

ARE YOU WATER SMART?

Public drinking water systems such as Tucson Water provide drinking water to _____% of Americans.

- 25%
- 75%
- 90%

90% – more than 286 million Americans get tap water from a community water system. Source: waterpapa.gov

Answer:

Customer Question

WATER
Etc.

How will being water wise potentially lower my sewer bill?

Conserving water all year round can help keep your water charges low and it can also keep your sewer bill at a minimum. Pima County Regional Wastewater and Reclamation Department (PCRWRD) uses the average of your December, January and February billing periods to calculate your monthly sewer charge because these three months typically do not have a high outdoor water demand and are considered to be the lowest overall water use.

Because Tucson Water's billing periods reflect water used in the previous 30-day period, it is possible that some customers' water use for the December billing period may capture all or portions of November water use—when irrigation demands may still be higher. PCRWRD offers customers an opportunity to appeal sewer fees calculated using December, January and February billing periods.

Call (520) 724-6500 or go to www.pima.gov/wastewaterreclamation for information on sewer user and connection fees and more.



WATER MATTERS

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Learn about Tucson Water's licensed and certified Water Quality Laboratory.

(See Working with Water, pg 4 & 5)



CITY OF TUCSON ENVIRONMENTAL SERVICES

Shredded paper: To bag or not to bag?

Plastic bags or film plastic should never be put in a Blue Barrel – they can end up gumming up recycling equipment, causing staff to stop machinery and have to remove them. **Bagging shredded paper in a clear, plastic bag for recycling is the one exception to this guideline.**

1



Shred at home or at a local no-cost shred event. November 14, 2015 is the next *Know Where to Throw* event at El Rio Neighborhood Center, 1390 E. Speedway Blvd. Bring your documents for shredding, e-waste, and other reusable items – plus, attend a free info fair to learn more ways to recycle. Go to *Do More Blue Tucson* Facebook's page for more event info.

2



Put shredded material in a clear, plastic bag and tie. That keeps loose shredded paper from littering the streets or the recycling facility. A see-through plastic bag ensures recycling staff quickly identifies and sorts the shredded paper and bales it with high quality paper.

3

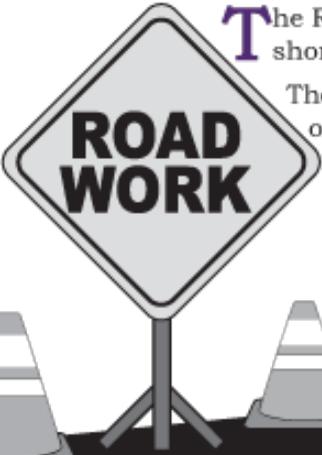


Recycle shred bags in your Blue Barrel or bring to a neighborhood recycling center.

PIMA COUNTY WASTEWATER RECLAMATION

The Regional Wastewater Reclamation Department has multiple short-term and long-term sewer 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.



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

The water that Tucson Water delivers to your home, school or business is always clean, safe and adheres to federal and state regulatory quality and health standards. If we take the quality of our water for granted, it's because **Laboratory Manager Mike Dew** and the staff of 15 professional chemists, analysts, compliance experts and scientists at the Utility's licensed Water Quality Laboratory are vigilantly sampling, testing and reporting on what's in our water.

Where is the Water Quality Lab? "Tucson Water launched its first Water Quality Laboratory in the 1980s at the Utility's downtown offices. In 1992 it moved to Tucson Water's Hayden Udall Treatment Plant in southwest Tucson."

Who are the Laboratory's main clients? "We serve Tucson Water's various groups and divisions. The Water Quality Lab also serves the City of Tucson Environmental Services Department – we test groundwater from monitoring wells at the Los Reales Landfill as well as other landfills maintained by that Department."

What happens at the Laboratory? "Tucson Water field analysts collect and submit samples to the lab. The samples are analyzed in the lab and the data is uploaded from the instruments into our Laboratory Information Management System or manually entered into the system. We measure approximately 150 different water quality parameters: bacteria and other microorganisms, and numerous naturally occurring or man-made organic and inorganic constituents. Tucson Water alone generates 6,000 to 7,000 water quality samples a year."



Who does the Lab report to? "We report to regulatory agencies, other end users and to our customers." (Customers can go to tucsonaz.gov/water/water-quality to find monthly and annual water quality reports, publications and data archives.)

Let's talk about water quality testing and the law. "All Lab samples have a chain of custody. That means each sample comes with a written testing profile: name of sampler; date, time; sample location; analysis required; etc. The Lab also has to document that the accuracy of the data we generate is legally defensible in a court of law."

