

WATER MATTERS



**A special update from
your Water Director:**

The quality and safety
of your tap water is
assured during the
COVID-19 pandemic.

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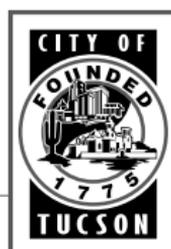
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**TUCSON
WATER**

A proud part of the City of Tucson



tucsonaz.gov/water

Novel Coronavirus (COVID-19) is impacting our lives and focusing each of us on the essentials: family, friends, community, health, and safety. One necessity you can continue to trust and enjoy is tap water. COVID-19 has no impact on drinking water supply, quality, or delivery.



Your water is safe.

According to the Centers for Disease Control and Prevention, COVID-19 has not been detected in drinking water. Stockpiling bottled water as a response to the pandemic is not necessary. Your tap water is safe.



Your water quality continues to meet and comply with state and federal regulations.

Drinking water is highly regulated – even more so than bottled water. Tap water is disinfected to remove and kill pathogens, such as the novel coronavirus.



Your water is regularly tested.

Tucson Water continues to monitor water quality from more than 500 sites at wells, reservoirs, and dedicated neighborhood sampling points to ensure the safety of water delivered to homes and businesses 24/7. Each year, our state-certified Water Quality Laboratory team conducts more than 40,000 water quality tests, analyzing 350 individual parameters. Water quality information is available at tucsonaz.gov/water/about-your-water-quality.



Your water supply is secure.

Our state-of-the-art supervisory control and data acquisition (SCADA) system monitors, controls, and protects Tucson Water infrastructure and water quality. SCADA provides real-time information to a command center that is staffed round the clock.



Your water supplier is ready for “What if...?”

Tucson Water is prepared to continue delivering safe, clean water without interruption. We have a team dedicated to preparing for emergencies and ensuring continuity of operations. Backup supplies, power, staffing, and technology are at the ready for our most critical functions and infrastructure. We also conduct regular emergency preparedness simulations with representatives from local law enforcement, public and private utilities, the City’s Office of Emergency Management, the Department of Homeland Security, the Federal Emergency Management Agency, and others.



Tucson Water offers assistance to customers.

During this crisis, Tucson Water will not disconnect water service for non-payment, is re-connecting those who had their service shut off, and is not charging a late fee. Water usage and billing continues to be tracked for all customers, and, as needed, Tucson Water will assist with bill payment extensions and payment plans. Tucson Water has a low income assistance program in place, along with other utility and City service support (tucsonaz.gov/water/low-income-assistance-program).

Tap into the latest info at tucsonaz.gov/covid-19/covid-19-updates, along with Tucson Water’s Facebook, Twitter, and Instagram. Email questions or concerns to TW_Web1@tucsonaz.gov

**We’ve got this – today,
tomorrow, and in the future.**



Tucson Water’s mission is to deliver safe, secure, high quality water to our customers. More than 500 employees are working together to ensure that you have one less thing to be concerned about as we all weather the impact of coronavirus. Thank you.

Tim Thomure
Director of Tucson Water

Resources to **TRUST**



Seek resources about COVID-19 that offer science-based information and facts about coronavirus, health, and safety. **Here are some resources you can trust:**

City of Tucson

tucsonaz.gov/covid-19/covid-19-updates

Centers for Disease Control & Prevention

cdc.gov

Environmental Protection Agency

epa.gov

American Water Works Association

awwa.org

Go to **tucsonaz.gov/water/about-your-water-quality** for an online water quality map, annual water quality reports, troubleshooting, and links. You can also call our Water Quality Customer Support Unit at **(520) 791-5945** or email **CustomerSupportUnit@tucsonaz.gov**.

YOUR UTILITIES

CITY OF TUCSON ENVIRONMENTAL SERVICES

Stay-at-Home and Beyond **4 Ways to Help Yourself, Others & the Environment**

- 1. Bag and tie garbage** to prevent litter from escaping. You'll protect others and staff from potential infection, reduce pests and keep your neighborhood tidy.
- 2. Download the free Recycle Coach app** at tucsonaz.gov/es to connect to a personalized trash and recycling collection day calendar, report a problem, make a service request and sign up to receive notifications.
- 3. Don't put tissue, napkins and paper towels** in your Blue Recycle bin – yuck.
- 4. Use your smartphone, tablet, PC or desktop to pay your utility statement online** at tucsonaz.gov/water/pay-your-utility-bill.



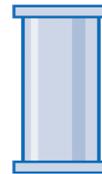
PIMA COUNTY WASTEWATER RECLAMATION



W P E S



C L O G



P P E S

What can I do?

Unfortunately, it is not a game, clogged pipes can cause sanitary sewer overflows which are costly in repairs to our sanitary sewer system, can harm the environment, and pose a health risk. **YOU** can help prevent them by tossing wipes into a trash can. Thank you!

Like us on Facebook! 

www.pima.gov/wastewaterreclamation

 **Nextdoor**



WASTEWATER RECLAMATION

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