

Splash

Metro Water
Newsletter
Spring 2014

Inside the Spring 2014 Issue of Splash:

Metro Water Changes Leadership	1
Free Online Bill Pay	2
Springtime Irrigation Tips	2
Is Your Meter Box Obstructed?	2
Metro Water Office Closed Memorial Day	3
Metro Water Changes Leadership (Cont'd)	3
Finance Oversight Committee	3
Entrance Relocation	4
Location, Contact Information, Business Hours & Holidays	4
Board of Directors & Board Meeting Schedule	4

Metro Water District Changes Leadership

Metro Water District makes a major transition in its management with a new General Manager and Chief Financial Officer. This change also means saying goodbye to two long-term managers.

Metro Water District selected Joseph Olsen to be its new General Manager starting February 3, 2014. The Board of Directors made its decision following an extensive search to find a candidate to succeed Mark Stratton, who is retiring as Metro's General Manager.

Prior to joining Metro Water, Olsen filled many roles at Tucson Water including interim Deputy Director, Planning Administrator, and Engineering Manager. Olsen also served in the United States Air Force at numerous state-side and overseas locations where he led utility and facility maintenance/sustainment efforts. He is currently a Major in the Air Force Reserve and serves as the Reserve Civil Engineer Squadron Commander at Davis-Monthan Air Force Base.



*Joe Olsen
General Manager*

"The Board of Directors selected Joseph Olsen as the next General Manager," said Judy Scrivener, Chair of Metro's Board, "because of his solid knowledge, varied water experience, and strong character to lead Metro Water successfully for many years."

Olsen graduated from the University of Arizona with a Bachelor's of Science in Civil Engineering and then obtained a Masters of Military Operational Art and Science from Air University.

Metro's finances are now overseen by Diane Bracken as the new Chief Financial Officer. Prior to working for Metro Water, Bracken was a Finance Accounting Supervisor at Pima County. She worked for Pima County in different financial positions over the last 15 years. Before moving to Arizona, Bracken administered finances for private industry in Pennsylvania.

Bracken has a Master's Degree in Public Management from Northern Arizona University. She obtained her Bachelor's of Science in Business Administration from Liberty University in Virginia.

Olsen and Bracken succeed two individuals with a combined 40 years of experience at Metro Water. Mark Stratton retires March 5, 2014 after being Metro's General Manager for 20 years. Mike Land retired January 15, 2014 after serving as Chief Financial Officer since 1995.

(continued page 3)

Free Online Bill Pay

As a way to offer our customers choices in how to pay their monthly bill, Metro Water District is partnered with Xpress Bill Pay for online bill payment. Setting up a new account requires information from your existing Metro Water District monthly bill, an internet connection through a web browser, and valid email address. Once you are signed up for the free account, you will be able to view and/or pay your bill online.

To access this service, visit www.metrowater.com and click on "**I want to view or pay bill online**" in the top right of your screen, or go to the Billing/Customer Service tab and choose *Payment Options* and then *Online Payments* to be directed to Xpress Bill Pay's website.

From the the Xpress Bill Pay website, click on the *New User* button, complete the required fields on the registration form, and agree to the Terms & Conditions and Privacy Policy. The next step will require you to enter a sequence of numbers and letters provided on screen to verify your new Xpress Bill Pay account.

After logging in to your account with Xpress Bill Pay, you will be asked to choose Metro Water District as your billing organization. Next, provide your Metro Water District account number (do not include the decimal), your name as it appears on your bill, then click *Locate Account*. If you have more than one account with Metro Water District you can add additional accounts using the *Add New eBills* option in the navigation tool bar on the left side of the screen.

Once your Metro Water District bill is added to your Xpress Bill Pay account, you can view or pay your bill online, or set up a recurring automatic payment from your credit card or checking account. When configuring automatic payments, it is recommended to choose a safety limit on the amount to be paid each month.

If you have any questions setting up your account with Xpress Bill Pay or have problems logging in to your existing account, please contact Xpress Bill Pay at 800-76-2350. Metro Water District Customer Service can be reached at 520-575-8100. ■

Springtime Irrigation Tips

Spring is a great time to work in the yard. Consider the following tips to create a low maintenance and low water use landscape.

When planting, select plants that use less water.
They also mean less maintenance.

Water slowly and deeply but less frequently. Plants, especially mature ones, need a lot less water than you think.
Let your plants tell you when they need water.

Spring is a better time than summer to give plants a little extra water since they are starting their growth cycle.

If you have a drip irrigation system, reposition the emitters. Emitters ought to be moved further away from the trunk as the plant grows, especially for shrubs and trees. This helps the root system to expand and become stronger.

Check for leaks in your drip irrigation system and repair them right away.

More irrigation tips at www.metrowater.com ■

Metro Water District Changes Leadership (continued from page 1)

During his tenure as General Manager, Stratton oversaw major improvements to Metro's water system including a \$23 million and then a \$28 million Capital Improvement Programs. Land ensured Metro's finances remained strong during the various bond issuances and financing for these projects. These numerous enhancements provided a more reliable infrastructure with 16.5 million gallons of increased storage capacity and over 14 miles of transmission main that allows large volumes of water to be moved throughout the system.

Under Stratton, Metro Water secured its allocation of Central Arizona Project water and put it to use through acquiring the Avra Valley Recharge Project. Also, Metro Water expanded with the acquisition of the Metro-Hub service area in 1999 and the Metro-Southwest service areas in 2009, without impacting existing customers.

Stratton and Land are active members of the AZ Water Association and the American Water Works Association. Stratton served as President of the AZ Water Association, a 2,200 member organization of Arizona's water professionals. Stratton also found time to raise money for the non-profit international organization, Water For People, for which his efforts were recognized at last year's annual conference of American Water Works Association. ■



The Metro Water office
will be closed on:

Memorial Day
Monday, May 26, 2014



Is Your Meter Box Obstructed?

Most meter boxes are located near the street at the edge of the property. It is the customer's responsibility to keep the area around the meter box clean and unobstructed. Meter boxes frequently fill with dirt and debris and it can happen quickly, especially during a summer monsoon or a windy day. Meter readers must remove enough dirt each month to obtain a read. Meter readers are not able to estimate reads because they do not carry previous reads with them in the field. In rare cases, when meters are covered by a car or other personal property, an estimate must be made by the billing clerk. Please check the location of your meter box and avoid obstructing meter readers' access. ■



6265 N. La Cañada Drive
Tucson, Arizona 85704
520-575-8100 phone
520-575-8454 fax

PRSRT STD
U.S. POSTAGE
PAID
PHOENIX AZ
PERMIT NO. 2691

Office Hours:
Monday - Thursday
7:30 - 5:30
Friday 7:30 - Noon
metrowater.com



ENTRANCE RELOCATION

Our office entrance at 6265 N. La Canada Drive is being relocated due to County road improvements. Look for the blue "BUSINESS ACCESS" sign and please use caution in construction areas.

GET INVOLVED!

The Board of Directors is currently seeking applicants for vacancies on the Finance Oversight Committee. Please contact Warren Tenney for more information at 520-575-8100 or wtenney@metrowater.com

Board of Directors:

Judy Scrivener, Chair
Dan M. Offret, Vice Chair
Richard Byrd, Member
Jim Doyle, Member
Bryan Foulk, Member

Board Meetings:

Monday, April 14
Monday, May 12
Monday, June 9
Monday, July 14

Board meetings are held at 6265 N. La Cañada Drive and typically start at 6:00 pm. Board meetings are held the second Monday of each month. If the second Monday is a holiday, the meeting is moved to the following Wednesday.

Splash Newsletter ~ Spring 2014