

CITY OF TUCSON ENVIRONMENTAL SERVICES

Be Ready for Brush & Bulky Collection

Twice a year, Environmental Services offers residential customers Brush & Bulky (B&B) collection – it’s a popular service included in your monthly residential utility service fee. Environmental Services will collect 10 cubic yards of B&B items such as landscape and tree debris, lumber, scrap metal, piping, appliances, home furnishings and more.



- **Put out B&B materials up to 2 weeks before your scheduled collection week.** Place materials in the alley or at the curb based on where your trash is regularly collected. (Please don’t “store” B&B debris in either place ahead of schedule; it’s a violation of City Code and you can be fined.)

- **Please don’t block trash and recycling bins.** Also do not place materials on water lines or gas meters, or put out glass or mirrors, TVs or computer monitors, or paint, oil or other hazardous substances.

Here are some tips to get the most out of B&B collection:

- **Find out your B&B collection week and what items can and can’t be included in B&B.** Go to tucsonaz.gov/es/brush-and-bulky or download the **My Waste App**. Look for a B&B door hanger about 2-3 weeks before your collection week.

Take advantage of B&B collection to clean your yard, home, garage or storage shed and make your neighborhood cleaner and safer.

PIMA COUNTY WASTEWATER RECLAMATION



Like us on Facebook!

For more information about the Sewer Outreach Subsidy Program, visit: www.pima.gov/wastewaterreclamation/subsidy

Depending on your income, you may be eligible for a reduction on your monthly sewer bill of

25%, 50% or 75%

To be eligible you must meet the following:

- Be a residential sewer customer
- Have a water/sewer bill in your name
- Meet combined household income requirements

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

(520) 724-3794

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

ARE YOU WATER SMART?

It takes ___ gallons of water to make one glass of wine.

- 22
- 32
- 42

Answer: 32 gallons of water.
Source: Science Media Center 2009 from the Value of Water Coalition, thevalueofwater.org



Customer Question

Is there a free *Tucson Meet Your Birds* event this October?

Yes! Tucson Water and the Tucson Audubon Society present **Tucson Meet Your Birds** on Saturday, October 22, 7 a.m. to 1 p.m. at the Sweetwater Wetlands, 2551 W. Sweetwater Drive.



Image: Doris Evans

It’s free, educational, and fun for all ages. Visit this lush desert wildlife oasis. See many beautiful birds up close. Live bird exhibits, on-site experts, food trucks, and activities for kids make this a morning you won’t want to miss. Find more info at tucsonaudubon.org/TucsonMeetYourBirds.



WATER MATTERS

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Project Manager Daniel Quintanar takes us inside Tucson Water’s largest and most complex emergency preparedness drill.

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



WORKING WITH WATER

For five days in June, **Dan Quintanar** wasn't focused on his job as a **Tucson Water Project Manager**; he was the Controller for an emergency exercise that involved more than 30 people, diverse jurisdictions, multiple locations and three time zones. "Practice drills like this help Tucson Water employees be ready for all types of emergencies that may impact customers and the community," he says. Quintanar offers an inside perspective on the recent **Environmental Protection Agency (EPA) Water Laboratory Alliance Analytical Preparedness Full Scale No-Fault Exercise**.

Why was Tucson Water selected to be involved in the exercise? "The EPA tapped Tucson Water for several reasons: past participation in a 2008 EPA Regional Laboratory Functional Exercise, active involvement in the EPA Water Laboratory Alliance (WLA) and for developing an emergency continuity of operations plan for water quality laboratories."

Describe this year's emergency drill. "The scenario: Bacteria contaminate the only water source for a community of 7,600 people. The team had to work together to figure out the source of the contamination, test for it, correct the issue, efficiently marshal resources, ensure regulatory compliance, protect public health and safety, continue to deliver water, and develop communications plans and protocols – all under pressure and observed by experts."

Who participated? "Representatives from Tucson Water, the EPA, Pima County Office of Emergency Management, Pima County Health Department, Pima County Regional Wastewater Reclamation Department, and the Tucson Office of Emergency Management and Homeland Security acted in various roles: players, observers, response partners, evaluators and responders. Five laboratories also participated, each facility responding to a unique set of testing and protocol challenges while validating a new EPA method."



What did the team learn from the exercise? "We solve problems and mobilize well in a potential crisis. Going forward, we need to apply new technology to improve internal communications and reporting to customers, the public and media; we need to continually cross-train potential emergency team members to be ready; and local laboratories can be accessed for analytical work."

Where did the drill take place? "The core team was stationed at Tucson Fire Department's Fire Central, which houses a fully equipped secure Incident Command Center. We communicated on a daily basis with the laboratories located in Tucson, Minnesota, southern California, and Maricopa County."

How is Tucson Water prepared for emergencies?

- 1) All Tucson Water employees receive National Incident Management System (NIMS) training
- 2) There is a designated Tucson Water Emergency Operations Team
- 3) We have relationships with first responders plus outside security experts
- 4) A centralized security system that monitors all our facilities 24/7
- 5) Online monitoring of infrastructure and water quality
- 6) Local, regional, state and federal agencies – local law enforcement, the City's Office of Emergency Management and Homeland Security, Pima County Office of Emergency Management, AzWarn, EPA, EPA Water Laboratory Alliance, Federal Emergency Management Agency (FEMA), United States Department of Homeland Security – give Tucson Water training, resources, funding and support

Water Reliability

EFFICIENCY HIGHLIGHTS



What Tucson Water is Doing

Maintaining infrastructure by conducting extensive rehabilitation of the Clearwell Reservoir which has a maximum capacity of 60 million gallons of available storage. The project will run from late September to late April.

What You Can Do



Flush your home water heater to extend its life, reduce mineral buildup, heat water faster and save money on utility bills. See how-to info at tucsonaz.gov/files/water/docs/How_to_Flush_Water_Heater_0.pdf

IMAGINE A DAY WITHOUT WATER

September 15, 2016

There Would Be No...

- Crop irrigation
- Clean clothes
- Fire protection
- Showers
- Flushing toilets



How Tucson Water is Prepared

- Replacing aging pipes
- Rehabbing reservoirs
- Expanding renewable resources
- Investing in technology
- Storing water

CLICK

tucsonaz.gov/water

WATCH

YouTube
tucsonwater

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