2024 Annual Water Quality Report

For Customers of the City of Phoenix-Hedgepeth Hills Water System

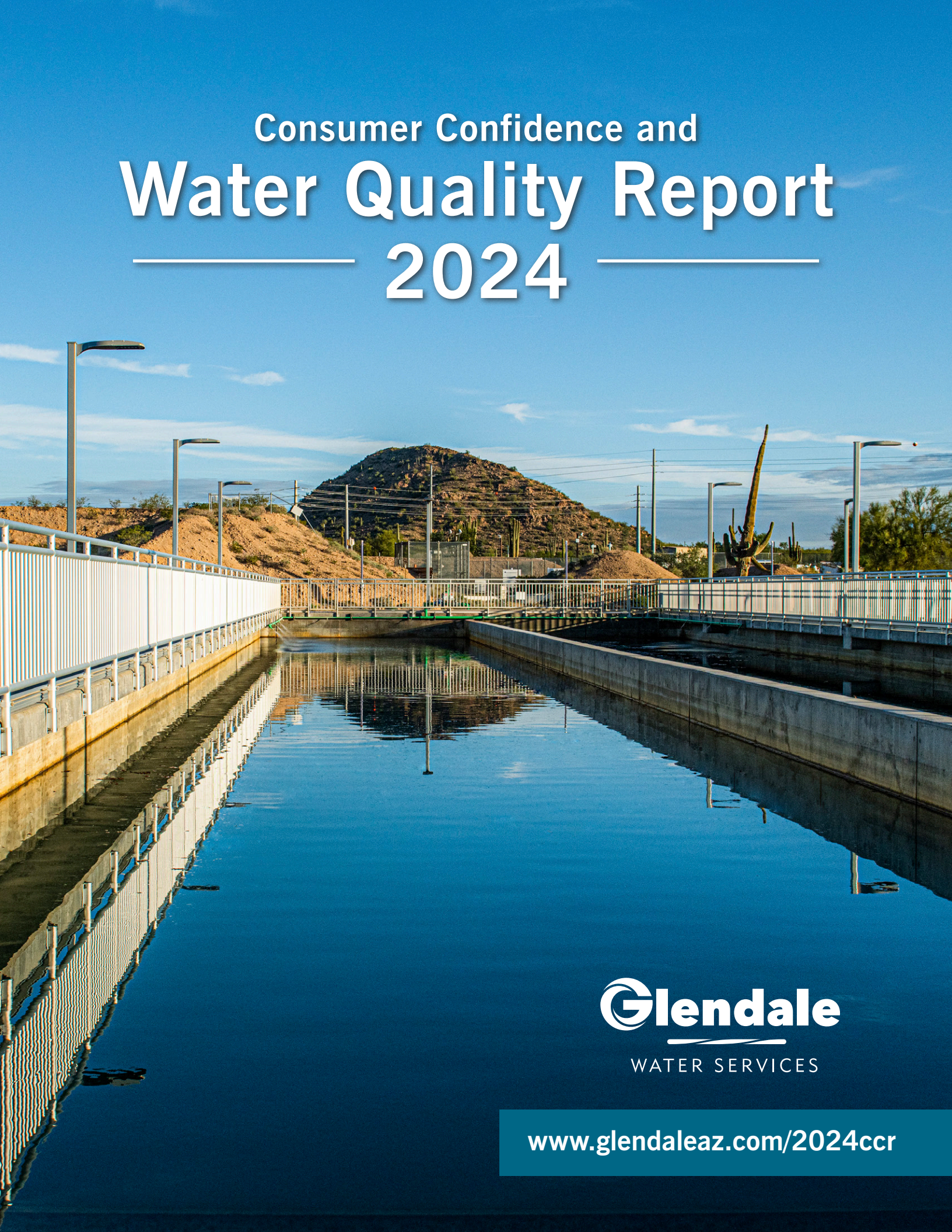
The city of Phoenix is responsible for delivering the attached city of Glendale Water Quality Report because for the greater portion of 2024, the water delivered to this specific area is treated and delivered by Glendale, but billed by the City of Phoenix Water Services Department.

Next year, the report will be generated by Phoenix since the Phoenix water system is now connected directly to this service area.

The specific service area for this water system is bounded by the Loop 101 on the south, Mohawk Drive on the north, 51st Avenue on the west, and 47th Avenue on the east.

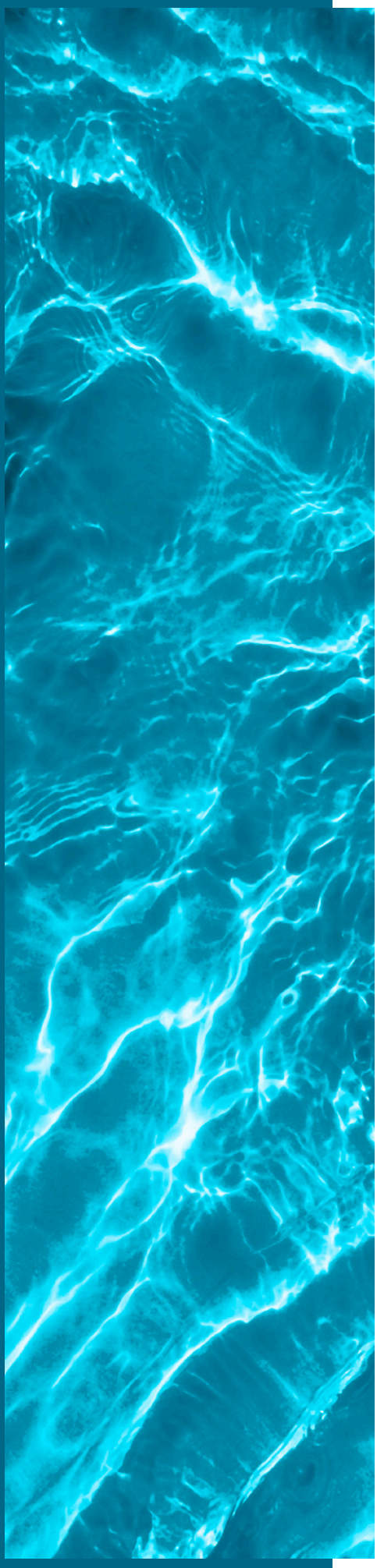
Scroll down to view the report.

