



Check Out Our Website

The Pima County Regional Wastewater Reclamation Department updated our website to make it easier to navigate and find the information you need 24 hours a day, seven days a week.

The web addresses below will help you communicate your questions and needs to us.

Email your questions, concerns and comments directly to us: <http://dot.pima.gov/wwm/apps/Feedback/>

Report Sewer Odors Online: <http://dot.pima.gov/wwm/apps/odorreporting/>

Appeal your sewer bill: <http://dot.pima.gov/wwm/apps/sewerbillingappeal/>

Search sewer connection records: <http://dot.pima.gov/wwm/connfee/mainsearch.cfm>

Request a Sewer Fee Vacant Rate: <http://dot.pima.gov/wwm/apps/sewerbillingsuspension/>

Our website also features a page of frequently asked questions regarding your sewer bills, sewer connections, items and substances you should not put down drains or flush down toilets, how to report problems and much more. You can access this information online: <http://www.pima.gov/wwm/about/faq/>.

For more information, access our website: <http://www.pima.gov/wwm/> or call us at 740-6500.



How Is My Sewer Bill Calculated?

Your sewer bill is based on an average water usage taken from the billing months of December, January, and February. Each July, we calculate your sewer bill using your water use during those previous three months.

We use the readings from these three winter months because they are traditionally the three consecutive months when water use is lowest.

Your sewer bills from July through June will not be higher than the figure we have calculated from your winter water use average.



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If there is no winter water use recorded, the class average is applied to the account until there is an established winter water use. For residential customers, the average monthly residential water use is 8 CCFs. One CCF is 100 cubic feet of water. There are different class averages for commercial, multi-family, industrial customers, etc.

If the winter months were not your lowest three consecutive months of water use, you can file for an appeal of your sewer bill. You can use any three consecutive months during the previous fiscal year timeframe to appeal your sewer bill rate, unless you were gone during those months.

If you plan to be gone for a prolonged period and your home will be unoccupied during this time, you can apply for a vacant rate. The vacant rate allows you to pay only the administrative service fee.

Please contact our Customer Service Section at 740-6609, or email us at wastewatercs@wwm.pima.gov with any questions you may have about sewer fees or how your bill is calculated.



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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
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 443-6500.

**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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