

ARE YOU WATER SMART?

The utility's Water Waste Enforcement/ Conservation Inspectors made ___ visits in fiscal year 2014/2015 to investigate water waste.

- A. 418
- B. 618
- C. 818

Answer:
C. Tucson Water's two Conservation Inspectors conducted 818 visits. Report water waste by downloading the See Click Fix app, see.clickfix.com/apps, calling (520) 791-2514 or emailing waterwaste@tucsonaz.gov.

WATER Etc.

Customer Question

What is Sweetwater Wetlands and how can I learn more about it?

On Saturday, February 13, 7 a.m. to 2 p.m., Tucson Water and the Tucson Audubon Society present *Meet Your Birds*, a free, fun and family-friendly event at the Sweetwater Wetlands, 2551 W Sweetwater Drive.



Never been to the wetlands? Never seen a bird up close? Want to find out about the Tucson Audubon Society and why Tucson Water has a wetland? Learn more while walking around this lush wildlife oasis. There will be information tables, live bird exhibits, on-site bird experts, food trucks, activities for kids and more.

Find more info at www.tucsonaudubon.org/tucsonmeetyourbirds.



WATER MATTERS

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Whether you're planning to build on one parcel or 50, you'll need water – that's when you'll make contact with Richard Sarti and the team at New Development/ New Services.

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



CITY OF TUCSON ENVIRONMENTAL SERVICES

Download Free App to Connect to Environmental Services

Make 2016 the year you download and use the "My Waste" app on your smartphone, laptop, tablet or computer. It's free and available at <http://www.my-waste.mobi/AZ-Tucson/> and online at <https://www.tucsonaz.gov/es/my-waste>

Using "My Waste" makes managing your trash and recycling easy and convenient. Use it to:

- Receive collection day reminders via smartphone or email
- Find out the proper recycling and disposal for hundreds of materials
- Report a problem via email 24/7



- Customize a collection calendar with your Brush & Bulky dates, holidays, and Household Hazardous Waste collection events
- Request a replacement container
- Learn the location, hours and fees for neighborhood centers and other facilities

PIMA COUNTY WASTEWATER RECLAMATION

Please Report Sewer Odors!

Pima County Wastewater Reclamation is committed to mitigating odors from our water reclamation facilities and the sanitary sewer system.

If you are directly impacted by odors, please let us know about it!
Call (520) 724-3400 or fill out an online form on the Odor Control page of our website:
www.pima.gov/wastewaterreclamation



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



“Communicate, cooperate and solve problems with each other and the public” is the mantra of **Richard Sarti, Engineering Manger overseeing Tucson Water’s New Development Section**. Although new to the public sector, Sarti brings 20 years of private engineering and consulting experience to the job – and an insider’s perspective on serving customers:

Who are your clients? “New Development serves private developers and consultants who have projects on private property. Their projects require a full-on engineering review, master plans and design plans. We also help Tucson compete with other markets for new development: the City Manager’s Office will contact Tucson Water New Development and request that we do an anonymous preliminary cost estimate and layout for a new project. The New Services team – also part of our section – mostly serves individuals who don’t require plan review. New meters are their most common request.”

Imagine I have some land and want to build; what’s next with Tucson Water? “A person with one parcel is considered a private developer. Tucson Water’s New Development team will:

- 1) Take your application for water availability to ensure compliance with the Water Service Area Policy.
- 2) Review, model and approve your master plan (a conceptual drawing). This ensures that the water system has the capacity to support new service.

- 3) Review and approve your design plan.
 - 4) Ensure all plans conform to Tucson Water technical standards and specifications.
- Expect Tucson Water employees to be on-site during construction, installing equipment, testing water quality, conducting inspections and more.”

Are there indicators Tucson is growing?

“Yes, growth is positive and steady. For October and November 2015, Tucson Water received 33 water service applications, 4 master plan submittals, 4 design plan submittals, and 180 new meter requests.”