Consumer Confidence and Water Quality Report 2024



Glendale
WATER SERVICES

www.glendaleaz.com/2024ccr



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Water is a vital resource for our desert community.

Glendale's Water Quality Report

The city of Glendale is proud to present our annual Water Quality Report, which contains important information about your drinking water. The Water Services Department is dedicated to investing in our water treatment and distribution systems. We continually assess the condition of our infrastructure and plan for necessary repairs and upgrades. Water impacts our daily activities, from washing dishes to economic development, ensuring healthcare and fire safety and protecting the environment. We are committed to providing safe drinking water and reliable water services to the city of Glendale residents and businesses.

Glendale Water Services Receives Recognition at AZ Water Conference

Several employees and teams from Water Services received awards and recognition for their dedication and hard work at the AZ Water Association's 97th Annual Conference & Exhibition. Our Water Quality Laboratory Administrator, Linda Andrews, won Lab Analyst of the Year.

Reliability, Quality and Value in Every Drop

The Water Services Department provides reliable services and maintains high-quality standards for water, wastewater, environmental protection and stormwater management.

Reliability

We have a highly skilled workforce and a robust infrastructure and are continually investing to deliver high-quality water now and in the future. Glendale regularly assesses and rehabilitates our infrastructure to ensure 24/7 uninterrupted service.

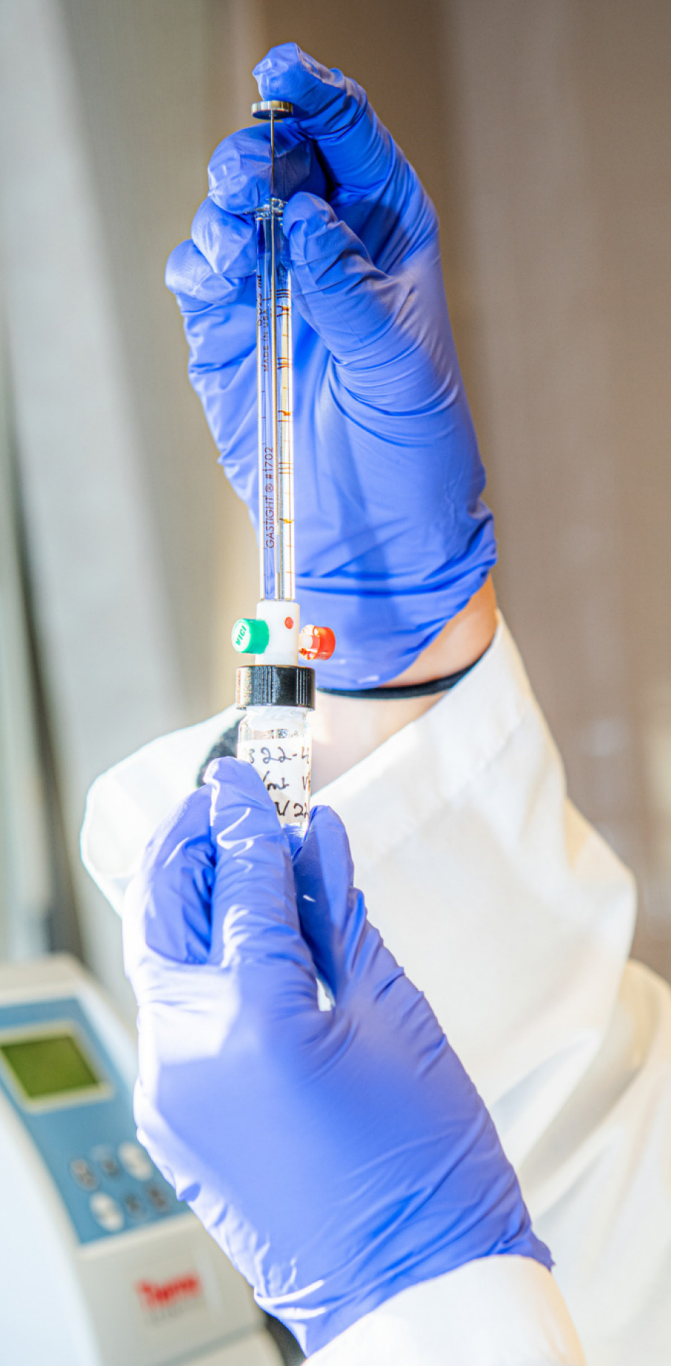
Quality

The city of Glendale is dedicated to improving our public's health and confidence. We have recently upgraded our water treatment facilities with advanced technologies to exceed regulatory water quality standards.

Value

We actively seek to optimize processes and reduce asset life-cycle costs while maintaining a financial management system that ensures affordable rates.

In Glendale, the average single-family home uses 9,000 gallons of water and generates 6,800 gallons of wastewater each month, with water and wastewater services costing about $2.50 per day.



City of Glendale Drinking Water Quality

The quality of your drinking water is very important to us. Our department conducts testing, analysis and monitoring of water quality multiple times a day to ensure that the water we provide is clean and safe.

The following section provides data from the 2024 Water Quality Analysis.

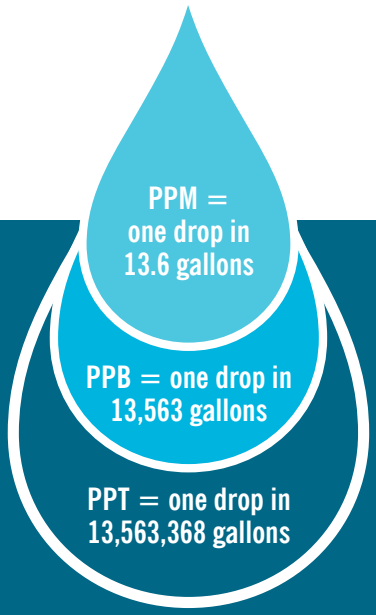
Substances of Frequent Interest

Substance	Minimum	To	Maximum	Average	Unit
Alkalinity	85	To	235	137	PPM
Aluminum	ND	To	228	15	PPB
Bromide	ND	To	444	15	PPB
Calcium	9.1	To	121	59	PPM
Chloride	34.8	To	318	168	PPM
Iron	ND	To	57.1	0.37	PPB
Magnesium	14.1	To	72.1	22	PPM
Manganese	ND	To	37.9	1.0	PPB
Potassium	ND	To	5.6	1.9	PPM
Sodium	46.2	To	187	130	PPM
Sulfate	26.1	To	277	148	PPM
Hardness (Ca,Mg)	1.52	To	35	14.3	Grains/Gal.
Hardness (Ca,Mg)	26.1	To	599	244	PPM
pH	7.1	To	8.4	7.9	SU
TDS	330	To	792	565	PPM
Temperature (°C)	8.1	To	35.8	24.6	Degrees C

We are dedicated to improving our public's health and confidence.

