

Your Water CONNECTION

Focusing on People, Pipes and Technology

Heads Up!

A New Process to Notify Customers About Outstanding Payments



Having problems paying your utility services statement? Did paying your statement slip your mind?

Starting in September, Tucson Water is launching a new system to notify customers who are behind in their monthly payment:

- Two written payment reminders
- Follow up voice mail reminder to pay within 5 days or Tucson Water field staff will turn off service

Tucson Water customers with an outstanding balance will now receive three notices instead of two – offering an additional opportunity to make a payment and avoid service turn-off.

Customers can pay their balance and prevent service shut off by:

- 1) Paying online: tucsonaz.gov/water/online-account
- 2) Paying by phone with MasterCard or VISA
- 3) Paying by mail – but be sure that payment is received by due date
- 4) Paying in person at three payment locations

Tucson Water customer service representatives cannot take payments over the phone; however, they can make payment arrangements and also provide information about Tucson Water's low-income assistance program.

In this *Your Water Connection*, you'll meet Deputy Water Director Sandy Elder and learn about how the Utility and its 488 employees are working smarter to ensure water reliability.



*Alan Forrest
Director, Tucson Water*

“Tucson Water has to ensure that we have water to go into the pipes, but we also need to be sure that water stays in the pipes,” said Elder. His point: Securing an adequate water supply – Colorado River



Tucson Water is upgrading its central control system that monitors and operates approximately 95% of pumps, reservoirs, and recharge facilities.

water delivered via CAP canals – is just one factor in making sure we have water for future generations. Tucson Water needs to also invest in assets: employees, infrastructure, and technology.

Turn the page to read about some ways that Tucson Water employees keep one of the nation's largest and most complex water systems in top shape, delivering more than 33 billion gallons of water a year to 709,000 customers.



PIMA COUNTY

Disposable Wipes Can Clog Pipes

Disposable wipes and moist towelettes allow for the convenient cleanup of sticky messes and are handy during diaper changes. Another common use is to sanitize germ surfaces. Some manufacturers of such wipes indicate on the product's packaging that the wipes are biodegradable and flushable.

Because many of us are concerned about the environment, we want to buy products that are biodegradable. When we are told that we can safely flush a biodegradable product, it makes its use both convenient and environmentally friendly.

Unfortunately, disposable wipes are rarely, if ever, biodegradable in the sanitary sewer system. Often their presence in the sanitary sewer system can cause clogs and equipment failure in lift stations where mechanical pumps facilitate the conveyance of sewage in many areas of our community.

Additionally, if too many wipes accumulate in the sewer system, they can block sewer pipes, which can lead to the overflow of raw sewage into streets, buildings and the environment. When disposable wipes make it through the sewer system to a wastewater treatment facility, they are removed and are taken to a landfill.

The Pima County Regional Wastewater Reclamation Department (PCRWRD) asks that you not flush disposable wipes down toilets – instead discard them in the trash. The proper disposal of these convenient and useful products will help keep our sewer system flowing properly. This will ensure PCRWRD can do its job to safely contain, convey, and treat our community's wastewater.

CITY OF TUCSON

Team Up to Clean Up!



Environmental Services (ES), working with Housing & Community Development (HCD), provides a limited number of roll-offs and dumpsters so that neighbors can work together to improve their neighborhood. The **Team Up to Clean Up Program** is available to registered Neighborhood

Associations, Homeowners' Associations, or groups of ten neighbors who want to organize a clean-up:

- **If you are part of a registered Neighborhood Association**, visit the HCD website at <http://cms3.tucsonaz.gov/hcd/neighborhood-clean-ups> for guidelines and to submit an application.
- **If you are a part of a group of residents in a formal Homeowners' Association, or an organized group of ten or more residents who all receive ES residential services**, your group can request free delivery and pick up of roll-off containers for your clean-up event once a year between July 1 and June 30.

Contact ES at (520) 791-3171 or <http://cms3.tucsonaz.gov/hcd/neighborhood-clean-ups> for guidelines and an application form. Fill out the application form with your preferred clean-up dates and submit it. ES will review your request and work with you to deliver containers based on availability. Once your request is approved, you can organize your neighbors for the clean-up.

Participate in the **Team Up to Clean Up** to clear clutter and yard waste from your neighborhood, alleys, and open areas without waiting for a scheduled Brush & Bulky collection. It's a great opportunity to work side by side with your neighbors toward creating cleaner, safer and more inviting surroundings.

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) 724-6500 or visit <http://www.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.

