

# Your water CONNECTION

*Pledge Online Now*

## National Mayor's Challenge for Water Conservation

"Take the Pledge" online and help Tucson be recognized as one of the most water-wise cities in America. The National Mayor's Challenge for Water Conservation takes place April 1-30, so pledge for Tucson at [tucsonaz.gov/water/take-the-pledge](http://tucsonaz.gov/water/take-the-pledge). In 2012, Tucson placed 6th in this friendly, nationwide competition, so let's aim for the top 5!

## April is Water Awareness Month

Go online to [tucsonaz.gov/water/wam](http://tucsonaz.gov/water/wam) to

- ◆ See a 30-day calendar of tips, resources, and ideas to conserve water.
- ◆ Read the story of Tucson Water's one millionth acre foot of Colorado River water.
- ◆ Sign up for a tour of Tucson Water facilities.
- ◆ Access information about water-related events and free workshops.
- ◆ Get free Tucson Water publications by mail.



If you don't have internet access and would like to receive information via mail, call Tucson Water at (520) 791-4331 with your request.

## Information Exchange Shapes Tucson Water

Helping customers learn about what makes a major public water utility reliable today and in the future is critical to Tucson Water's success. We think that it's important to be open and transparent about what goes on at Tucson Water: operations, capital projects, supply issues, water quality, rates and services, conservation programs and more.



*Alan Forrest  
Director, Tucson Water*

In this newsletter, you'll learn about the Public Information and Conservation Office or PICO. With April designated as Water Awareness Month, look for these items and activities from PICO:

- A special **Water Awareness Month** webpage with tips, activities and facts.
- Tucson Water celebrates recharging our 1 millionth acre-foot of renewable Colorado River water. See a video marking the event, and learn about public tours of water facilities.
- Encouraging you to pledge in the Mayor's Conservation Challenge to earn our community the distinction of being a top ranked WaterSmart city.

We hope customers feel that learning is a two-way street and that you provide PICO and other staff with feedback through town halls, email, letters, phone calls, and attending meetings of the Citizens' Advisory Water Committee and Unified Community Action Board.



PIMA COUNTY

## Sewer Rehabilitation Program

The Pima County Regional Wastewater Reclamation Department (PCRWRD) maintains our community's sanitary sewer infrastructure to protect the public's health, safety and environment. We determine which sections of the sanitary sewer system require repair or rehabilitation through the use of closed circuit television cameras. Camera footage allows staff to make accurate, timely assessments of the condition of this vital infrastructure.

PCRWRD administers an on-going sewer rehabilitation program to facilitate the rehabilitation and repair of pipes, manholes and other sewer conveyance structures. PCRWRD maintains more than 3,400 miles of pipes and 74,000 manholes in the community's sanitary sewer system.

Sewer rehabilitation projects represent an investment in existing community assets, extending the useful life of pipes, manholes and pump stations. PCRWRD's Capital Improvement Program team plans, implements, and oversees construction performed through the sewer rehabilitation program.

As with all infrastructure projects, rehabilitation work on the sanitary sewer system can result in lane closures and traffic detours on area roads. In addition, there may be times during rehabilitation work, when sewer service is temporarily interrupted. In such cases, commercial and residential neighbors receive advance notice of the work.

Whenever you observe construction on area roads, please use caution and obey all traffic control signals and devices to ensure the safety of other travelers and construction workers.

CITY OF TUCSON

## Easy Ways to Make Every Day Earth Day!

Every April 22nd, we celebrate Earth Day to raise awareness about action needed to protect the environment. Most of us want to take responsibility for our environment, and one way we all can do this is to reduce waste and recycle whatever we can. Remember the 3 R's: Reduce, Reuse, and Recycle. Review the suggestions below and check off those you can act on to protect our desert home.

### Reducing

- Buy products that have minimal packaging
- Buy non-perishable goods in bulk
- Purchase fewer disposable items like paper plates and napkins
- Give up bottled water and use a reusable bottle instead
- Take reusable bags shopping instead of using plastic bags



### Reusing

- Donate usable goods to charity
- Use old items to 'upcycle' and create new, usable items
- Post old items on [www.FreeCycle.org](http://www.FreeCycle.org) before throwing in the trash

### Recycling

- Learn what items go in your Blue Barrel by checking [www.DoMoreBlue.com](http://www.DoMoreBlue.com)
- Take plastic bags to the grocery store for recycling
- Check at [www.KnowWhereToThrow.com](http://www.KnowWhereToThrow.com) or call Tucson Clean and Beautiful at 791-5000 to see if items can be recycled locally

Take the pledge! And, if you have more ideas, send us a message on our [Facebook page at Do More Blue Tucson](#). We'll take your ideas and share them with our community.