A GALLON OF GLENDALE TAP WATER

On average, a gallon of tap water in Glendale costs less than 1 cent. Compared to the costs of other products we use daily, tap water is clearly one of the best deals available.



Key To Analysis Tables

AL (Action Level)
The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

ALG (Action Level Goal)
The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. The ALG allows for a margin of safety.

Contaminant
Any physical, chemical, biological, or radiological substance or matter in water.

LRAA (Locational Running Annual Average)
Maximum running annual average at the compliance locations.

MCL (Maximum Contaminant Level)
The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal)
The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level)
The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfection Level Goal)
The level of disinfectant added to drinking water below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

MRL (Minimum Reporting Limit)
The smallest measured concentration of a substance that can be reliably measured by a given analytical method.

Range
The highest and lowest measurements reported during the year.

TT (Treatment Technique)
A required process intended to reduce the level of a contaminant in drinking water.

mg/L - milligrams per liter

N/A - Not Applicable

ND - Not Detectable at reporting limit

NTU - Nephelometric Turbidity Units (a measure of water clarity)

NG - No MCLG established

pCi/L - picocuries per liter (a measure of radioactivity)

PPM - Parts Per Million, or milligrams per liter (mg/L)

PPB - Parts Per Billion, or micrograms per liter (μg/L)

PPT - Parts Per Trillion, or nanograms per liter (ng/L)

P/A - Presence / Absence

SU - Standard Unit

Cryptosporidium

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks.

However, immuno-compromised people, infants and small children and the elderly are at greater risk of developing life-threatening illness. Although filtration removes Cryptosporidium, which is the most commonly used filtration method, cannot guarantee 100% removal. Monitoring indicates, although infrequent, these organisms are present in our source water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease.

2024 Results of Regulated & Unregulated Contaminants

Regulated Detected Contaminants

The following tables show regulated substances detected in Glendale's drinking water in 2024, reflecting routine compliance monitoring. The presence of contaminants does not necessarily indicate that the water poses a health threat, only that they were detected. Some contaminants are monitored less than once a year due to stable levels, and data from the most recent tests are provided for those not tested this year. Glendale also tested for additional substances, all of which were not detected.

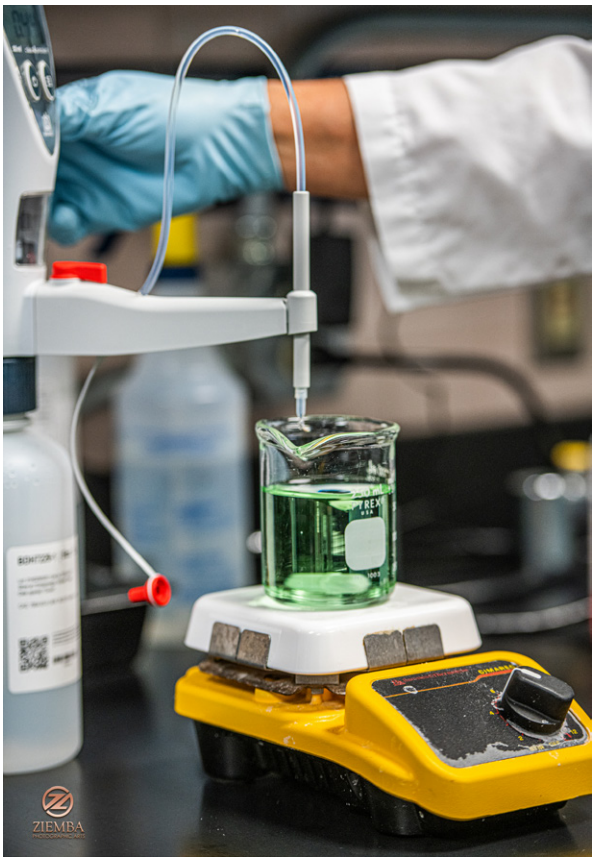
Substance	Federal MCL	MCLG	Maximum	Range			Average	Unit	Sources
Arsenic	10	0	7.2	ND	to	7.2	2.7	PPB	Erosion of natural deposits; runoff from orchards, glass, and electronics production wastes.
Barium	2000	2000	145	13	to	145	55	PPB	Erosion of natural deposits; discharge from drilling waste and metal refineries.
Total Chromium	100	100	47	ND	to	47	10	PPB	Erosion of natural deposits; discharge from steel and pulp mills.
Fluoride	4	4	0.53	0.22	to	0.53	0.41	PPM	Erosion of natural deposits; water additive for strong teeth; discharge from fertilizer and aluminum factories.
Nitrate as Nitrogen	10	10	5.3	0.08	to	5.3	2.0	PPM	Runoff from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits.
Gross Alpha (Excluding Radon & Uranium)(2023)	15	0	2.8	ND	to	2.8	1.5	pCi/L	Erosion of natural deposits.
Combined Radium (2023)	5	0	1.5	ND	to	1.5	0.4	pCi/L	Erosion of natural deposits.
Uranium (2021)	30	0	3.1	ND	to	3.1	2.2	PPB	Erosion of natural deposits.

Arsenic

Arsenic is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects, such as skin damage and circulatory problems. While your drinking water meets the Environmental Protection Agency's (EPA's) standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic.

Nitrate

Nitrate in drinking water at levels above 10 parts per million is a health risk for infants less than six months of age. High nitrate levels in drinking water can cause "blue-baby syndrome." Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, and detected nitrate levels are above 5 ppm, you should ask advice from your healthcare provider.

