



2018 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 the water delivered to this specific area is treated and delivered by Glendale, but billed by the City of Phoenix Water Services Department.

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.



2018 Water Quality Report

(Consumer Confidence Report)

www.glendaleaz.com/2018ccr



Glendale Water Services

Reliability • Quality • Value

— Since 1915 —



We Care About the Quality of Your Water!

This annual Water Quality Report (Consumer Confidence Report) provides information on the quality of the water provided by the city of Glendale. Our municipal water system is a valuable and unique community asset. It delivers water to every business and home in our community. Water is essential to the health of each individual and to the vitality of our community.

The quality of your drinking water is very important to us. The city tests, analyzes and monitors water quality many times every day to ensure that the water provided is clean and safe to use. The Glendale Water Services Department is dedicated to providing water reliability, quality and value.

Please take a few moments to read this report. Also included are responses to frequently asked questions.

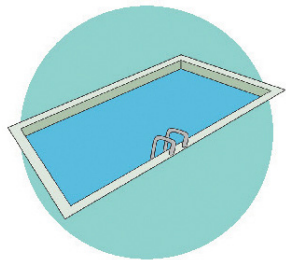




The Value of Water

Water is essential to all life and sustains our natural environment. Everyone uses water to drink, cook, clean and for sanitation. The average single-family residence in Glendale uses 9,000 gallons of water and generates 6,500 gallons of wastewater a month. The city is able to provide water and wastewater services to such residential customers for approximately \$2 per day.

The Water Services Department takes its responsibility of providing quality and reliable water, wastewater, environmental and stormwater services very seriously. Water and wastewater services are provided 24 hours a day, every day. Water Services responds to water and wastewater emergencies in a timely manner to maintain these necessary services. The Department strategically manages water supplies through long-term planning, implementation of modern technologies, and the acquisition and use of renewable water resources.



15 billion gallons of water annually cleaned & transported (equivalent to 23,010 Olympic-sized swimming pools)



1,040 miles of water lines & 703 miles of sewer pipes maintained (equivalent to the distance from Glendale to Chicago)



6 billion gallons of wastewater annually transported and cleaned (equivalent to 1.7 billion toilet flushes)



More than 8,400 fire hydrants maintained

2018 Water Quality Analysis

This table shows the results of our water quality analysis in 2018. Each substance that was detected in the water, even in the smallest traceable amount, is listed. The table contains the name of each substance; the highest substance level allowed by federal regulation; the highest level and range detected and the major sources of each substance.

SUBSTANCE	FEDERAL MCL	MCLG	MAXIMUM	RANGE	AVERAGE	UNITS	SOURCES
Arsenic ¹	10	0	7.4	ND To 7.4	4.6	PPB	Erosion of natural deposits; runoff from orchards; runoff from glass & electronics production wastes
Barium	2000	2000	155	16 To 155	89	PPB	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries
Total Chromium	100	100	36	ND To 36	11	PPB	Erosion of natural deposits; discharge from steel and pulp mills
Chlorite	1	0.8	0.49	ND To 0.49	0.42	PPM	Byproduct of drinking water disinfection
Fluoride	4	4	0.7	ND To 0.7	0.5	PPM	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer & aluminum factories
Di(2-Ethylhexyl)Phthalate	6	0	ND	ND To ND	ND	PPB	Discharge from rubber and chemical factories
Nitrate ² as Nitrogen	10	10	8.2	ND To 8.2	3.0	PPM	Runoff from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Total Organic Carbon	TT	N/A	3.0	ND To 3.01	1.0	PPM	Naturally present in the environment
Total Coliforms	Presence in no more than 5% of monthly samples	0	Highest monthly percentage 0.7%	0% To 0.1%	0.09%	P/A	Naturally present in the environment
Chlorine	MRDL = 4	MRDLG = 4	1.5	0.01 To 1.5	0.6	PPM	Water additive to control microbes
Gross Alpha (excluding Radon & Uranium) (2017)	15	0	2.1	ND To 2.1	0.8	pCi/L	Erosion of natural deposits
Combined Radium (2017)	5	0	0.7	ND To 0.7	ND	pCi/L	Erosion of natural deposits
Uranium (2017)	30	0	4.9	ND To 4.9	1.5	PPB	Erosion of natural deposits
Turbidity ³	TT=1 NTU	N/A	0.4	0.02 To 0.4	0.1	NTU	Soil Runoff
Turbidity ³	TT => 95% of Samples ≤ 0.3 NTU	N/A	99.9% of Samples < 0.3 NTU	0% To 99.9%	99.9%=TT	NTU	Soil Runoff
Total Haloacetic Acids ⁴	60 (LRAA)	N/A	18.7	ND To 18.7	14.6 (LRAA)	PPB	Byproduct of drinking water disinfection
Total Trihalomethanes ⁵	80 (LRAA)	N/A	79.0	23.7 To 79.0	56.4 (LRAA)	PPB	Byproduct of drinking water disinfection
SUBSTANCE	AL	ALG	MAXIMUM	# OF SITES ABOVE THE AL	90TH PERCENTILE	UNITS	SOURCES
Copper (2018) ⁶	1,300	1,300	307	0	235	PPB	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (2018) ⁶	15	0	7.82	0	1.51	PPB	Corrosion of household plumbing systems; erosion of natural deposits

