

ARE YOU WATER SMART?

Tucson Water serves approximately _____ customers in the City and County.

- 713,000
- 513,000
- 313,000

There are 713,000 Tucson Water customers within a 390-square mile area. Approximately 70% of Tucson Water customers live within the city limits.

Answer:



WATER MATTERS

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Q & A on upcoming changes in water rates.

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



Customer Question

Where can I find water quality reports?

Tucson Water's 2014 annual water quality reports for its main system and 10 isolated systems are now available



at tucsonaz.gov/water/wqreport. Monthly water quality reports for the main water distribution system are available online at tucsonaz.gov/water/monthly-wq-reports.

If you have questions about water quality reports or would like a paper copy, call (520) 791-5945 or e-mail CustomerSupportUnit@tucsonaz.gov.



CITY OF TUCSON ENVIRONMENTAL SERVICES

No Plastic Bags in Blue Barrels

Why are plastic bags a no-no in Blue Barrel recycling? Imagine you're vacuuming and a loose string gets tangled around the roller. You have to stop, switch off the vacuum cleaner and remove the string to work efficiently again. That's what happens three times a day when plastic bags clog up equipment at the recycling plant. Workers must shut down recycling operations to cut away the plastic bags caught in machinery. It's not efficient. It costs money and time.

Please recycle plastic bags at the grocery store and keep them out of your Blue Barrel.

Don't put plastic bags in your Blue Barrel because they clog up and stop recycling plant equipment.



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/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 www.pima.gov/wastewaterreclamation

WORKING WITH WATER



According to **Tucson Water Business Services Administrator Belinda Oden**, customers in rate town halls are usually surprised to learn two facts about the Utility's finances. "One, because Tucson Water is an enterprise fund, we must generate revenue to pay our expenses. Two, Tucson Water does not receive any City of Tucson general funds." With water rates changing for all customer groups on July 6, 2015, Oden answers questions about rates frequently asked by customers:

Why is my water bill going up? "Much of what customers pay for is related to delivering water to your home – maintaining pipes, monitoring water quality, installing meters, staffing, and replacing aging equipment. Those delivery costs continue to rise year after year."

What does my water bill include? "Your Tucson Water billing shows charges for the volume of water used, a monthly service charge related to water meter size, a charge for Tucson Water's purchase of Central Arizona Project water, and a conservation fee that is used to provide customers with education, assistance and incentives to use water efficiently."

How much water do Tucson residents use? "Tucson Water customers have a national reputation for being water-wise, which keeps water usage rates lower over time. The average family used 8.7 ccf (hundred cubic feet) of water per month in 2014 – down from 10.2 ccf in 2010. Imagine where we would be right now if we hadn't been conserving water all those years."

What's on my monthly statement besides water? "Your monthly statement includes charges for three utilities: Tucson Water, City of Tucson Environmental Services and Pima County Wastewater. This can vary depending on where you live and the services you receive."

I'm on a fixed income. Can Tucson Water help me pay my bill? "Yes. The Pima County Community Action Agency (PCCAA) administers Tucson Water's low income assistance program. Contact PCCAA at (520) 243-6770."

Did the public give you input about the rate changes? "Yes, in several ways:

- 1 The Citizens' Water Advisory Committee (CWAC) makes rate recommendations that the Mayor and Council consider and vote on every year. CWAC was established in 1977 to advise the Mayor and Council about water rates, planning, conservation and more. Its 15 voting members, Tucson Water customers from the City and the County, are nominated by the City Manager, Mayor and Council. CWAC meetings are open to the public. (More info is at tucsonaz.gov/water/citizens-water-advisory-committee)
- 2 A Customer Rate Design Group. More than a dozen representatives of residential, commercial, multi-family and industrial water customers met in January and February to advise Utility staff about water rates.
- 3 This year Tucson Water also presented information about water rates and fielded customer questions and suggestions at three rate town halls and a Ward forum.
- 4 Via call to the audience and public hearings at Mayor and Council meetings. For example, Mayor and Council held a public hearing on water rates and service on May 19."

CLICK

tucsonaz.gov/water

WATCH

You
Tube
tucsonwater

CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

SOCIAL





Water Reliability

EFFICIENCY HIGHLIGHTS



What Tucson Water is Doing

Using new Supervisory Control and Data Acquisition (SCADA) technology to ensure water pressure, water quality and water availability during summer's peak demand.

What You Can Do



Adjust your irrigation timer for a summer schedule: deep watering, early in the a.m. encourages deep roots.

WHO USES TUCSON'S WATER?

RESIDENTIAL AND MULTI-FAMILY CUSTOMERS MAKE UP 91.8% OF ACCOUNTS & 74.9% OF REVENUE



RESIDENTIAL

Single Family Homes & Duplexes



MULTI-FAMILY

Apartments



COMMERCIAL



OTHER

Industrial & Construction

% of Accounts

89.4

2.4

6.3

1.9

% Usage

55.2

19.6

22.8

2.4

% of Revenue

59.5

15.4

21.6

3.5