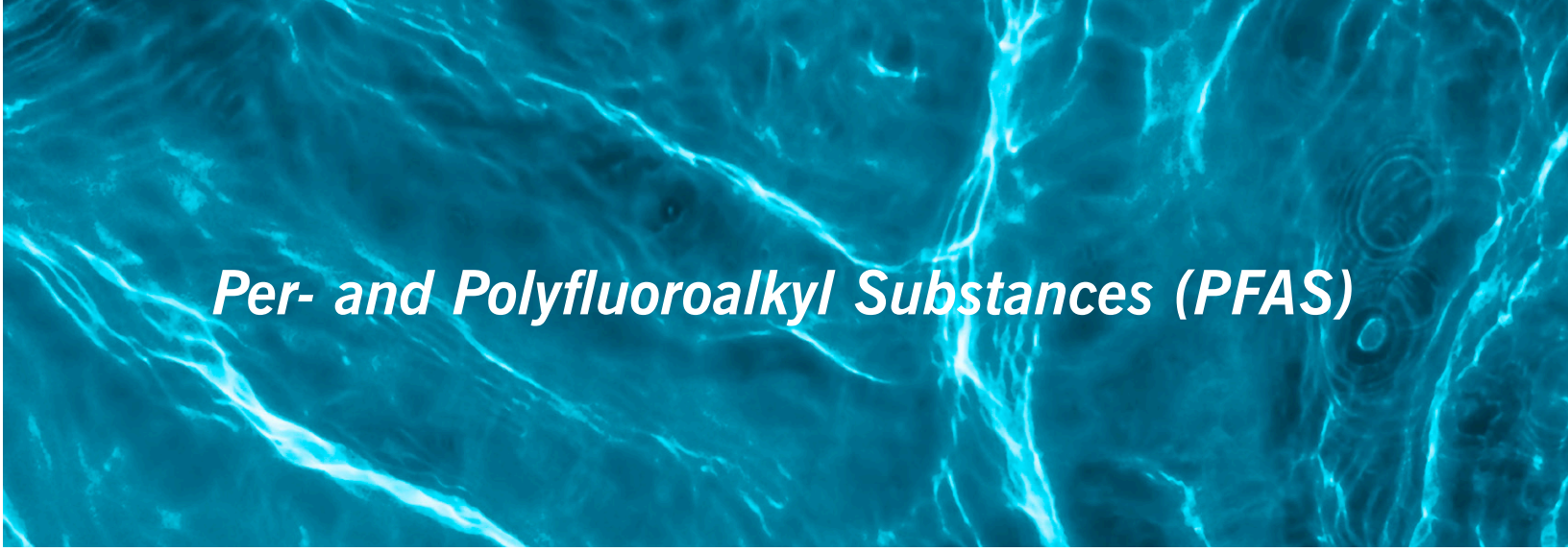


2024 Results for Unregulated Contaminant Monitoring Rule

Glendale is committed to providing drinking water that meets or exceeds all state and federal health standards. The EPA uses the UCMR to collect data for contaminants that are suspected to be present in drinking water and do not have health-based standards. To assist with this research effort, Glendale collected data between June 2024 and March 2025 for the presence and concentration of 29 different per- and polyfluoroalkyl substances, some known by the acronyms PFOS, PFOA, PFNA, PFHxS, PFBS and GenX, a group of contaminants in the final stages of becoming regulated by the EPA. PFAS are man-made chemicals that are resistant to heat, water and oil. They have been used since the 1940s to manufacture various consumer products. Many PFAS do not break down easily and can build up in people, animals and the environment over time. Scientific studies have shown that exposure to certain PFAS can be harmful to people and animals, depending on the level and duration of exposure.

Substance	Units	MRL	Average	Range			Sources
Lithium	PPB	9	61	19	to	120	Naturally occurring metal that may concentrate in brine waters; lithium salts are used as pharmaceuticals, used in electrochemical cells, batteries and in organic syntheses.
Perfluorobutanesulfonic acid (PFBS)	PPB	0.003	<0.003	ND	to	0.012	PFAS are a group of synthetic chemicals used in a wide range of consumer products and industrial applications including non-stick cookware, water-repellent clothing, stain-resistant fabrics and carpets, cosmetics, firefighting foams, electroplating, and products that resist grease, water, and oil. PFAS are found in the blood of people and animals and in water, air, fish, and soil at locations across the United States and the world.

For more information, visit the following: **www.azdeq.gov/pfas-resources**
Introduction to PFAS in Arizona **www.youtube.com/watch?v=t44kSh0uKXE2024**



Per- and Polyfluoroalkyl Substances (PFAS)

Per- and Polyfluoroalkyl Substances	Highest Level Detected	Range of All Samples	Units	Maximum Contaminant Level Goal (MCLG)	Maximum Contaminant Level (MCL)
Perfluorooctanoic acid (PFOA)	ND	ND	PPT	0	4.0
Perfluorooctanesulfonic acid (PFOS)	ND	ND	PPT	0	4.0
Perfluorononanoic acid (PFNA)	ND	ND	PPT	10	10
Perfluorohexanesulfonic acid (PFHxS)	ND	ND	PPT	10	10
Perfluorobutanesulfonic acid (PFBS)	11.7	ND-11.7	PPT	2000	N/A
Hexafluoropropylene oxide dimer acid (HFPO-DA) in parts per trillion	ND	ND	PPT	10	10
Calculated Hazard Index (HI)	0.006	ND-0.006	N/A	1	1

Per- and polyfluoroalkyl substances (PFAS)

On April 10, 2024, the Environmental Protection Agency (EPA) established new regulations for PFAS in drinking water. PFAS are a category of manufactured chemicals used in a wide range of products and the new regulations focus specifically on perfluorooctanoic acid (PFOA), perfluorooctane sulfonic acid (PFOS), perfluorononanoic acid (PFNA), hexafluoropropylene oxide dimer acid (HFPO-DA, commonly known as GenX Chemicals), perfluorohexane sulfonic acid (PFHxS), and perfluorobutane sulfonic acid (PFBS). The new regulations established individual MCLs and MCLGs for five PFAS compounds, and a Hazard Index to account for the combined and co-occurring level of four of these PFAS compounds in drinking water. These regulatory limits become effective on April 10, 2029, which allows time for nationwide water providers to implement treatment technologies. Glendale continues to monitor for PFAS on an annual basis at its water sources and proactively design and prepare to implement treatment strategies to comply with these regulations prior to the EPA's deadline. Glendale has procured laboratory instrumentation that will test for PFAS at Glendale's State Certified Water Quality Laboratory.

