



# ORO VALLEY

# WATER UTILITY

## Welcome!

### A MESSAGE FROM OUR DIRECTOR

Oro Valley Water Utility is committed to the long-term sustainable production and delivery of water resources that meets or exceeds all water quality standards in a cost-effective, environmentally responsible manner. We do this by utilizing other sources of supply besides groundwater to meet the needs of our growing community.

Since the creation of the Water Utility in 1996, the population we serve has more than doubled, but thanks to our community's strong conservation ethic and a diverse water resource portfolio the Utility now pumps 56% less groundwater than it did 24 years ago. Our customers play an important role in the sustainability of our water resources and are most efficient when they are aware of their water consumption and adopt long-term cultural changes.

This welcome letter provides important water resource and conservation information. Save water, save money and contribute to our commitment to preserve and protect our water resources.



Peter Abraham, P.E.  
Water Utility Director

Save water & money with WaterSmart  
Visit [orovalley.watersmart.com](http://orovalley.watersmart.com)

### IN THIS GUIDE



**Is our tap water safe?**



**Your water meter**



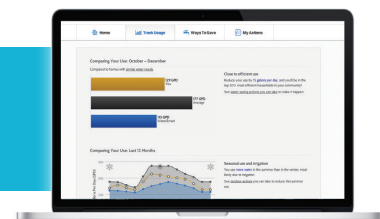
**Your water utility bill**



**Saving water in your home**



**Low-water-use landscape tips**



## IS OUR TAP WATER SAFE?



The Oro Valley Water Utility is responsible for ensuring your water is safe, clean, and meets all local, state, and federal drinking water health standards.

Each year, we conduct thousands of water quality tests on the drinking water we serve you to make sure it meets stringent requirements. [Click here](#) to visit our website for more information.

## YOUR WATER METER



Your water meter is digital and is read remotely every month. The display is similar to a car's odometer but with the last 2 digits on the far right being a decimal number, 10ths and 100ths of a gallon. Your meter read is listed

on your bill, and consumption is reported in 1,000 gallon increments. The water meter is also a tool for customers to check for leaks. For more information, [click here](#) to view the High Water Use Action Plan on our website. Please keep your water meter free from debris such as landscape rock and plants.

## YOUR WATER UTILITY BILL

**Customers have several payment options available! You can pay online, by phone, mail, or in person and automatic withdrawal from account.**

**TO MAKE A PAYMENT ONLINE:** Go to [www.orovalleyaz.gov](http://www.orovalleyaz.gov) and click on the blue "Payments" button

**ORO VALLEY WATER UTILITY**  
11000 N. La Cañada Drive  
Oro Valley, AZ 85737  
www.orovalleyaz.gov

**BOOK: 2**    **Account: 2010543210**    **Bill Date: 04/15/2020**

**IF PMT REC'D BEFORE 05/06/2020 Amount Due: \$ 77.91**

**Amount Enclosed:** \_\_\_\_\_

Oro Valley Water Utility  
P.O. Box 847327  
Los Angeles, CA 90084-7327

**JON SMITH**  
1234 W CACTUS STREET  
ORO VALLEY, AZ 85737-960041

Your book number and account number are listed at the top of your water bill.

Your book number, account number and PIN number (the last 4 digits of your phone number on file at the Utility) allow you to access our online payment option.

Oro Valley Water Utility bills for sewer fees on behalf of Pima County Wastewater. Pima County Wastewater reviews your water use in December, January and February and calculates the average for these 3 months. This number is used to calculate the amount charged for sewer fees and goes into effect on July 1st of each year. You have the right to appeal the winter estimate calculation by contacting Pima County Wastewater at 520-724-6500.

Oro Valley Water uses a tiered rate structure as incentive for our customers to use their water wisely. To learn more about your water rates and fees on our website, go to [www.orovalleyaz.gov](http://www.orovalleyaz.gov), click on the blue "Water Utility" button and view "Rates and Fees."

## RESIDENTIAL CONSUMPTION

Nearly 90% of the Utility's 21,000 meters serve residential customers. The average water use for a single family resident in Oro Valley is about 7,500 gallons per month, and an individual uses about 100 gallons per day. Water use typically fluctuates with our seasonal temperatures and can increase from June to August. Customers with a typical 5/8" meter pay the least per 1,000 gallons when you use 0 to 7,000 gallons per month.

Although it's surprising, it's not uncommon for customers to use almost half their total monthly water consumption outdoors. Much of the water used in our yards is wasted due to evaporation by pools and fountains, overwatering plants, and leaking irrigation systems. Preventative maintenance, leak checks, and repairs are key in using your water more efficiently and effectively. Small steps can make big changes - reduce your water waste!

## SAVING WATER IN YOUR HOME

- Choose water and energy efficient appliances.
- Install low flow fixtures - faucets and showerheads (2.5 gpm or less).
- Leaks are silent but significant water wasters so get them fixed quickly! Sign up for the **WaterSmart program** so you can:

- Get high water use notifications and leak alerts
- Compare your water use to similar homes
- See your hourly water use

[orovalley.watersmart.com](http://orovalley.watersmart.com)

- Save water and money on your Pima County sewer bill. Keep your overall water use low in December, January and February.

## HOW DO YOU CREATE A FUNCTIONAL, EFFICIENT, AND LOW-WATER-USE LANDSCAPE?



Choose native and drought-tolerant plants and limit water-thirsty plants.

