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WATER FLOW

PHOENIX WATER SERVICES



WATER FLOW NEWSLETTER

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A MESSAGE FROM BRANDY KELSO, OUR NEW PHOENIX WATER SERVICES DIRECTOR

As the new Director of the Phoenix Water Services Department, I want to assure you that our commitment to delivering reliable, high-quality water and wastewater services remains steadfast. For nearly 120 years, our department has been dedicated to serving this community, ensuring that customer service, safety, and sustainability are at the core of everything we do.

We will continue our long tradition of maintaining the sustainability of our water resources and ensuring the reliability of our infrastructure, while managing costs efficiently and responsibly. Our team of dedicated professionals works around the clock to provide dependable water service for every Phoenix resident.

While we continue to plan and prepare for Phoenix's future water needs, we also invite you to be part of our city's conservation story. Despite recent rainfall, our region remains in a prolonged drought, and every drop saved makes a difference. We encourage all residents to find simple ways to use water more efficiently and to make conservation part of their daily routine.

If you are ready to save water but are not sure where to start, we are here to help. Visit [🔗 phoenix.gov/savewater](https://phoenix.gov/savewater) for practical tips, financial incentive programs, and tools that can help you make every drop count.

Thank you for being part of Phoenix's long-standing legacy of water stewardship. Together, we can ensure a sustainable and resilient water future for generations to come.

Director Brandy A. Kelso
Phoenix Water Services Department

SEPTEMBER CELEBRATES

THANK A WATER HERO DAY

In September, Water Services staff were recognized during Thank a Water Hero Day, a celebration honoring the dedicated employees who keep Phoenix's 24/7 water utility running smoothly.

From engineers and field technicians to water quality inspectors, meter readers, customer service representatives, and operators, every team member plays a vital role in delivering safe, reliable water to our community.

Mayor Kate Gallego and members of the Phoenix City Council shared their appreciation on behalf of all residents, recognizing the tremendous teamwork and commitment that make our city's water system one of the most dependable in the nation.

Below are a few photos highlighting the celebration and the people who make Phoenix Water exceptional every day.

**WATER
DISTRIBUTION
& REMOTE
FACILITIES STAFF**



**LAKE
PLEASANT
WATER
TREATMENT
STAFF**



**SECURITY
MANAGEMENT
UNIT**



**WATER METER
DIVISION
STAFF**



**CUSTOMER SERVICES
DIVISION STAFF**





**WASTEWATER
COLLECTION
DIVISION STAFF**



**WATER STORES
WAREHOUSE
STAFF**



**24TH ST. WATER
TREATMENT PLANT STAFF
WITH D6 COUNCILMAN
KEVIN ROBINSON**

RESIDENTIAL

GRASS INCENTIVES

Convert grass to desert landscaping and save
55 GALLONS of water each year per square foot.



REMOVE YOUR GRASS, SAVE WATER, AND EARN MONEY

Having grass in your yard can lead to higher water bills. Keeping turf green year-round requires significant irrigation, especially during the hottest months.

To help residents and businesses save water and money, the City of Phoenix offers grass removal incentives. Participants can qualify for financial assistance by replacing grass with low-water-use or desert-adapted landscaping.

By removing grass, you can reduce your monthly water costs, enhance your property with sustainable plants, and support the community's ongoing efforts to conserve water during drought conditions.

Learn more at:

phoenix.gov/SaveWaterIncentives

HELP UPDATE PHOENIX'S FOOD ACTION PLAN

The City of Phoenix is updating its Food Action Plan to build a healthier and more sustainable local food system, and we want your input.

This brief survey takes only about five minutes to complete. Your feedback will help guide future programs and investments that strengthen our local food network.

Whether you grow your own food, run a restaurant, or simply care about access to healthy food for everyone, your voice matters.

Take the survey in [English](#) or [en español](#).





**PLEDGE TO
SAVE WATER
TODAY!**

IT TAKES ALL OF US.

PHOENIX.GOV/SAVEWATER

HAVE YOU TAKEN THE SAVE WATER PLEDGE?