Hazard Index or HI

The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

Disinfectant and Disinfection Byproduct Monitoring

Substance	Federal MCL	MCLG	Maximum	Range			Average	Unit	Sources
Chlorite	1	0.8	0.84	ND	to	0.84	0.48	PPM	Byproduct of drinking water disinfection.
Chlorine Dioxide	MRDL = 800	MRDLG = 800	710	ND	to	710	36	PPB	Water Additive as an Oxidant.
Total Coliforms	Presence in no more than 5% of Monthly Samples	0	0.0%	0.0%	to	0.0%	0.0%	P/A	Naturally present in the environment.
Chlorine	MRDL=4	MRDLG=4	2.03	0.14	to	2.03	1.12	PPM	Water additive used to control microbes.

Substance	Treatment Technique	MCLG	Lowest Running Annual Average	Range			Unit	Sources
Total Organic Carbon	Greater than or equal to 1 as running annual average	N/A	1.45	1.45	to	4.30	N/A	Naturally present in the environment.

Total Organic Carbon

Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection by-products. These by-products include Trihalomethanes (TTHMs) and Haloacetic acids (HAAs). Drinking water containing these by-products in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects and may lead to an increased risk of getting cancer. The value reported is the lowest ratio between the percent of TOC actually removed to the percent of TOC required to be removed.

Substance	Treatment Technique	MCLG	Highest Level Detected	Range			Unit	Source
Turbidity	1 NTU	N/A	0.305	0.016	to	0.305	NTU	Soil runoff.
Substance	**Treatment Technique**	**MCLG**	**Lowest Monthly Percentage**	**Range**			**Unit**	**Source**
Turbidity	95% of samples must be less than 0.3 NTU each month	N/A	99.96	99.96	to	100	% meeting standard	Soil runoff.

Turbidity

Turbidity is a measure of the cloudiness of the water and is an indication of the effectiveness of our filtration system. We monitor it because it is a good indicator of the quality of water. High turbidity can hinder the effectiveness of disinfectants. Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

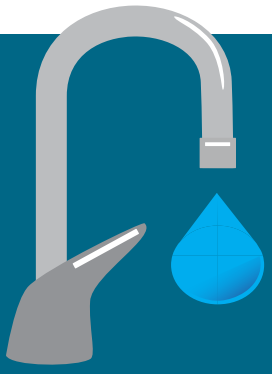
Substance	Federal MCL	Highest LRAA	Range (Single Sample)			Average	Unit	Sources
Total Haloacetic Acids (HAAs)	LRAA = 60	18.8	5.2	to	33	11	PPB	Byproduct of drinking water disinfection.
Total Trihalomethanes (TTHMs)	LRAA = 80	60.2	27	to	71	46	PPB	Byproduct of drinking water disinfection.

Total Haloacetic Acids

The sum of concentrations of mono-, di- and trichloroacetic acids and mono-and dibromoacetic acids, which are byproducts of adding chlorine to water to kill harmful germs and naturally occurring matter in the water.

Total Trihalomethanes

The sum of concentrations of chloroform, bromodichloromethane, dibromochloromethane and bromoform. Trihalomethanes are a group of chemicals that can form when organic matter in water is treated with disinfectants such as chlorine. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.



Tap Into Quality

Tap water is essential, yet often overlooked. The “Tap Into Quality” campaign seeks to educate citizens on the safety, convenience, and affordability of tap water. For more details, visit www.tapintoquality.com

Lead and Copper

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.

The city of Glendale is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. Customers share the responsibility for protecting themselves and their family from the lead in home plumbing. They can take responsibility by identifying and removing lead materials within home plumbing and taking steps to reduce risk. When water has been sitting for several hours, they can minimize the potential for lead exposure by flushing their taps, taking a shower, doing laundry or a load of dishes before using water for drinking or cooking. Customers may also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

Customers concerned about lead in water, may wish to have their water tested. Information on lead in drinking water, testing methods and steps they can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be viewed online at: www.glendaleaz.com/Lead-and-Copper. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

The city of Glendale has been monitoring lead and copper in the tap water from inside customers' homes in accordance with the Lead and Copper Rule (LCR) since 1992. Tests show levels meet the Action Level required by federal drinking water standards for lead and copper. The city currently monitors for lead and copper every year from July to September. If you wish to have your water tested, please contact us at 623-930-3897 or waterqualitylab@glendaleaz.com.

Substance	Action Level	MCLG	Number of Sites Above Action Level	Maximum	90% of Taps were Less Than or Equal to This Value	Unit	Sources
Lead	90% of taps tested must not exceed 15	0	0	5.6	1.7	PPB	Corrosion of household plumbing systems; erosion of natural deposits.
Copper	90% of taps tested must not exceed 1300	1300	0	270	147	PPM	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

Lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Copper

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress.

Water Source Information

Where does Glendale's water come from?

The city uses renewable water supplies from the Salt, Verde and Colorado rivers and stored underground water credits earned through the city's recharge program. In addition, Glendale can pump a limited amount of groundwater when needed.

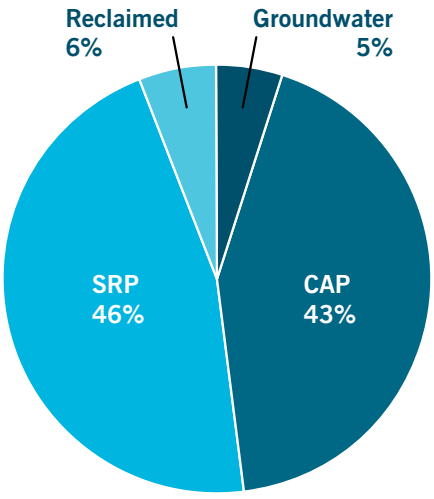
Runoff from the Salt/Verde River watershed is stored in lakes managed by the Salt River Project (SRP) and delivered by its canal system. Colorado River runoff is stored in Lake Powell, Lake Mead and Lake Pleasant and delivered through the Central Arizona Project (CAP) canal.

Salt River Project (SRP) – Runoff from snow and rain in the Salt and Verde River watersheds.

Central Arizona Project (CAP) – Runoff from snow and rain in the Colorado River watershed.

