

WATER MATTERS

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Meet the Zanjeros, Tucson Water's conservation experts, and read answers to some of the top questions they hear from customers.

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A proud part of the City of Tucson



Frequently Asked Questions Zanjero Team

Zanjeros are water-efficiency experts who help Tucson Water customers save water and money. Zanjeros will conduct a free water audit at your home or business, using hands-on experience and training in indoor and outdoor water conservation.



Angel
Tucson Water
Zanjero

Will Tucson run out of water?

No, thanks to careful planning by the Mayor, City Council, and Tucson Water, and our community's history of water conservation, Tucson has a solid supply of water for the future, and we are always looking for ways to keep growing it.



George
Tucson Water
Zanjero

Why is my usage the same every month?

A water meter registers the amount of Ccfs moving through it, with only full Ccfs accounted for in the billing system. As soon as 748 gallons – or 1 Ccf -- passes through the meter, the meter reading will increase by 1 Ccf. When a property uses between 5984 and 6731 gallons, the meter read will be 8 Ccfs. When the next gallon bumps usage to 6732 gallons, the meter read will be 9 Ccfs.



Frank
Tucson Water
Zanjero

Why is my water sometimes cloudy?

Millions of tiny dissolving air bubbles can make your water look milky or cloudy. It's harmless and won't hurt you or damage your appliances. A faucet aerator that needs to be replaced or cleaned often causes bubbles.



Brian
Tucson Water
Zanjero

Why do you bill more for higher usage?

It's fair and equitable that the more water used, the more it will cost. Tucson Water uses a Ccf block rate structure with costs per Ccf increasing as consumption increases. The first 7 Ccfs of water used are the lowest cost per Ccf, with the highest rate per Ccf for any Ccfs used over 30. Rate block one, up to 7 Ccfs a month, is the basic water we expect residential customers to use indoors, necessary for human health and well-being.



Gabriel
Tucson Water
Zanjero

Where is my meter?

Water meters are usually in the ground, at the front curb, or in the alley. It measures your household water use in hundreds of cubic feet. The meter is the first thing I check during a home visit. I can teach you about your meter or you can go to tucsonaz.gov/water/how-to-read-your-meter-and-detect-leaks.



 **FIND OUT MORE**

Zanjeros answer more customer questions at tucsonaz.gov/water/Zanjeros/FAQ
Call 791-3242 to schedule a Zanjero water audit.



Orlando
Tucson Water
Zanjero

Based on home water audit visits, where are most leaks?

Inside the home, the toilet. Outside the home, the irrigation system.

Easy fixes:

Toilet: Replace old flapper or float ball. You can also consider replacing your old, inefficient toilet through Tucson Water's High Efficiency Toilet (HET) rebate program.

Irrigation: Repair or replace leaky lines or broken emitters, don't overwater, and set your timer for the season.

Potential Rate Changes

On March 3, Tucson Water is bringing before the City of Tucson Mayor and Council a proposal to increase water rates over the next four years.

Major factors that are driving this request include:



Replacing aging infrastructure



Paying down debt to keep rates lower over the long term



Making major investments to protect water quality



Purchasing our full share of Colorado River water to serve current customers and store water for the future

To learn more about this proposal and provide feedback, visit tucsonaz.gov/water/rates-2020.

CITY OF TUCSON ENVIRONMENTAL SERVICES

Recycling E-Waste is Easy

Nearly 100% of old electronics -- TVs, computers, cellphones, keyboards, printers, mice and more -- can be recycled. Recycling or donating e-waste helps to keep toxic materials out of our environment and puts materials to beneficial use:

- Donate working cellphones or computer equipment to help others. Discarded cellphones with battery power can connect to 911.
- Donate broken electronics to social service agencies that repair equipment as part of job training.
- Return your unwanted electronics to cellphone providers or electronics retailers with take-back programs.

For more info, download Tucson's free Recycle Coach app, go to tucsonaz.gov/es/my-waste, go to tucsoncleanandbeautiful.org or call (520) 791-5000.



PIMA COUNTY WASTEWATER RECLAMATION

To better assist our ratepayers, store these important numbers in an accessible location to help alleviate the extra stress of having to find a phone number to reach us with a potential sewer matter.



General Information

(8 a.m. - 5 p.m.)

(520) 724-6500

Sewer Connection Information

(520) 724-9000



Billing Assistance

(520) 724-6609

Sewer Emergencies

(24 hours)

(520) 724-3400



Report Sewer Odors

(520) 724-3400



(520) 791-5443

(Low-income bill assistance)



Report Vandalism
911



Roach Control Hotline

(Automated line, please provide requested information and staff will return the call)

(520) 724-3401



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Nextdoor

Access this information and more on 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/environmental-services

Pima County Regional Wastewater Reclamation Department (PCRWRD) (520) 724-6609 or visit pima.gov/wastewaterreclamation