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.

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 a drinking water disinfectant 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.

Range - The highest & 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 = milligram per liter

N/A = Not Applicable

ND = Not Detected

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

Cryptosporidium - The city of Glendale has not detected any Cryptosporidium in its source water or finished water during tests conducted in 2018. 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, the most commonly-used filtration methods cannot guarantee 100 percent 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.

1. 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, which 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. The arsenic level for 2018 was well below the 10 PPB MCL.

2. While your drinking water meets EPA standards for nitrate-nitrogen, it does contain low levels of nitrate-nitrogen. The highest 2018 value for nitrate-nitrogen in the city of Glendale's water supply was 8.2 PPM. The average value for the year was 3.0 PPM.

3. Turbidity is a measure of the cloudiness of the water. We monitor turbidity because it is an indicator of the effectiveness of our filtration system.

4. Total Haloacetic Acids (HAA5): 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. The range of the results for Stage 2 HAA5 DBP monitoring for 2018 was ND to 18.7 PPB. Water samples are collected for total haloacetic acids quarterly at 12 locations within the city. Stage 2 HAA5 DBP values are calculated as a locational running annual average.

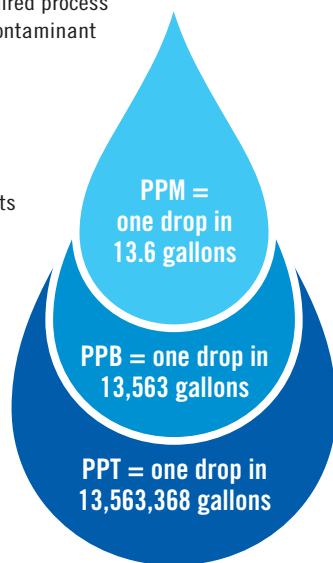
5. Total Trihalomethanes (TTHM): The sum of concentrations of chloroform, bromodichloromethane, dibromochloromethane and bromoform, which are byproducts of adding chlorine to water to kill harmful germs. The range of the results for Stage 2 TTHM DBP monitoring for 2018 was 23.7 to 79.0 PPB. Water samples are collected for TTHMs quarterly at 12 locations within the city. Stage 2 TTHM DBP values are calculated as a locational running annual average.

6. The EPA requires us to monitor for lead and copper every three years. There were 85 households tested for lead and copper in 2018. The next testing will be conducted in 2021.

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.

Lead: Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Adults who drink this water over many years could develop kidney problems or high blood pressure.

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. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.



