



Welcome to the 2nd Edition of the Water Flow Newsletter

Welcome to the second edition of the Phoenix Water Services Department's quarterly newsletter. Water Flow is designed to keep readers informed and connected with our vital work. Every drop of water in our desert city tells a story of innovation, dedication, and community effort. Through this newsletter, we will share insights into the services we provide, the challenges we face, and the strides we are making in water management and sustainability. Our commitment to ensuring a reliable, clean, and safe water supply for Phoenix is unwavering, and we are excited to take you on this journey with us.



A Message From the Phoenix Water Services Director

As the drought persists in the southwest, water providers are tirelessly seeking ways to ensure a sustainable water supply for at least the next 100 years. I have participated in numerous discussions on a local and national level focused on this effort. This year, Phoenix embarked on renovating the [Cave Creek Water Reclamation Plant](#) with the goal of achieving the highest water quality standard available that comes from a source water that we already have in great supply: wastewater. You may have seen something about this in the news, where Advanced Purified Water is being delivered directly to breweries to make a variety of beer products. In other parts of the world and the United States, Advanced Purified Water is already being provided to residents and businesses due to its exceptional quality. It will be a few years before the Cave Creek plant can produce Advanced Purified Water, but rest assured that the water will undergo the most rigorous testing before it is used for any purpose, including irrigation and drinking water.

Advanced Purified Water is a sustainable resource because it relies on water already in our system, independent of distant lakes' water levels. It represents the future of water supply, and we will provide more information in the coming years.

Meanwhile, we continue to ask residents to conserve water both indoors and outdoors. Every drop counts when you live in a desert.

Director Troy Hayes
Phoenix Water Services

Join City of Phoenix Mayor Kate Gallego In Taking the Save Water Pledge!



Spend the next year upholding your commitments to saving water and use the conservation solutions from the Phoenix Water Services Department to make your efficient and responsible water journey a success! The pledge began on May 1, 2024, and will run through April 30, 2025. [Take the pledge now!](#)

The four pledge items are simple, but the main idea is to make a commitment to choose efficient and responsible habits to save water all year.

Remember, saving water is an activity for everyone! Encourage your friends and family to participate with you! [Kids can also take their own pledge](#) .

Financial Incentives for Water Conservation

Did you know Phoenix Water offers financial incentives aimed at promoting sustainable water use for both residential and non-residential customers?



Homeowners can receive a \$75 rebate for purchasing and installing EPA WaterSense-labeled toilets or smart irrigation controllers. These devices can save up to 10,000 gallons of water per year. The program is open to single-family households or renters with landlord approval.

Non-residential customers can receive \$2 per square foot of grass removed, with a maximum incentive of \$250,000 per site. This incentive requires a minimum removal of 1,000 square feet of grass.

Learn more by visiting the [Water Conservation Incentives webpage](#).

Summer Landscape Watering Should Be Less Than Most People Think

Now that summer is just about here and the much warmer temperatures can possibly cause us to water more than needed, try to remember these basic guidelines when watering your plants and grass outside: Only water your plants every three days - or about twice a week. Many people will even water cactus more than twice a week thinking they will dry out, but a cactus and other drought tolerant/desert adapted plants will become waterlogged and die if they are overwatered. Additionally, wouldn't you like a lower water bill? When you overwater outside, your bill will drastically increase. Checking your irrigation equipment (controllers, valves, sprinklers, and emitters) will make sure that you are not unnecessarily losing water due to faulty equipment. And, lastly, if it rains a good amount, then turn off your system altogether and save the water. Learn more at Phoenix.gov/savewater.

Phoenix Delivers High Quality Tap Water



Phoenix's tap water quality is excellent. Getting water to your tap doesn't mean much if it's not high quality, so the city performs millions of tests and measurements each year throughout the water treatment and distribution systems and operates state-of-the-art laboratories to ensure the meeting or surpassing of stringent regulatory requirements.

Be assured that Phoenix staff uses the best technology and training to comply with current EPA requirements and are committed to protecting public health and safety. In the Phoenix Water Services Department, we stand behind every drop. To see our annual Water Quality Report, visit phoenix.gov/WaterQualityReport.

Paying Your City Services Bill Has Never Been Easier!

Customers can now make fast, online payments by using Apple Pay, Google Pay, PayPal, and Venmo – along with the traditional options. You can also use your checking or savings account to enroll in AutoPay. Learn more by visiting phoenix.gov/billpay.

Submit Your Sewer Fee Review Within 60 Days From the July Bill Date

Each year, sewer fees are recalculated and become effective each July based on a percentage of the average water used during January, February, and March billing periods. The standard sewer fee calculation includes a standard deduction for outdoor water use during those months. A sewer fee review above the standard calculation may be considered for the following conditions: large land watering, leaks and/or pool fills during the January, February, or March billing periods. All requests for a Sewer Fee Review must be submitted within 60 days from the July bill date. [Download the form here](#).

