

ARE YOU WATER SMART?

Which of the following factors may affect your home's water pressure:

- A. Elevation of your home
- B. Elevation of the water distribution system
- C. A water leak
- D. Appliances plugged with mineral deposits
- E. All of the above

Answer: E. All of the above.

Customer Question

WATER
Etc.

What can I do about tap water that looks blue/green, red, yellow, brown or black?

Discolored water or dirty looking tap water can be related to older, galvanized pipes and plumbing in the customer zone or to recent activity in your neighborhood – construction, repairing breaks, or flushing fire hydrants. To zero in on the possible source of the problem:

- Grab a WHITE bucket
- Go to the outside faucet, closest to your meter. Remove a hose if connected to the faucet
- Run water from the spigot into the bucket until the bucket is full
- If the bucket water clears up, then the issue is likely within the customer zone. Contact a plumber to inspect your plumbing and pipes. If the bucket water still looks discolored, call the Water Quality Support Team at (520) 791-5945 immediately. Hold off using water.



WATER MATTERS

inside this issue



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In the field, on the phone, or via email, the Water Quality Customer Support team responds to customer concerns and questions.

(See Working with Water, pg 4 & 5)



CITY OF TUCSON ENVIRONMENTAL SERVICES

Getting Rid of Green Waste

Green waste – tree trimmings, leaves, cacti, grass clippings and dead plants – should never go in your Blue Recycling Bin. Here are five options to recycle or dispose of green waste and keep our community clean:



- 1) Put your green waste in your green trash barrel – it'll be taken away with your weekly trash collection.
- 2) Put green waste in a compost pile. Composting truly recycles and helps to generate moist rich soil.
- 3) Schedule yard cleanup and trimming to coincide with your Brush & Bulky collection.
- 4) Call (520) 791-3171 to arrange for a special collection for a small fee.
- 5) Load up green waste and take it to the landfill.

PIMA COUNTY WASTEWATER RECLAMATION

Depending on your income, you may qualify for a **25%, 50%,** or even **75%** reduction off your monthly sewer bill.

To be eligible, you must meet the following:

- Be a residential sewer customer
- Have a water/sewer bill in your name
- Combined household income requirements based on Federal Poverty Guidelines

Call the **Pima County Community Action Agency**

to schedule an eligibility appointment

(520) 724-3794

For additional information on the program, visit:

www.pima.gov/wastewaterreclamation/subsidy



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



Customer Support Unit Supervisor Lisa Grijalva and Water Quality Analyst Gerald Divijak are a water customer's best friend – 11 hours a day, five days a week they respond to customer inquiries about water quality, conduct research, offer advice and provide follow-up. Tucson native Grijalva has 28½ years with Tucson Water and Divijak eight years of public and private water utility experience. They are a self-described water quality tag team, sharing job duties and a drive to answer customer concerns.

How do customers make contact with Customer Support?

"We track how customers contact us: 95% by phone and 5% by email. Other Tucson Water employees also refer water quality issues to our team."

Drum roll: What issue do customers want to know the most about? "Low water-pressure questions are number one."

Tips from the Water Quality Customer Support Team

- Regularly flush your hot water heater
- Maintain home water treatment systems
- Use white vinegar or rinsing agents to remove mineral buildup on appliances
- Replace and clean aerators
- Locate and learn about your water meter to detect leaks and troubleshoot

To make contact with the Water Quality Customer Support Team
(520) 791-5945 • customersupportunit@tucsonaz.gov

Do customer inquiries vary by season? "Yes. In the summer, it's calls about smell. In spring, it's cloudy water often related to construction or maintenance. In the fall and winter, new students, newcomers and visitors have general questions about water quality – since water quality can vary by geography and by water system."

"We are water detectives. Our first challenge is to zero in on the location of the problem: is it in the customer zone or related to the Tucson Water system? We make calls, look at maps, dig into data, go into the field, check sample points, visit customer homes, work with the Water Quality laboratory and reach out to other Tucson Water employees."

What's the team's success rate? "Our team of two responds to 280 inquiries a month; we research and resolve 75% of the issues with a phone call and 25% with a field investigation."

Tell me about a field investigation. "It typically takes two to three working days to respond to a field investigation. We drive a Tucson Water-logoed vehicle and will always wear a Tucson Water uniform and have proper identification. A customer doesn't have to be at home, but we require their permission and access to their main hose bib. (A lot of folks want to be present and that's OK.) Field investigations range from 30 minutes to 1½ hours."

CLICK

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

WATCH


tucsonwater

CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

SOCIAL





Water Reliability

EFFICIENCY HIGHLIGHTS



What Tucson Water is Doing

Tucson Water conducts preventative maintenance to ensure water quality and system efficiency.

What You Can Do



Clean or replace faucet aerators on a regular basis.



The Water Quality Support Team

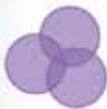
Responds to an Average of 286 Inquiries a Month

#5



taste & smell concerns

#4



colored water questions

#3



water outage

#2



water quality data inquiries

#1



water pressure information