

CITY OF TUCSON ENVIRONMENTAL SERVICES

Fee Increases Proposed for Next Fiscal Year

The Environmental Services (ES) Department is an enterprise fund, which means that it must support itself through the fees charged for services. On June 21, 2016, the Mayor and Council will vote on new rates for some waste collection services. If approved, these new rates will be effective July 5, 2016:

- **\$0.45 monthly recycling surcharge.** The funding the City of Tucson receives from selling recyclable materials has recently dropped from more than \$1 million per year to zero as a result of world economic factors. To make up the loss without permanent rate increases, ES is proposing a recycling surcharge that will be reviewed quarterly. As the sale of recyclable materials improves, this surcharge will be reduced in steps and eventually go away.
- **\$0.07 increase to the Groundwater Protection Fee** to support Stormwater Management and Regulatory Compliance.
- **5% increase to Commercial Collection fees** for refuse service to metal bins due to increased costs for purchasing and maintaining equipment.



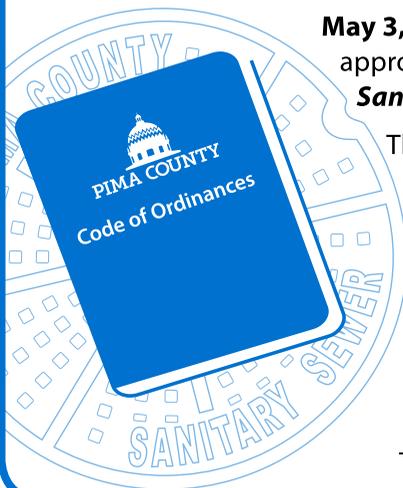
More information is available at [tucsonaz.gov/esd](http://tucsonaz.gov/esd).

PIMA COUNTY WASTEWATER RECLAMATION

**May 3, 2016** - Pima County Board of Supervisors unanimously approved revisions to the **Pima County Code: Chapter 13.24 – Sanitary Sewer User Fees.**

These revisions clarify and reorganize the chapter so that it is more user-friendly, and provides an enforceable instrument to the Wastewater Reclamation Department as they work to protect the health and welfare of the community.

For more information visit:  
[www.pima.gov/wastewaterreclamation](http://www.pima.gov/wastewaterreclamation)



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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](http://tucsonaz.gov/environmental-services)  
**Pima County Regional Wastewater Reclamation Department (PCRWRD)** (520) 724-6500 or visit [www.pima.gov/wastewaterreclamation](http://www.pima.gov/wastewaterreclamation)

ARE YOU WATER SMART?

Tucson Water has invested \$\_\_\_ in infrastructure – pipes, mains, meters, reservoirs, boosters, wells and more.

- A. \$100 million    B. \$500 million    C. \$1 billion

**Answer:**  
C. Tucson Water has invested \$1 billion in infrastructure.

WATER Etc.

Customer Question

Is there a program to help me pay my water bill?

Yes. Tucson Water provides a 50% monthly low-income bill credit to qualifying customers for water charges that appear on their Utility Services Statement. Go to [tucsonaz.gov/water/low-income](http://tucsonaz.gov/water/low-income) for information about how to qualify along with the household size and income guidelines.

The Pima County Community Action Agency (PCCAA) administers Tucson Water's low income assistance program. They can be contacted at (520) 724-6770.



WATER MATTERS

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Chairperson of the Citizens' Water Advisory Committee Brian Wong offers background on changing water rates, CWAC's role and water efficiency on the job.

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



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

# WORKING WITH WATER



**Brian Wong, Chairperson, Citizens Water Advisory Committee** As a third-generation farmer and president of BKW Farms in Marana, Brian Wong brings a unique perspective on water resources to his role as the Chairperson of the Citizens Water Advisory Committee (CWAC). "I've worked on the family farm all my life and always been interested in water and agriculture as early as I can remember." Here Wong offers up insight into CWAC's role, water rates and water efficiency on the farm.

**The City Manager appointed you to CWAC when you were 22 years old...** "Yes. I am in my sixth year of an eight-year term on CWAC. This is my second year as Chair. I also serve on CWAC's technical, planning and policy subcommittee and the finance subcommittee."

**What is CWAC's role and how is it involved in water rates?** "We are the citizens' voice to Tucson Water. We are an advisory group to Tucson Water and Mayor and Council. We review proposed water department budgets and financial goals and make recommendations to Tucson Water on rates and rate structures."

To find out more about CWAC, read meeting materials and reports, see agendas, and access a schedule of upcoming meetings, go to [tucsonaz.gov/water/citizens-water-advisory-committee](http://tucsonaz.gov/water/citizens-water-advisory-committee). Go to [tucsonaz.gov/water/rate-fees](http://tucsonaz.gov/water/rate-fees) for more information about Tucson Water rates and services.

**Why do water rates increase?** "CWAC is proposing a rate increase that ensures Tucson Water continues to deliver safe, reliable drinking water. Even though we conserve more water, fixed costs continue to go up – whether you use one gallon or 100 gallons of water."

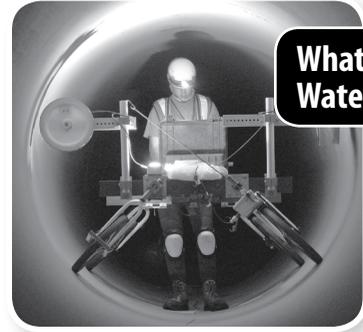
**Which customers will be charged higher water rates?** "All customer groups will have an increase – that means residential, industrial, commercial and construction water users."

**"A lot of people are surprised to learn** that what they call their "water bill" may actually include other services and charges beyond just water: sewer, additional taxes, garbage and recycling. Water is a great value and it's there 24/7."

**What are ways that you are water-smart?** "I'm proud that BKW Farms is using half as much water per acre as when my grandfather was farming in the 1970s. To improve water efficiency, we use lasers to ensure fields are level and water is evenly distributed. We meter all water to accurately track usage and concrete line ditches to decrease loss."

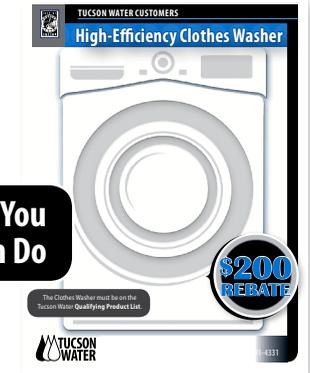
## Water Reliability

## EFFICIENCY HIGHLIGHTS



**What Tucson Water is Doing**

Installing and using large pipelines with Acoustic Fiber Optics (AFO) technology that detects potential failures before they happen – and preventing water loss.



**What You Can Do**

Install high efficiency water saving appliances and fixtures and perhaps receive a rebate. Find out more at [tucsonaz.gov/water/rebate](http://tucsonaz.gov/water/rebate)

## Tucson Water Delivers Affordable, High Quality Water



**BOTTLED WATER**  
(based on .5L pack for \$4.99)  
\$1.58/gallon



**TUCSON WATER**  
< \$0.01/gallon



**WATER FILLING STATIONS**  
up to \$0.85/gallon

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<a href="http://tucsonaz.gov/water">tucsonaz.gov/water</a>	<a href="https://www.youtube.com/tucsonwater">tucsonwater</a>	<b>English &amp; Español:</b> (520) 791-4331	(520) 791-2639	