Appointment-Based Bulk Trash Collection

Phoenix's bulk trash collection program is changing to an appointment-based system starting September 30, 2024. With the new program, customers will be able to select collection dates available for their address. Each household is allowed up to four pickups per year. The new program will provide solid waste fee-paying customers a convenient way to get bulk trash removed. It will help reduce blight in neighborhoods and prevent trash from piling up during Halloween, Thanksgiving, Christmas, and New Year's holidays.

Appointment-based collection will replace quarterly collection beginning on September 30, 2024. [Read more about the change.](#)

Phoenix Water Recognized by Engineering Associations for Northwest Valley Infrastructure Project



The Phoenix Water Services Department was proudly recognized for an award-winning infrastructure project during the Engineering and Public Works Roadshow on Thursday, Feb. 22 in the atrium of Phoenix City Hall. Representatives from the American Council of Engineering Companies (ACEC), the American Public Works Association (APWA), the American Society of Civil Engineers (ASCE), along with Mayor Kate Gallego and Councilmember Ann O'Brien, were in attendance to celebrate, fittingly, during National Engineers Week. The Northwest Valley Infrastructure Project added critical water and wastewater infrastructure to support the Taiwan Semiconductor Manufacturing Company (TSMC) and future changes in Northwest Phoenix. The Phoenix Water team won the 2023 Project of the Year in the category of Environment Over \$75 Million for the Arizona Chapter of the APWA, along with the national APWA award in this category.

PRESS RELEASE: [Northwest Valley Infrastructure Project](#)

VIDEO: [Engineering & Public Works Roadshow in Phoenix](#)

Sewer Pipeline Project Wins Major Engineering Project Award

The 52nd Street and Van Buren Sewer Relief Project has won the Arizona branch of the American Society of Civil Engineers Project of the Year Award for the project category under \$10 Million. The project, which cost \$4.67 Million and resulted in the installation of just over a mile of 8-inch and 12-inch sewer line along with 25 new manholes and necessitated the relocation of 1100 feet of storm drain and related structures. There were also water lines

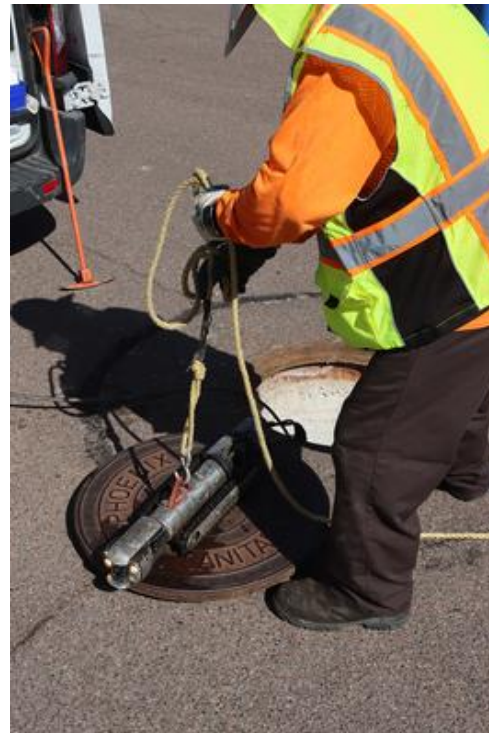
that needed to be moved as part of the project. Much of the work was performed with deep excavations in hard rock, and in-depth hydraulic analysis was performed to evaluate the best method and alignment to keep the project cost down. This project was achieved with engineering consulting firm Consor, and the general contractor Hunter Contracting.



Commitment to Service

Our Wastewater Collection crews televise nearly 300 miles of sewer lines every year to look for obstructions, such as roots and grease or items that may be dumped illegally down a manhole.

The goal is to make sure wastewater flows freely to the wastewater treatment plants and to keep the lines from backing up into businesses and residences.



Water Services by the Numbers

Driving around the city you will notice that there are fire hydrants nearly everywhere. But just how many Fire Hydrants are there in Phoenix?

Well, there are 56,716 fire hydrants within the 540 square mile service area. The hydrants are always in the process of being maintained by Phoenix staff so the Phoenix Fire Department (or other cities that may need to use one on our behalf) can hook up to one to fight fires. By law, there is a hydrant installed every 300-500 feet apart, depending upon if the area they are installed is residential, commercial, or industrial.

Phoenix Water Services Department
200 W Washington Street - 9th Floor
Phoenix, AZ 85003
Email: mwatersmart@phoenix.gov.

