

## Simple Steps to Prevent Freezing Pipes

Colder weather is on its way. While no one knows yet if our region will see 18° temperatures, Tucson Water recommends these steps to help prevent pipes from freezing and causing water damage and costly repairs:

- \* **Protect** exposed water pipes and plumbing assemblies with foam and wrap insulation.
- \* **Seal** areas that allow cold outside air to get into pipes and plumbing.
- \* **Winterize** your cooler and irrigation system to avoid frozen lines and potential leaks.

You should also know how to shut off the water supply to your home or business. If a pipe bursts – freeze-related or not – you can mitigate water damage.

Tucson Water has tips to prepare for colder temperatures: go online to [tucsonaz.gov/water/winter-prep](http://tucsonaz.gov/water/winter-prep), e-mail [pico@tucsonaz.gov](mailto:pico@tucsonaz.gov), or call 791-4331.

## Being Water Wise May Lower Your Sewer Bill

The Pima County Regional Wastewater Reclamation Department averages your water use during December, January, and February to calculate your sewer fees for the year. So November is a great time to repair leaky fixtures inside the home and to adjust irrigation schedules to stop over watering. Tucson Water can help: Get the free **Homeowners' Guide to Using Water Wisely** by calling (520) 791-4331 or e-mailing [pico@tucsonaz.gov](mailto:pico@tucsonaz.gov).

For more information, materials in accessible formats, foreign language interpreters, and/or materials in a language other than English, contact Tucson Water at (520) 791-4331 or (520) 791-2639 for TDD.



# Your Water CONNECTION

## Satellite Center Sets New Standards of Efficiency



Tucson Water is striving to do its part to be efficient with resources - energy, water, staff, and investing in facilities. Tucson Water's new East Side Service Center (ESSC) is a great example of using resources for maximum efficiency.

I'm proud to note that construction of the ESSC was delivered under budget. Open in February 2012, the ESSC is a self-contained, satellite facility for the metering group, a maintenance shop, a warehouse and outdoor storage yard, located next to the Danforth Reservoir, making for easy monitoring. Some 75 Tucson Water employees work at the ESSC, allowing maintenance professionals to save time and fuel with quick access to tools, supplies and work space. And, the Center's design and architecture is both eye-catching and water and energy efficient. This facility has been awarded an ENERGY STAR label from the U.S. Environmental Protection Agency, and it meets the requirements for Leadership in Energy and Environmental Design (LEED) silver certification - and is pending a LEED gold certification.

In this issue of **Your Water Connection**, you'll learn more about the ESSC project manager Jim Meskan and how the Center demonstrates Tucson Water's leadership in conservation and efficiency.

— Alan Forrest, DIRECTOR, TUCSON WATER



## PIMA COUNTY

*Be Kind to Our Sewers*

## Join us for the Day-After-Thanksgiving Grease Recycling Event

Friday, November 23, 9 a.m. to 1 p.m.

Do your part to be kind to our sewers – keep used cooking oil out of sewers by disposing of it properly in the trash or by recycling. Join the Pima County Regional Wastewater Reclamation Department and our community partners (Pima Association of Governments, Greecycle and EDG Fuels) at this year's Day-After-Thanksgiving Grease Recycling Event on Friday, November 23.

We will be collecting used cooking oil at four convenient locations:

**East – O'Reilly Chevrolet**  
6160 E. Broadway  
One block west of Wilmot Road

**Midtown – City Council Ward 3 Office**  
1510 E. Grant Road  
Between Vine and Cherry Avenues

**Northwest – Pima Vocational High School**  
5025 W. Ina Road  
1/4-mile west of I-10

**South – City of Tucson Water Plant #2**  
1102 W. Irvington Road  
I-19, west on Irvington Road

The Day-After-Thanksgiving event is the perfect time of year to remind everyone of the hidden hazards of pouring grease down a drain. Ordinary kitchen grease can clog pipes and act as a magnet for grit and other debris. Eventually, this grease buildup can result in a Sanitary Sewer Overflow (SSO) or a backup of raw sewage in the street, environment, or your home and other buildings through sinks, showers or toilets.

After you cook, pour used cooking grease and oils into a tin can and allow them to cool. You can dispose of the can in the household trash or recycle at our collection event. The day after Thanksgiving collected grease will be recycled into biodiesel, a cleaner burning fuel that is better for our environment.

For more information, please contact us at 740-6500 or <http://www.pima.gov/wwm/programs/sos/>

## CITY OF TUCSON

*New Free App to Manage*

## Trash & Recycling Service

Managing your trash and recycling service in the City of Tucson will be easier with the new “My Waste” App! Starting November 15, 2012, City of Tucson residential trash and recycling customers will be able to download this FREE app to smart phones or tablets from their favorite App Store.

It's easy to download and set up the City of Tucson “My Waste” App. The “My Waste” App:

- Provides collection schedules tailored to each household.
- Allows you to create custom reminders for regular, holiday and special collections like Brush & Bulky and Treecycle.
- Contains handy information such as what's accepted/not accepted in your trash and recycling container, Household Hazardous Waste collection, electronics handling, and landfill location, hours of operation and fees.



With this cool and practical new app, you'll never again forget a collection day with a customized pick-up schedule for your address.

Watch for more information about the “My Waste” App on the Environmental Services' webpage starting November 15, 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](http://pima.gov/wwm).

