

ARE YOU WATER SMART?

Signs of overwatering your landscape include:

- Leaves turning yellow or lighter shades of green
- New shoots wilt
- Signs of algae or growing fungi

All of the above. Source: wateruseitwisely.com
Answer:



WATER MATTERS

inside this issue



Your Utilities:
Wastewater & Environmental Services

2-3

Working with Water:
Conservation, Rebates & More

4-5

Water Efficiency:
Tips

6-7

Water Smart:
Quiz & Question

8

Find out the latest info on water efficiency rebates, incentives and programs from **Water Conservation Specialist Candice Rupprecht.**

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



WATER Etc.

Customer Question

Why does my tap water look cloudy or milky?

It may be caused by air bubbles dissolved in your water, which are harmless. They won't hurt you or damage your plumbing or appliances.



It's easy to test if your milky water is from trapped air bubbles: fill a clear glass with tap water and let it stand for a few minutes. As the air escapes, the water will clear from the bottom of the glass upward.

Air bubbles can be created as water is pumped under pressure throughout the distribution system. The air is released from the water when you open your tap, much like a bottle of soda fizzes when you open it up.

Go to tucsonaz.gov/water/cloudy-water for more tips and info.

CITY OF TUCSON ENVIRONMENTAL SERVICES

Recycle Clothing & Textiles



Please don't throw your unwanted clothing, towels, sheets, fabric scraps, footwear, and other textiles in your Blue Barrel.

In the U.S., 13 million tons of textiles are discarded each year – with 85% of it ending up in our landfills. Here are some ways to recycle textiles and clothing and keep them out of our landfill:

- ✦ Download the My Waste app at www.my-waste.mobi/AZ-Tucson to learn how to recycle and dispose of textiles and more.
- ✦ Click on the Recycling Directory at www.tucsonaz.gov/es/know-where-to-throw and search on clothing. You'll find a list of 70+ resale stores, thrift stores, nonprofits and faith-based organizations with donation info.
- ✦ Recycle items among family or friends.
- ✦ Drop off items at conveniently-located collection bins.
- ✦ Repurpose and reuse in new, creative ways.
- ✦ Sell items at yard sales or online, or take them to consignment shops.

According to *Goodwill Industries of Southern Arizona*, none of your donated textiles – even fabric scraps or what you may deem not reusable – will end up in a landfill. Most Arizona thrift shops and charities send unwanted textiles to special recycling facilities where they can become transformed into eco-friendly insulation, cleaning rags, carpet padding or rubberized playgrounds.

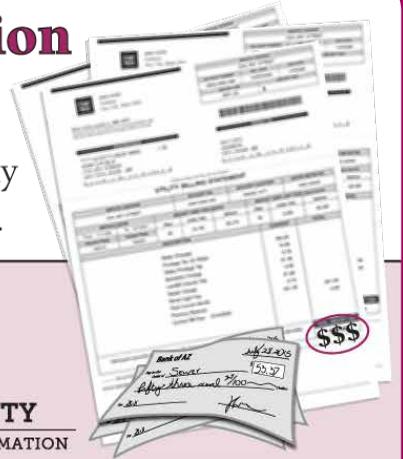
PIMA COUNTY WASTEWATER RECLAMATION

Do You Qualify for a Reduction in Your Sewer Bill?

You may be eligible for the Sewer Outreach Subsidy program if you meet specific income requirements.

Call the Pima County Community Action Agency to schedule an eligibility appointment.

(520) 724-3794



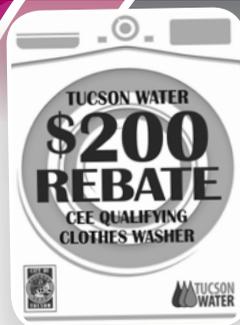
Please provide requested information to the automated system and you will receive a return phone call to schedule an eligibility appointment.

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

Environmental Services (ES) (520) 791-3171 or visit tucsonaz.gov/environmental-services

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

WORKING WITH WATER



For **Water Conservation Specialist Candice Rupprecht**, wise use of water resources is both a professional and personal mission. "I want to make sure that Tucson is the kind of place my children will want to live in – and we all have water resources in the future." Rupprecht, part of a Tucson Water conservation team of five, offers us details on the hows, whys and benefits of water efficiency research, rebates and programs.

What rebate is the most successful? "Definitely the High Efficiency Toilet (HET) rebate – the longest-running and most successful rebate when it comes to saving water. Qualifying customers can receive \$75 per HET with a maximum of \$150 for two toilets. Since the program launched in 2008, we estimate saving nearly 750 million gallons of water."

What are the newest Tucson Water rebates? "A \$200 rebate for single-family residential customers for a high-efficiency clothes washer. And now the rainwater harvesting program is available to small commercial Tucson Water customers with a single 5/8" or 3/4" meter."

"We're looking at other factors in defining success with rebates and incentives. Tucson Water is working with several community partners to quantify benefits beyond saving water and money on utility bills. For instance, harvesting rainwater provides an alternative water source, and it can also improve our quality of life by growing more habitat or food, increasing shade, and decreasing our heat island effect.

"Tucson Water is also updating our overall conservation plan. A critical part of this plan is understanding water customers' needs and values. To do this we're analyzing how programs are benefiting customers and saving resources. We're assessing new water-saving technology. And we're working with partners across the region to build an understanding of our interconnected water resources and their wise and efficient use.

Rebate Know-How

Rupprecht's tips for customers considering a Tucson Water rebate or an incentive:

- **Research rebate and incentive options** at tucsonaz.gov/water/rebate or pick up info at many local retailers.
- **Understand the qualifying rules and requirements up front.**
- **Keep original receipts and invoices** after purchase of qualifying equipment.
- **Complete, sign and mail in an application form with required documentation.** On average, it'll take 6 to 8 weeks to process.

"Maintaining Tucson's high quality of life is important to us. I think a lot about drought – it's happening – but our community is well-prepared and our water demand continues to drop. We are water resource leaders, from planning to policy to programs like Conserve2Enhance that improve our community from the ground up."

CLICK

tucsonaz.gov/water

WATCH



CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

SOCIAL





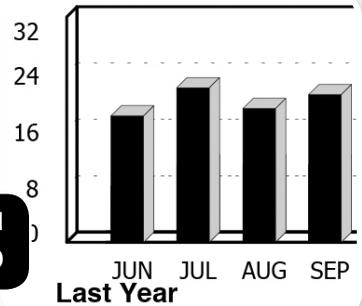
Water Reliability

EFFICIENCY HIGHLIGHTS



What Tucson Water is Doing

What You Can Do



Collaborating with the University of Arizona to conduct four research projects focusing on water quality technology, monitoring and safety.

Look online or at the back of your utility statement to research your monthly water consumption. Be curious about dramatic increases or decreases in your water use.

WAYS WE USE WATER AT HOME



27%

Outdoor



20%

Toilet



12%

Faucet



16%

Laundry



13%

Leaks/Other



12%

Shower