

CITY OF TUCSON ENVIRONMENTAL SERVICES

Never Recycle Batteries

Batteries tossed in a Blue Barrel recycling bin are dangerous! They can corrode and cause serious burns and start fires at the recycling facility. All types of batteries – alkaline, lithium-ion, rechargeable, electronic device, automotive, and button like those used in hearing aids, watches, and garage door openers – pose a safety hazard to people and equipment.

Here's how to safely dispose of batteries:

- 1) Put **alkaline batteries** in the trash.
- 2) Always take **car batteries** to an HHW Facility or to auto supply or service centers that accept them (**tucsoncleanandbeautiful.org** has a list).
- 3) Take **rechargeable batteries, button batteries or others used in electronic devices** to a **Household Hazardous Waste (HHW) Facility**:

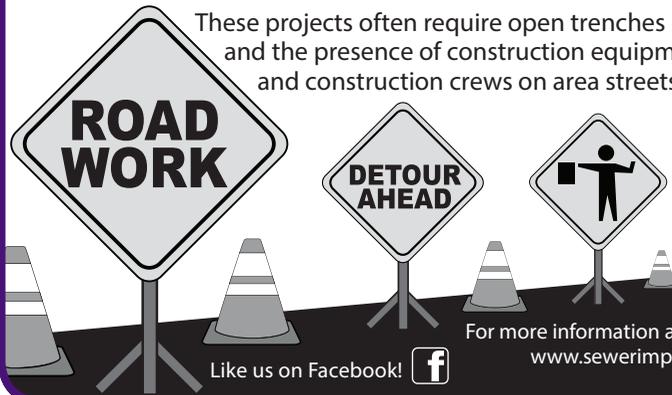
- **Main Facility** – 2440 W. Sweetwater Drive. Drop-off Fridays and Saturdays, 8 a.m. – noon.
- **Los Reales HHW Facility** – 5300 E. Los Reales Road. Tuesday – Saturday, 7 a.m. – 4:30 p.m.
- **1st Saturday Drop-Off** – 7575 E. Speedway Blvd.



PIMA COUNTY WASTEWATER RECLAMATION

The Regional Wastewater Reclamation Department has multiple short-term and long-term construction projects occurring daily throughout Pima County. Aging infrastructure is regularly replaced or maintained to ensure adequate capacity and peak performance.

These projects often require open trenches and the presence of construction equipment and construction crews on area streets.



**For your safety and the safety of the work crews, please obey all traffic restrictions in construction zones.**

For more information about our projects visit: [www.sewerimprovements.com](http://www.sewerimprovements.com)



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?

It takes \_\_\_\_\_ gallons of water to make one pair of shoes.

- 1,150
- 2,110
- 3,160

**Answer:** 2,110 gallons of water  
 Source: Science Media Center 2009 from the Value of Water Coalition, [thevalueofwater.org](http://thevalueofwater.org)

WATER Etc. Customer Question

How will being water efficient potentially lower my sewer bill?

Conserving water can help reduce your monthly water charges – and it can also help to lower your sewer charges (Two water efficiency tips: make sure to locate and fix leaks and that you're not over-irrigating.). Pima County Regional Wastewater Reclamation Department (PCRWRD) uses the average of your water usage for December, January and February billing periods to calculate your monthly sewer charge. 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's 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) 724-6609 or go to [pima.gov/wastewaterreclamation](http://pima.gov/wastewaterreclamation) for more information on fees and services.



WATER MATTERS

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Your December utility services statement will have a colorful new look and more water usage info. Turn the page to learn about it from Tucson Water Deputy Director Scott Clark.

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



# WORKING WITH WATER

		
SEWER \$54.91 Phone: 520-724-6609	WATER \$51.19 Phone: 520-791-3242	ENVIRON. SVC. \$17.81 Phone: 520-791-3171

For the past 12 months, **Tucson Water Deputy Director Scott Clark** has been part of a hardworking team focused on developing a new utility services statement. Clark offers the background, the benefits and the people behind this important change.

**What is the launch date for new statement?** "Customers will see the new statement with the December 2016 utility services statement."

**Who will see the new format?** "All residential and commercial customers who currently receive a utility services statement for sewer, water and/or environmental services."

**Why change the format?** "Changes were made based on feedback from customers and other constituents. Customers told us that they wanted a statement that is easy to read and understand, and provides more information about water usage. The old two-color design was text heavy, blocky, and it repeated information. The statement design had not been updated in longer than anyone could remember."

**When I look at my December statement, I will see....** "More color, icons and graphs. The newly designed statement is full color; it will include color-coded icons coordinated to specific services and fees. There is a graph that shows previous water usage, usage charges and average use. There is also list of payment locations and contact information for each service provider."

