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Water
Matters



One Water 2100: Planning for Tucson's Water Tomorrow

By John Kmiec, Tucson Water Director

Every day, Tucson Water plans for the future. That's why we created our One Water 2100 Plan – a long-range roadmap to help keep our community's water supply strong for generations.

Planning for water is never "one and done." As our community grows and conditions change, we continue updating our plans to help Tucson stay prepared. Each year, we share our progress through the One Water 2100 Implementation Report, helping keep our community informed about how long-term planning is becoming real action.

Our 2025 One Water 2100 Implementation Report highlights work to improve water infrastructure, expand conservation programs, protect groundwater, increase water reuse, and invest in technology that helps us deliver reliable service every day.

One Water means looking at all of our water resources together. Instead of depending on just one source, Tucson uses a diverse water portfolio that includes Colorado River water, groundwater, reclaimed water, rainwater harvesting, and water stored underground for the future. Using the right water for the right purpose helps protect our drinking water supply.

While conditions on the Colorado River continue to change, Tucson has spent decades preparing through conservation, water storage, and careful planning. Those investments help put our community in a strong position for the future.

Whether you're turning on the tap today or thinking about future generations, Tucson Water is committed to making smart investments, sharing our progress, and providing safe, reliable water you can count on every day.

One Water 2100



A new Customer Portal is Coming to Tucson Water

Tucson Water is rolling out a new customer portal as part of a wider Digital Utility Transformation initiative. This upgrade will bring modern digital tools to improve the customer experience, laying the groundwork for a more connected, efficient utility.

For customers, the new portal means a modern, easy-to-use interface for managing your account on your own time. Through self-service, you'll be able to start service, schedule appointments, and apply for financial assistance without picking up the phone. You'll also have new ways to review your information like tracking service status, checking account details, and monitoring water usage. With 24/7 access, there's no more waiting on hold – and for those who still prefer to call, you can expect shorter wait times and more direct support.

Behind the scenes, the new system will streamline operations in our Solution Center, leading to better responsiveness and faster resolutions to customer requests. Just as Advanced Metering Infrastructure (AMI) helps customers be more efficient by catching leaks early, this better-integrated information system will help Tucson Water be more efficient too, finding ways to reduce the overall cost of service.

As with any major upgrade, some disruption is expected. Your bill will have a brand-new look, and you will need to register for the new online portal once it goes live in 2027. This initiative has been in the works for years and our team is committed to making this transition as smooth as possible next year. Thank you for your patience as we work to bring you a better, more connected water utility experience.

**SAFE & CONVENIENT
ONLINE BILL PAY**

**FOR HELP PAYING
YOUR BILL**



RESIDENTIAL
CUSTOMERS

**REBATES & INCENTIVES
SAVE WATER & MONEY**



This Fall, Skip the Urge to Splurge on Winter Ryegrass.

It may feel like a mirage to picture our cool desert winter during the hot months of summer, but the choice to embrace a dormant winter lawn begins while temps are still sizzling. Overseeding adds ryegrass seed to keep a lawn green through months when Bermuda would naturally go dormant. As savvy Sonoran Desert dwellers, there are great reasons to let Bermuda rest this winter here in Tucson – especially in non-functional grass areas not used by people or pets.

Save Water – Skipping overseeding means your lawn uses far less water over winter. Overseeded lawns need frequent germination watering and use about 25% more water annually than dormant ones – water better spent on our treasured desert landscapes.

Save Money – Letting your lawn rest saves on labor, seed, fertilizer, and water. Since winter water use factors into the following year's sewer rates, skipping winter grass means savings that last beyond the season.

Save Grass – A true winter rest sets Bermuda up for a stronger comeback. Overseeded lawns often look patchy come spring transition. Skip the temporary winter lawn for healthier, more vibrant grass all year.

[Landscape Resources](#)

City of Tucson Environmental Services



Electronic Waste Disposal

The City's Household Hazardous Waste collection accepts electronic waste.

Electronic waste includes:

- Game controllers
- Laptops
- Printer cartridges
- Cell phones
- Speakers
- Cameras

Dropping off your e-waste at Los Reales allows these items to be recycled and prevents more waste going to the landfill!

[Household Waste](#)

Pima County Wastewater Reclamation



We Have Expanded our Sewer Bill Discount!

If you need assistance paying your sewer bill, you may qualify for a 20%, 40%, 60% or 80% 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 income eligibility, call 520-791-5443 or visit our webpage.

[View Eligibility](#)



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

Tucson Water is a department of the City of Tucson



Tucson Water
310 W. Alameda St.
P.O. Box 27210
Tucson, AZ 85726-7210

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