



Annual Recalculation of Sewer Bills

In July of each year, your sewer bill is recalculated based on the amount of water used in the previous months of December, January and February. These three months represent the period when outside water usage is normally at a minimum. Pima County measures water use in hundred cubic feet. One hundred cubic feet (ccf) is equivalent to 748 gallons; a typical residential household in Pima County discharges approximately 6,700 gallons of sewage into the sewage system each month.



Rate Increase Goes Into Effect on July 1, 2010



The Pima County Board of Supervisors has approved increases in sewer rates that go into effect on July 1, 2010. These increases include a 10 percent sewer volume fee increase from \$2.40 to \$2.64 per ccf and a 6.5 percent increase to the monthly service fee. The monthly service fee will increase from \$9.82 per month to \$10.46 per month. These increases will raise the average monthly residential sewer bill from \$29.66 a month to \$34.28 a month.

Questions About Your Sewer Bill

If you have questions about your bill, please call our Customer Service section at 740-6609 Monday through Friday between 7:30 a.m. and 4:30 p.m. A representative will explain your bill to you and can provide you with information about the department's appeal process. Under Pima County Code, Ordinance 13.24.120, customers have 60 days after receipt of a bill to appeal a new rate, a new usage class, or a new discharge factor.

During our 2009/2010 fiscal year, all the sewer user fees we collected were used for the costs of providing wastewater reclamation services to the residents of Pima County.



Bill Assistance for Low-Income Customers

The Pima County Regional Wastewater Reclamation Department (PCRWRD) offers sewer bill assistance through the Sewer Outreach Subsidy (SOS) Program. The SOS Program has a tiered rate structure based on federal poverty guidelines.

Program Tiers – Federal Poverty Level Guidelines:

- 75% rate reduction – 100% or below
- 50% rate reduction – 101% – 125%
- 25% rate reduction – 125% – 150%

Both the flow volume charge and the monthly service fee are eligible for the discounted rate under the program. There are no discounts for sewer connection fees.

To be eligible for a discount on the monthly sewer fees, you must meet the following guidelines:

- Be a residential sewer customer
- Have a water/sewer bill in your name
- Meet income guidelines

It is estimated that about 14 percent of the households in Pima County are eligible for a sewer bill discount through the SOS Program. The Pima County Action Agency (PCAA) administers the SOS Program on behalf of PCRWRD.

If you think you might qualify for a rate reduction or if you want more information, call PCAA at 243-6794 or visit the PCRWRD web site at <http://www.pima.gov/wwm/>



Cost Savings Measures

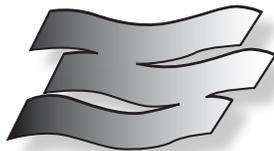
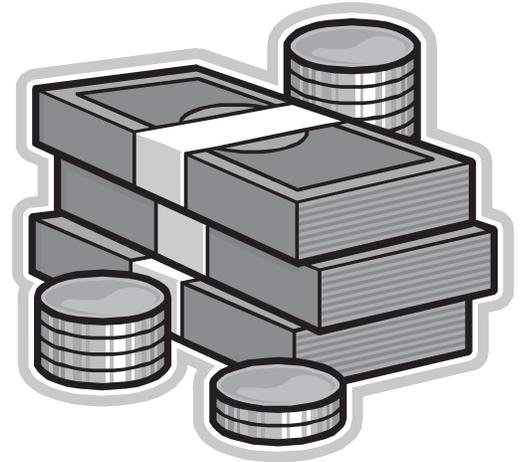
Pima County RWRD understands that many area households are struggling to make ends meet during these difficult economic times. As our customers face today's economic challenges, they are also experiencing rate increases in their sewer bills. These increases are needed to meet new environmental standards and mandated projects with non-negotiable deadlines. The Regional Optimization Master Plan (ROMP) has a price tag of \$720 million and must be fully implemented by the year 2015.

In the face of the higher fees required to meet state and federal mandates, RWRD has placed a priority on implementing cost savings activities and practices – both small and large – in as many ways as possible. Some of our cost savings successes are described below:

Staff efforts and research resulted in cost reductions of \$700,000 in energy purchases during Fiscal Year 2009/2010. In Fiscal Year 2009/2010, the department instituted a multi-skilled pilot program. This program will be permanently implemented in July of 2010 and is projected to save \$1 million annually in payroll costs. These savings will be realized through the cross training of employees to perform both operations functions and maintenance functions.

The ROMP Project is underway, and to date, the department has saved more than \$5 million by accelerating construction activities to take advantage of current low market costs for construction materials.

RWRD continues to strive to reduce costs wherever cost savings can be safely realized.



PIMA COUNTY REGIONAL WASTEWATER RECLAMATION DEPARTMENT

Contact Us

General Information.....	740-6500
Roach Control Hotline (<i>Automated line, please provide requested information</i>)	443-6501
Billing Section.....	740-6609
Sewer Emergencies (<i>regular business hours</i>)	443-6500
After-Hour Sewer Emergencies.....	443-6048
To Report Odors.....	443-6500
Sewer Outreach Subsidy (<i>Low-income bill assistance</i>)	243-6794
To Report Vandalism	911

To contact us during regular business hours, please call 740-6500. To report sanitary sewer emergencies outside of normal work hours, please call 443-6048.

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