Groundwater – Underground water that is pumped from wells and includes long-term storage credits for recharge.

Reclaimed Water – Recycled treated wastewater for non-potable use, such as landscaping and industrial uses.



Water Source Assessments

In 2003, the Arizona Department of Environmental Quality (ADEQ) conducted assessments of the source water for both surface water and groundwater used by the city of Glendale's public water system. The assessments included an evaluation of land uses, such as gas stations, landfills, dry cleaners, agricultural fields, wastewater treatment plants and mining activities that may pose a potential water quality risk to the city's water sources. ADEQ has given the city of Glendale's public water system a high-risk designation for the degree to which its drinking water sources are protected.

ADEQ categorized all surface water sources as high-risk because they are open to the atmosphere. The overall risk posed to surface water is addressed by the EPA through its increased monitoring requirement for surface water sources. A designation of high-risk indicates there may be additional source water protection measures that can be implemented on a local level. This does not imply that the source water is contaminated, nor does it mean that contamination is imminent.

To ensure high-quality water, the city regularly monitors and treats the water received from all sources prior to delivery. Glendale also conducts other monitoring and studies to assess water quality. If any contaminant approaches the drinking water Maximum Contaminant Level (MCL), treatment is installed or wells are removed from service.
The city of Glendale's top priority is to provide safe drinking water 24 hours a day, every day.

For more information, visit the ADEQ website at: www.azdeq.gov/SourceWaterProtection or contact the city of Glendale's Water Services Department at 623-930-4100.

Source Water Assessment Information

Information regarding source water assessments is available for inspection at ADEQ, 1110 W. Washington St., Phoenix, Arizona 85007, from 8 a.m. to 5 p.m.

Email inquiries regarding source water assessments may be sent to ADEQ at db2@azdeq.gov

Potential Water Source Impurities

Glendale's water sources include rivers, lakes, reservoirs and wells. As it travels from these sources, water gathers minerals and substances, which the city treats to meet quality standards.

Substances that may be present in source water include:

- **Microbial Contaminants:** Viruses and bacteria from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- **Inorganic Contaminants:** Natural salts and metals from urban runoff, wastewater discharges, oil and gas production, mining or farming.
- **Organic Chemical Contaminants:** Synthetic and volatile organics are by-products of industrial processes and petroleum production. They can also arise from gas stations, urban runoff and septic systems.
- **Pesticides and Herbicides:** Include agriculture, urban stormwater runoff and residential uses.
- **Radioactive Contaminants:** Naturally occurring or resulting from oil and gas production and mining activities.

The city treats and processes the water to ensure it meets water quality standards.

2024 Employee Awards and Recognition

For the 2024 Employee Awards and Recognition, Water Services named Doug Whiting, Lead Water Services System Technician, as Employee of the Year. Joanne Toms, Administrator for Environmental Programs, was named Supervisor of the Year, and the Customer Service Field team received the Team of the Year award.

Frequently Asked Questions

How do I know that my water meets all water quality standards?

The U.S. Environmental Protection Agency (EPA) places strict limits on the amount of contaminants and impurities allowed in drinking water to ensure that your water is safe to drink. The Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk.

The city of Glendale uses modern treatment processes to comply with the EPA water standards. It also has an extensive sampling and water quality testing program to ensure water quality standards are met.

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 1-800-426-4791. Information on bottled water can be obtained from the Food and Drug Administration (FDA).

Water Services Wins Success Factors Excellence Awards

Water Services employees were recognized at the city's Success Factors Excellence Awards! Megan Sheldon, Deputy Director for Environmental Resources, received the Excellence in Service award, and several others received the Innovation award.

Is a home water treatment system necessary?

Many people invest in home water treatment systems to improve water taste and remove impurities, but they aren't necessary for safe drinking water. Without proper maintenance, these systems can cause water quality issues that may impact your health.

All home water treatment devices, such as refrigerated water dispensers and ice makers, require regular maintenance for safe operation. Follow the manufacturer's manual for maintenance and replace filter cartridges as advised.

Additional health information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly residents and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA and Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791) or on EPA's website epa.gov/safewater.

Taste, Odor, and Hardness

Drinking water health standards do not regulate taste, odor and hardness. However, these are harmless, aesthetic or cosmetic aspects that some consumers may find disagreeable.

Algae Bloom

Algae that grow in canals during late summer and fall can cause a "musty" odor and taste for some consumers. When these algae bloom, they produce a strong odor that may persist even after the water treatment. The city of Glendale uses activated carbon to absorb these residual odors and mitigate their aesthetic effects.

Water Hardness

Water hardness refers to the presence of minerals like calcium and magnesium, which dissolve from soils as the source water travels to the city's treatment plants. Hard water can lead to scaling in pipes, water heaters and plumbing fixtures like faucets and showerheads.

Did You Know?

Do Not Flush or Discard in the Drain

- Kitty Litter/Trash
- Paper Towels/Napkins
- Cotton Balls/Swabs/Floss
- Diapers/Feminine Products/Wipes
- Medications/Syringes/Needles

Medication Disposal

Drop off medications at the locations listed below or contact your local pharmacy.

