

Splash

Metro Water
Newsletter
Winter 2011-12

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No Rate Increase Planned for 2011-12 Fiscal Year

Metro Water District will not be having a rate increase during the 2011-2012 fiscal year. The Metro Water Board of Directors has reviewed the District's financial picture and determined that the current revenue structure will be sufficient to maintain the level of operations and maintenance during this fiscal year that District customers are accustom to receiving. Part of the reason for the District's financial stability should be credited to the continued efforts to keep operating expenditures to a minimum.

While a rate increase will not be necessary this fiscal year, the Board recognizes the importance of assuring that all District financial obligations are met each fiscal year. The District, with the assistance of the customer member Finance Oversight Committee, will continue to ensure its financial standing stays strong. ■

Protect Pipes from Freezing

Metro Water encourages our customers to be prepared for colder temperatures. Yes, we live in a temperate climate but we know many customers faced rough times last winter with frozen pipes, or worse, broken pipes. The great freeze of February 2011 reminded us the importance of being prepared even when you believe Arctic temperatures would never happen in Tucson. Here are a few tips to ensure you are ready for whatever winter brings:

Protect your pipes. Take a quick survey for any water pipes exposed to the elements – typically, the would include the main water pipe entering the house (where the shut-off valve is) irrigation lines, backflow preventers, and, if applicable, swamp cooler lines and swimming pool lines.

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The Metro Water office now accepts DISCOVER
as well as Visa and Mastercard.



Meter Replacement Program

Metro Water is moving forward with its Meter Replacement Program to include the Metro-Hub and Metro-Southwest service areas. The District has had an aggressive Meter Replacement Program for over twelve years for its primary service area in the Northwest. Having meters new and up-to-date ensures the accuracy of how much water went through the meter and reduces the District's overall loss and unaccounted for water.

Metro will start replacing all of the 1,350 aged meters in its Metro-Southwest service area with new ones that will allow the meters to be read electronically without having each one read individually. These new meters will be extremely more accurate to ensure a full accounting of the water used. This project is expected to start in Spring 2012.

Metro is also planning to replace the 1,600 meters in its Hub service area over a three year period beginning in Spring 2012.

Older meters fail to record all of the water that passes through them. Therefore, the District does not receive revenue for all of the water it provides. The Arizona Department of Water Resources requires water providers to report annually its loss and unaccounted for water and penalizes a provider who exceeds 10 percent. In large part due to its meter replacement program, the District had only a 4.3 percent loss in its Northwest service area in 2012. ■

CONSTRUCTION

In the last three months, Metro Water has awarded three major construction projects totaling \$6,380,271, for waterline relocations required by the Pima County/RTA road projects.

The projects will occur on La Cañada Drive between Ina Road and River Road; Magee Road between Shannon and Thornydale; and La Cholla Blvd between Magee Road and Overton Road. Construction of these projects will commence in the new few months and continue into 2012.

We appreciate your patience and safe driving while construction is under way.

Last year, the Metro Water Board approved the issuance of \$6.6 million in revenue bonds in order to meet the RTA's aggressive road construction schedule. ■



Construction on the Magee Road, Shannon Road to La Canada is nearing completion. With the mainline now complete construction crews are making the final tie-ins along side streets.

Conservation Spotlight: Water Harvesting

Yes, Mother Nature once in awhile gives away free water to those clever enough to make use of it. Rain Water Harvesting is beneficial in many ways for saving water for a drier day. With cooler temperatures, it is much easier working outside than during the summer and winter can be a time for rainfall.

Water Harvesting conserves energy. It is low in salts and good for plants. It can reduce flooding and erosion. Rainwater provides an excellent primary, supplementary, or alternative source of water.

Harvesting your rainfall can be simple, as easy as catching rain from a roof or downspout and directing the flow towards your plants. Or, it can be complex using roof gutters, a storage vessel, a filter, overflow valve, and perhaps even a pump to capture, store, and later deliver your rainfall to specific parts of your landscape.

An informative booklet on water harvesting is available in Metro Water's lobby. Metro also offers a \$50 rebate for materials used in installing a water harvesting system. Check on line at www.metrowater.com.

Once you have a plan, you can find materials to put together a gutter and drain system at your local hardware stores. And yes, water barrels can be found in Tucson or online. Shop around and find out what type of harvesting best meets your needs. ■



**What is the number one killer of cacti?
Too much watering!
Cooler temperatures mean you can water less.
Change your timers. Mature plants can get by
with little or no watering during the winter. ■**

Protect Pipes from Freezing

(Continued from page 1)

Any water line that is normally exposed to the elements, where water does not constantly move, is a potential candidate for freezing. There are a variety of ways to protect exposed lines with pipe insulation. Pipe insulation is a low cost solution to protect pipes from freezing and can be purchased at local hardware stores.

Know the location of your water meter. The meter to your house is located near the street curb in front of your house or in the alley behind the house. It is a rectangular box in the ground with a metal cover. The meter tells Metro Water District how much water flows through it, which means how much water you use. The meter is owned by Metro Water District. You are responsible for the pipes and water from the meter to your house and throughout your property.

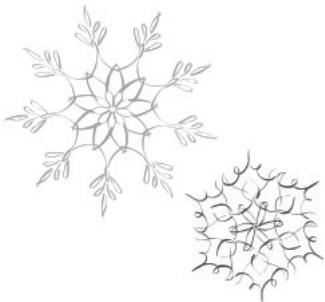
If you need to turn off water to your house, please turn it off at the water shut-off valve at the house, NOT at the water meter. If you need the water turned off to your whole property, please call Metro Water District at 575-8100 and we will turn off the water at the meter.

Know where your water shut-off valve is. Most shut-off valves for water will be located on the front or rear of the house. It is usually attached to a pipe that rises from the ground and enters the house through an exterior wall. If you know where the water meter is for your house, either on the front of the street or in the back in an alley, then usually the main water valve will be on the same side of the house but nearer the house structure. It is important to know where your water shut-off valve is in case you need to quickly turn off the water to the whole house. ■



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Office Hours:
Monday - Thursday
7:30 - 5:30
Friday 7:30 - Noon
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Current
Drought
Response:

Stage 1
Alert

Stage 2
Warning

Stage 3
Emergency

Stage 4
Crisis

*Metro Water District
Wishes You
a Merry Christmas,
Happy Holidays
and a
Joyful New Year*

Board of Directors:

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

**Winter Public Board
Meetings (6:00 pm):**

December 12, 2011
January 9, 2012
February 13, 2012

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