

Splash

Metro Water
Newsletter
Fall 2015

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Metro Gains New Power

Knowing energy costs will rise, Metro Water pursued having access to a renewable power supply to help lower its electrical operating costs for its planned CAP Recharge, Recovery and Delivery System and power costs at Metro Southwest-Diablo Village. Hoover Power, electrical power generated by Hoover Dam and averaging 3.6 cents per kilowatt-hour, became available through a lengthy apportionment process. Metro Water proactively decided to make an effort to acquire an allocation of Hoover Power.

Two entities were responsible for distributing Hoover Power: Western Area Power Administration (Western), which is a federal agency, and Arizona Power Authority (APA), which is a state agency. Metro Water was allocated 390,796 kilowatt-hours by Western. The allocation equals last year's energy usage at Metro Southwest-Diablo Village.

Unfortunately, Metro Water did not receive an allocation from APA, which completed its allocation process in July 2015 separate from Western. The remainder of this year Metro Water will work to finalize a Hoover Power contract. If successful, Metro Water's proactive efforts will mean Hoover Power could be used beginning on October 1, 2017, which will help the District manage its overall energy expenses. ■

SECURING YOUR PERSONAL INFORMATION



Metro Water took an unprecedented step to protect your personal information by permanently deleting all social security numbers from our system. Public and private entities are constantly upgrading software and installing new firewalls to prevent hacking of their customers' data. While Metro Water has not had a data breach, we have taken proactive steps to shield against information theft; however, we also realize no entity is 100% safe. Therefore, Metro Water stepped back and asked a huge question that isn't often asked, *“Do we need to collect this information in the first place?”*

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Water Meter Facts

Any water you use first passes through a meter located either at the front or rear of your home. The water meter has two important functions. First, it is the connection point between your residence and Metro Water District's infrastructure, which provides your availability to water. Second, a meter measures how much water you use along with measuring flow rate and assisting in leak detection.

Meters are sized according to the water capacity needed for a structure and are designed to accurately and reliably record your water consumption. The dial on the meter is much like the odometer in your car showing a cumulative total of the water that has run through the meter.

Like your car or any mechanical device, the meter can wear down with age and typically will start to register less than actual usage. Having the meter read correctly allows the District to comply with State reporting requirements and ensures customers accurately pay for their water consumption.

To accurately measure water consumption, Metro Water has a meter replacement program where aged meters are exchanged with new ones, which usually occurs when either 1.4 million gallons have passed through a 5/8" meter or when a meter is 10 years old.

In recent years, Metro replaced all of the aged meters in the Metro-Hub and Metro-Southwest service areas with new ones that can be read electronically, which provide staff with the ability to obtain reads electronically in place of physically reading the meter. These newer meters also allow the District to inform customers sooner about high water usage.

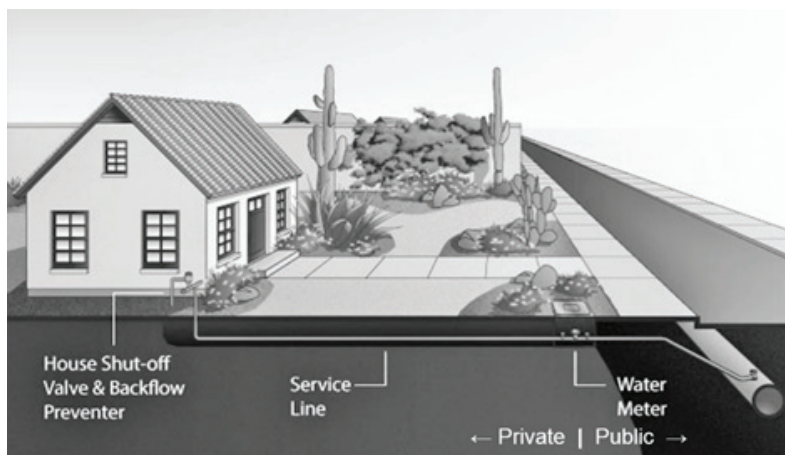
Meters in the Metro Main service area have been routinely replaced as they have aged. Going forward, the District plans to replace old meters with electronically read meters. For this fiscal year, the District has budgeted \$120,000 to continue replacing over 500 meters including a large number of 2" meters.

