

Your Water CONNECTION

Call, Click or Scan to Save Water

Tucson Water wants to help you to water outdoors more efficiently – especially during our hot summer months when water usage is at its peak. Call, click or scan to find out more about these rebates, incentives, and classes that will help save drinking water and money on your water bill:

- **July is Smart Irrigation Month** – celebrate by finding out about free classes, materials, and articles that are available.
- **Residential Rainwater Harvesting Incentives/Rebate Program** – Be prepared for monsoons by learning how to capture rainwater and nurture your landscape.
- **Gray Water Rebate Programs** – It's smart and easy to reuse gray water from bathtubs, sinks, showers and clothes washers to irrigate landscaping and plants.

CALL



520-791-4331

SCAN



www.tucsonaz.gov/water

CLICK



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.



Effective July 2 New Water Rates

On July 2, 2012, new rates for drinking water service will go into effect across all customer groups – commercial, single-family, industrial, multi-family, mobile home parks, and construction-related. Fixed charges and usage rates will change for all these groups, and residential customers will also see a change in the rate structure itself.



The average residential customer will see an overall increase to their water bill of approximately 44 cents per month, based on consuming 7,480 gallons of drinking water a month (or 10 Ccf). With these July rate changes, it will continue to cost less than a penny per gallon for high-quality tap water – a great value for a clean, safe, and reliable water supply in a desert community.

As an 'enterprise fund' of the City of Tucson, Tucson Water is a not-for-profit entity, so it must generate revenues to cover the cost of its operations. Listening to our customers helps Tucson Water staff to develop fair and equitable rates and fees, shape conservation and rebate programs, create outreach materials, assist with financial planning and provide input on capital improvement programs.

In this *Water Connection*, you'll read about Vince Vasquez, a member of the Citizens' Water Advisory Committee (CWAC). You'll understand the important role that CWAC plays in representing the public, advising Mayor and Council on water issues, and helping to make our community sustainable for the future.

— Alan Forrest, DIRECTOR, TUCSON WATER

tucsonaz.gov/water

Have a question or a suggestion for a topic?
Call us at 791-4331 or email to TW_Web1@tucsonaz.gov



PIMA COUNTY

Why Do Sewer Rates Continue to Increase?

You may have noticed an increase in sewer rates in your July utility services bill.

This increase is the third of four increases approved by the Pima County Board of Supervisors. These rate increases will help finance the Regional Optimization Master Plan (ROMP).

The ROMP will allow the Pima County Regional Wastewater Reclamation Department to meet environmental regulatory requirements to reduce the amount of nitrogen and ammonia in treated wastewater or effluent. Effluent standards are established by the Arizona Department of Environmental Quality and United States Environmental Protection Agency.

To date, the ROMP is meeting construction deadlines and is frequently ahead of schedule. The first completed component of the ROMP, the Plant Interconnect Project, between the Roger Road and Ina Road Wastewater Reclamation Facilities (WRF), was finished in December 2010. This five-mile long gravity sewer line allows efficient diversion of flows between the two WRFs. Ultimately, it will be used mostly to send additional flows to the Ina Road facility, which is being upgraded and expanded.

The second completed component of the ROMP is a new state-of-the-art laboratory, which became operational in December 2011.

The upgrade and expansion of the existing Ina Road WRF, which is scheduled to be completed by January 2014, is the third ROMP component.

The final component of the ROMP is a new wastewater reclamation facility being built adjacent to the existing Roger Road WRF. This new facility, which will treat 32 million gallons of effluent a day, is slated to be complete by January 2015. Once this new facility is operational, the existing Roger Road WRF will be decommissioned.

These critical investments to the community's wastewater infrastructure are designed to improve the quality of Pima County's effluent, an important water source in our desert community.

CITY OF TUCSON

Look What's New - with Plastic Recyclables

City of Tucson Environmental Services (ES) is excited to announce big changes to the Blue Barrel Recycling Program. The biggest change is that as of July 1 you will be able to recycle many more types of plastic items in a Blue Barrel.

Plastic items such as yogurt containers, clear plastic clamshells, CD jewel cases and more can now be recycled. In the past, ES could only accept #1 and #2 plastic bottles and jugs. Now, no more looking for numbers – if it's a plastic container, it goes in the Blue Barrel.

Here are just a few examples of new recyclable plastics:

- *Butter and margarine tubs; sour cream and cottage cheese too!*
- *Lotion and hand wash pump bottles*
- *Plastic tubes such as squeeze hand lotion tubes*
- *Spray bottles*
- *CD jewel cases*



Look inside this month's utility services bill for a list of all the new plastic items that can be recycled. Keep plastic containers that can be recycled out of the garbage, out of landfills and out of our environment.

Please never put plastic bags, film plastic or Styrofoam™ in a Blue Barrel. Plastic bags can be recycled at your grocery store, and many package mailing stores will take packing peanuts for reuse.

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.

