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PHX WATER SMART



HELLO FROM THE ENVIRONMENTAL & SAFETY DIVISION (ESD):

The Environmental & Safety Division (ESD) ensures that City water and wastewater facilities protect public health and the environment by maintaining compliance with environmental laws, and by providing high-quality and reliable services to the Department, City staff, and the public.

The division consists of sections that include:

BUSINESS OPERATIONS: Administrative, community outreach, laboratory safety, and environmental training coordination.

COMPLIANCE: Air, hazardous material, wastewater, and water regulatory compliance.

LABORATORY: Analytical testing of water and wastewater. Licensed by the Arizona Department of Health Services (ADHS) and certified by The National Environmental Laboratory Accreditation Program (NELAP).

MONITORING: Monitoring and sampling of water and wastewater accredited by The National Environmental Field Accreditation Program.

POLLUTION, PREVENTION, & PERMITTING: Commercial, Industrial Pretreatment, and Stormwater programs conduct inspections, prevention, permitting, and sampling.

QUALITY ASSURANCE: Quality assurance, compliance, and monitoring.

SAFETY: Safety oversight and training for all Water Services Department employees.



NATIONAL STORMWATER AWARENESS WEEK

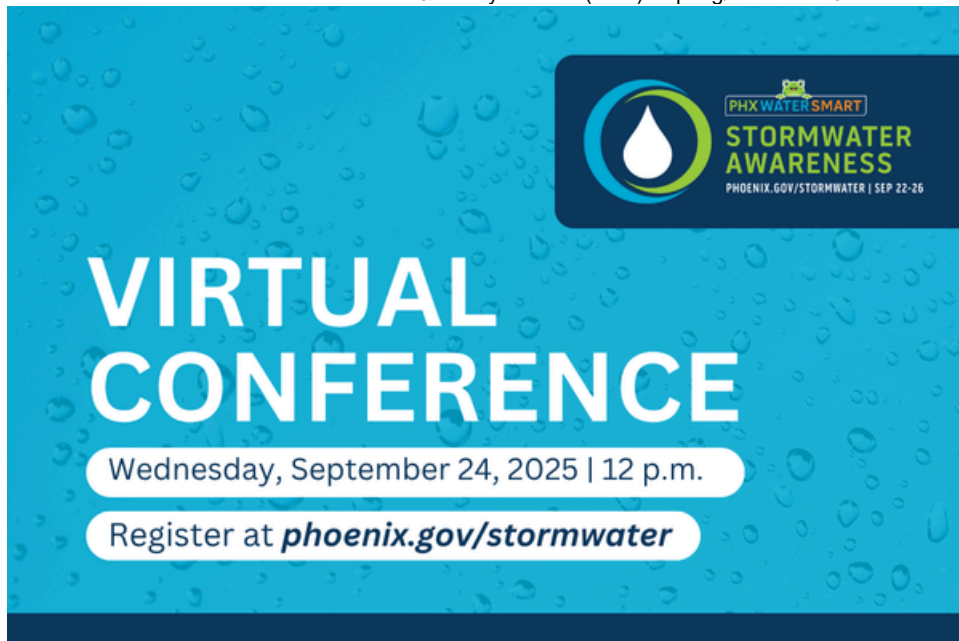
If you'd like to learn more about our division, click on the links below: The City of Phoenix will be participating in the **National Stormwater Awareness Week September 22 to 26, 2025** .

Stormwater can pick up pollutants such as oil or trash and impact our rivers, washes, and parks. Your simple everyday actions can make a huge difference and improve stormwater quality and our environment.

To learn more about what you can do to prevent stormwater pollution, visit www.phoenix.gov/stormwater and www.stormwaterawareness.org.

Register to attend a 1-hour virtual conference on Wednesday, September 24, 2025, email WSD.ESD.Outreach@phoenix.gov.

Remember, **Only Rain in the Storm Drain** .



FLUSHABLE WIPES... NOT REALLY.

Flushable wipes are actually NOT flushable. Toilet paper, by design, starts to fall apart once in water. Paper towels remain strong when wet, again by design, so they can clean up spills. And flushable wipes, can barely be ripped apart with both hands!

Flushable wipes can survive the long journey from your private sewer system all the way to either the wastewater treatment plant, or worse, the nearest lift-station. Anywhere there are pumps or other equipment, flushable wipes will cling to this equipment forming almost a rope-net of material that when combined with grease, could lead to “mini-fatbergs”. This flushable mess is difficult to remove from equipment causing downtime and additional maintenance costs.

Flushable wipes are definitely NOT flushable! Remember to ONLY flush the 3 P's: Pee, Poop, and (toilet) Paper!



WIPES, TRASH AND DEBRIS PULLED OUT OF SEWER MANHOLE.



MASSIVE WIPE-MONSTER PULLED OUT OF SEWER MANHOLE.

STORMWATER EXCELLENCE IN COMMUNICATIONS AWARD!