**Is the new statement available in Spanish? Other platforms?** "Yes! Customers who would like to receive their statement in Spanish will have the option of calling (520) 791-3242 or emailing TWwebacct1@tucsonaz.gov to request a statement in Spanish. The new statement will be online, too, integrated into all of the different platforms customers use to access their statement."

**What was the process to make the change?** "Tucson Water staff worked with the Citizens' Water Advisory Redesign Subcommittee, conducting three different focus groups, coordinating with Pima County Wastewater and City of Tucson Environmental Services, and consulting with Mayor and Council offices. It's taken about a year of research, design, feedback and tweaking to improve the statement – and, hopefully, the customer experience."

**Will these improvements cost Tucson Water more or be passed onto customers?** "No! Tucson Water worked with our contractor to create a statement design that is produced using newer, more efficient technologies."

**Where can I find out more about the new statement?** "Go to the Tucson Water website [tucsonaz.gov/water](http://tucsonaz.gov/water) for information including answers to *Frequently Asked Questions* and a graphic that explains *How to Read Your New Statement*. There will also be television public service messages, social media and more to remind customers about the new statement."

CLICK	WATCH	CALL	TDD	SOCIAL
<a href="http://tucsonaz.gov/water">tucsonaz.gov/water</a>	 tucsonwater	English & Español: (520) 791-4331	(520) 791-2639	  

## WATER QUALITY INFO NET

YOUR WATER · CLEAN · CLEAR · SECURE

### August 2016 – 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.

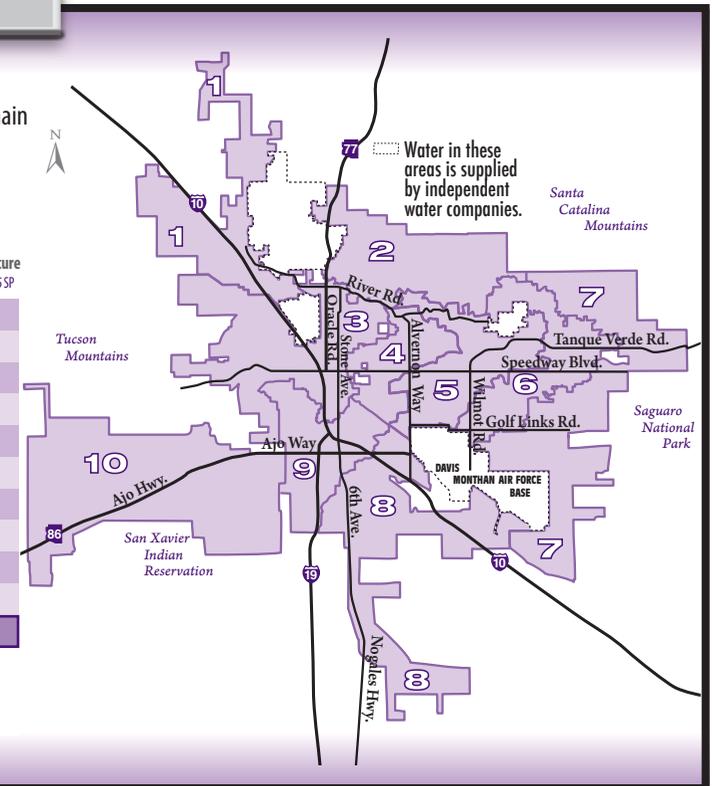
### Main Water System

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)*84 SP	pH Level (S.U.) 245 SP	Minerals (mg/L)*244 SP	Temperature (deg°F) 245 SP
1	186	50	1.84	0.30	7.7	423	87.9
2	250	70	0.82	0.36	7.8	516	87.0
3	236	65	1.14	0.42	7.7	488	88.4
4	222	64	0.85	0.30	7.7	448	88.1
5	229	66	0.86	0.32	7.7	491	86.1
6	243	67	1.04	0.34	7.7	471	88.0
7	207	58	1.04	0.31	7.8	443	90.2
8	215	58	1.48	0.43	7.6	437	87.8
9	216	67	1.25	0.32	7.7	478	87.0
10	200	65	1.28	0.31	7.8	467	88.8
Avg	225	64	1.08	0.34	7.8	471	87.9

\* mg/L means milligrams per liter 1 mg/L = 1 teaspoon in 1,302 gallons  
S.U. = Sample Units deg°F = Degrees Fahrenheit



#### EPA Standards Total Coliform & E. Coli

Total Coliform positive samples/mo.  
E. coli positive samples/mo.  
Follow-up assessment required?



#### CHLORINE