Mayor **Kate Gallego** has extended the **Save Water Pledge** as an ongoing City initiative.

Since its launch in May 2024, more than 1,000 residents have committed to small, everyday actions that make a big difference in conserving water.

Pledge participants commit to four simple steps:

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

Continuing the Pledge highlights the City's dedication to sustainability and long-term water resiliency as Phoenix faces ongoing drought and climate challenges.

Take the pledge at
phoenix.gov/savewaterpledge

ADVANCED WATER PURIFICATION TAKES SHAPE AT CAVE CREEK

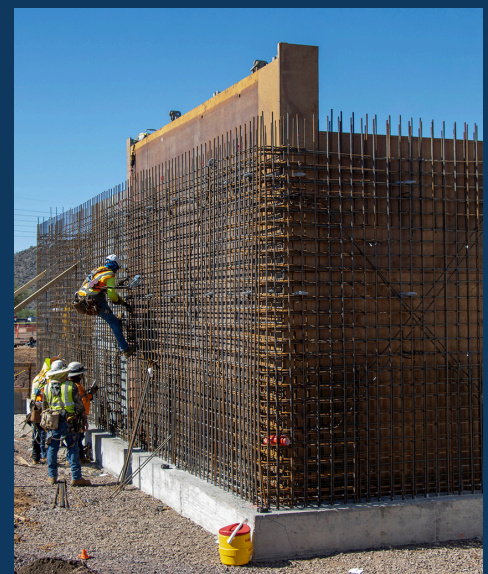


September marked one year of construction for the **Cave Creek Water Reclamation Plant Rehabilitation Project**, a key step in advancing **Pure Water Phoenix**, the City's program to create a new, renewable source of purified drinking water.

The project is on schedule, with demolition of outdated facilities complete and construction underway on modern, energy-efficient systems. When finished in 2027, the upgraded plant will feature **advanced water purification technology** capable of producing up to 7 million gallons of purified water per day, enough to serve about 25,000 households.

These improvements will enhance efficiency, reliability, and sustainability while supporting Phoenix's long-term water resiliency.

See the photos below for the latest progress at the site.



DON'T 'FOG' UP YOUR HOLIDAY WITH A PLUMBING DISASTER



The holidays are a time for family, food, and celebration — not clogged pipes! As you cook heartier meals this season, remember to follow **Fats, Oils, and Grease (FOG) Best Management Practices** in your kitchen.

What is FOG?

FOG comes from everyday cooking ingredients like meat drippings, oil, butter, margarine, sauces, dairy, and even baked goods. When poured down the drain or into a garbage disposal, these substances can build up inside pipes and cause costly blockages in both your home's plumbing and the city's sewer system. Phoenix maintains nearly 4,800 miles of sewer pipes, so keeping them clear helps everyone.

What happens when pipes get blocked?

Wastewater has nowhere to go and can back up into sinks, toilets, or even overflow into streets or alleys — a true holiday disaster.

Be a Holiday Hero: Keep FOG Out of the Drain

- Pour used grease into a container, mix with coffee grounds or kitty litter, and throw it in the trash.
- Avoid or limit the use of garbage disposals; they do not prevent FOG from entering the sewer.
- Use drain screens to capture food particles and dispose of them in the garbage.
- Wipe and scrape dishes before washing to remove grease and solids.

Small changes make a big difference. Help keep Phoenix's sewer system flowing smoothly and your holidays worry-free.

To learn more, **visit the Fats, Oils, and Grease page on** [🔗 phoenix.gov](https://www.phoenix.gov).



Plastic Bag Recycling Collection With Recyclops

It can be difficult to know what to do with plastic bags. While Phoenix does not accept plastic bags in the blue recycling bins because they can jam the sorting machines, there is still a way to keep them out of the landfill.

Residents can sign up for a subscription collection service with  **Recyclops**, a third-party  **Zero Waste Business** certified by the Public Works Department.

Subscribers have their plastic bags collected monthly, right from their doorstep, and the material is remanufactured into new plastic products.

Learn more about how the Public Works Department is helping Phoenix reach its Zero Waste goals at  phoenix.gov/zerowaste.