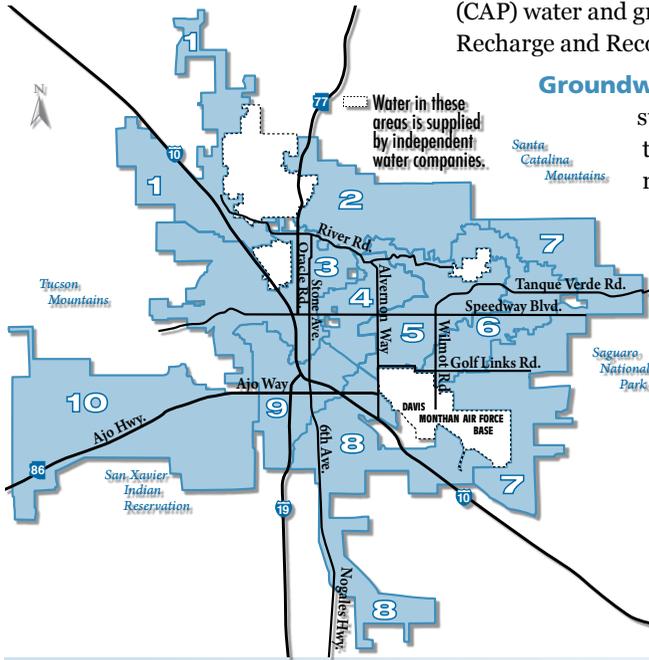
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at [tucsonaz.gov/esd](http://tucsonaz.gov/esd) and (520) 791-3171.

# Water quality report

September 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)* 247 SP	Hardness (mg/L)* 86 SP	pH Level (S.U.) 246 SP	Temperature (deg°F) 246 SP
1	73	488	231	7.8	86
2	55	405	186	7.9	86
3	65	449	221	7.9	86
4	59	386	210	7.8	86
5	48	340	165	7.7	86
6	49	338	165	7.8	86
7	46	332	170	7.8	87
8	51	376	196	7.7	87
9	62	445	219	7.8	87
10	55	356	163	7.9	89
<b>Avg</b>	<b>55</b>	<b>386</b>	<b>191</b>	<b>7.8</b>	<b>87</b>

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 0.9 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.

<b>Sodium</b>	<b>68 mg/L</b>	<b>(Sept. 9, 2012)</b>
<b>Mineral Content</b>	<b>486.73 mg/L</b>	<b>(Sept. 9 – Oct. 10, 2012 avg.)</b>
<b>Hardness</b>	<b>241 mg/L</b>	<b>(Sept. 24, 2012)</b>
<b>pH</b>	<b>7.90 S.U.</b>	<b>(Sept. 9 – Oct. 10, 2012 avg.)</b>
<b>Coliform Bacteria</b>	<b>Negative</b>	<b>(Sept. 21, 2012)</b>
<b>Chlorine Level</b>	<b>1.06 mg/L</b>	<b>(Sept. 9 – Oct. 10, 2012 avg.)</b>
<b>Temperature</b>	<b>81.90°F</b>	<b>(Sept. 9 – Oct. 10, 2012 avg.)</b>

To obtain water quality information, go to [tucsonaz.gov/water](http://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.

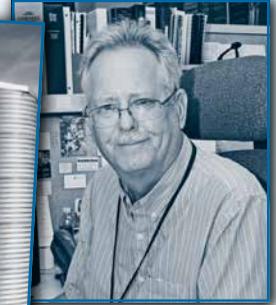
## Efficiency and Conservation

From preliminary design to rezoning to conducting neighborhood meetings and 15 months of construction, Tucson Water's Senior Engineering Associate Jim Meskan has been involved with every phase of development of the utility's new East Side Service Center (ESSC) since early 2006.

"The ESSC is the first satellite facility out of four built from the ground up. It's built for energy efficiency and truly represents Tucson Water's conservation ethic," said Meskan, part of a 12-person team that design facilities and manage construction contracts for the utility.

Some examples of ESSC design features that promote sustainability and save energy include:

- ◆ 12 large metal cisterns store rainwater run-off and are a visible architectural feature that trumpet a 'water conservation' message. These cisterns are able to store 40,176 gallons of rainwater for use on the site's native plant landscaping.
- ◆ "Smart" irrigation controllers gather daily weather data and adjust watering schedules to reduce over watering.
- ◆ Gray water from evaporative coolers is re-used on landscaping.
- ◆ High efficiency toilets, faucets and shower heads, plus waterless urinals.
- ◆ Site orientation and use of skylights, clearstories, open office plan, and glass walls means that 75% of interior spaces receive daylight.
- ◆ Employees' close proximity to equipment and infrastructure reduces windshield time and lowers fuel consumption.



*Senior Engineering Associate Jim Meskan (above) has been involved in all phases of development for the new ESSC satellite facility (left).*

"I'm proud that the facility has received design awards and is pending a LEED gold certification, but I'm also proud that our team could build such an awesome workspace for employees," said Meskan.

The ESSC project has offered Meskan an opportunity to call on his architectural experience; he holds a Bachelor of Science in Architect Studies from the University of Illinois and worked as a designer and draftsman with architectural firms in several states before coming to Tucson. He joined Tucson Water 19 years ago and has been part of the Plant Design Section for 16 years.

Meskan and the Design Section will be involved in some exciting future projects: improving Tucson Water facilities to allow a regional water provider full access their CAP allocation; modernizing utility facilities so two City of Tucson golf courses can maximize use of reclaimed water on turf; and repairing the first floor patio at Tucson Water's Administration building.