Additional Data Tables

UCMR STUDY

ANALYTE	UNITS	RANGE	AVG.
1-Butanol	PPB	ND – ND	ND
2-Methoxyethanol	PPB	ND – ND	ND
2-Propen-1-ol	PPB	ND – ND	ND
alpha-HCH	PPB	ND – ND	ND
Dimethipin	PPB	ND – ND	ND
Ethoprop	PPB	ND – ND	ND
Germanium Total ICAP/MS	PPB	ND – 0.39	0.38
O-Toluidine	PPB	ND – ND	ND
Oxyfluorfen	PPB	ND – ND	ND
Profenofos	PPB	ND – ND	ND
Quinoline	PPB	ND – ND	ND
Tebuconazole	PPB	ND – ND	ND
HAA5	PPB	5.3 – 17	10.58
Total HAA6Br	PPB	8.3 – 20	12.92
Total HAA9	PPB	11 – 34	20.67
Total Permethrin (trans & cis)	PPB	ND – ND	ND
Tribufos	PPB	ND – ND	ND
Manganese	PPB	0.5 – 12	3.05
Bromide	PPB	75 – 130	102
Lorsban [Chloropyrifos]	PPB	ND – ND	ND
Total Organic Carbon	PPM	2.9 – 3.2	3.03
Butylated hydroxyanisole	PPB	ND – ND	ND

Fourth Unregulated Contaminant Monitoring Rule (UCMR4) – Under the 1996 amendments to the federal Safe Drinking Water Act, the U.S. Environmental Protection Agency is required once every five years to issue a new list of up to 30 unregulated contaminants for which public water systems must monitor.

SUBSTANCES OF FREQUENT INTEREST TO CUSTOMERS

ANALYTE	UNITS	RANGE	AVG.
Aluminum	PPB	ND – 236	129
Calcium	PPM	27 – 87.2	64
Chloride	PPM	54 – 437	158
Iron	PPB	ND – 189	22
Magnesium	PPM	13 – 50.9	24
Manganese	PPB	ND – 16	10
Potassium	PPM	ND – 8.4	5.5
Sodium	PPM	53 – 258	126
Sulfate	PPM	37 – 368	177
Bromide	PPM	ND – ND	ND
Hardness	Grains/Gal.	8.1 – 18.1	15.4
Hardness	PPM	139 – 310	271
pH	Std. Units	7.4 – 8.1	7.8
Alkalinity	PPM	64 – 178	127
TDS	PPM	432 – 932	654
Temperature	(°C)	14.4 – 36.6	25

The intent of this rule is to provide baseline occurrence data that the EPA can combine with toxicological research to make decisions about potential future drinking water regulations. We are currently going through the fourth round of this constituent testing.

The UCMR4 requires that each Public Water System conduct monitoring of their potable water systems during 2018-2020. The city of Glendale was required to begin monitoring for the UCMR 4 during 4th quarter of 2018. Four (4) consecutive quarters of monitoring are required to meet the federal requirement. This includes monitoring for a total of 30 chemical contaminants: 10 cyanotoxins (nine cyanotoxins and one cyanotoxin group) and 20 additional contaminants (two metals, eight pesticides plus one pesticide manufacturing byproduct, three brominated haloacetic acid [HAA] disinfection byproducts groups, three alcohols, and three semivolatile organic chemicals [SVOCs]).

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

If I have health problems, how will drinking tap water affect me?

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, 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).

Is bottled water better?

Bottled water is not necessarily better than water you receive from your faucet. 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.

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



Frequently Asked Questions

Does Glendale have enough water resources for a growing community?

Strategic investments in securing long-term and renewable water resources have allowed the city of Glendale to earn and maintain a designation of Assured Water Supply from the state of Arizona. The designation of Assured Water Supply ensures residents, businesses and investors that there are sufficient water resources for land under consideration for purchase or lease within the city's water service area.

Glendale has a 100-year water supply for all existing and planned developments within the city's water service area and is capable of building the necessary distribution and treatment facilities to deliver high quality water to a growing community.



Roosevelt Dam on the Salt River

Is it true that drinking water containing high nitrate levels is a health concern?

