

## Share Your Story Worksheet

City or Town: Sedona

**Description:** Each town attending the Forum has been invited to share the story of their water resources successes and challenges to help inform the collective discussions we will have Friday morning to improve water management and planning for small towns.

**Directions:** Please complete this workshop to the best of your ability and bring with you to the workshop. You will be given 20 minutes to Share Your Story at the workshop (15 minutes for presenting and 5 minutes for Q&A). We encourage you to use this document as a starting point for your presentation and to keep your presentation informal (powerpoints are not necessary). If you would like to bring handouts, plan for 30 people.

### 1. What are your sources of water?

*(e.g. 80% groundwater, 5 wells pumping on average 200 gallons per minute; 20% local surface water; diversion from local river; total demand 500 af/yr)*

Water for the City of Sedona comes mostly from two private water companies. The largest one is the Arizona Water Company, which serves about 90 % of the City's 9 square miles of urbanized area. The Oak Creek Water Company serves an area of one square miles. The city receives about 1.2 million gallons per day of wastewater at its wastewater reclamation plant.

### 2. What are your uses of water?

*(e.g. 60% Residential, 20% Industrial, 20% Agriculture)*

Water use in Sedona is high based on a per capita basis. It is currently estimated at 325 gallons per day for the estimated full time population of about 10,000 residents. While the city has a high tourist population, the 1/3 return of flows to the wastewater plant gives substance to the issue of significant landscape water use. In summary, although not quantified by percentage the significant water uses I would identify as residential, commercial, and landscaping.

### 3. What are your top 3 water challenges?

*(e.g. water losses, water rates, water treatment)*

1. Interaction with the water companies:

2. landscape uses \_ Water conservation

3. Distance of wastewater reclamation plant from the City . This hinders water reuse in town.

### 4. What innovative water management techniques have you used/plan to use?

*(e.g. tiered water rates, drought restrictions, conservation incentives)*

1. AWC has tiered water rates.

2. Water injection and wetlands

3.

Arizona Water Company was incorporated in 1955 and started with 15,000 customers. Today we have more than 86,000 connections serving approximately 250,000 residents in twenty-three different systems across the state.

Our Verde Valley Division has 10,700 connections serving most of Sedona, portions of the Village of Oak Creek, and the communities of Rimrock and Pinewood.

Arizona Water Company approaches our business from a long term prospective and sustainability guides our plans to the serve the community's needs well into the future.

We feel strongly that sustainability is an absolute necessity for water providers.

(We began serving Sedona in 1962 by purchasing small individual systems and connecting them. Each subdivision had their own small well and tank and many were run on a tight budget or were poorly operated. By buying up and combining these small systems and improving infrastructure we were able to add redundancy and efficiency to the water supply) optional

The Company's key priorities are:

- Providing safe, adequate and reliable water service
- Maintaining and improving infrastructure
- Conservation and sustainability
- Fair and equitable rates

### **Sources of Water**

The Verde Valley Division relies 100 % on groundwater and we have a total of 22 wells with a daily demand of between 3 & 4 million gallons or approximately 3,523 acre feet per year.

### **Uses of Water**

The division is about 16% commercial and the rest residential. Each of the 4 systems are unique and require different management strategies. For example our Pinewood system is primarily summer homes so we maintain facilities all year long that are only used to their full capacity in the summer months. In our Rimrock system we have a fairly stable customer base, but have had to build and maintain 5 arsenic treatment facilities. The Sedona system has the largest commercial sector, so although similar there are differences in the way each system is operated.

### **Three top challenges**

- A. Aging infrastructure. The cost of maintaining existing pipelines, tanks, pumps and other infrastructure increases as systems age, but we have made this a priority along with the replacement of aging water mains.
- B. New regulations can also be a challenge. As new regulations are implemented, water systems are faced with the cost of additional water quality monitoring and treatment. Company's can be forced to make large investments and not realize a rate of return on the investment for years.

- C. Building new facilities is more challenging as systems grow. People that move to this area are very concerned about preserving the natural beauty, so we have to be ready to spend additional funds to alleviate the visual impacts of any new facilities Water tanks and towers used to be like the welcome sign to a town, but not anymore. People want water, but they do not want to see where it comes from..

### **Innovative management techniques**

We have adopted and implemented 10 conservation BMP's approved by the Arizona Corporation Commission and Arizona Department of Water Resources. They include:

- Public education program
- Leak detection program
- Meter repair or replacement
- Customer high water use inquiry resolution
- Water waste investigations and information
- Special events, programs and community presentations
- New homeowner landscape information
- Residential audit program
- Landscape consultations
- Customer high water use notification

2. In the last half of 2010 we implemented tiered rate conservation pricing and over the course of the following 2 years we saw an 8% reduction in water use. When customers have an incentive to use less water they are more successful.

3. In our most recent rate case we implemented an offsite facilities fee. The money collected will be used to replace aging infrastructure and build new facilities.

Moving forward we have set goals to expand education, coordination, and outreach to improve individual and business conservation efforts and collaborate with city and local environmental groups to make efforts more effective.