



PHX AT YOUR SERVICE

PHOENIX.GOV | MAY 2022

“ Be on the lookout for special Summer Safety content in the June, July, and August editions of the resident newsletter. ”

New Sewer Charges Begin in July

Every year, the City uses water usage from January, February, and March to calculate the monthly sewer charges on your City Services Bill. Phoenix Water uses those three months to calculate the sewer charges because those are typically the lowest water use months. For more information about all the services offered, visit phoenix.gov/water.



PHX WATERSMART

Phoenix is Prepared for Shortage Caused by Drought

Central Arizona is experiencing the first-ever Tier 1 Shortage on the Colorado River in 2022. While a Tier 1 Shortage does not currently affect Phoenix's water supplies, additional shortage tiers are expected to impact Phoenix's Colorado River supplies in the next several years. The City of Phoenix will continue to provide safe, clean, and reliable water to our customers without interruption. The City has developed a robust water resource portfolio over many decades and will continue to take proactive actions to prepare for even deeper shortages on the Colorado River. However, Phoenix needs the partnership of its residents and business owners to be more water smart and conserve water. Throughout this newsletter, you will find tips on how you can do your part and use water wisely. To learn more, visit phoenix.gov/drought.



Efficient Water Use Starts with You

The Phoenix Water Cloud webpage offers water conservation resources for all ages. Conservation is easy and a shared responsibility.

These simple actions make a big difference:

- Use the **Smart Home Water Guide** to fix leaks in your home.
- Reduce your outdoor water use by planting **desert tolerant landscaping**.
- Take **shorter showers** and **only run the dishwasher when it's full**.

Find more water conservation tips for adults and kids at phoenix.gov/watercloud.



Moving Water Where it's Needed

The Drought Pipeline Project (DPP) will ensure all residents and businesses in Phoenix have access to water from the Salt and Verde rivers as the Colorado River continues to run low. As part of this project, the City is updating and replacing existing infrastructure and installing new infrastructure needed to serve all residential and commercial customers.

To learn more, visit phoenix.gov/droughtpipeline.



No Fats, Oils, or Grease in Drain!

Customers can avoid damaging their pipes by not pouring leftover fats, oils, and grease (FOG) from cooking down the drain. Tips to protect:

- **Store It:** Once cooled, use a coffee filter, cheesecloth, or strainer to siphon grease into a container.
- **Scrape It:** Scrape all scraps from dishes into the trash before washing.
- **Trash It:** Only throw away small amounts in sealable containers. Grease can damage the City's collection trucks and disposal facilities.



PHOENIX CITY COUNCIL

Mayor Kate Gallego _____ **602-262-7111**
mayor.gallego@phoenix.gov

Vice Mayor Laura Pastor, District 4 _____ **602-262-7447**
council.district.4@phoenix.gov

Ann O'Brien, District 1 _____ **602-262-7444**
council.district.1@phoenix.gov

Jim Waring, District 2 _____ **602-262-7445**
council.district.2@phoenix.gov

Debra Stark, District 3 _____ **602-262-7441**
council.district.3@phoenix.gov

Betty Guardado, District 5 _____ **602-262-7446**
council.district.5@phoenix.gov

Sal DiCiccio, District 6 _____ **602-262-7491**
council.district.6@phoenix.gov

Yassamin Ansari, District 7 _____ **602-262-7492**
council.district.7@phoenix.gov

Carlos Garcia, District 8 _____ **602-262-7493**
council.district.8@phoenix.gov

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Communications Office
200 W. Washington St.,
Phoenix, AZ 85003
602-262-7176 | 7-1-1 Friendly



The Cost of Water

When Phoenix Water customers look over their monthly bills, they sometimes don't realize what they get for their money. Just like the weather in the Arizona desert, what we get depends upon the time of year.

Most Phoenix residential customers have a 5/8-inch water meter, and with the current water rates, there is a service charge of \$4.64 for this size meter. But, with that service charge, customers receive six (6) units of water from October through May and ten (10) units from June through September. One unit is equal to 748 gallons.

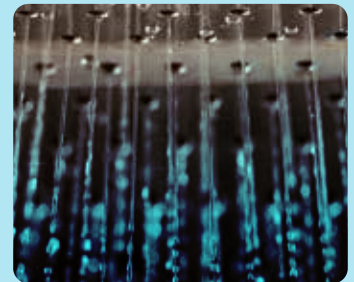
If customers go beyond the units provided, the City will apply a volume charge. Customers who regularly conserve water by not using more than the allotted units have a lower bill. Customers who go over their allotted units, will incur volume charges that vary depending on the season. Here is a breakdown of the unit charges for each season for Phoenix customers.

- **Low Season** (Dec., Jan., Feb., March) \$3.49
- **Medium Season** (April, May, Oct., Nov.) \$4.07
- **High Season** (June, July, Aug., Sept.) \$4.47

To learn more about rates, visit phoenix.gov/waterrates

How Much Water do You Use?

Showers, dishwashing, laundry, toilet flushes, landscaping, and pools contribute to water usage in your home. The water calculator at phoenix.gov/watercloud helps customers better understand their water usage. Be aware the calculator produces an estimate, and actual usage may vary.



Water Quality Reports for 2021 Now Available

The annual Phoenix Water Quality Reports are now available online. View the general Phoenix report at phoenix.gov/waterqualityreport. View the Phoenix West Anthem Water Quality Report at phoenix.gov/westanthemwaterqualityreport.



The City has received funds to install more publicly accessible electric vehicle charging stations. Now is your chance to provide input on how these funds will be used and what the future of EVs in Phoenix should look like. TAKE THE SURVEY at phoenix.gov/electricvehicles or just scan the code with your phone.

Play the Summer Reading Game!

OCEANS OF POSSIBILITIES

June 1 - August 1
2022



maricopacountyreads.org

Sign up & create your profile in May
and be ready to start reading June 1st!

Kids, teens & adults
can play!

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For more information, visit phoenixpubliclibrary.org
or call 602-262-4636 (for TTY dial 7-1-1).



PhoenixPublicLibrary

¡Juega el Juego de Lectura de Verano!

OCEÁNOS DE POSIBILIDADES

1 de Junio al
1 de Agosto, 2022



maricopacountyreads.org

¡Regístrate y crea tu perfil en mayo y
prepara te para comenzar a leer el 1 de junio!

¡Niños, adolescentes
y adultos pueden jugar!

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