Glendale Locations

6255 W. Union Hills Dr.
6261 N. 83rd Ave.

Syringe Disposal

For information on syringe disposal, visit www.azdeq.gov/sharps

Long Term Water Supply

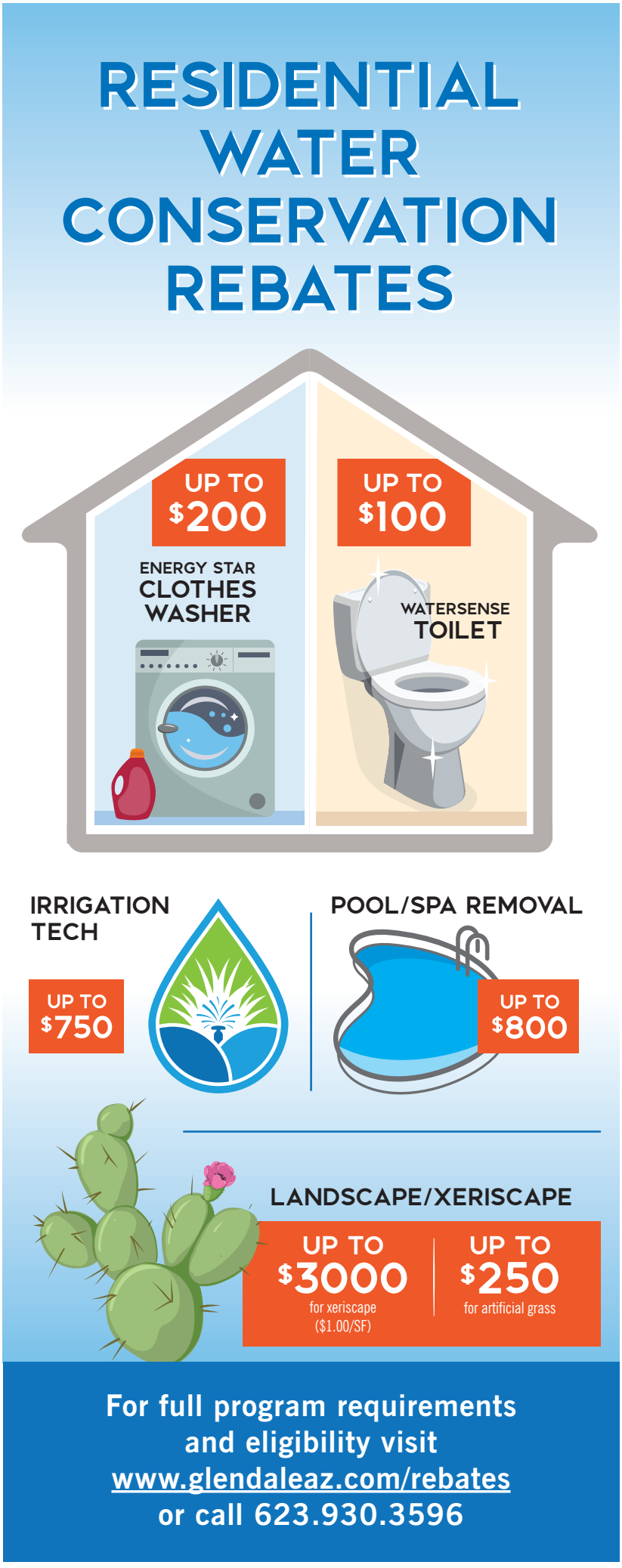
Does Glendale have enough water resources for a growing community?

Glendale has made strategic investments in long-term and renewable water resources, obtaining a 100-year Designation of Assured Water Supply from the state of Arizona. This guarantees that there are adequate water resources available for any land considered for purchase or lease within the city's water service area. As a result, the city can ensure a reliable water supply for both existing and planned developments over the next century. Additionally, Glendale has the capacity to build the necessary distribution and treatment facilities to deliver high-quality water to its growing community.

Water from Glendale's treatment plants, wells and reservoirs provides the community with high-quality drinking water for all its potable uses. These resources, along with new wells over the next five years, will enhance Glendale's capacity to deliver water across all pressure zones. The city is dedicated to maintaining and upgrading its aging drinking water infrastructure through system improvements to ensure consistent and reliable water delivery to its residents.

Glendale's Water Supply

Glendale has a 100-year water supply to support current and planned developments.



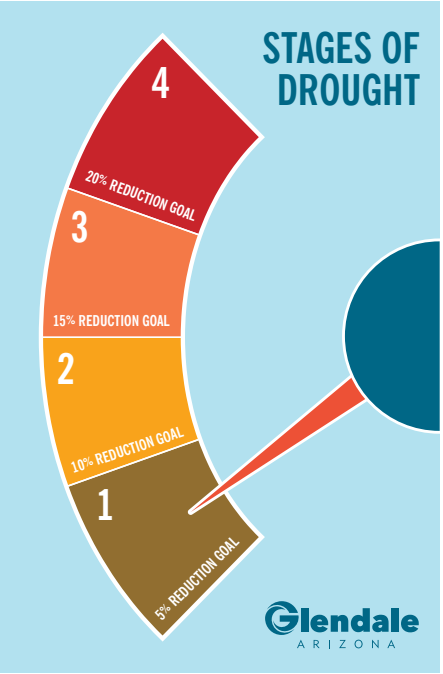
Drought Response

Glendale is Prepared for Drought

The federal government declared a Tier 1 shortage for the Colorado River System for 2024. This mandate reduced the city of Glendale's Colorado River water supply by less than 1%. In response to this reduction, the city remained in a Stage One Drought Watch for 2024 and continued to offer water conservation programs and incentives for Glendale water customers.

The city has strengthened its drought resilience by drilling new groundwater wells, participating in regional water supply projects and engaging in water exchange agreements with other entities in the West Valley area. Under Stage One of the Drought Management Plan, the city is required to reduce water use by 5%. In 2024, the city exceeded this goal by mobilizing the Drought Management Team, converting non-functional grass to xeriscape, upgrading irrigation technology and conducting water efficiency assessments.

Glendale Cares About the Water We Share



STAGE 1 - DROUGHT WATCH
- ***VOLUNTARY***
- Limit water wasting
- Limit the operation of decorative fountains

STAGE 2 - DROUGHT ALERT
- ***VOLUNTARY***
- Stage 1 measures +
- Limit the use of outdoor water misting systems

STAGE 3 - DROUGHT DECLARATION
- ***MANDATORY***
- Continue stages 1 & 2
- Restrictions on landscape irrigation days, planting winter grass and car washing
- Potential drought fine for non-compliance

STAGE 4 - DROUGHT ALERT
- ***MANDATORY***
- Continue previous stages
- More restrictions as needed

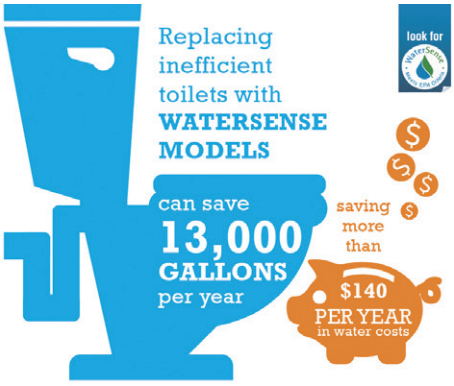
Glendale Cares About the Water We Share
GlendaleAZ.com/WaterConservation

How to Help Out with the Drought

Arizona has been experiencing a drought for over 24 years. Water is a precious resource in the desert, and every drop counts. Water conservation is essential in the Desert Southwest! Learn more at www.glendaleaz.com/drought.

