

## Pima County Regional Wastewater Reclamation Department Receives Exceptional Honors for their High Levels of Excellence in the Delivery of its Projects

On April 17, 2019, the Arizona Water Association recognized Pima County Regional Wastewater Reclamation Department's (RWRD) Conveyance Division-CIP Group at its 92nd Annual Conference for the "Wastewater System 2019 Project of the Year" award on the Sabino Creek Force Main and Lift Station project. The Conveyance Division-CIP Group, as well as contractors, incorporated innovative design, construction, and project delivery methods to overcome many challenges, which included the construction of a 36-foot deep lift station within a small footprint to limit disturbance of the natural habitat all while maintaining sewer service.



*Project Manager David Badger, P.E. accepts the AZ Water Association Project of the Year Award on behalf of RWRD at the AZ Water 92nd Annual Conference Awards Reception.*

In addition, the Arizona Chapter of the American Public Works Association (APWA) selected the Sabino Creek Pump Station and Force Main project as the "2019 Environmental Project of the Year" award for the less than \$5 Million category. RWRD will accept its achievement award at the 2019 APWA Awards Luncheon on August 8, 2019, at the El Conquistador Resort in Oro Valley, Arizona. The awards presentation recognizes the managing agency, design consultant, and contractor, as well as the award-winning aspects of the project. One of APWA's many purposes is to share the advancement of theory and practice of design, construction, maintenance, administration, and operation of public work facilities and services.

On March 28, 2019, RWRD's Conveyance Division received further accolades with three "2019 Public Works Project of the Year" awards from the Southern Arizona Branch of the APWA at the Southern Arizona Branch Awards Banquet for the following:

- The Arizona State Prison Bar Screen Station project received an award in Structure Less than \$5M category.
- The Sabino Creek Pump Station project received an award in Structure Less than \$5M category.
- The Southwest Interceptor Sewer Augmentation project received an award in the Environment \$5M -\$25M category.

RWRD's Conveyance Division continues to demonstrate a high level of excellence in each project tasked and the complexities of each project aids in social and economic development as well as meeting and exceeding customer's needs.



*Before and after pictures: The Sabino Creek Pump Station project was initially created to rehabilitate the Sabino Creek gravity crossing to mitigate any potential storm and flooding event washing out the gravity line. The Sabino Creek Pump Station services 260 single-family homes and the exclusive Canyon Ranch Resort.*

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## RWRD Receives Recognition from NACWA

The National Association of Clean Water Agencies (NACWA) will recognize two Pima County Regional Wastewater Reclamation Department's Water Reclamation Facilities (WRF) with its Peak Performance Awards. These awards recognize NACWA member's facilities for excellence in permit compliance. The Green Valley and Mt. Lemmon WRF earned Platinum Peak Performance Awards for more than five years of 100 percent compliance.

NACWA will present these awards at its Utility Leadership Conference on July 16-19, 2019, in Minneapolis, Minn. RWRD recognizes that this achievement would not be possible if it were not for the efforts of the dedicated employees who ensure the proper functioning of the water reclamation facilities, 24-hours a day, seven days a week!

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## 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 there are three other consecutive months 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](http://www.pima.gov/wastewaterreclamation) or contact Customer Service at (520) 724-6609.

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## Sewer Billing Suspension/ Vacancy Request

If you will be away from your home for more than 30 days, request a suspension of your wastewater services. You will only be responsible for the Monthly Service Fee. Please contact Customer Service two weeks prior to leaving at (520) 724-6609.



**PIMA COUNTY**

**WASTEWATER RECLAMATION**

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## Regional Wastewater Reclamation Department Contact Information

|  |                |
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| 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) 724-3400 |
| To Report Odors .....  | (520) 724-3400 |
| 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](http://www.pima.gov/wastewaterreclamation)

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