

PIMA COUNTY

Sewer Emergency Basics

It's Saturday night and raw sewage is backing up into your home. Who can you call?

Call Pima County's Regional Wastewater Reclamation Department (RWRD) at (520) 443-6500 – we have someone on duty 24 hours a day, 7 days a week to take your call about a sewer emergency. (Reporting an emergency online at the department's website won't get you an immediate response.)

Always call the department if you see a Sanitary Sewer Overflow (SSO). An SSO occurs when raw sewage

- backs up into a structure through plumbing fixtures,
- into a street, or
- onto the ground through manholes.

When an SSO is reported, a crew will be dispatched to the emergency site. If the SSO is a result of problems in the public sewer, our staff will take care of the emergency.

In Pima County, there are a number of private sewer lines. SSOs that originate in private sewer lines are the responsibility of the private owner. The pipe that connects a building to the public system is one type a private sewer and is the responsibility of the property owner. RWRD crews will determine if an SSO is related to public or private sewer lines.

SSOs are most frequently caused by cooking grease, tree roots, grit, and debris such as diapers, rags, etc. that accumulate in the sewer.

Sewer backups also are caused by vandalism. Vandals damage the sewer infrastructure when they throw rocks, vegetation and other debris into manholes.

Please call 911 to report an unauthorized opening of a manhole. If a Pima County RWRD truck is near the open manhole, then the activity is authorized.

RWRD's job is to protect the public health and the environment - We count on you to report SSOs and potential vandalism.

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/vvwm.

CITY OF TUCSON

*Recycle and Reuse***To Make the Season Greener**

Did you know Americans generate 25% more garbage between the Thanksgiving and New Year's Day holidays? This equals about one million additional tons of garbage taken to our landfills each week during the holidays. That's a lot of garbage! But, with a little planning, you can reduce this landfill impact by recycling in your blue barrel and reusing materials this upcoming holiday season. Here are some ideas:

- Use gift bags that can be reused or wrap your gifts in a newspaper.
- Use wrapping paper without a metallic finish or glitter so it can be discarded into a blue recycling barrel.
- Recycle or reuse cardboard boxes and greeting cards. Excess cardboard can also be taken to a Neighborhood Recycling Center.
- Don't forget to recycle plastic, glass bottles, and tin cans after you've finished preparing the holiday feast.
- Recycle plastic shopping bags at a grocery store or retailer.
- When you shop, bring your own reusable bag.
- Remember, you can now recycle small rigid plastics in your blue barrel. This includes hard plastic toys.
- Recycle your Christmas tree through the City's Treecycle Program. From December 27, 2011 through January 8, 2012, nine locations will be open to recycle your tree. See the enclosed insert for more information or go tucsonaz.gov/esd.



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