

ARE YOU WATER SMART?

Less than ____% of all water on Earth can be used by people.

- A. 1%
- B. 10%
- C. 30%

A. Less than 1% of all the water on Earth can be used by people – the rest is salt water (the kind you find in the ocean) or is frozen. Source: EPA

Answer:

Customer Question

WATER Etc.

There's a nearby business that has a leaky irrigation system – there's water on sidewalks and puddles in the street. How can I report them for wasting water?



If you suspect water waste at a commercial site, report it to a Tucson Water Conservation Inspector: call (520) 791-2514 (TDD: (520) 791-2639) or email waterwaste@tucsonaz.gov. Please provide site location/address, day and time, and description of the problem. Your contact information will not be provided to a water waster.

Inspectors will offer businesses free water audits and will educate about efficient water use – before issuing citations.



WATER MATTERS

inside this issue



Your Utilities:
Wastewater & Environmental Services

2-3

Working with Water:
Five Goals for 2015

4-5

Water Efficiency:
Tips

6-7

Water Smart:
Quiz & Question

8

Five Goals for 2015

Executive Director Alan Forrest offers a quick take on Tucson Water's Five Goals for 2015.

(See Working with Water, pg 4 & 5)



tucsonaz.gov/water

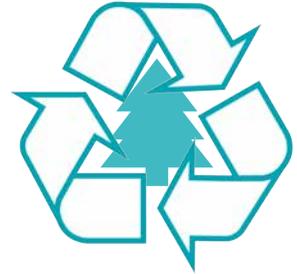
CITY OF TUCSON ENVIRONMENTAL SERVICES

Have a Blue Christmas

During the holiday season, people generate 25% more waste. Fortunately, much of this holiday waste can be recycled in your blue barrel! Recycle:

- ⊕ Wrapping paper, cardboard boxes, paper bags, and greeting cards. Make sure the wrapping paper and cards do not have glitter or a metallic finish.
- ⊕ Hard plastic including toys, food containers, food packaging, and beverage bottles, etc. Please no plastic bags or film plastic.
- ⊕ Glass bottles, jars, and jugs. No light bulbs please.

- ⊕ Aluminum and steel cans. Give aluminum or steel food cans a quick rinse and put them in your blue barrel.



You can return Styrofoam™ peanuts back to a local UPS store, and all film plastic can go back to many local retailers or grocery stores.

PIMA COUNTY WASTEWATER RECLAMATION

Conserve Water Year-Round!

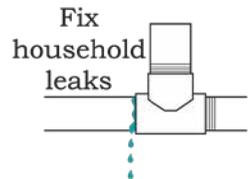
Although the temperatures are cooler, we still need to remember that conservation should be a year-round practice. This winter don't forget to:



Turn off the water when you brush your teeth



Sweep your sidewalk, don't clean it with a hose



Get creative!

Think of ways you and your family can conserve water all year long!



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
Pima County Regional Wastewater Reclamation Department (PCRWRD) (520) 724-6500 or visit www.pima.gov/wwm

WORKING WITH WATER



Tucson Water recently received the **Platinum Award for Utility Excellence** from the Association of Metropolitan Water Agencies. This award recognizes Tucson Water's exceptional performance in managing 10 attributes, among them, water quality, resilient operations, stable infrastructure, community engagement, and financial viability. "The award also reflects the energy and hard work of all employees to meet our customers' needs, every day and in the future," said **Tucson Water Director Alan Forrest**. What's next for Tucson Water? Forrest shares five key Tucson Water goals for 2015:

- 1 Formalizing a strategic plan.** Representatives from all divisions of Tucson Water have been working on a five-year strategic plan. We are identifying principle issues, forecasting capital and operational budget trends, clarifying values and applying metrics. The 2020 Strategic Plan is a single document that's flexible to adjust for changing needs, portable, and easy to understand.
- 2 Being on point with Colorado River water issues.** Because of concerns about drought, climate change and impacts on the Colorado River, Tucson Water will continue to be a part of conversations with other western states, within Arizona and with federal representatives.

- 3 Focusing on recycled water as one of our three sources of water.** You will see and hear more about recycled water in 2015. We'll be moving forward on recycled water outreach: listening to customers' opinions, conducting focus groups, scheduling group presentations, and offering up information about recycled water. We'll also start pipeline route studies and continue researching water treatment processes.

- 4 Promoting more win-win regional agreements to protect water resources.** Tucson has a unique agreement with Phoenix: Tucson Water has the capacity and facilities to store 850 acre-feet of Phoenix CAP water. During shortage, Tucson will release 850 acre-feet of its CAP allocation to Phoenix, and in exchange, Tucson will pump an equal amount of water that Phoenix has stored here. It costs nothing and means no pumping groundwater. In 2015, we'll consider expanding the volume of water Phoenix recharges here, and continue to work with other municipalities and water companies to create more agreements where everyone benefits.

- 5 Improving customer service.** We're taking a holistic approach to improve customer service. That means updating phone technologies, and better coordination of staffing levels with the volume of inquiries by phone and email. We will also update our website and make it easier to pay a bill, get information, and interact with us. And in 2015, we will be working on making your monthly statement easier to understand.

CLICK

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

WATCH

[youtube.com/
tucsonwater](http://youtube.com/tucsonwater)

CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

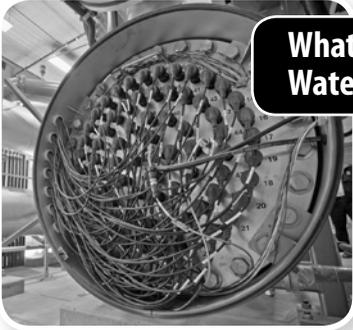
SCAN





Water Reliability

EFFICIENCY HIGHLIGHTS



What Tucson Water is Doing

Using ultraviolet technology at our Advanced Oxidation Process Water Treatment Facility to purify 2.93 billion gallons of water a year.



What You Can Do

Maintain home water treatment systems per manufacturer guidelines and regularly flush your water heater.

PLATINUM AWARD FOR UTILITY EXCELLENCE

Recognized by the Association of Metropolitan Water Agencies

TUCSON WATER

2014 HONORS AND MILESTONES

Advanced Oxidation Process Treatment Facility Wins the American Council of Engineering Companies of Arizona

JUDGE'S CHOICE AWARD

Advanced Oxidation Process Treatment Facility Wins the Arizona Water Association WATER TREATMENT PROJECT OF THE YEAR AWARD

RECLAIMED WATER SYSTEM CELEBRATES 30 YEARS

Tucson Water has been delivering reclaimed water since 1984