**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](http://pima.gov/www).

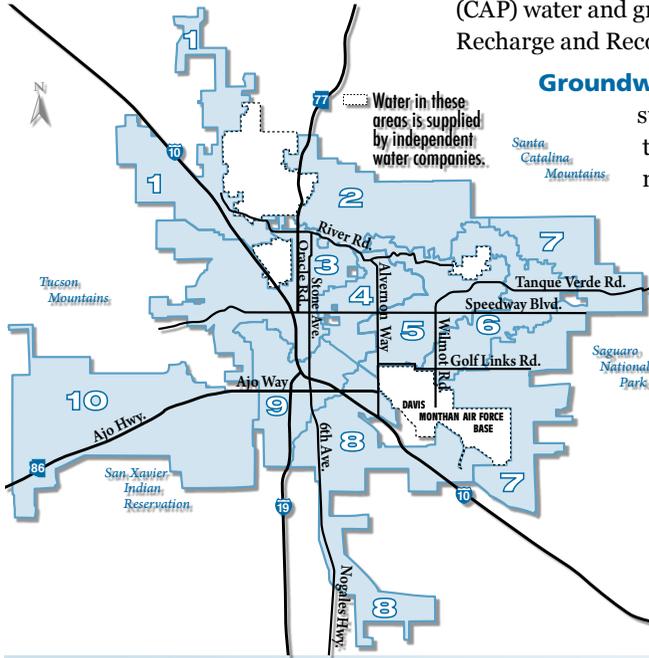
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at [tucsonaz.gov/esd](http://tucsonaz.gov/esd) and (520) 791-3171.

# Water Quality Report

February 2013



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 5% 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)* 85 SP	Mineral Content (mg/L)* 243 SP	Hardness (mg/L)* 85 SP	pH Level (S.U.) 243 SP	Temperature (deg°F) 243 SP
1	60	340	207	7.8	69
2	43	324	153	7.8	68
3	54	360	178	7.8	69
4	36	230	118	7.7	71
5	40	281	144	7.7	69
6	46	352	179	7.8	67
7	38	287	144	7.9	68
8	50	387	192	7.8	71
9	49	360	155	7.8	72
10	52	359	162	7.9	69
<b>Avg</b>	<b>46</b>	<b>323</b>	<b>159</b>	<b>7.8</b>	<b>69</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  
244 samples



## chlorine

EPA Standard  
Max. 4.0 mg/L

Actual Average  
244 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>63 mg/L</b>	<b>(March 4, 2013)</b>
<b>Mineral Content</b>	<b>492.5 mg/L</b>	<b>(Feb. 19 – Mar. 11, 2013 avg.)</b>
<b>Hardness</b>	<b>250 mg/L</b>	<b>(Dec. 28, 2012)</b>
<b>pH</b>	<b>7.89 S.U.</b>	<b>(Feb. 11 – Mar. 11, 2013 avg.)</b>
<b>Coliform Bacteria</b>	<b>Negative</b>	<b>(Feb. 28, 2012)</b>
<b>Chlorine Level</b>	<b>0.92 mg/L</b>	<b>(Feb. 19 – Mar. 11, 2013 avg.)</b>
<b>Temperature</b>	<b>68.89°F</b>	<b>(Feb. 13 – Mar. 11, 2013 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. Call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures.

# Unit Strives to Inform, Educate and Engage Customers

Tucson Water's Public Information and Conservation Office (PICO) unit focuses on a challenging goal: inform, educate and engage customers and employees about the Utility's many operations, programs and services. PICO includes 11 specialists in public outreach, special events, educational programs, media relations, conservation programs, digital media, and water waste enforcement. Senior PICO staffer and Tucson Water mascot, Pete the Beak, attends events to champion ways for water efficiency and water reliability.

"PICO's main effort is to effectively communicate to 709,000 people about what it takes for Tucson Water to deliver high quality water, repair and maintain aging infrastructure, offer reasonable rates, promote conservation and continue capital projects," according to the unit's manager, Public Information Officer Fernando Molina.

The PICO unit is behind these communications tools and more:

- Website and special landing pages
- Free water conservation workshops
- Water-efficiency rebate and incentive programs
- Special events and facility tours
- Public service messages on TV
- Responding to approximately 5,000 phone calls and emails a month



## **Tucson Water's PICO unit.**

*FRONT ROW, LEFT TO RIGHT: Ruben Morales, Pete the Beak, Roberta Lopez-Suter, George Dowling  
BACK ROW, LEFT TO RIGHT: Jennifer Crook, Anthony Almodova, Fernando Molina, Arcadia Tapia, Joaquin Delgado, Michael Carson, Daniel Ransom*

- Working with local media
- In-house employee communications
- Activity books for children and students
- YouTube videos
- Developing displays, brochures, and flyers
- Liaison to businesses about water efficiency
- In-home water audits
- K-12 water conservation programs
- Field work to educate and enforce our water waste ordinance
- Customer surveys and focus groups
- **Your Water Connection** and bill inserts

Molina says that in the coming months PICO will expand social media efforts and WaterSmart rebate and incentive programs. "Over the last 30 years, the reasons to conserve water may have changed, but saving water is still needed especially to ensure that we have a reliable water system and supplies for the future generations."

SCAN



[tucsonaz.gov/water](http://tucsonaz.gov/water)

CLICK



WATCH



[youtube.com/user/tucsonwater](https://youtube.com/user/tucsonwater)

ESPAÑOL



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CALL



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