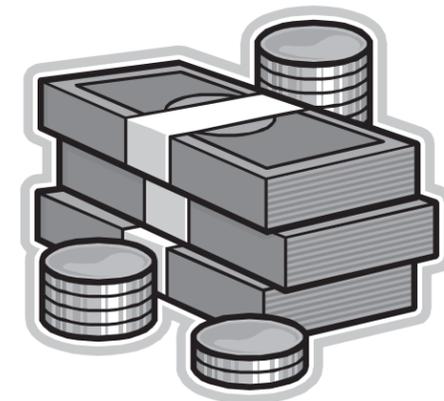
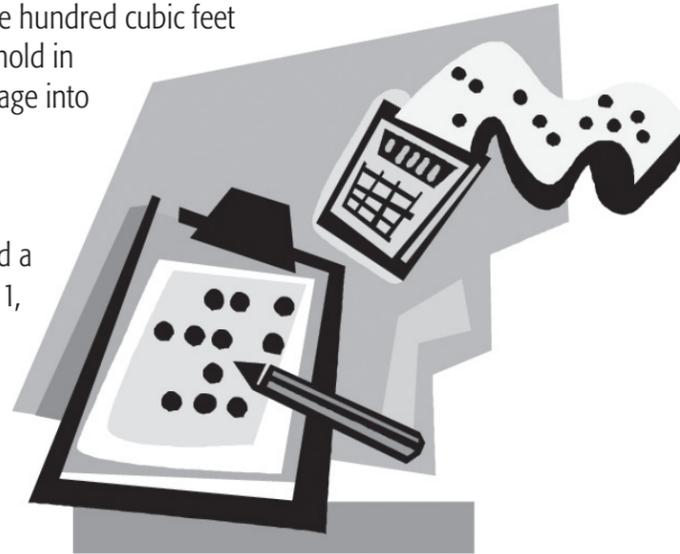




## Annual Recalculation of Sewer Bills

Each July, your sewer bill is recalculated based on the amount of water you 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 sanitary sewer system each month.

Your bill most likely will be higher this month due to a rate increase that takes effect in July. However, if you experienced a water-line leak due to freezing temperatures in February 2011, you may see a significantly higher increase in your sewer bill. If so, and for this year only, the county's Wastewater Department can apply water usage from the previous year, February 2010, to calculate sewer fees for fiscal year 2011/2012. To file an appeal of your rate, please call (520) 740-6609 or file an appeal online at <http://www.pima.gov/wwm/online.htm>.



## Rate Increase Takes Effect July 1, 2011

The Pima County Board of Supervisors approved increases in sewer rates that begin July 1, 2011. These increases include a 10 percent sewer-volume fee increase from \$2.647 to \$2.912 per ccf and a 6.5 percent increase to the monthly service fee. The monthly service fee will increase from \$10.46 per month to \$11.14 per month. These increases will raise the average monthly residential sewer bill from \$34.28 a month to \$37.35 a month.



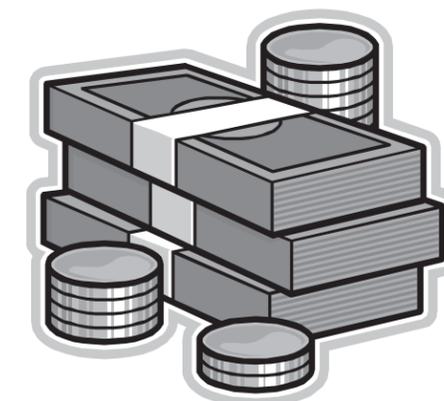
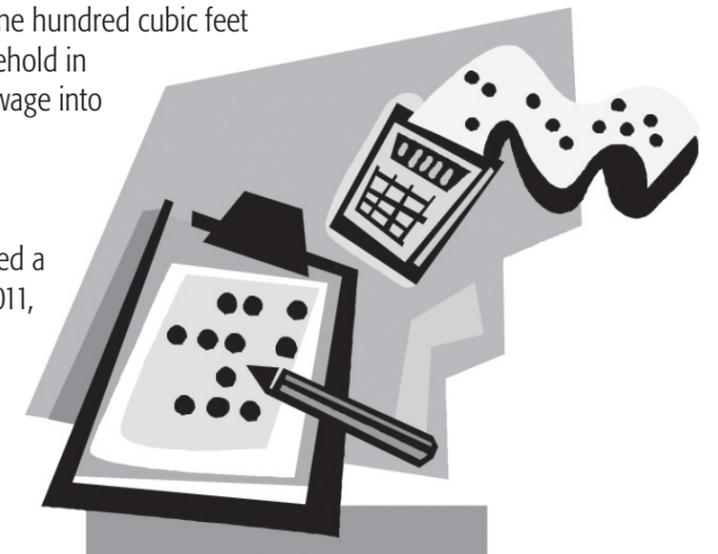
**PIMA COUNTY  
REGIONAL WASTEWATER  
RECLAMATION DEPARTMENT**



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### 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 give you information about the department's appeal process. Under Pima County code ordinance 13.24.120, customers have 60 days after receiving of a bill to appeal a new rate, a new usage class, or a new discharge factor.

During the 2010/2011 fiscal year, all the sewer user fees the county collected were used to cover the costs of providing wastewater reclamation services to the community.

### Vandalism Hurts Us All

Every time someone vandalizes one of our sewer manholes, all of us pay. Vandals damage sewer infrastructure when they throw rocks, boards, vegetation, and other debris into manholes or cleanouts. One incident resulted in damage and clean-up costs of \$47,000.

Clean up and repair expenses take funds away from other essential operation and maintenance activities. Although we do everything possible to minimize vandalism, we need your help. If you see anyone opening a manhole cover, and there is no Pima County Regional Wastewater Reclamation Department truck nearby, please call 911 to report the incident.

REMEMBER, vandalism not only wastes the sewer fees you pay each month, but can also cause damage to the system and can result in raw sewage backing up into streets, undeveloped areas, homes and businesses.



#### Contact Us

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

**PIMA COUNTY  
BOARD OF SUPERVISORS**  
**Ramón Valadez, Chairman, District 2**  
**Ann Day, District 1**  
**Sharon Bronson, District 3**  
**Raymond J. Carroll, District 4**  
**Richard Elías, District 5**

**COUNTY ADMINISTRATOR**  
**C.H. Huckelberry**



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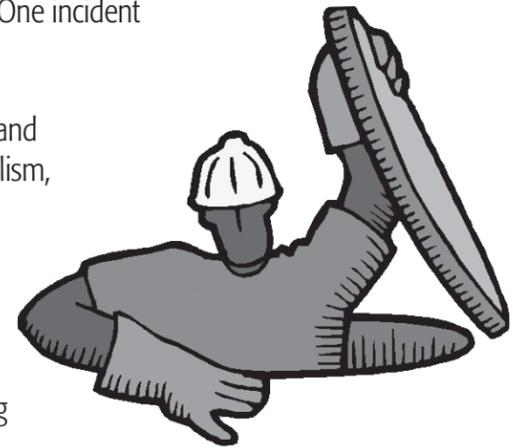
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