

Splash

Metro Water
Newsletter
Fall 2020

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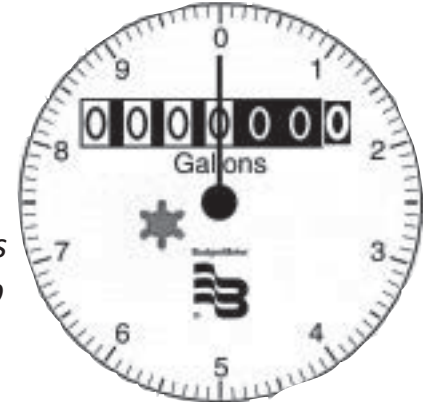
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Metro Hub Meter Replacement

As a reminder to all customers in the Metro Hub service areas, the Sensus iPerl meters that use a magnetic read technology are in the process of being replaced with a Badger positive displacement meter that mechanically measures water usage. Letters were sent to all customers in the Metro Hub service areas.



Meters are being replaced by Metering Services, Inc. (MSI) staff who will have identification, they will be wearing uniforms and driving vehicles with the MSI company logo. All work will be completed outside of your house. Water could be turned off for up to 30 minutes while the work is being completed and MSI's staff will attempt to notify you prior to shutting off your water. Meter replacement work will be performed Monday through Friday, 8:00 am to 4:00 pm. ♠

BIG HORN FIRE PREPARATION



Utility Technicians, Eric Gayton, Austin Bott and Cliff O'Brien, (pictured left to right) are shown preparing for a confined space entry into an access vault at the Tripp Reservoir as the Big Horn Fire grew in the background. To ensure that the District's water quality would not be impacted as fire fighting operations began in early June, District staff made sure that all of the reservoir access hatches were fully tightened and applied water

tight silicone along the seams as an additional barrier of protection. While the fire caused significant devastation to the Santa Catalina Mountains, we were able to take proactive actions to ensure you continued receiving safe, reliable water. ♠





UNDER CONSTRUCTION

OFFICE UNDER CONSTRUCTION

Between October 15th and October 22nd, the Customer Service, Information Technology, and Finance area of the District's Main Office building will undergo a renovation that will reconfigure the workspace to provide each person with a six foot or greater separation and to replace the aged flooring. For the safety of staff and District residents, the drive-up window will be temporarily closed on October 15th - October 22nd. Staff will continue to be available to provide all other services during the renovation by addressing your inquiries over the phone or in person at a temporary location in our lobby. We would like to thank you in advance for your cooperation during this short interruption. ♡

THE DISTRICT WELCOMES THREE NEW FOC MEMBERS

The Finance Oversight Committee (FOC) reviews financial recommendations and advises the Board of Directors on debt, rate adjustments, long range financial planning, and capital planning. The FOC traditionally meets three times a year.

FOC vacancies were announced in the Spring 2020 Splash Newsletter to seek District residents who would be willing to volunteer their time to serve on the Committee. We received responses from not just one but three qualified members of the District who volunteered to serve on the FOC.

The District welcomes Scott Bugental, John Krempen, and Monica Wnuk to the FOC. Mr. Bugental possesses a Bachelor of Arts in Politics and has accomplished additional education to include a certificate program in general accounting and has previously served on water commissions and boards. Dr. Krempen possesses both a Bachelor of Science and a Master's Degree in Business Administration and is a Medical Doctor with expertise in immunology and infectious diseases. Ms. Wnuk possesses both a Bachelor of Science and a Master's Degree in Chemistry as well as a Master's degree in Civil and Environmental Engineering and has extensive experience in water and wastewater.

