



# Splash

Metro Water  
Newsletter  
Summer 2019

## Inside the Summer 2019

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## HOW YOUR WATER RATE INCREASES ARE 5% LOWER THAN THE NATIONAL AVERAGE

On May 8, 2019, Metro Water District held its annual Information Meeting to provide customers with an opportunity to learn more about the District’s proposed rates and fees and to ask questions regarding the District. District residents who attended the meeting engaged in a dialogue on many topics beyond the proposed rate adjustment.

At the May 13, 2019 Rate Hearing the Board of Directors unanimously approved a 95¢ increase to the Water Availability Rate, for a 5/8-inch meter, in all service areas with fees for other meter sizes increasing proportionally. This will also increase the fee charged for dual meters and the private fire service line monthly fees. This increase will be effective starting July 1, 2019.

The table below shows the Historical Rate increases for the average customer. Over the past five years Metro Water customers have seen an average annual increase of only 2%!

Historical Metro Water Rate increases:	
FY 2015	3.4%
FY 2016	1.8%
FY 2017	5.1%
FY 2018	0.0%
FY 2019	1.6%
FY 2020	1.9%

You may be asking HOW IS THIS POSSIBLE when customers served by other water providers across the country have seen average annual rate increases of close to 7% over the past five years.

This is made possible thanks to two strategic actions:

Efficient financial utilization  
or Using what we have wisely

- \* Priority-driven budget process
- \* No new debt since 2013
- \* Paid off over \$33 million of debt  
\* \$5.5 million of debt paid off early; saved \$480,000 in interest payments
- \* Dozens of wise cost saving actions by staff

Seeking non-ratepayer revenue streams  
or Other revenue sources

- \* Active Cash Management generates \$230,000 in current fiscal year
- \* Phoenix Water Storage Agreement generates \$115,000 annually
- \* Sewer Billing Agreement generates \$117,000 additional annual revenue
- \* Compensated System Conservation Invests 3,500 acre-feet annually in mitigating Colorado River shortage declaration, saves \$638,000 in annual delivery costs, and generates over \$410,000 annually.

