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July Water Matters

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Water Matters



Tucson Water: Delivering Quality, Every Drop of the Way

At Tucson Water, protecting the health and well-being of our nearly 750,000 customers is more than a responsibility; it's our mission. Our team works tirelessly to ensure that every glass of water that reaches your home or business is clean, safe, and dependable. In 2024, we continued to lead with transparency, innovation, and unwavering commitment to excellence in water quality.

As the challenges facing water utilities grow—from emerging contaminants to climate change, Tucson Water stays ahead through strategic planning, robust monitoring, and strong community partnerships. From sourcing to conservation, we're not just meeting federal standards—we're exceeding them. Here's how we're working to protect your water and our community's future:

Top 10 Highlights from the 2024 Water Quality Report

- **Secure and Sustainable Water Supply** Tucson Water delivers 78% of its water from annual recharged Colorado River water and 22% from groundwater. By treating all sources—groundwater, surface water, and even stormwater—as vital resources, we ensure long-term reliability and sustainability.
- **Rigorous Water Quality Monitoring** Over 139 active potable wells and 275 sampling points are monitored 24/7 using advanced online systems.
- **Proactive PFAS Protection** Tucson Water has regularly tested for PFAS since 2018—years ahead of federal actions. We remove wells from service at the first detection of PFAS compounds, safeguarding your health even before regulatory thresholds demand a response.
- **Sentry Program for Emerging Contaminants** Our voluntary Sentry Program monitors unregulated substances like pharmaceuticals and industrial byproducts. These early-warning efforts allow us to respond to potential risks before they become issues.
- **Lead-Free Commitment** With over 800 lead service lines removed since the late 1990s, Tucson Water's "Get the Lead Out" program exemplifies our dedication to safety. No lead service lines have been found in recent surveys, and monitoring continues under updated EPA rules.
- **Transparent Water Quality Data Access** Customers can view local water quality

results anytime through our online interactive Water Quality Dashboard. This tool allows you to compare sample data directly against EPA standards.

- **Comprehensive Conservation Initiatives** Tucson Water delivers the same amount of water today as it did in the late 1980s, despite a 20% increase in population, thanks in part to conservation programs that have helped reduce individual water use by 30%, installed 73,000 high-efficiency fixtures, and conserved over 6 billion gallons of water.
- **Backflow Prevention Safeguards** We protect drinking water from contamination through strict backflow prevention programs. Thousands of commercial and residential service connections are protected by safety assemblies that are tested annually.
- **Community-Focused Drought Planning** Tucson's Drought Preparedness Plan aligns with Colorado River conditions to proactively manage supply and conservation. Even during Tier 2 drought status, we empower customers with tools and guidelines to stay efficient and informed.
- **Exceptional Regulatory Compliance** In 2024, Tucson Water met or surpassed all health-based water quality standards with no violations. Our system's sole monitoring issue was swiftly resolved, and all associated tests have returned clean results.

Call **520-791-5945** or email QualityAndPressure@tucsonaz.gov for questions or concerns about your water quality. Thank you for trusting Tucson Water—we're committed to delivering clean, safe water every day.

Click [HERE](#) to see the full Water Quality Report.



Ornamental Turf is Coming out and Water Savings are Coming in!

In 2024, Tucson Water received a large grant from the Water Infrastructure Finance Authority of Arizona (AZWIFA) to incentivize commercial and multifamily customers to remove non-functional, or ornamental, turfgrass and replace it with desert-adapted landscaping. With this grant, Tucson Water is offering \$5 per square foot of grass removed, plus additional money for installing certain trees and rainwater harvesting basins. The AZWIFA grant also provided funding to remove unused turfgrass from City of Tucson parks, including Fort Lowell, Mirasol, Sunset at City Hall, and James Thomas.

In the last year since Tucson Water launched the ornamental turf removal program, 30 eligible properties have applied to be a part of the rebate program, including private businesses, HOAs, and apartment complexes across Tucson, Marana, and Pima County. In total, ~432,000 square feet of ornamental turf is on the chopping block, which is 7.5 football fields' worth of water-guzzling grass! Just over 183,000 square feet have already been removed and replaced with desert-friendly plants, which is estimated to save approximately 6.7 million gallons of water every year.

With more applications coming in each month, customers are eager to convert their underused, water-intensive landscapes -- and Tucson Water is here to help. This funding is only available for a limited time, so if you live in a community that has unused common area grass or know a business owner who could benefit from this rebate, take a moment to share this information today!

Click [HERE](#) to learn more!

**SAFE & CONVENIENT
ONLINE BILL PAY**

**FOR HELP PAYING
YOUR BILL**



**Info
on Tap**

Free Pool Removal Workshops

This summer, Tucson Water, Metro Water, Oro Valley Water, and Marana Water are partnering to offer workshops on the benefits and how-tos of pool removal for residents with unwanted swimming pools. The workshops will take place on Saturday, July 12, and Saturday, Aug. 2, both from 9-11 a.m., at the Metro Water District Board Room, located at 6265 N La Cañada Drive, Tucson, AZ 85704.

Click [HERE](#) to learn more and sign up!

**City of Tucson
Environmental Services**



Go Plastic-Free, Tucson!

Join a global movement; let's keep our desert clean, our washes clear, and our community beautiful.

- Simple swaps, such as reusable bottles, bags, and containers, make a significant difference.
- Skip the plastic straws and cutlery. Buy in bulk to reduce packaging waste, bring your own containers when possible.
- Opt for bar soap and shampoo bars over plastic bottles for your personal care routine.

**Pima County
Wastewater Reclamation**



**Need assistance paying
your sewer bill? We can
help!**

You may qualify for a 25%, 50%, or 75% reduction to the wastewater portion of your utility services statement. To be eligible, you must be a residential sewer customer, have a sewer bill in your name, and meet income requirements.

To determine your income eligibility, call **520-791-5443** or click [HERE](#).



Water Matters is a monthly newsletter brought to you by Tucson Water

Tucson Water is a department of the City of Tucson



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