

ARE YOU WATER SMART?

You can collect and reuse gray water for landscape plants. Gray water is wastewater from _____

- clothes washing machines
- showers
- bathtubs
- hand-washing sinks

All of the above. Gray water can be used to irrigate fruit trees, landscapes and lawns.

Answer:



WATER MATTERS

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Your Rate Questions

Tucson Water's Business Services Administrator offers some answers to customer questions about water rates, monthly bills, and finances.

(See Working with Water, pg 4 & 5)

WATER Etc.

Customer Question

I want more information on water quality. Where can I find it?

Access to information and experts is easy:

- Monthly Water Quality Reports: Go to tucsonaz.gov/water/monthly_wq_reports
- Quarterly Water Quality Reports: Appear in *Water Matters* in January, April, July, and October
- Annual Water Quality Report: Go to tucsonaz.gov/water/wqreport. To request a paper version, contact (520) 791-2544 or WQinfo@tucsonaz.gov
- Water Quality Team: Contact (520) 791-5945 or CustomerSupportUnit@tucsonaz.gov

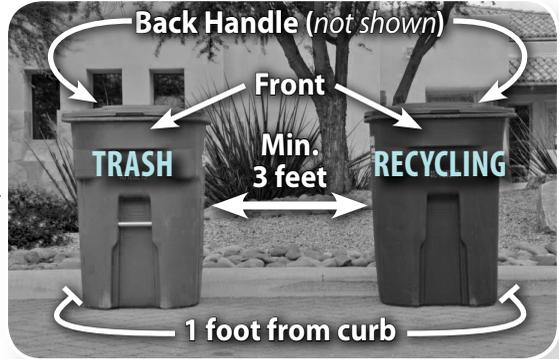


CITY OF TUCSON ENVIRONMENTAL SERVICES

5 Tips to Ensure Trash & Recycling Pick-Up

To ensure safe and efficient collection of curbside trash and recycling, follow these tips on proper placement of containers:

1. Place at least 3 ft. from other objects: parked cars, mailboxes, planters, etc.
2. Maintain at least 3 ft. between recycling Blue Barrel & Trash Containers.
3. The container lid opening faces the street. The container back handle faces the curb.
4. Ensure 1 ft. of space between curb and back handle of containers.
5. Do not place trash/recycling containers under trees.



PIMA COUNTY WASTEWATER RECLAMATION

Are you...
...a Winter visitor?

Do you...
...travel for extended periods?

Are you...
...planning an extended stay at a hospital or rehab facility?

If any of these conditions apply to you, you could be eligible for a discount on your monthly sewer bill with the **Sewer Vacant Rate**.*

Contact Customer Services at **(520) 724-6609** to make arrangements in advance or go to our website to submit a request online.

www.pima.gov/government/wastewaterreclamation

*To receive the special rate the home must be vacant for longer than one month.



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

Environmental Services (ES) (520) 791-3171 or visit tucsonaz.gov/esd
Pima County Regional Wastewater Reclamation Department (PCRWRD) (520) 724-6500 or visit pima.gov/wwm

WORKING WITH WATER

Tucson Water Business Services Administrator Belinda Oden

offers nearly 20 years experience with the utility related to finances: budgeting, determining rates, billing administration, managing contracts, financial reporting and working with elected officials, staff and citizens groups. She offers some answers to often-asked questions about water rates:

- **Why raise water rates?** "As an 'enterprise fund' of the City of Tucson, Tucson Water is required to generate revenue to cover the cost of operations. We receive no funding from the City of Tucson. Tucson Water depends on revenues from water sales to ensure that our community has a reliable water supply and system now and going forward."
- **I use less water but my water bill goes up every year. Why?** "Our community is a leader in the southwest for conserving water—which keeps rates lower in the long run. However, much of what customers pay for is the ability to deliver water to their home, and those costs continue to go up. Delivery costs include maintaining pipelines and equipment, replacing aging pipes, installing 'smart' water meters, monitoring water quality, and staffing. Even with rising costs, Tucson Water delivers clean, safe tap water to your home for less than a penny a gallon."
- **Are homeowners the only group that see rate increases?** "No. Rate changes impact all customer groups: commercial, single-family homes, mobile home parks, multi-family homes, industrial, construction, and fire sprinkler services. Residential customers make up nearly 90% of all Tucson Water service accounts."



● What is Tucson Water doing to cut costs?

"That's a fair question. Here are some examples: Tucson Water is not filling staff positions. Staffing is at the lowest level in 18 years, and we're serving 130,000 more customers today than in 1996. We're purchasing Colorado River water at today's lower rates and storing a significant amount for future use. Crews conduct ongoing maintenance to stop leaks and water waste."

- **What's included on my water bill?** "Your monthly utility services statement includes charges for three utilities: Tucson Water, Pima County Wastewater, and Environmental Services. (This can vary depending on where you live and the services you receive.) Your specific Tucson Water portion has four line items: fixed charges related to water meter size; cost for purchasing CAP water; a conservation fee; and charges for the volume of water used."

● I'm on a fixed income and need help paying my water bill. Can Tucson Water help me?

"Yes. The Pima County Community Action Agency administers Tucson Water's assistance program. Contact PCCAA at (520) 243-6770."

CLICK

tucsonaz.gov/water

WATCH

youtube.com/tucsonwater

CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

SCAN





Water Reliability

EFFICIENCY HIGHLIGHTS



What Tucson Water is Doing

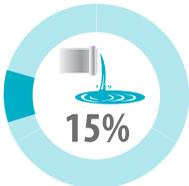
Working more efficiently with fewer people. Staffing levels are the lowest in 18 years.



What You Can Do

Sign up for paperless billing at onlinebiller.com/tucson. View utility bill detail online, download & print 24/7. Receive email notifications of new bills. Stop delivery of your paper bill.

TUCSON WATER'S OPERATING COSTS



CAP WATER
Purchase of full allocation of Colorado River water



POWER
Electricity, gas



OTHER OPERATING
Chemicals to treat water, maintenance service, outreach



CITY ADMIN SERVICE
Payroll, accounting, collections, IT



DEBT SERVICE
Principal, interest payment



STAFFING
Employee pay, benefits, insurance