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## June Water Matters

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# Water Matters

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## Save Money on Your Bill with Tucson Water CARES

As household expenses continue to rise, making ends meet for your water bill should be the last thing on your mind. Keeping water affordable and accessible to all customers is one of Tucson Water's top priorities.

Our Tucson Water CARES (Community Assistance and Resources for Economic Stability) program offers monthly discounts to customers who qualify based on income. The CARES program also provides help for households facing financial hardship and bill adjustments when unexpected high-water use occurs.

### Monthly Discounts

The Utility Bill Assistance Program is the cornerstone of Tucson Water CARES. It offers monthly discounts for water, sewer, and garbage bills. Depending on your household income, you can receive a monthly reduction ranging from 20% to 80% on your water and sewer charges. You could also qualify for a flat \$12 discount on the garbage portion of your bill.

The program recently expanded to cover more households based [on federal poverty guidelines](#) set by the U.S. Department of Health and Human Services. For example, a family of four earning up to \$66,000 per year would now qualify for a 20% discount. Households already participating in public assistance programs such as Section 8 housing, SNAP, or TANF will automatically qualify for a 40% discount on their monthly water bill.

## Other Assistance Programs

The Tucson Water CARES program also includes bill adjustments in the event of unexpected leaks or other high-water use. To qualify, your water use must return to normal levels, and you must not have used a bill adjustment in the past three years.

Payment extensions, payment plans, emergency hardship assistance, and rebates are other ways Tucson Water can help you conserve water and close the gap on your water bill.

## How to Apply

Across each of these programs, Tucson Water CARES has offered \$3.8 million in financial assistance through 2025. The recent expansion for income guidelines will help us achieve our One Water vision of keeping our water future affordable and accessible to all customers.

Visit our website to learn more about the Tucson Water CARES program. You can start your application online or by calling our Solution Center. If needed, they will schedule an appointment with you to help determine eligibility.

Call (520) 791-5443, Monday – Friday, 8 a.m. – 4:30 p.m.

[Tucson Water CARES](#)

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## Free Pool Removal Workshop June 20th

Interested in understanding the costs of pool ownership and the benefits and how-tos of pool removal? Join Tucson Water and Ward 3 for a free workshop Saturday, June 20, from 9:00am to 11:00am at the Ward 3 office, 1510 E Grant Road.

[Sign Up](#)

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**SAFE & CONVENIENT  
ONLINE BILL PAY**

**FOR HELP PAYING  
YOUR BILL**



**RESIDENTIAL  
CUSTOMERS**

**REBATES & INCENTIVES  
SAVE WATER & MONEY**



## Preventing Water Waste Takes All of Us

We are a community that takes pride in using water responsibly. No one likes to see water wasted, but leaks and inefficient irrigation systems are some of the biggest culprits. Leaks can account for 10-15% of water use, both in our system and for our customers. Tucson Water has a team that responds to our water system and repairs leaks ranging from water main breaks to leaking valves in meter boxes.

We also have a team that investigates water waste complaints, and this is where you can help. By keeping an eye out, you can identify and report water waste, which helps our team and the responsible parties take action as soon as possible. Through the City's Water Waste Ordinance, water conservation is not just encouraged, it is essential and enforceable per the city code.

The Water Waste Ordinance, originally adopted in 1984, recognizes that water is a precious resource that must be managed responsibly. Examples of prohibitions listed in the ordinance include allowing water to escape from private property, failing to repair a controllable leak, and operating a misting system in an unoccupied area.

When violations occur, inspectors focus on education to help customers identify problems and offer solutions. The vast majority of customers are just as eager as we are to fix the issue, and appreciate the communication and support. Only in the very rare cases where issues are not corrected and violations are ongoing, fines can be issued.

The goal of the program is not punishment, but partnership. By working together, Tucson residents can reduce waste, lower costs, and build a more sustainable future. We need you to help our city be more water efficient!

### How Can I Report Water Waste?

Take note of the cross streets or address of the occurrence and snap a picture if you can.

Report the waste in any of the following ways:

- Email us at [waterwaste@tucsonaz.gov](mailto:waterwaste@tucsonaz.gov)
- Call and leave us a message at 520-791-2514
- Submit an online request via the [SeeClickFix Tucson App](#)

## How Do I Report a Broken Water Line Causing Significant and Uncontrolled Water Waste?

Call our 24/7 Emergency Dispatch line at 520-791-4133.

Visit our Water Waste page for more information and a full list of prohibitions.



### City of Tucson Environmental Services



## Have Paint You No Longer Want?

Bring it down to the City of Tucson's Household Hazardous Waste Program! You can drop off at the Los Reales Sustainability Campus while we take a summer break from the monthly drop-off events. We accept household paint (acrylic, enamel, oil or latex), paint thinner, solvents and varnish. If your paint is dried up, please toss it into your household trash.

[Learn More](#)

### Pima County Wastewater Reclamation



## How Is My Sewer Bill Calculated?

Sewer bills are based on your average water usage. Known as the Winter Quarter Average, this number is determined by using the months that typically see the lowest water use: December, January and February.

If these are not your household's lowest consecutive months of water usage, you may appeal your sewer bill within 60 days of receiving it. Call Pima County Wastewater at (520) 724-6609 to request an appeal.

[Submit an Appeal](#)



*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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