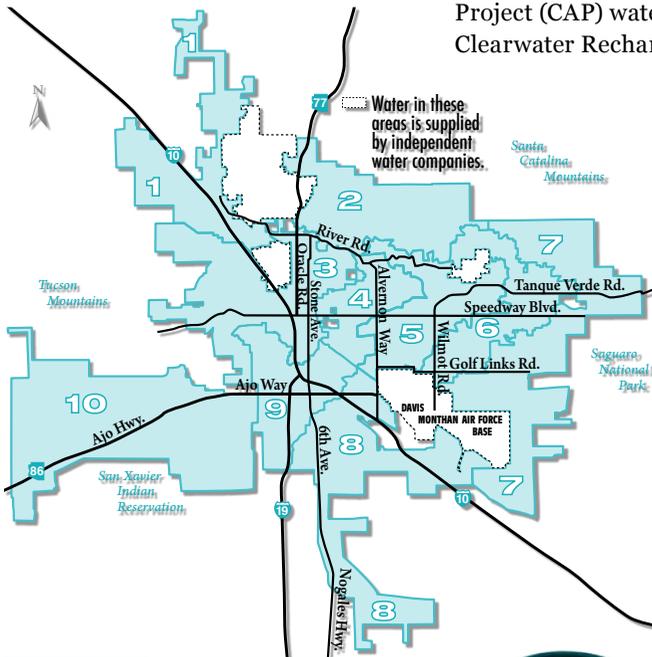
Water quality report

July 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.



Groundwater Source Report – About 95% of the water we deliver comes from renewable water supplies. 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)* 247 SP	Hardness (mg/L)* 77 SP	pH Level (S.U.) 247 SP	Temperature (deg°F) 247 SP
1	55	492	272	7.6	87
2	64	489	232	7.9	88
3	56	428	190	7.9	88
4	49	402	172	7.8	88
5	61	430	222	7.8	87
6	58	467	220	7.8	87
7	43	381	158	7.8	89
8	47	423	232	7.6	88
9	60	464	208	7.8	88
10	58	419	190	7.8	88
Avg	55	437	206	7.8	88

The U.S. Environmental Protection Agency (EPA) 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

Tucson Water
target
average
0.8 to 1.2
mg/L

Actual Average
247 samples 0.7 mg/L

Clearwater Report – More than 50% of our total water supply is a blend of recharged CAP water and native groundwater from Clearwater. Using this recovered blended water means that we reduce groundwater pumping.

Sodium	66 mg/L	(Aug. 7, 2013)
Mineral Content	479.5 mg/L	(July 12 – Aug. 8, 2013 avg.)
Hardness	236 mg/L	(Aug. 7, 2013)
pH	8.30 S.U.	(July 12 – Aug. 8, 2013 avg.)
Coliform Bacteria	Negative	(July 25, 2013)
Chlorine Level	1.05 mg/L	(July 12 – Aug. 8, 2013 avg.)
Temperature	82.99 °F	(July 12 – Aug. 8, 2013 avg.)

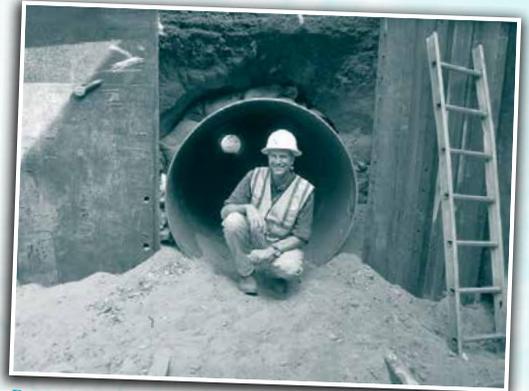
To obtain water quality information, go to tucsonaz.gov/water and click on the Water Quality tab for maps, reports, and more. Call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures.

“Ensuring that Tucson Water is a reliable water system is like

assembling an orchestra,” said Deputy Water Director Sandy Elder. “It takes people, technology, and infrastructure, all working together to keep the system performing to deliver quality water day in, day out.”

According to Elder, replacing and repairing aging pipes, reservoirs, meters and computer systems is essential to keeping water loss to under 10% – representing a savings of millions of gallons of water. He points to a number of programs to replace underground pipelines, some as old as 80 years, water meters that are 20 years old, and dated computer software.

A complex water system with more than 4,500 miles of pipes in a service area that sprawls over 390 square miles also requires employees with training and experience. As a Tucson Water employee of 28 years, Elder understands that staff who plan, know the system and keep it working are also critical to water



Deputy Tucson Water Director Sandy Elder is responsible for the maintenance, planning and engineering divisions.

reliability. “Tucson Water is helping employees work smarter with the right tools, training and technology. Ultimately, it’s the employees who care for the water system and care for customers, ensuring that Tucson Water can invest resources for the future.”

Ways We’re Improving Efficiency



Infrastructure

- Rehabilitation of 60 reservoirs
- Replacing water mains in select neighborhoods each year
- Adding a booster station, reservoir and pipeline at the Clearwater Renewable Facility
- Installing approximately 26,000 smart meters per year



Technology

- Digital mapping of underground assets for remote online monitoring
- Piloting meter program to allow customers to monitor water use over 40 days
- Upgrading System Control and Data Acquisition (SCADA) for centralized security and monitoring
- Implementing IBM’s Smarter Cities recommendations

SCAN



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water

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