



Welcome to the fifth 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



Spring has arrived, but it followed an unusually dry winter. While Salt River Project expects solid water levels in its reservoirs, the Colorado River watershed remains under significant stress. The reality is clear: the drought isn't over, and water conservation is still critical.

That's why Phoenix continues to offer financial incentives to help residents and businesses reduce water use. Removing grass and switching to desert-friendly landscaping can make a big impact. We also offer rebates for replacing older toilets with high-efficiency models, and for installing smart irrigation controllers that reduce water waste and keep landscapes healthy.

By taking advantage of these programs, you can save water and lower your monthly bill — all while contributing to a more sustainable future for Phoenix.

Learn more about available incentives and how you can be part of the solution at:

<https://www.phoenix.gov/savewaterincentives>

Director Troy Hayes
Phoenix Water Services

Advanced Water Purification Approved in Arizona, Paving the Way for Sustainable Drinking Water Supply

Advanced Water Purification (AWP) represents the future of drinking water for the greater Phoenix region. Through proven technologies, the City of Phoenix Water Services Department is building the infrastructure needed to create a new and sustainable source of drinking water for residents and businesses.

What is Advanced Water Purification?

AWP is a proven technology process that safely and efficiently purifies recycled wastewater into drinking water. The water produced is so clean it meets or exceeds federal and local drinking water requirements.

Recycled water, also referred to as reclaimed water, is domestic wastewater that is cleaned so it can be reused for other purposes like irrigation (non-potable) or drinking water (potable). Recycling water gives Phoenix a sustainable and locally produced water resource that reduces dependence on imported water and strengthens water security.



Above is a rendering of the future upgraded Cave Creek Water Reclamation Plant, including a rendering of the facility that will purify recycled water to drinking water using (1) Reverse Osmosis and (2) UV Advanced Oxidation technologies. This is how Advanced Water Purification works.

Why Advanced Water Purification (AWP) Matters for Phoenix

Phoenix relies on surface water for approximately 98% of its supply, primarily from the Colorado, Salt, and Verde Rivers, delivered through an extensive canal system. While groundwater serves as a backup, the City has made significant strides in water conservation, reducing overall demand even as the population grows.

However, climate change and prolonged drought threaten the reliability of surface water supplies. To ensure long-term sustainability, Phoenix is investing in Advanced Water Purification (AWP) to create a local, renewable water source that is independent of river flows.

Benefits of AWP:

- Diversify Phoenix's water portfolio, reducing reliance on unpredictable surface water supplies.
- Increase resilience against future drought conditions and shortages.
- Provide a high-quality, purified water source using cutting-edge technology to meet or exceed drinking water standards.

With AWP, Phoenix is taking a proactive approach to water security, ensuring safe, reliable water for generations to come.

[Learn more about AWP in Phoenix.](#)

Have You Tried the New Customer Services ePortal Yet?



Last October, Phoenix Water Services and Public Works introduced a new customer service portal designed to provide a more secure, user-friendly experience. The upgraded system offers a variety of convenient features, including viewing water billing history, paying bills, and starting or stopping service — all in one place.

To use the new system, most customers will need to create a new online City Services account. [Learn more or use the new ePortal System.](#)

If you have any questions, [please email us your account information and contact details.](#)

Remove your Grass, Earn Some Cash



Many Phoenix residents are transforming their yards and cashing in on the City's [Residential Grass Removal Incentive](#), a program that rewards homeowners for replacing grass with water-efficient, desert-adapted landscaping.

Participants receive \$2 per square foot for removing at least 250 square feet of living grass. It's a smart way to save water, reduce maintenance, and potentially lower your monthly water bill — all while supporting Phoenix's long-term sustainability goals.

This program is available to Phoenix Water Services customers who own their homes and meet basic eligibility requirements. In addition to the financial incentive, participants gain access to helpful resources and educational workshops on designing attractive, water-wise landscapes using drought-tolerant plants.

Conserving water outdoors is one of the most effective ways to make a difference in our desert environment.

Ready to take the next step? You can learn more about the Grass Removal Program and explore all our conservation incentives designed to help you save water and money by visiting:

phoenix.gov/savewaterincentives

Scrap the Food Waste!

The City of Phoenix has teamed up with Mill and R.City to work toward our goal of becoming a zero waste city by 2050. Now you can try a new way to put food scraps to good use at home. Mill's food recycler is no larger than a typical kitchen trash can. It accepts fruits, vegetables, grains/breads, meat, eggshells, and more.



The device works automatically while you sleep to turn the food scraps into dehydrated grounds. Every month, R.City collects Food Grounds from Phoenix homes, schools, and offices — turning them into compost for local farms. [Sign up risk free for 30 days](#), or learn more about home composting from [City of Phoenix Public Works Department](#). If you join Mill, you'll receive either a box of farm produce or a bag of compost every quarter!

Phoenix Treats Its Water to Superior Quality

Phoenix is home to five advanced water treatment plants, each dedicated to delivering clean, safe, and high-quality drinking water to our residents. The oldest plant dates back to the early 1950s, while the newest came online in 2007. All facilities — regardless of age — have been continually upgraded with modern technology to ensure optimal performance.

Our plants are designed to meet or exceed all Federal, State, and County water quality standards, reflecting our unwavering commitment to public health and water excellence.



Where Your Water Comes From

- Two treatment plants process water from the Central Arizona Project (CAP), which delivers Colorado River water.
- Three treatment plants treat water from the Salt River Project (SRP), which includes water from the Salt and Verde rivers.

Seasonal Operations

Water demand changes with the seasons. In colder months, water use drops, allowing for scheduled plant and canal maintenance. During the summer, demand rises — but our plants are never run at full capacity. This ensures we can respond to peak needs while maintaining reliability. At times, groundwater wells supplement our supply.

Below is the daily water treatment capacity for each facility, listed in Million Gallons per Day (MGD):

Lake Pleasant Water Treatment Plant (CAP) – 80 MGD

Union Hills Water Treatment Plant (CAP) – 160 MGD

Val Vista Water Treatment Plant (SRP) – 130 MGD

24th Street Water Treatment Plant (SRP) – 140 MGD

Deer Valley Water Treatment Plant (SRP) - 100 MGD

Visit the [water quality webpage](#) to learn more about how Phoenix maintains exceptional water quality and the systems that deliver it to your tap, and review our latest water quality report.

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