Is there oversight of the Lab and testing? "Yes, the Water Quality Laboratory is licensed by the Arizona Department of Health Services. Tucson Water also reports water quality test results to Arizona Department of Environmental Quality (ADEQ) – the regulatory agency that administers the national drinking water standards established by the Environmental Protection Agency."

Q. Can the recent Animas River spill potentially contaminate our drinking water? *No, for several reasons. The spill occurred at a tributary, more than 200 miles upstream of Lake Powell. Lake Mead, Tucson's source for Colorado River water, is even further downstream from the spill. Lake and riverbed sediment absorbs contaminants and the sheer volume of water will dilute any contaminants before entering the CAP canal system. Plus Tucson Water conducts more than 14,000 water quality tests throughout the distribution system – that includes monitoring CAP water quality too.*

CLICK

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

WATCH


tucsonwater

CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

SOCIAL



August 2015 – Main Water System Report

To ensure your water is clean, safe and secure, Tucson Water conducts approximately 14,500 individual tests a year on the water in the main distribution system – before it reaches your home. Test results for key parameters are reported by 10 water quality zones for a water distribution system that covers some 375 square miles.

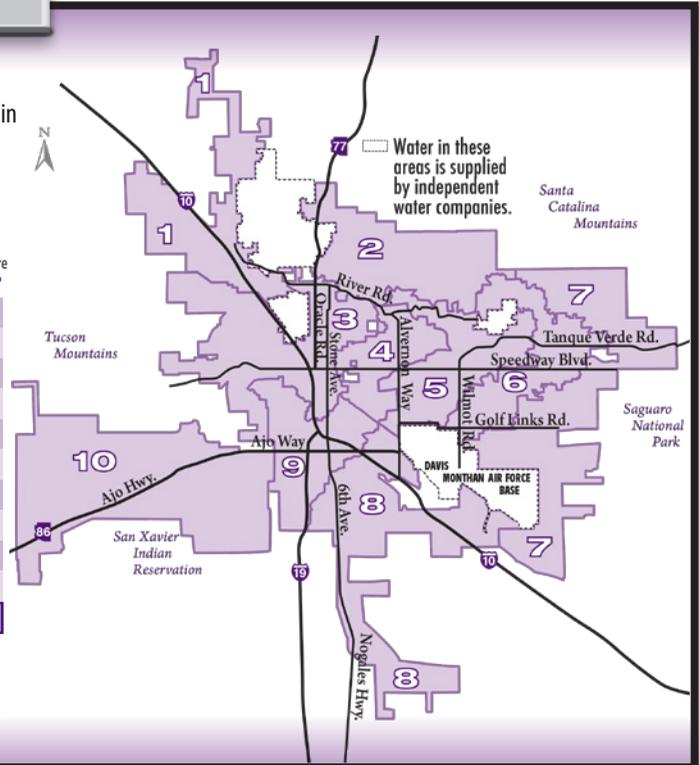
Main Water System

About 95% of the water we deliver comes from renewable supplies. These test results reflect the main distribution system, divided into 10 zones:

TEST RESULTS

Zones	Hardness (mg/L*) 86 SP	Sodium (mg/L*) 84 SP	Nitrate-N (mg/L*) 84 SP	Fluoride (mg/L*) 84 SP	pH Level (S.U.) 247 SP	Temperature (deg°F) 247 SP
1	224	62	1.00	0.38	7.8	88.5
2	240	66	0.93	0.37	7.8	86.7
3	233	62	1.41	0.50	7.9	87.0
4	239	65	0.84	0.34	7.8	88.1
5	232	63	0.92	0.35	7.8	87.3
6	227	64	1.04	0.36	7.8	87.5
7	187	50	1.33	0.30	7.8	89.7
8	222	57	1.95	0.48	7.7	89.2
9	223	55	2.16	0.53	7.7	88.1
10	200	62	1.44	0.34	7.8	88.7
Avg	224	61	1.27	0.40	7.8	87.9

* mg/L means milligrams per liter 1 mg/L = 1 teaspoon in 1,302 gallons
SP = Sample Points



COLIFORM

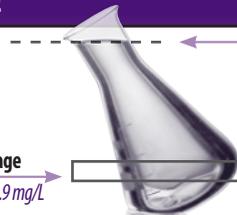
The U.S. Environmental Protection Agency (EPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine.

EPA standards for positive samples
Positive results
247 samples



CHLORINE

Actual Average
247 samples 0.9 mg/L



EPA Standard
Max. 4.0 mg/L

Tucson Water
target average
0.8 to 1.2 mg/L