

# Water We Up To?

## 2021 Annual Water Quality Report



The United States Environmental Protection Agency (USEPA) requires all public water suppliers serving the same people year-round are required to provide a Consumer Confidence Report (or Annual Water Report) to their customers on an annual basis. Under the Safe Drinking Water Act, protection of drinking water quality starts with an assessment of the quality of all public water sources and continues through regulations that govern water system design and construction. Drinking water quality is further assured through scheduled tests for a wide variety of potential contaminants. The results of these tests are reported to the AZ Dept. of Environmental Quality—Water Quality Division and a summary is delivered to customers once a year. As a result of these regulations and continued testing, drinking water supplies in the United States are among the cleanest and safest in the world. Arizona is no exception.

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Look for your 2021 Consumer Confidence Report on the website by July 1, 2021.

Log on to [www.avrawater.com/annual/](http://www.avrawater.com/annual/). You may also call or email the office to request that one be sent to you.

### *2021 - Mark Your Calendar!*

- June 14 - Past Due Bills Are Due
- June 16 - Board Meeting
- June 23 - Meter Reading
- June 30 - Bills Are Due
- July 5 - Closed in Observance of the 4th of July
- July 12 - Past Due Bills Are Due
- July 21 - Board Meeting
- July 22 - Meter Reading
- July 31 - Bills Are Due
- August 16 - Past Due Bills Are Due
- August 18 - Board Meeting
- August 23 - Meter Reading
- August 31 - Bills Are Due

**COVID-19 UPDATE:** In an effort to continue keeping everyone here at the co-op healthy, we will keep the office door closed to customers at this time.

During business hours we can be contacted by phone (520-682-7331) or email ([customerservice@avrawater.com](mailto:customerservice@avrawater.com)) and if there are any **water emergencies after hours**, please call 520-882-1871 and your emergency will be directed to our on-call technician.

The health and safety of our water system is our top priority!

### Utility Bill Assistance

Do you or someone you know need help paying rent and utility bills? There is assistance out there!

Contact the Pima County Community Action Agency at 520-724-2667 for rent, mortgage and utility assistance. Their hours are Monday—Friday, 8:30-10:30 a.m. You may also qualify for utility or other assistance at one of these Pima County Emergency Services Network agencies:

- Chicanos Por La Causa 520-882-0018
- Interfaith Community Services 520-297-6049
- Portable, Practical Educational Preparation, Inc. 520-770-2506
- Primavera Foundation 520-882-5383 ext. 121
- Salvation Army 520-792-1111

## Customer Service Updates

We want to make sure everyone is aware of their bill paying options here at Avra Water Co-op. We currently use Xpress Bill Pay for our online bill payment system. It is easy to log on to [xpressbillpay.com](http://xpressbillpay.com) and set up an account; all you need is your account number. Once you create a login, you can pay your bill, set up auto-pay, set notifications like reminders, or view up to a year's history of your account online. You can do all of this from the convenience of your home and at any time of the day. For those of you who like the ease of auto-pay, we recommend you set it up for 5 days before the due date or at least 5 days after the first of the month, as we do billing on the first business day and typically post at the end of that day. This means, if your auto-pay is set for the first day of the month and that falls on a Saturday, we won't be doing the billing until the third day of the month and so your auto-pay will skip the month because there was not a balance due on the first. Remember, our office is currently closed, but you can always call us if you have any questions regarding your bill. If you have questions regarding Xpress Bill Pay, they have a customer service department ready to answer any questions you have. (800)766-2350.

## Operations Team Tips

With the hot weather upon us, Picture Rocks residents once again will be faced with finding ways to make a reasonable amount of water go a long way. It's as much a rite of summer as planning vacations and figuring out how to occupy ourselves through those long hot summer days.

Now is a great opportunity to save some money and conserve water this summer. A household water audit is a great way to do so. This will help identify simple ways you can minimize water through conservation practices. The Water Conservation staff and operations team at Avra Water Co-op is available to help track down leaks and offer tips on ways you can reduce household water consumption.

As part of this program, a member of our operations team from Avra Water Co-op will tour your property to show how you can easily conserve water and save money. A water use audit is simply a free on-site evaluation of water-using fixtures, hardware, equipment, landscaping, and management practices to determine the efficiency of your home's water use.

Please contact our office for more information on how to schedule your water audit today.

We are on the web!  
Visit us at [www.avrawater.com](http://www.avrawater.com)



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520.682.8933 Fax  
[customerservice@avrawater.com](mailto:customerservice@avrawater.com)  
Hours: Mon–Fri 8-4:30 p.m.  
Closed 12-1 p.m. for lunch

### Board of Directors

Doug Schneider, President  
Camille Julin, Vice President  
Jack Wheat, Treasurer  
Colleen McDonald, Secretary  
Joe Barber, Director  
Dayv Marlow, Director  
Keith Winans, Director

Avra Water Co-op's Board of Directors meet the third Wednesday of each month. Board Meetings are open to all Co-op members. They are currently being held via zoom meetings, so contact the office for a link to join.