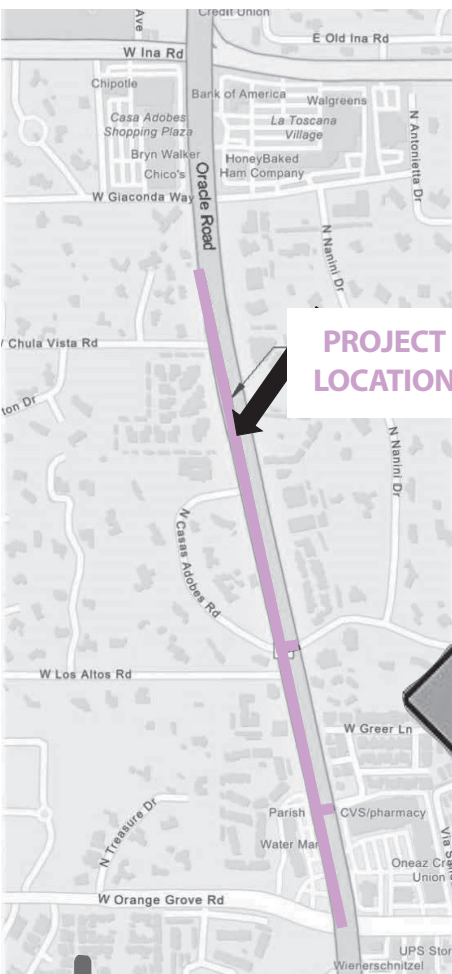
The traditionally seven member Committee has recently gone through some changes with members having to resign for different reasons. As of March 2020, members of the Committee were Lee Jacobs, Lee Mayes, Scott Schladweiler, Robert Shonka and Kip Volpe. The three new members temporarily increase the Committee to eight.

For more information and access to past and future meeting agendas go to: <https://www.metrowater.com/public-meetings/financial-oversight-committee-meetings/> ♡

CONGRATULATIONS

AZ Water Association recognizes members and projects who have excelled throughout the year in the water and wastewater industry. Ian Scrimshaw, Utility Technician III, received the Association's Maintenance Mechanic of the Year Award. With conferences currently being held remotely, Ian was virtually recognized and celebrated the accomplishment with his peers. ♡





ORACLE ROAD PROJECT

As part of the District's capital improvement program, our contractor will be relocating or removing water lines in and along Oracle Road, generally between Ina Road and Orange Grove Road.

The project will relocate water lines to accommodate the roadway shoulder improvements along Oracle Road.

Construction is expected to begin in August 2020, and is anticipated to be completed by December 31, 2020.



Roadway traffic will be maintained during construction. Please expect delays and observe traffic control when traveling through the work zone.

If you encounter any issues due to this work, please contact the District's Project Manager, Chris Pfeffer at (520) 575-8100. ♡

SPOTLIGHT ON METRO SOUTHWEST



The District's Diablo Village Well No. 1. experienced a submersible motor failure at the end of June.

Not an ideal situation with the summer demand; however, the District was able to utilize its other well and emergency interconnects to maintain service to customers. Since the submersible motor is located in the bottom of the well, the well pumping equipment had to be removed. The District took this opportunity to perform additional maintenance and inspection of the well which included brushing the well casing and video inspections of the well.

This type of maintenance enhances the longevity of the well. Pictured is Smyth Industries, the District's well maintenance contractor, reinstalling the new motor. After reinstalling the new motor, the well was thoroughly flushed to remove any sediment, disinfected, and sampled to ensure the water was safe prior to returning to service. ♡

DID YOU KNOW...



The District knows how much water each customer uses with what is called a "meter". This device is placed along the service line extending from the water main to the line where the water enters a home (typically at the property line), and records the volume of water that passes through it. Readings are taken each month to determine how much water a customer used since the reading the previous month. 💧

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

Customer Service Phone Hours
Monday-Thursday 7:30 a.m. - 4:00 p.m.
Friday 7:30 a.m. - Noon

Office Lobby Hours:
Monday-Thursday 7:30 a.m. - 2:30 p.m.
Friday 7:30 a.m. - Noon



Metro Water offices will be closed:

Monday, October 12, 2020 Columbus Day

Wednesday, November 11, 2020 Veterans Day

Thursday, November 26, 2020 Thanksgiving Day

Friday, November 27, 2020 Thanksgiving Friday

OUR WEBSITE'S NEW LOOK



The District's website was upgraded to utilize advances in technology and to continue to provide you with a valuable site. The website was redesigned to streamline navigation, to enhance ease of use, and to provide mobile device compatibility.

Head on over to metrowater.com and check it out! 💧

Board of Directors:

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

Board Meetings:

*Wednesday, October 14, 2020
Monday, November 9, 2020
Monday, December 7, 2020

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

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

visit us at:

metrowater.com

call us at:

575-8100

email us at:

info@metrowater.com

like us on facebook:

@metrowater



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