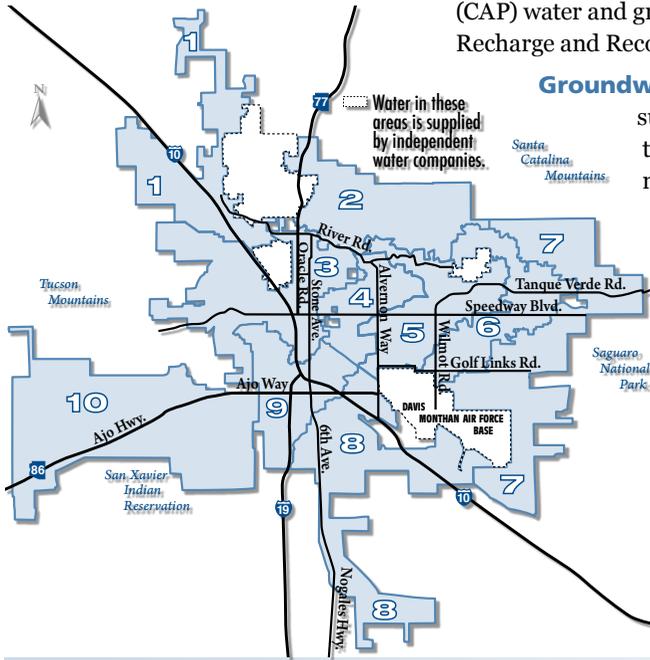
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water quality report

May 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)* 84 SP	Mineral Content (mg/L)* 247 SP	Hardness (mg/L)* 84 SP	pH Level (S.U.) 247 SP	Temperature (deg°F) 247 SP
1	65	488	225	7.9	83
2	64	484	223	8.0	83
3	61	448	202	8.0	84
4	64	488	232	7.9	84
5	61	450	205	7.9	83
6	62	468	227	7.9	83
7	51	381	188	7.9	83
8	51	414	200	7.8	83
9	58	463	200	7.9	83
10	57	404	178	7.9	83
Avg	59	448	208	7.9	83

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	66 mg/L	(May 22, 2012)
Mineral Content	481.1 mg/L	(May 10 – June 11, 2012 avg.)
Hardness	236 mg/L	(May 22, 2012)
pH	7.63 S.U.	(May 10 – June 11, 2012 avg.)
Coliform Bacteria	Negative	(May 17, 2012)
Chlorine Level	1.03 mg/L	(May 10 – June 11, 2012 avg.)
Temperature	82.41°F	(May 10 – June 11, 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.

CWAC's Role in Shaping Rates

"It's an honor and a privilege to be a part of the rate making process," according to Vince Vasquez, a member of the Citizens' Water Advisory Committee (CWAC).

Since 1977 CWAC has been advising Mayor and Council on key water issues, among them rates and fees, policies, long and short term system capacity, and conservation programs.

As a member of the CWAC finance subcommittee – where cost of service analysis and the rate-making process begins – Vasquez understands firsthand the financial challenges faced by the utility. "Tucson Water must generate revenues to cover the costs to deliver water to some 700,000 customers. Money from services and fees help to maintain infrastructure, purchase Colorado River water, provide the manpower needed and more, to bring water to our taps."

In a process that lasts some eight months, CWAC works with city staff, rate consultants, a rate design group and

input from customers to shape recommendations about the utility's rates, services, and financial goals to present to Mayor and Council.



CWAC members Bruce Billings (left) and Vince Vasquez (right) at the June committee meeting.

Vasquez is in his second term on CWAC, appointed by Ward 4 Council Member Shirley Scott. He holds a Master's degree in Urban Planning from the University of Arizona and is an associate at Diamond Ventures, where he focuses on water and land transactions as well as policy issues impacting the company's real estate and water portfolio.

As a Tucson native, with family roots extending to the 1880s, Vasquez sees that CWAC has a strong role to play in Tucson's water future. "One of the great benefits of serving on the CWAC is that I get to help people understand that a well run, financially healthy water utility is essential to a desert community's sustainability."

CWAC members may reside inside and outside the city limits, but they must be a Tucson Water customer to serve. Members' experience reflects a range of expertise including land use planning, economics, water resource management, water system engineering, law, and business management. CWAC meetings and subcommittee meetings are open to the public. To find agendas, minutes, and more, click on <http://cms3.tucsonaz.gov/clerks/boards?board=23>.

CWAC members

Mark Taylor, P.E., Chairman
Christopher Brooks, J.D.,
Vice Chairman
Bruce Billings, Ph. D.
Evan Canfield, Ph. D., P.E.
W. Mark Day, M.S., M.B.A.
Chuck Freitas
Bob Gilby
Kelly Lee
Amy McCoy, Ph. D.

Thomas Meixner, Ph. D.
Catlow Shipek, M.S.
Alan Tonelson
Vincent Vasquez, M.S.
Brian Wong

CWAC also includes two ex-officio (non-voting) members: Alan Forrest, Tucson Water Director, and Jackson Jenkins, Pima County Regional Wastewater Reclamation Director.