



Welcome to the sixth 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



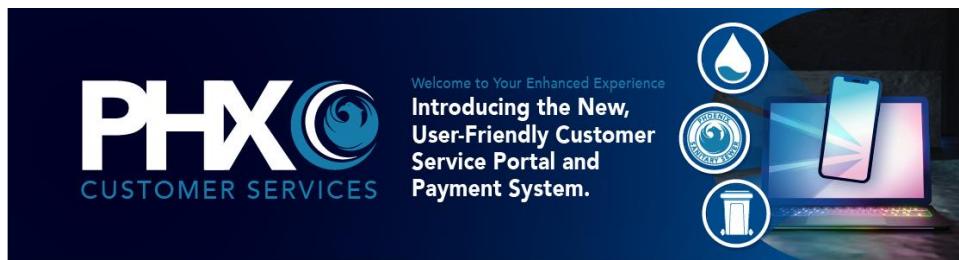
Summer has arrived, and with it comes the monsoon season. After several quiet years, we are hopeful that the watersheds feeding our water supply will receive much-needed rainfall.

Rain helps, but conservation remains essential. Phoenix has invested decades in long-term water planning, but protecting our water future also depends on you. We encourage every customer to find ways to use water more efficiently and to build conservation habits into daily life.

If you are ready to save water but need guidance, we are here to support you. Visit [phoenix.gov/savewater](https://phoenix.gov/savewater) for helpful tools and information.

**Director Troy Hayes**  
Phoenix Water Services

## Have you signed up to use the new Customer Service Portal?



In October 2024, Phoenix Water Services and Public Works launched a new online customer service portal. Thousands of customers have already created accounts to manage their city services in one place.

The portal offers a modern, secure platform where customers can:

- View water use and billing history
- Pay bills online
- Start or stop service

To use the new system, most customers will need to create a new online City Services account. Learn more or use the system at [phoenix.gov/portal](https://phoenix.gov/portal).

If you have questions, please email your account details and contact information to [cityservicesbill@phoenix.gov](mailto:cityservicesbill@phoenix.gov) or call 602-262-6251.



## The Save Water Pledge is Here To Stay!

Mayor Kate Gallego has extended the Save Water Pledge as an ongoing city initiative. Since its launch in May 2024, more than 700 residents have committed to small changes that can make a big impact.

Pledge participants commit to these four simple actions:

- Keep water in mind
- Find and fix leaks
- Water with the weather
- Install EPA WaterSense-labeled appliances

The continuation of the Pledge underscores the City's commitment to sustainability and water resiliency in the face of ongoing drought and climate challenges.

Visit [phoenix.gov/savewaterpledge](https://phoenix.gov/savewaterpledge) to sign the pledge and watch a video.

## Phoenix Water Joins Neighborhood Event at Jack L. Kuban Elementary

On May 7, Water Services staff joined the Kuban Neighborhood Association for a special community event at Jack L. Kuban Elementary School.

The event included a school fundraiser and opportunities for neighbors to connect with city departments. Public Information Officer Jimena Garrison helped attendees learn about our water supply, how we manage it, and ways they can contribute to water conservation.

This event reflects our department's ongoing commitment to public engagement, sustainability, and education. Thank you to everyone who helped make this outreach effort a success.



### Backwashing and Draining Your Pool the Smart Way

Pool maintenance is important, but draining or backwashing can waste thousands of gallons of water and damage the environment if not handled correctly.

Here are a few smart practices:

- Use discharged water to irrigate salt-tolerant landscaping
- Avoid draining water into the street or storm drains
- Use sewer cleanouts or designated connections where possible

Responsible maintenance helps preserve our water supply and protects our environment.

For more information, [download this City of Phoenix guide.](#)

## Now is the Time to Submit a Sewer Fee Review Request

If you experienced unusually high water use recently – such as refilling a pool, repairing a leak, or fixing broken irrigation equipment – you may be eligible for a **Sewer Fee Review**. This review can help ensure your monthly sewer charge accurately reflects your typical water use.



Phoenix calculates residential sewer fees each year based on your water use during the winter months, when outdoor watering is typically at its lowest. A spike in usage during this time could lead to a higher sewer fee than normal.

To request a review, follow these steps:

1. Go to the **myPHX311** portal at [phoenix.gov/myPHX311](https://phoenix.gov/myPHX311).
2. Choose the box labeled, "**Conservation, sewer fee review, incentives.**"
3. Fill out the form and attach the required documents to submit your request.

If you prefer to submit by mail, download the form from the [phoenix.gov](https://phoenix.gov) [Submit a Sewer Fee Review webpage](#) and send it to the address listed at the bottom of the form.

### Important Deadline:

Sewer Fee Review requests must be received **within 60 days of your July bill date**. Requests received after this deadline are **not eligible for review**, as outlined in **Phoenix City Code § 28-35**. There are no exceptions, so we encourage customers to act promptly.

You may also submit your request **before** the July billing period if you anticipate higher-than-normal winter water use.

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