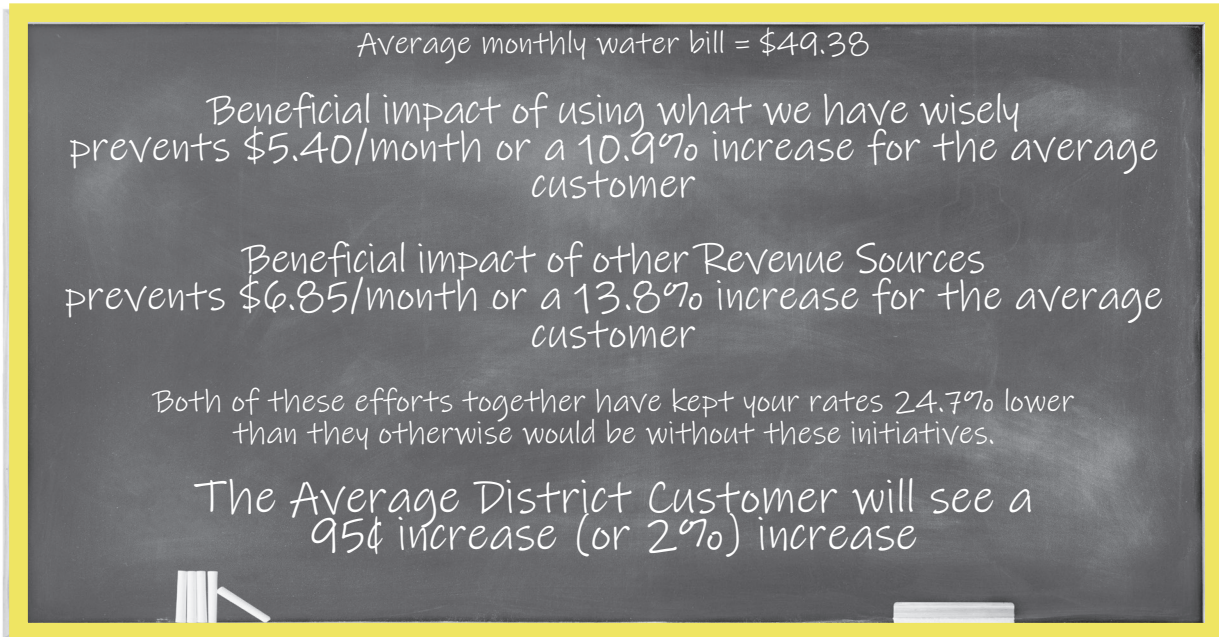
This saves over \$1,300,000 annually



*Continued from Page 1*

Without these strategic actions to save \$1.3 million annually and generate an additional \$1.65 million per year in other revenue sources, your water rates would have needed to increase significantly more.

Lets see what that would look like for the average customer:



This again highlights how maintaining revenue stability dramatically reduces the magnitude of rate increases while also enabling a transparent dialogue on the reason for any rate adjustments. Thank you for supporting Metro Water's continued revenue stability initiatives while ensuring the stable financial health of the District.

For questions or more information on any of these initiatives please call us at 575-8100 or email us at [info@metrowater.com](mailto:info@metrowater.com). ♦

## Five District Facilities Get a Fresh Coat of Paint

At the September 2018 Meeting, the the District's Board approved the external painting at five District facilities: South Shannon, Moore, Alcott, Magee/La Cholla, and Hardy. The infrastructure on these facilities includes tanks, piping, boosters, and panels that are subjected to rain and UV exposure. Ensuring that the painting on these components is properly maintained is important to extend the useful life of the infrastructure. The painting at all sites has been complete and, as shown in the pictures, the District logo has been painted on the tanks (except for Moore because the tank is too short for the logo to be visible). ♦





# WATER QUALITY REPORTS 2018

The annual Water Quality Reports are available to view and print

from the Metro Water District website at [metrowater.com](http://metrowater.com). Please call us at 575-8100 or visit our office at 6265 N. La Canada Drive if you would like to receive a paper copy.

We believe that customers who are well informed about their water supply are our best allies in supporting improvements necessary for safe and reliable water. 💧



## Metro Water Delivers Safe Drinking Water

Metro Water District (the District) is pleased to report that the water delivered to your faucet meets all safe drinking water standards. This annual Metro Water District Water Quality Report is required by the Federal Government under the Safe Drinking Water Act. We believe customers who are well informed about their water supply are our best allies in supporting improvements necessary to maintain the highest quality of drinking water.

## Where does your water come from?

The District uses groundwater from the southwest portion of the Tucson Basin aquifer. The water in our aquifer was created primarily from mountain runoff and storm water infiltrating into the ground along the Tucson Mountains.

The Lazy B service area is located off of San Joaquin Road north of Bopp Road. It has one active well that pumps water from the local aquifer. Depth to water is approximately 410 feet. To ensure reliability of water service, the District also receives water through a connection with Tucson Water. Water from the well is pumped to a storage tank, and then moved underground through pipes to reach your home by pressure.

While water is made up of hydrogen and oxygen, this life-giving liquid also contains many naturally occurring minerals that affect the taste and hardness of your water. Unfortunately, human-caused and naturally occurring contaminants can also be found in water. This is why the Safe Drinking Water Act exists.

**How do you know your water is safe?**  
The District routinely checks its water for contaminants. In 2018, the District's water samples were monitored to meet Federal and State regulations and also tested for constituents that may or may not be regulated in the near future.

**How is your water tested?**  
In 2018, water samples were collected and tested. Trained staff collects samples from wells, storage facilities, points in the distribution system, and residents' homes. The samples are analyzed by State licensed laboratories. The test results are reported to the District and the State of Arizona. The District works closely with the Arizona Department of Environmental Quality (ADEQ) to ensure all water quality standards are met.

**What happens if the water tested indicates contamination?**  
If a customer's water is found not to meet the safe drinking water standards, the District is required by Federal and State regulations to notify customers without affected

service areas. Notification may be made by mail and/or through the news media. If a serious situation occurs that may affect the health and well-being of our customers, the District would do whatever is necessary to notify you, and provide an alternate source of safe drinking water.