To learn more, visit:  
[new.azwater.gov/conservation](http://new.azwater.gov/conservation)



Incorporate a variety of plant types suited for your space.



Follow regional guidelines and resources for plant watering information.

To learn more, visit:  
[wateruseitwisely.com](http://wateruseitwisely.com)



Adjust your irrigation settings according to season. Plants require less water during the winter.



Capture rainwater to supplement your plants and reduce irrigation water needs.



Check your irrigation for leaks regularly.



## ADDITIONAL RESOURCES

[Oro Valley Water Conservation](#)

[Water Rates and Fees](#)

[Pay Your Bill Online](#)

[Consumer Confidence Report  
\(Water Quality\)](#)

Access additional information and resources by going to [www.orovalleyaz.gov](http://www.orovalleyaz.gov) and clicking the blue “Water Utility” button.

**Landscape Plants for the Arizona Desert**

[www.amwua.org](http://www.amwua.org)

**Arizona Department of Water Resources**

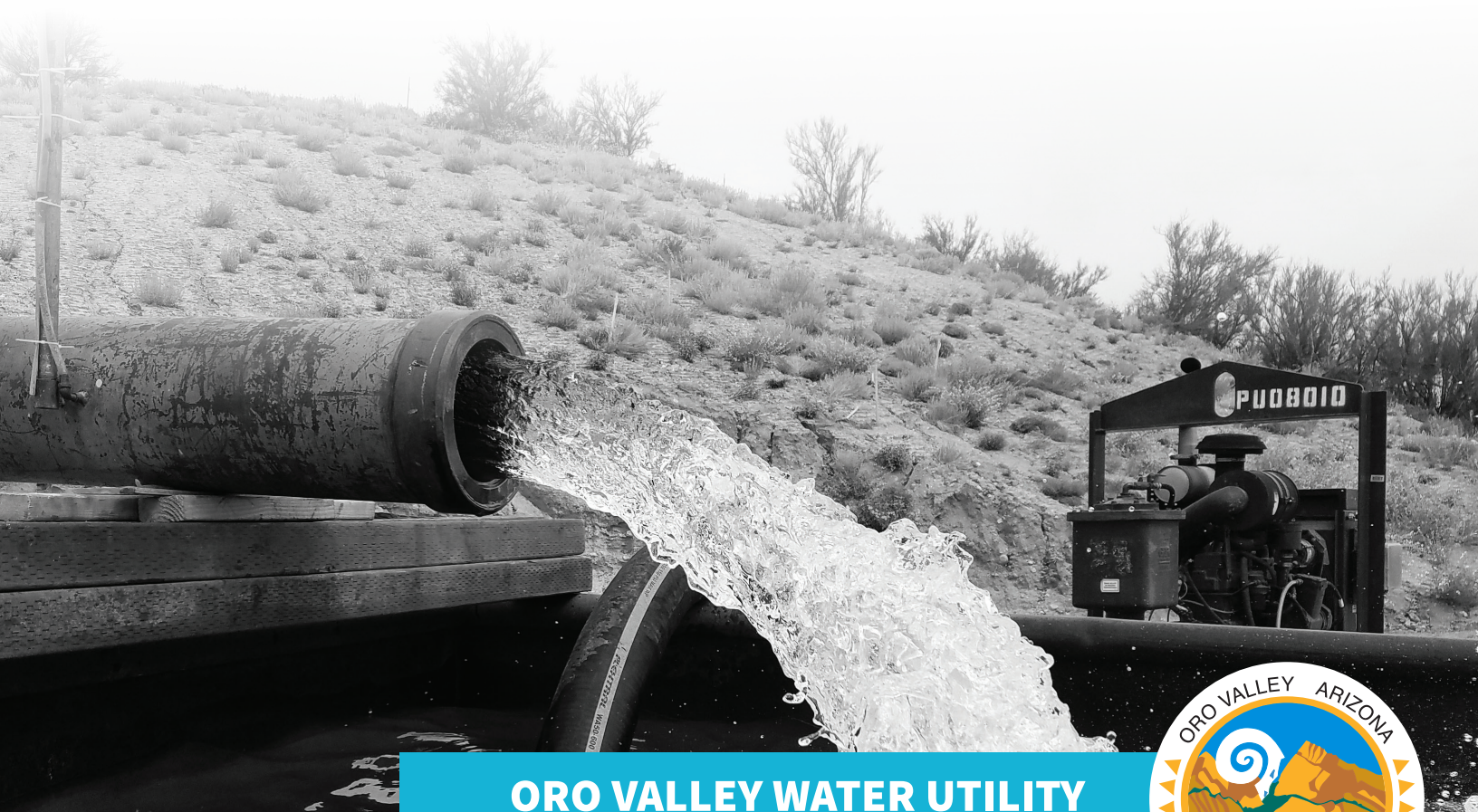
[new.azwater.gov](http://new.azwater.gov)

**WaterSense | US EPA**

[www.epa.gov](http://www.epa.gov)

**Smart Home Water Guide**

[www.smarthomewaterguide.org](http://www.smarthomewaterguide.org)



**ORO VALLEY WATER UTILITY**



Monday-Friday 8 a.m. - 5 p.m.

11000 N. La Cañada Drive

520-229-5000

[OVwater@orovalleyaz.gov](mailto:OVwater@orovalleyaz.gov)

[www.orovalleyaz.gov](http://www.orovalleyaz.gov)