

Annual Recalculation of Sewer Bills

Each year in July, your sewer bill is recalculated based on an average winter usage known as the “winter quarter average” (WQA). The WQA is the average amount of water usage during the reading months of December, January, and February of the previous fiscal year (July 1 – June 30). The use of these three months is the period when outdoor water usage is the lowest. If December, January, and February are not the three lowest consecutive months of water usage in the previous fiscal year, you have 60 days to apply for an appeal.

To submit an appeal, you can use the online contact form on our website at www.pima.gov/wastewaterreclamation or contact Customer Service at 520-724-6609.



Sewer Vacant Rate

If you will be away from your home for more than a month, you may be eligible for our sewer vacant rate. Customers are only responsible for the administrative fee portion of their sewer bill through the discounted rate. To take advantage of this rate, contact Customer Service prior to your home becoming unoccupied at 520-724-6609 or apply online at www.pima.gov/wastewaterreclamation.

Conveyance Division Receives Four APWA Awards

The Arizona Chapter and Southern Arizona Branch of the American Public Works Association (APWA) recognized the Pima County Regional Wastewater Reclamation Department’s Conveyance Division with Four distinct awards – one in the individual category, and three for specific projects. APWA is a nonprofit educational and professional association of public agencies, private sector companies, and individuals dedicated to providing professional excellence and public awareness through education, advocacy, and knowledge.

- The Deputy Director of the Conveyance Division, Jaime Rivera, was selected as the APWA Southern Arizona Branch Outstanding Public Works Employee of the Year at the local chapter.
- The Broadway Boulevard Sewer Augmentation Project received an award in the Environmental Category for projects less than \$5 million at the local chapter.
- The North Rillito Interceptor Project received an award in the Environmental Category for projects between \$5 and \$25 million at both the state and local chapter.
- The Job Order Master Agreement Project received an award in the Environmental Category for projects more than \$75 million at both the state and local chapter.

The Conveyance Division continues to demonstrate a high level of excellence in each project it carries out, as well as in the manner in which it collaborates with stakeholders and partners.

RWRD Recognized at AZ Water Conference

The Pima County Regional Wastewater Reclamation Department (RWRD) is pleased to announce its receipt of three distinct awards during the 91st Annual AZ Water Association Conference on Thursday, May 3, 2018 in Phoenix, Arizona. The AZ Water Conference is the annual awards event of the AZ Water Association, a nonprofit organization with 2,100 water and wastewater professional members who share the goal of preserving and enhancing Arizona’s water environment.



- The Arizona Pure Brew Water Challenge was selected as the 2018 Water Reuse Project of the Year. This Pima County-led team's winning project sought to educate the public on the use of reclaimed water as a sustainable water source by using ultra-pure reclaimed water to brew beer.
- The Agua Nueva Water Reclamation Facility was selected as the AZ Water Association Treatment Plant of the Year – Large System. These awards are presented to facilities, plants, systems, or individuals that have sustained notable outstanding service to the AZ Water Association. RWRD received this award alongside partner CH2M and is proud of the collaboration that afforded this noteworthy recognition.
- The Job Order Master Agreement Project was selected as the 2018 Wastewater System Project of the Year. The Projects of the Year Awards recognize outstanding engineering excellence and achievement in the following categories: water system, water treatment plant, wastewater system, wastewater treatment plant, and water reuse.

RWRD is proud that the important work it contributes to the community is recognized statewide for its excellence and cutting-edge impact.

NACWA Platinum Peak Performance Awards

The National Association of Clean Water Agencies (NACWA) has recognized three of Pima County Regional Wastewater Reclamation Department's Water Reclamation Facilities (WRF) with their Peak Performance Awards. The Peak Performance Awards recognize NACWA member agency facilities for excellence in permit compliance. The following RWRD facilities were recognized:

- Avra Valley Water Reclamation Facility
- Green Valley Water Reclamation Facility
- Mt. Lemmon Water Reclamation Facility

Awards will be presented during NACWA's Utility Leadership Conference held from July 23 – 26, 2018 in Boston, Massachusetts.

This achievement is made possible through the efforts of the dedicated employees who ensure the proper functioning of the water reclamation facilities – 24 hours a day, seven days a week!



Regional Wastewater Reclamation Department Contact Information

General Information (during regular business hours)	520-724-6500
Roach Control Hotline	
(Automated line, please provide requested information and staff will return the call).....	520-724-3401
Billing Section	520-724-6609
Sewer Emergencies	520-724-6500
To Report Odors	520-724-6500
Sewer Outreach Subsidy (Low-income bill assistance)	520-791-5443
Sewer Connection Information	520-724-9000
To Report Vandalism	911

You can also access this information and more on our website:
www.pima.gov/wastewaterreclamation

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