The meter replacement program also ensures the District is in compliance with State regulations for overall loss and unaccounted for water. The State requires water providers to have no more than 10% water loss in their system. In 2014, Metro-Main had a water loss of 6.4%; Metro Hub's water loss was 1.0%, Metro Southwest-Diablo Village's water loss was 6.9%; and Metro Southwest-E&T's water loss was 4.6%. The national average for loss and unaccounted water is 16%.

Meter's meter replacement program is key to ensuring accuracy in customer water consumption and efficient utility operation. ■

Finding Your Meter

The diagram below gives you a visual representation about your meter box and how water flows to your home. You are responsible for the pipes between the meter and your home. The house or shut off valve is typically located below the closest hose bib to the meter on the exterior of the house. This is where



you want to turn off the water to your home if you are experiencing a leak. It is important to know where your house valve is in case you need to quickly turn off water to your house. If you notice any leaks around the water meter, please call Metro Water at 575-8100.

A word of caution - most house valves are wheel handled gate valves and should turn easily. However, forcing a hard-to-turn valve or trying to over-tighten can result in damage to the valve creating a problem for the home. Regular exercising of the valve can keep calcium deposits from building up, allowing for a functional valve when needed in an emergency. ■

Stop Leaks

Last year, Metro Water customers used approximately 7% less water than the previous year in large part due to customers' wise and efficient use of water.

Preventing and correcting leaks is an important conservation measure. Here are a few tips.

Check your home's water fixtures especially for running toilets, dripping faucets, and leaking irrigation systems. Repair leaks when you find them to prevent water waste and stop a drain on your checkbook.

If you happen to see a Metro Water fixture such as a hydrant leaking, please call us at 575-8100 and we'll get it repaired right away.

Metro Water tries to always be efficient with water. Even in instances where our crews need to flush a water line after a repair, we only use the water necessary for water quality purposes and to clear the water main of any debris that may entered the system during repairs. ■



Spotlight on Metro Hub



Pictured above is a temporary "highline" at Metro Hub Reservoir. This bypass method keeps customers in water while repairs are made.

SECURING YOUR PERSONAL INFORMATION

(continued from page 1)

Metro Water revisited what information we need to have to truly serve our customers. Names and addresses are obviously important to ensure that you receive water but we questioned the need for social security numbers, which has been a long standing practice. We realized that safe-guarding our customers' data outweighed the need to have social security numbers stored in customer accounts.

Therefore, Metro Water purged all social security numbers by shredding papers and deleting this information from customer computer records. If we don't have specific data, then that information cannot be hacked. We certainly will continue to take all possible precautions to protect the remaining information in our customer database. Nevertheless, by removing your social security number, Metro Water took an enormous proactive measure to protect your privacy. ■



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Office Hours:
Monday - Thursday
7:30 - 5:30
Friday 7:30 - Noon



**Metro Water
offices will
be closed on:**

Monday,
October 12, 2015
Columbus Day

Wednesday,
November 11, 2015
Veterans Day

Thursday,
November 26, 2015
Thanksgiving Day

Friday,
November 27, 2015
Thanksgiving Friday

Board of Directors:

Judy Scrivener, Chair
Bryan Foulk, Vice Chair
Jim Doyle, Member
Helen Ireland, Member
Dan M. Offret, Member

Board Meetings:

Wednesday, October 14*
Monday, November 9
Monday, December 14

Board meetings
are held at
6265 N. La Cañada Drive
and typically start
at 6:00 pm.

*Board meetings are typically held
the second Monday of each month.
If it falls on a holiday, the meeting
is pushed to Wednesday.

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