Are there fees for service? “Yes. Because Tucson Water is an enterprise fund, it must generate revenue to cover the cost of doing business. Fees cover the cost of staff time, reviews, equipment and materials such as meters and hydrants. Mayor and Council review, approve and adopt all service fees and schedules. Go to tucsonaz.gov/water and click on the Rates & Fees tab for info.”

**Planning to build?
Need a new
meter?**

► **Get one-on-one service at Tucson Water’s main office**, 310 West Alameda, first floor, Monday–Friday, 8 a.m. – 4 p.m.:

• **New Development Counter** – Eight staff members process and review water service requests, master plans and design plans, primarily from developers, consultants, engineers and architects. (520) 791-4718

• **New Services Counter** – Five staff members assist with processing new service applications, answer questions, accept service payments, initiate installation of water meters, fire hydrants, construction meters and more. (520) 791-5164

► **Access online resources: tucsonaz.gov/water/plan-nd** for water service policy, design review checklist, design specifications and standards, and more. Also **tucsonaz.gov/water/rate-fees** for fee info.

CLICK

tucsonaz.gov/water

WATCH


tucsonwater

CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

SOCIAL



November 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.

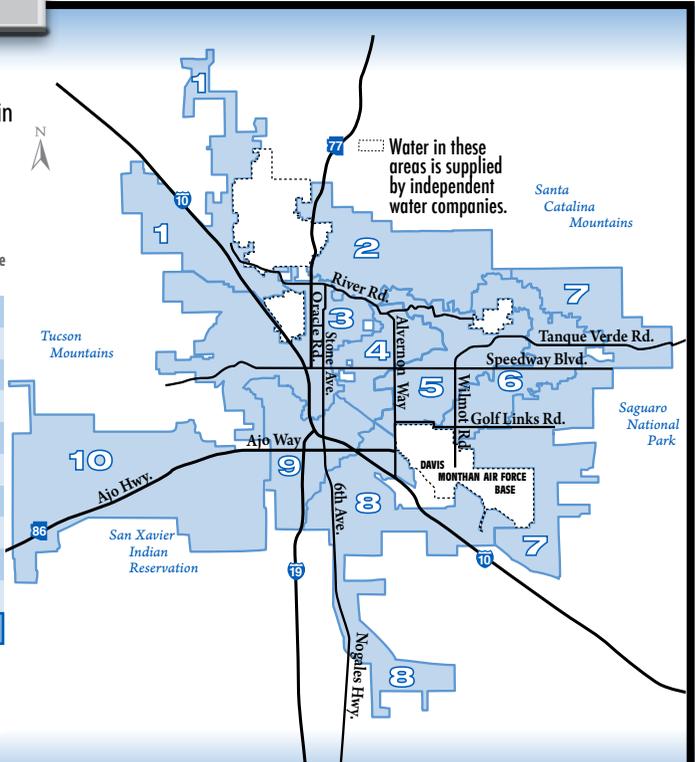
Main Water System

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*) 84 SP	Sodium (mg/L*) 84 SP	Nitrate-N (mg/L*) 84 SP	Fluoride (mg/L*) 78 SP	pH Level (S.U.) 245 SP	Minerals (mg/L*) 245 SP	Temperature (deg°F) 245 SP
1	226	58	2.38	0.43	7.9	454	75.8
2	245	67	1.07	0.46	7.9	504	76.1
3	239	65	1.40	0.53	7.9	485	77.0
4	226	62	1.06	0.35	7.8	449	75.8
5	219	61	0.99	0.37	7.8	474	75.6
6	242	67	0.89	0.39	7.8	490	76.0
7	232	62	1.25	0.36	7.9	470	76.2
8	237	59	2.09	0.58	7.7	460	76.1
9	210	64	1.45	0.35	7.7	465	77.7
10	214	65	1.39	0.34	7.8	464	77.5
Avg	230	63	1.29	0.42	7.8	474	76.3

* 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 245 samples



CHLORINE

Actual Average
245 samples 0.9 mg/L



EPA Standard
Max. 4.0 mg/L

Tucson Water target average
0.8 to 1.2 mg/L