

# ARE YOU WATER SMART?

Tucson Water conducts approximately \_\_\_\_\_ individual tests a year to ensure water quality in the main distribution system.

- A. 5,000
- B. 10,300
- C. 14,500

*C. 14,500 individual water quality tests a year on the main distribution system water. Find water reports for the main system and 11 isolated well systems at water.tucsonaz.gov.*

**Answer:**

## Customer Question

**WATER**  
*Etc.*

**How do I prepare for a water outage, wildfires, tornados or other emergencies?**

A timely question since September is **National Preparedness Month**. Have a three-day supply kit that includes water (1 gallon minimum per person per day for sanitation and drinking), non-perishable food, and other items in case of an emergency or disaster. This is a good time to visit **ready.gov** (or **listo.gov**) for tips on what to include in a kit, creating an action plan and more.

Tucson Water notifies customers in advance of a scheduled water interruption for repairs, upgrades or maintenance work. If a water outage is large or lengthy – whether planned or unplanned – we'll set up water distribution points to make sure you have drinking water available.

AMERICA'S **PrepareAthon!**  
NATIONAL PREPAREDNESS DAY PARTICIPANTS  
**6,383,168**

Ready.gov | AMERICA'S PrepareAthon! | NATIONAL PREPAREDNESS COMMUNITY



# WATER MATTERS

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## The 411 on Water 911s

You call Tucson Water's 24-hour emergency line to report gushing water in the street. Find out the steps Tucson Water takes to mobilize people and resources to respond.

*(See Working with Water, pg 4 & 5)*



## CITY OF TUCSON ENVIRONMENTAL SERVICES

## 5 Things That Are a Blue Barrel No-No

Workers at our recycling facility ask for your help by not using your Blue Barrel as a trash can. When trash gets mixed in with recycling, it will contaminate the recycling – making it unusable. Here are the top 5 items that should never be put in your Blue Barrel:

- 1. Plastic bags.** If you want to recycle plastic bags and film plastic, take them to a grocery store.
- 2. Yard waste.** Tree trimmings, tree branches, and garden hoses are trash. Consider composting green waste if you don't like throwing the green waste in your trash container.
- 3. E-waste.** There are many options for recycling e-waste – cables, wires, cell phones and computer parts.



- 4. Construction debris.** Rocks, gravel, bricks, concrete, and tile don't belong in a Blue Barrel. They can damage machinery and might harm a person if spit out of the machinery.

- 5. Dirty diapers, IV bags and hypodermic needles.** These items can cause serious injury to employees during a hand sort. Note: needles must be put in puncture proof container, sealed and labeled before placing in the trash.

Not sure what items are recyclable?  
Visit [DoMoreBlue.com](http://DoMoreBlue.com) for more information.

## PIMA COUNTY WASTEWATER RECLAMATION

The Regional Wastewater Reclamation Department has multiple short-term and long-term sewer rehabilitation projects in Pima County.

These projects often require open trenches and the presence of construction equipment and construction crews in area streets.



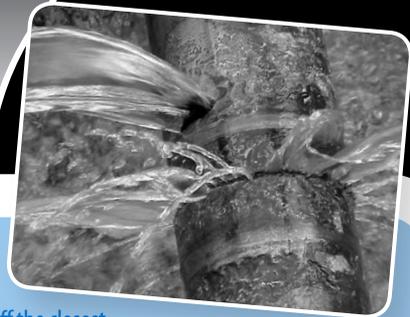
*For your safety and protection, please obey all traffic restrictions in these areas.*

  
**PIMA COUNTY**  
WASTEWATER RECLAMATION

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

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

# WORKING WITH WATER



## Tucson Water Risk Management Specialist Allan Tarket

is responsible for safety, security and response planning, all-important to protecting water supplies, public health, and property. He takes time to talk about keeping the Utility's people and resources ready to respond to incidents night or day.

- **How do you define an emergency?** "An emergency is an incident caused by nature or humans that requires Tucson Water to respond to protect life or property. An incident isn't planned, and it impacts the community and water infrastructure."
- **"Water line failures are 95% of our incidents.** Water lines can fail because of age, the ground shifting, or even from being struck by vehicle. The remaining 5% of incidents are security or catastrophic type events – a regional freeze or a large pipeline break on a major road for instance."
- **"Most water line breaks are reported by the public.** Customers will call the Tucson Water 24-hour emergency line at 791-4133 to report that they don't have water or they see water bubbling in the streets. Our field crews also report line breaks."

## "When a water line breaks, here's what we do:

- 1) Isolate the break by turning off the closest valves. The closer the valve is to the break, the greater chance of minimizing customer impact.
- 2) Analyze the situation. Assess the people, equipment and skills needed for repair.
- 3) Begin repair. Drain area pipes as needed. Maintain water pressure as necessary to prevent dirty water from entering the system.
- 4) Communicate to customers through local news and social media, door notices, working with elected officials' offices, and website updates.
- 5) Provide bottled water to those without water, depending on time needed for repairs, size of outage area and time of day or year.
- 6) Promote safety, which may include traffic control, warning signs, and trench protection.
- 7) Disinfect repaired pipe or new pipe with industrial strength bleach. If necessary, flush section of system with disinfectant.
- 8) Pressure test repair area to ensure a solid repair and conduct water quality tests.
- 9) Put line back in service."

- **Who has your back?** "Bottom line: There is always a person with the ability to take action and direct resources during an incident. I'm part of a two-person team, plus there is a Tucson Water Emergency Operation Team that includes approximately 8 directors, administrators and assigned back-ups that is a phone call away. Tucson Water is also a part of a local, regional, county, and federal team that can mobilize quickly and coordinate through one command center. We are part of AzWARN, along with 20 water and wastewater utilities, and have a signed agreement to help one another during emergencies if resources of one are overwhelmed."

CLICK

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

WATCH

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

CALL

**English & Español:**  
(520) 791-4331

TDD

(520) 791-2639

SCAN





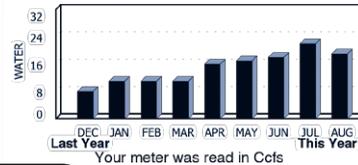
# Water Reliability

# EFFICIENCY HIGHLIGHTS



## What Tucson Water is Doing

We are installing 25,000 Automatic Meter Reading (AMR) meters a year for an accurate, affordable and efficient way to measure water usage. Data from an AMR meter is downloaded automatically to a mobile collector or handheld unit.



## What You Can Do

Review monthly water meter reading trends on your paper or online utility statement. An unusually low or high monthly reading may indicate a broken meter or a leak. Got meter questions? Contact customer service at (520) 791-3242 or [TW\\_CustomerService@tucsonaz.gov](mailto:TW_CustomerService@tucsonaz.gov)

**3 WAYS TO PROTECT YOUR WATER CALL 791-4133**

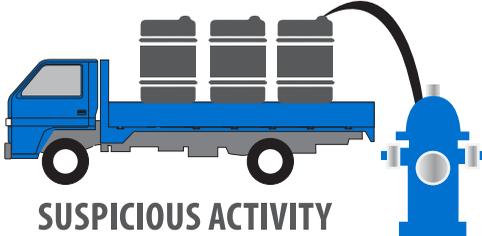


**IF THERE'S...**

**1**   
**NO WATER IN YOUR HOME**

**2** **TOO MUCH WATER IN THE STREET**



**3**   
**SUSPICIOUS ACTIVITY**