

Your water CONNECTION

Improving WaterSmart rebates

– This year Tucson Water, in conjunction with the Citizens' Water Advisory Committee (CWAC), improved the irrigation system rebate program for commercial and multi-family properties. Now these entities can receive up to \$10,000 in rebates to retrofit working irrigation systems to recover a portion of the costs to make improvements to inefficient watering systems.



Producing a fiscal year 2012 Annual Report

– Tucson Water's audited 2012 Annual Report provides customers with important information about the Utility's financial position and programs. Go to Tucson Water's website at tucsonaz.gov/water to access the report.



This special year-end Water Connection highlights some of Tucson Water's key efforts



Alan Forrest, *Director*
Tucson Water

to ensure a reliable water supply and system for decades to come. Thank you to the 488 Tucson Water employees who deliver great service and high quality water to 709,000 customers day in, day out.

Replacing aging pipeline

– Tucson Water replaced \$5.5 million in aging pipeline as part of scheduled road improvements and \$1.5 million in several neighborhoods. In addition, Tucson Water relocated and replaced pipeline and



water connections during

construction along the 3.9-mile streetcar corridor.

Continued inside



PIMA COUNTY

More Reasons to Decrease Sewer Grease:

Negative Impacts on Wastewater Treatment Facilities

In November's *Your Water Connection*, we encouraged you to participate in the ninth annual Day-After-Thanksgiving Grease Collection and Recycling event. This annual event allows area residents to drop off used cooking oils and grease which are recycled by local companies into biodiesel, a cleaner burning fuel.

By recycling cooking grease and keeping it out of the public sewers, we can all help to reduce the number of sanitary sewer overflows, the backup of raw sewage into the street, the environment, or into homes and other buildings. Grease buildup in your home's private sewer line that connects to the public sewer system can result in costly plumbing bills and can be a magnet for sewer roaches.

Grease that flows from the sewer system into the wastewater treatment facility can also harm biological processes used in the treatment of wastewater. This grease can accumulate, harden and clog the surfaces of tanks, basins, and interior pipes. When layers of grease break off inside a treatment facility, certain facility operations and processes may have to be shut down.

Finally, grease that accumulates in the sewer system or inside a treatment facility can cause odors.

Unnecessary expenses caused by grease can be avoided by properly disposing of household cooking grease in the trash or by taking advantage of recycling events such as the annual Day-After-Thanksgiving event.

CITY OF TUCSON

12 Ways to Recycle for the Holidays

Americans generate 25% more garbage between Thanksgiving and New Year's Day – that's about 1 million additional tons of garbage taken to landfills each week during the holidays. To make the holidays greener and to reduce the amount of recyclable items going to community landfills, we offer these 12 tips.

In the blue barrel:

- 1 The newspaper and retailer ads that will find their way in your mailbox.
- 2 Wrapping paper with non-metallic finish or glitter
- 3 Cardboard boxes
- 4 Holiday cards and envelopes
- 5 Glass jars and beverage bottles
- 6 Plastic – drink glasses and rigid, hard-to-open plastic packaging
- 7 Aluminum, tin, and steel cans

At other locations:

- 8 Hosting a holiday party? Put out recycle bins for soda cans, glass, and paper products
- 9 Plastic bags and other film plastics get recycled at the grocery store
- 10 Styrofoam peanuts can go to a packing store – or be reused
- 11 New electronics? Then recycle or donate the old. Visit KnowWhereToThrow.com to find the recycler closest to you
- 12 Treecycle your tree and live wreaths – remove wire and decorations. Treecycle locations are available on-line at www.tucsonaz.gov/treecycle

Not sure if something can be recycled?

Visit DoMoreBlue.com for more information. For all related holiday information, you can call Customer Service at (520) 791-5000 or if you have a smartphone, download the My Waste app at <http://www.my-waste.mobi/AZ-Tucson/>.

Your utilities services statement includes fees for your water, wastewater, and environmental services.

The Pima County Regional Wastewater Reclamation Department (PCRWWD) – 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.

