

NO RATE INCREASES FOR FISCAL YEAR 2014-2015

After a series of annual rate increases, customers of the Pima County Regional Wastewater Reclamation Department will not see an increase in their sewer rates this fiscal year. Rate increases in recent years were needed to implement the Regional Optimization Master Plan (ROMP). ROMP was the program Pima County undertook to meet new stringent environmental standards for effluent discharges into the Santa Cruz River. Effluent is treated wastewater. The ROMP was designed to meet standards mandated by the Arizona Department of Environmental Quality. Those standards are based on standards set by the Clean Water Act.

ROMP REACHES SUBSTANTIAL COMPLETION

For the past several years, we have been providing you with periodic updates on the status of the ROMP project. We are happy to report that the ROMP is substantially complete. Substantial completion was achieved a full year ahead of schedule and more than \$114 million under the original projected costs.

The four major components of the ROMP included the construction of:

- A five-mile long plant interconnect pipeline
- A laboratory and training center
- The upgrade and expansion of the former Ina Road Wastewater Reclamation Facility (WRF), now known as the Tres Rios WRF
- The construction of the Agua Nueva WRF that has replaced the now-decommissioned Roger Road WRF

A few minor projects remain to be completed, but all mandated components of the ROMP are in operation.

BENEFITS OF THE ROMP

Pima County residents will benefit from the ROMP in the following ways:

- The quality of our groundwater around the Tres Rios and Agua Nueva WRFs will improve,
- Reclaimed water used on our school yards, parks, and other turf facilities will be of a significantly higher quality,
- Reclaimed water can be used in new additional ways,
- Reclaimed water can be used to reduce the dependence on ground water and Central Arizona Project Water, especially during the ongoing drought, and
- State-of-the-art infrastructure and technology in Pima County will serve our community for many years to come.

RECALCULATION OF SEWER BILLS

Each year in July, your sewer bill reflects a recalculation based on an average water usage – also known as the ‘winter quarter average’ (WQA) – taken from the reading months of December, January and February. These months are used as the calculation period, because this is when outdoor water usage is generally at its lowest.

Water usage is measured in increments of 100 cubic feet (CCF). One CCF is equivalent to approximately 748 gallons. The typical Pima County household uses approximately 8 CCFs of water each month.

If you believe there was a different three-consecutive-month period, between July 1, 2013 and June 30, 2014, when your water usage was lower, please contact our Customer Service section. A customer service representative can determine if you are eligible to file an appeal for a reduced rate. Please note if your home was vacant for an extended period, the period during which your home was vacant cannot be used to recalculate your sewer bill. Each July, we remind our customers that there is a sixty-day period to apply for an appeal. Although customers can appeal any time, we cannot provide credit for more than a 60-day period.

Ways to file an appeal of your sewer bill:

On-line form: <https://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=55490>

Phone: 724-6609 (Monday – Friday, 7:30 a.m. – 4:30 p.m.)

Mail: Finance Risk Management Department- Customer Service, 201 N. Stone Ave., 5th Floor

Fax: 520-770-1453

Email: wastewatercs@wrm.pima.gov

See online form for instructions.



A WORD FROM THE PIMA COUNTY DEVELOPMENT SERVICE DEPARTMENT

Your feedback welcomed online on first draft of Pima County's Comprehensive Plan update

We heard you! And we thank you. Now, it's time to chat again.

Based on what you told us at 14 community meetings, Tucson Meet Yourself and other events, and online at www.PimaProsper.com since early last October, staff from across the County, led by the Planning Division of the Development Services Department, have compiled a first draft of Pima Prospers, the 10-year update of the County's Comprehensive Plan.

We invite you to review the first draft and share your feedback at www.PimaProsper.com.

The draft is also available for review at any **Pima County Public Library** branch.

The Comprehensive Plan will be used to guide the region's growth, conservation and community design for decades to come. It is to be truly comprehensive in nature addressing most services of the County. Our aim is approval by the Pima County Board of Supervisors in 2015.

This first draft includes a vision statement and core principles, as well as goals and policies for most of the subject areas (except the financial-based ones) of the plan. Once those are reviewed and modified, we can begin drafting the financial policies and crafting implementation strategies; so it is very important that the goals and policies are correct and complete. The fiscal analysis and required Cost of Development component, which are dependent on the rest of the plan, will be drafted over the summer.

As for land use maps, the first draft of the plan shows existing planned land use and possible areas where change might occur, but individual land uses for those parcels will not be identified until the second draft. These areas may change after the review of the first draft, so discussion now is important.

From the draft:

"Pima Prospers is to be our plan looking ahead about 20 years into the future. It has been built on the ideas of hundreds of Pima County residents from Ajo to Vail, Catalina to Arivaca Junction, many business and citizen interests in our communities, representatives from the other jurisdictions in the region, and more than one hundred County staff members from many departments. It recognizes our role as a county in our region and in the multi-county region of the Sun Corridor. It recognizes that a significant change in our demographics is upon us and everyone who wants to will play a part in the development of its future. "Pima Prospers is based on the belief that we can continue to conserve our cultural heritage and critical wildlife habitat, proactively work to grow our economy and raise our per capita income, and work to improve our existing physical and social infrastructure."

We hope to hear from you. Together, we can make sure Pima prospers.

– Arlan Colton, Planning Director



PIMA COUNTY
WASTEWATER RECLAMATION

Regional Wastewater Reclamation Department Contact Information

General Information (during regular business hours).....	520-724-6500
Roach Control Hotline (Automated line, please provide requested information).....	520-724-3401
Billing Section.....	520-724-6609
Sewer Emergencies.....	520-724-3400
To Report Odors.....	520-724-3400
Sewer Outreach Subsidy (Low-income bill assistance).....	520-243-6794
Sewer Connection Information.....	520-724-6602
To Report Vandalism.....	911

PIMA COUNTY BOARD OF SUPERVISORS

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- Ramón Valadez, District 2
- Sharon Bronson, Chair, District 3
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COUNTY ADMINISTRATOR

Chuck Huckelberry

You can also access this information and more from our website,
<http://www.pima.gov/government/wastewaterreclamation>