Water-Wise Tips:

- Learn more about Water Conservation and Sustainable Living at www.glendaleaz.com/waterconservation. For questions, contact us at 623.930.3596 or greenliving@glendaleaz.com
- Upgrade to water and energy-saving products and receive a rebate. For details, visit www.glendaleaz.com/rebates.
  - WaterSense Toilets
  - WaterSense Irrigation Controllers
  - ENERGY STAR Clothes Washers
  - Landscape Conversions
  - Pool/Spa Removal
- Monitor your water bill and usage. If it increases, check for leaks using the Smart Home Water Guide. www.smarthomewaterguide.com
- Landscape water saving tips:
  - Purchase desert-adapted plants
  - Water your landscape efficiently www.wateruseitwisely.com/saving-water-outdoors
  - Report landscape-related water waste at www.glendaleone.com
- Check out more than 100 tips for saving water from Arizona's "Water – Use It Wisely" campaign. www.wateruseitwisely.com



Take Care of Your Landscape During Drought

- Choose desert-friendly or Arizona native plants
- Group plants together with similar water needs
- Water your landscape before sunrise to reduce evaporation
- Regularly maintain your irrigation system

www.glendaleaz.com/waterconservation

www.glendaleaz.com/environmentalprotection

623-930-3596

Water Conservation Education and Services

The Water Services Department is committed to ensuring a reliable water supply for Glendale's future. The City's Conservation and Sustainable Living Division assists businesses and residents with improving their indoor and outdoor water efficiency through these free programs and services:

- Commercial and Residential Water Audits
- Landscape Consultations, Water Budgets and Rebates
- Water Waste Investigations
- Xeriscape Demonstration Garden
- Adult and Youth Education

Watch videos on-demand to learn simple ways to create a more water and energy-efficient home and yard at http://bit.ly/GlendaleGreenVids.

Protecting the Environment

Only Rain in the Storm Drain

Stormwater originates from rain, snow or melting ice, and it flows through washes and streams. This water is naturally stored in ponds, lakes or reservoirs. Environments with porous or permeable surfaces allow stormwater to seep into the soil which benefits our desert ecosystem and contributes to groundwater resources.

Roadways, sidewalks and rooftops are impermeable surfaces that direct stormwater runoff to waterways, often carrying trash, oil and chemicals that can be harmful to the environment. Regular maintenance of drainage systems prevents sediment buildup, stops illicit discharges like pool water and paint and protects against chemical pollutants.

Federal and state laws aim to reduce sediment and pollutants in stormwater. Stormwater is managed temporarily during construction projects with Best Management Practices (BMPs) like erosion control logs, sediment fences and mesh blankets. Permanent stormwater controls like retention basins and drywells are designed to capture runoff and encourage drainage into the soil.

In the United States, low impact development (LID) is an innovative approach to managing stormwater through approaches like permeable pavement, rain gardens and on-site retention designs. These practices benefit water management and create habitats for wildlife and people in urban areas.

Stormwater pollution prevention tips:

- Dispose of pet waste appropriately
- Apply pesticides when it is not raining and as directed on the label
- Place debris from driveways, sidewalks and rain gutters in the trash can
- Do not dispose of any items in storm drains or washes
- Wash vehicles at the car wash instead of in the driveway or street
- Drain or backwash your pool water into the sanitary sewer, not the street
- Fix vehicle leaks and return used automotive fluids at an auto parts store

Glendale
ARIZONA

Tier 3 Public Notice

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the period of January 1, 2025 to January 31, 2025 we did not complete all monitoring or testing required for Total Organic Carbon (TOC), and therefore cannot be sure of the quality of the drinking water, as it relates to TOC, during that period. Monthly sampling for TOC was not conducted at one location before the associated surface water treatment plant was taken offline on January 7, 2025, thereby resulting in a Tier 3 missed monitoring violation.

Testing for TOC in January 2025 was performed by the City's process laboratory. While the test results from the process laboratory showed adequate reduction of TOC, the process laboratory's results cannot be utilized to meet compliance requirements because the process laboratory is not licensed by the Arizona Department of Health Services.

Testing for TOC is performed each month at the City's surface water treatment plants. This testing is performed on both the raw and treated water to confirm adequate reduction of TOC through the treatment process. Without adequate TOC reduction, elevated disinfection byproducts may be formed. Disinfection byproducts were monitored in January 2025 and results indicated compliance with drinking water standards.

There is nothing you need to do at this time. For more information, please contact Glendale Water Services at (623) 930-4100 or waterqualitylab@glendaleaz.com. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Want to Know More?

This report contains important information about your drinking water. To request a copy of this report in Spanish, large print, braille or in electronic format, call 623-930-4100. Hearing impaired persons may use the Arizona Relay Services (800-367-8939).

Este informe contiene información importante sobre su agua potable. Para solicitar una copia de este informe en español, llame al 623-930-4100.

Water-related topics may be discussed at the Citizens Utility Advisory Commission (CUAC) and City Council Meetings.

For more information, please visit the following websites or contact us.

Glendale City Council Agendas and Meetings:

www.glendaleaz.com/citycouncil

Citizens Utility Advisory Commission (CUAC) Meetings:

www.glendaleaz.com/citizensutilityadvisorycommission

Contact Glendale Water Services Staff:

Water Services Department: 623-930-4100 or visit www.glendaleazwater.com
Water Quality Laboratory: 623-930-3897 or email waterqualitylab@glendaleaz.com
Water Conservation: 623-930-3596 | www.glendaleaz.com/waterconservation
Environmental Protection: www.glendaleaz.com/environmentalprotection
Drought Preparedness: www.glendaleaz.com/drought
Water Conservation Rebates: www.glendaleaz.com/rebates
Water Billing: 623-930-3639 | www.glendaleaz.com/billing
Water Service Request: www.glendaleone.com

Water Quality Resources

Tap Into Quality: www.tapintoquality.com
Only Tap Water Delivers: www.drinktap.org
Water - Use It Wisely: www.wateruseitwisely.com
WaterSense: www.epa.gov/watersense