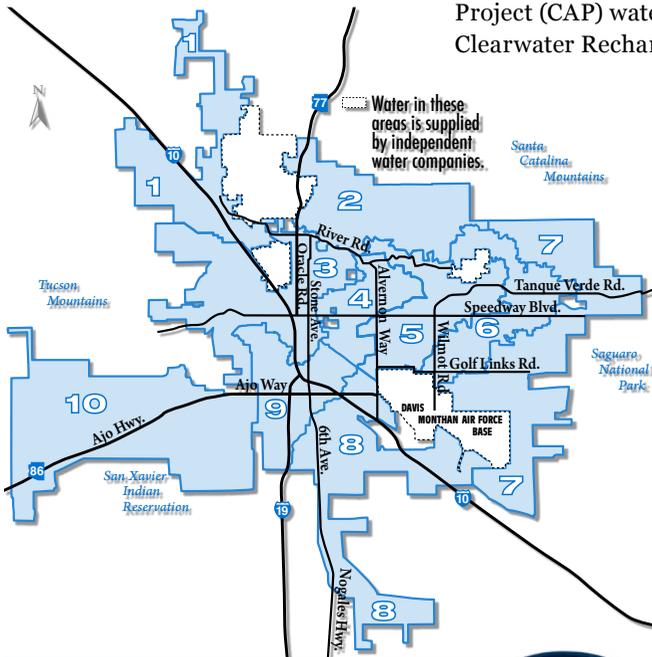
Water Quality Report

October 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)* 246 SP	Hardness (mg/L)* 77 SP	pH Level (S.U.) 247 SP	Temperature (deg°F) 247 SP
1	50	440	178	7.8	83
2	65	494	238	7.9	83
3	56	430	204	7.9	82
4	60	447	217	7.9	83
5	62	458	234	7.8	82
6	62	482	235	7.9	82
7	47	388	188	7.9	82
8	46	409	204	7.7	84
9	57	414	200	7.8	84
10	54	404	166	7.9	84
Avg	57	440	212	7.8	83

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 0.8 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	63 mg/L	(Nov. 4, 2013)
Mineral Content	435.3 mg/L	(Oct. 15 – Nov. 5, 2013 avg.)
Hardness	239 mg/L	(Nov. 4, 2013)
pH	7.7 S.U.	(Oct. 15 – Nov. 5, 2013 avg.)
Coliform Bacteria	Negative	(Oct. 31, 2013)
Chlorine Level	1.08 mg/L	(Oct. 15 – Nov. 5, 2013 avg.)
Temperature	78.7 °F	(Oct. 15 – Nov. 5, 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.

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Recharging our full allocation of Colorado River water and storing water for the future.

In March, the community celebrated the one millionth acre foot of Colorado River water brought via CAP pipelines to Tucson Water facilities to be recharged into the ground. Today, this natural renewable water source provides 72% of our water needs. We will recharge 47 billion gallons of this important renewable resource annually, while only withdrawing 25 billion gallons for use – leaving 22 billion gallons of water in the aquifer for future use.



Inspecting, repairing and rehabilitating reservoirs – This year, Tucson Water completed rehabilitation of three reservoirs: Paseo Tamayo, Wilmot, and Craycroft. Together these three reservoirs store almost 40 million gallons of drinking water, helping to ensure reliable water supplies and service.

Winning the 2013 National Mayor's Challenge for Water Conservation – When Tucsonans pledged to save nearly 39 million gallons of water and promised to reduce landfill waste by more than 959,000 pounds, Tucson earned the top spot for residents of similar-sized cities in the 2013 National Mayor's Challenge for Water Conservation.

Launching a new way to notify customers about payments due – Now Tucson Water provides a recorded phone message as the third notice to customers with an outstanding account balance, offering an additional heads-up to make payment and avoid service turn-off.



Installing high tech water meters – In 2013, we added 18,000 more meters with new automatic meter reading (AMR) technology that transmits data to a handheld or vehicle-mounted collection unit. (That brings the total AMR meters in the field to 79,000.) Tucson Water also began a pilot program with TEP to test meters that interface with broadband and smartphones so customers can monitor water usage as it happens.

Completing construction of a new Advanced Oxidation Process (AOP) Water Treatment Facility

– This new AOP plant and the existing Tucson Airport Remediation Project (TARP) facilities will work in conjunction to remove 1,4-dioxane and other contaminants from water, treating and purifying up to 8 million gallons of water a day. Construction of the AOP was completed on schedule and within budget.



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