

PIMA COUNTY

How to Contact Us

Trying to contact a large utility or government entity to report information or ask questions can be confusing. For some customers, trying to find the right person to speak with can be frustrating.

To make contacting the Pima County Regional Wastewater Reclamation Department (RWRD) easier, here's a list below that customers can use to get in touch with the right person or leave a message. Some of the phone numbers link the caller to an automated message service. If you leave a message, please provide all the information requested to assure the best and most prompt response.

The RWRD web site can provide important information and offers on-line forms to make it easier to do business with the department. (Note: Although some web site addresses include "dot.pima.gov", they will connect to Pima County RWRD.)

Home page	www.pima.gov/wwm/index.htm
General information	(520) 740-6500
Sewer emergencies and problems (24 hours)	(520) 443-6500
Sanitary sewer overflows	(520) 443-6500
Sewer vandalism	911
Sewer roaches	(520) 443-6501
Sewer odors	(520) 443-6500 http://dot.pima.gov/wwm/apps/odorreporting
Billing inquiries	(520) 740-6609 Email: wastewatercs@wwm.pima.gov
Low-income bill assistance	(520) 243-6794 www.pima.gov/wwm/fees/low_income.htm
Sewer connection information and clean-out locations	http://dot.pima.gov/wwm/connfee/mainsearch.cfm (520) 740-6602
Feedback and questions	http://dot.pima.gov/wwm/apps/Feedback
Customer Satisfaction Survey	http://dot.pima.gov/wwm/apps/customersurvey

CITY OF TUCSON

Environmental Services Can Help You Clean-up Monsoon Debris

The City of Tucson has been receiving calls from residents seeking help cleaning up debris from recent storms. Residents who are part of a neighborhood association registered with the City of Tucson may take advantage of the Neighborhood Clean-up Program. A member of a registered neighborhood association can

request up to eight roll-offs at no charge during a 12-month period. Residents can haul the debris to the roll-off and ES will haul away the roll-off.



It's simple – just

have a neighborhood association representative call Housing and Community Development at (520) 837-5013. Be prepared to specify a delivery date for the roll-off, the number of roll-offs needed, and a delivery location.

Don't belong to a neighborhood association but are eligible for City of Tucson ES Brush and Bulky collection? Simply call ES Customer Service at (520) 791-3171 to schedule a special Brush and Bulky collection service to remove debris and green waste. For a fee of \$55, a brush and bulky crew will remove up to 10 cubic yards of debris. Share the collection fee with neighbors and max out the 10 cubic yards limit.

Correction: The June column noted the closure of the Oro Valley Household Hazardous Waste (HHW) collection site and stated that it was closed due to budget cuts by Pima County. Pima County, along with the City of Tucson, advised the incorporated jurisdictions of Marana, Sahuarita, and Oro Valley of the need to proportionately share in these expenses. When these jurisdictions decided not to financially participate, the County and the City decided that adjustments had to be made to reduce costs or to increase revenues to compensate for the decision of these jurisdictions.

Your utilities services statement includes fees for your water, wastewater, and environmental services.

The Pima County Regional Wastewater Reclamation Department (RWRD) – For more information about the regional wastewater system, call (520) 740-6500 or visit pima.gov/wwm.

Environmental Services (ES) – Learn about how ES is protecting our ground water and the environment at tucsonaz.gov/esd and (520) 791-3171.