The National Association of Flood & Stormwater Management Agencies (NAFSMA) has recognized the efforts of the Environmental & Safety Division (ESD) Stormwater Section with the 2nd place award in the Excellence in Communications category. This award was made possible thanks to the Stormwater and Business Operations team's hard work and dedication to promoting awareness during Stormwater Awareness Week.

Part of the Municipal Separate Storm Sewer System (MS4) permit requires the City to provide public education, outreach, and opportunities for public participation in the Stormwater Management Program. Our slogan, *Only Rain in the Storm Drain*, is shared in various outreach messages via billboards, radio advertisements, social media posts, in-person community events, and a virtual workshop. Additionally, residents are asked to take an annual survey to measure their knowledge about the subject.

Our 2024 campaign included:

- 583 completed surveys
- 133 attendees at the virtual conference
- 275 on-air live DJ mentions
- 3-minute radio interview
- 4,431,000 Social Media impressions
- Two in-person community events
- Nine billboards with 3,222,332 impressions

- Over 1k posters and postcards
- Four news articles and one news segment.

Congratulations ESD!



**Stormwater Excellence
in Communications Award**

WATER QUALITY REPORT

The City of Phoenix provides drinking water to more than 1.7 million people within our 540 square-mile service area.

On average, about 95 percent of Phoenix's water comes from surface water (lakes and rivers) and the remaining water comes from groundwater (wells).

Each May, the city distributes and posts to the web a Water Quality Report that contains important information about the quality of your water. Phoenix is committed to providing the highest quality drinking water and service to our customers.

View the report at phoenix.gov/waterqualityreport.



IPP COMPLIANCE ACADEMY

Did you know? The City of Phoenix Industrial Pretreatment Program (IPP) Compliance Academy courses have been offered in-person since the 1990s to a target audience of regulated facilities with Wastewater Discharge Permits.

Many City of Phoenix staff and regulators with other municipalities and agencies also find the material useful and attend the courses.

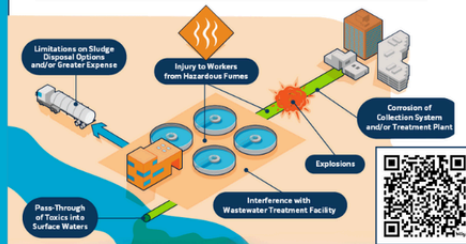
Topics include: Wastewater Discharge Permit, Wastewater Compliance Sampling, Laboratory Analytical Issues, Enforcement, Pollution Prevention (P2), and Stormwater Compliance. Since 2020, Compliance Academy offers hybrid courses with the option to attend most courses in person or virtually to effectively educate our Permittees and others.

Learn more about the Compliance Academy at phoenix.gov/IPPCompAcademy.

PHXWATERSMART
**2025 INDUSTRIAL
PRETREATMENT
COMPLIANCE
ACADEMY**

Learn rules, compliance and more of the Phoenix Industrial Pretreatment Program (IPP).

Class Name	Date	Time
Wastewater Discharge Permit <i>Enrollment Closed</i>	January 22	9 - 11 a.m.
Wastewater Compliance Sampling <i>Enrollment Closed</i>	March 26	9 - 11 a.m.
Laboratory Analytical Issues <i>Enrollment Closed</i>	May 20	8 - 11 a.m.
Enforcement <i>Enrollment June 23 - July 22</i>	July 23	9 - 11 a.m.
Pollution Prevention (P2) <i>Enrollment Aug 28 - Sept 24</i>	Sept 25	9 - 11 a.m.
Stormwater Compliance Overview <i>Enrollment Oct 20 - Nov 17</i>	Nov 18	9 - 11 a.m.

How IPP Works:


Register at phoenix.gov/IPPCompAcademy


UPCOMING EVENTS
• Compliance Academy: Enforcement

July 23, 2025

9 a.m. - 11 a.m.

To register, visit phoenix.gov/IPPCompAcademy.

• National Stormwater Awareness Week

September 22 to 26, 2025

www.StormwaterAwarenessWeek.org

• Stormwater Awareness Week Virtual Conference

Wednesday, September 24, 2025

To register, email WSD.ESD.Outreach@phoenix.gov.



ENVIRONMENTAL & SAFETY DIVISION - WATER SERVICES DEPARTMENT

200 W. Washington St.

Phoenix, AZ 85003

Website: phoenix.gov/esd

If you have questions or would like additional information, you can contact ESD at:

ask.water@phoenix.gov

(602) 262-1859

Clogged Storm drains:

(602) 262-6441

Drinking Water Compliance:

(602) 262-5012

Stormwater:

(602) 256-3190

CITY OF PHOENIX WATER SERVICES DEPARTMENT

QUALITY. RELIABILITY. VALUE.

   /PHXWATER | PHOENIX.GOV/WATER

This email contains information about the City of Phoenix Water Services Department Environmental Services & Safety Division. You received this email because you subscribed to our email newsletter, but are free to adjust your subscription at any time.

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This email was sent by Environmental & Safety Division at 200 West Washington Street Phoenix, AZ 85003.