tucson Water offers a rebate for replacing older toilets with a high efficiency toilet (HET).

Q Leave us with one great customer service tip!

A Contact the Zanjero Program at 791-3242 to schedule a free home visit. A Zanjero can show you how to read a meter, detect and fix leaks, troubleshoot unusual spikes or lows in water usage, and evaluate landscape irrigation.