**What contaminants might be detected?**  
The District sampled for regulated contaminants as required by safe drinking water standards, as well as unregulated contaminants in 2018. The table on page 2 shows these results. All contaminants are within the Safe Drinking Water Act levels.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at 1-800-426-4761. You can also visit the EPA's website regarding the Safe Drinking Water Act at <http://water.epa.gov/drink/>.

The source of our drinking water is from wells. As water travels through the ground, it dissolves naturally-occurring minerals, and in some cases radioactive material, and can pick up dissolved substances resulting from the presence of plants, animals or from human activity.

Contaminants that may be present in our water include microbial (such as viruses and bacteria), inorganic (such as salts and metals), pesticides and herbicides, organic chemical contaminants both synthetic and volatile, and radioactive materials.

**Where do contaminants come from?**  
Contaminants can be man-made or naturally-occurring. Microbial contaminants may come from sewage treatment plants, septic systems, residential uses, agricultural activity, livestock operations, and wildlife. Inorganic contaminants can result from urban storm water runoff, industrial or domestic wastewater discharges or mining. Pesticides and herbicides can come from many sources, such as agriculture, urban runoff, and residential use. Radioactive contaminants can be naturally-occurring or from mining activities. Organic chemical contaminants can come from landfills, gas stations, urban runoff, and septic systems.

**Is your water treated?**  
The District adds chlorine to its water to eliminate any type of bacterial contamination that could occur in the water pipes. If you notice a persisting chlorine taste or odor, please contact the District. 💧

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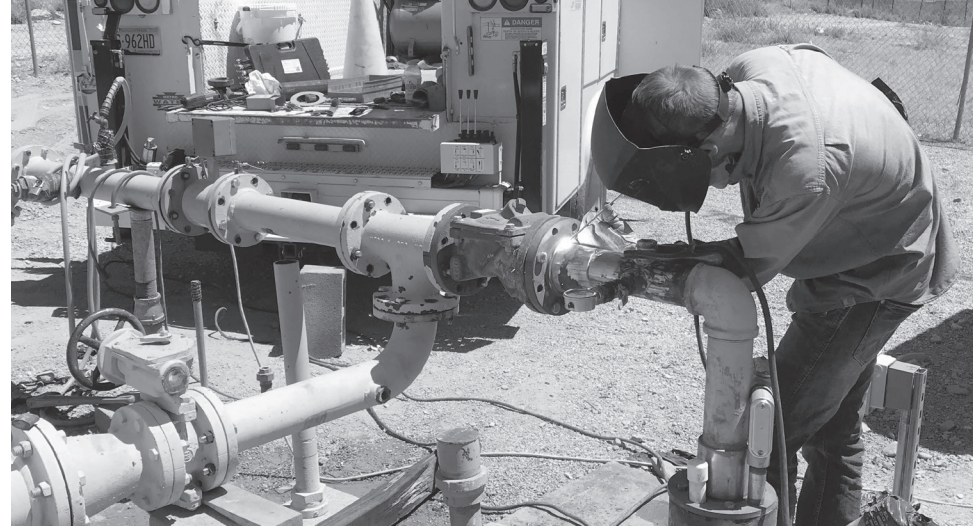
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# SPOTLIGHT ON METRO SOUTHWEST



**Austin Bott, Utility Technician II, fabricates well discharge piping at the E&T 23 wellsite. The well recently underwent significant proactive maintenance activities to ensure reliable water production in the E&T service area. 💧**



**2019 METRO WATER BOARD OF DIRECTORS**  
RICHARD SARTI, DAN M. OFFRET, JUDY SCRIVENER, JIM DOYLE, AND BRYAN FOULK

*Metro Water offices will be closed:*

*Independence Day, Thursday, July 4, 2019*

*Labor Day, Monday September 2, 2019*



Office Location:  
6265 N. La Cañada Dr.  
Tucson, Arizona 85704

Office Hours:  
Monday - Thursday  
7:30 a.m. - 5:30 p.m.  
Friday 7:30 a.m. - Noon

**Board of Directors:**

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

**Board Meetings:**

Monday, July 8, 2019  
Monday, August 12, 2019  
Monday, September 9, 2019

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

visit us at:

call us at:

email us at:

like us on facebook:

[www.metrowater.com](http://www.metrowater.com)

575-8100

[info@metrowater.com](mailto:info@metrowater.com)



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