Nitrate in drinking water at levels above 10 parts per million poses 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 due in part to rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider. The nitrate level in Glendale's drinking water meets safe drinking water requirements.

Is a home water treatment system necessary?

The use of a home water treatment system is a personal decision. Some people invest in home water treatment systems to enhance the taste of water and to further remove impurities. Home water treatment systems are not needed to make water safer. In fact, if not properly maintained, home water treatment systems may cause water quality problems that may affect your health.

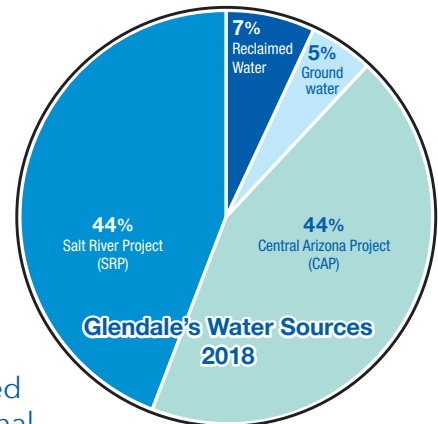
All home water treatment devices, including refrigerated water dispensers and ice makers, need regular maintenance to operate effectively and safely. Follow the operating manual that comes with the home water treatment system to ensure that your system is properly maintained and operated in accordance with the manufacturer's directions. Filter cartridges should be changed on a regular basis as recommended by the manufacturer.

Frequently Asked Questions

Where does Glendale's water come from?

The city uses renewable water supplies from the Salt, Verde and Colorado rivers, and stored water credits that are 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 a series of lakes operated by the Salt River Project (SRP). Runoff from the Colorado River watershed is stored in Lake Powell, Lake Mead, and Lake Pleasant and delivered to Arizona through the Central Arizona Project (CAP) canal.



Salt River Project (SRP) – Snow and rain run-off from the Salt and Verde River watersheds.

Central Arizona Project (CAP) – Snow and rain run-off from the Colorado River watershed.

Groundwater – Underground water pumped from wells.

Reclaimed Water – Treated, recycled wastewater for non-potable use (landscape, industrial uses, etc.).

Is Glendale prepared for drought?

The Western U.S. is in an ongoing 20-year drought. This has greatly impacted the Colorado River system including Lake Mead and Lake Powell. It is anticipated that if the drought continues, Arizona will see its Colorado River supplies reduced.

Even though we are in a drought, Glendale is well prepared to meet water demand during drought or water shortage conditions. The city's Drought Management Plan ensures that best management practices are in place to minimize the negative impacts of water shortages resulting from drought. Through careful planning and resource management, we are fortunate to have many water sources available to us – assuring us a long-term supply.



Tap Into Quality

Tap water. You turn on the faucet, it's always there. It may be taken for granted, but tap water quality, convenience and value is not taken lightly by the people who ensure it is safe and available when you want it. The safety, convenience and affordability of tap water is the message being communicated by "Tap Into Quality," a public education campaign designed to keep citizens informed about the quality of their tap water. To learn more about your tap water, and check out an informative video, visit www.tapintoquality.com.

Additional Information

Potential Source Water Impurities

The city of Glendale's raw water sources include rivers, lakes, reservoirs and wells. As water travels from these sources, it dissolves naturally occurring minerals and, in some cases, radioactive material. Water can also pick up substances remaining from the presence of animals or people. Substances that may be present include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring, or a result of storm water runoff, industrial or domestic wastewater discharges, mining or farming.
- Organic chemical contaminants, including synthetic and volatile organics which are byproducts of industrial processes. These also can come from gas stations, storm runoff and septic systems.
- Pesticides and herbicides, which may come from agriculture, storm water runoff and homes.
- Radioactive contaminants, which can be naturally occurring.

The city treats and processes the water to improve quality and has an extensive water testing program to ensure water quality standards are met.

Source Water Assessment

The Arizona Department of Environmental Quality (ADEQ) conducts source water assessments of surface water and groundwater sources in Arizona. The assessments include 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.

To ensure high quality water, the city treats the water received from all sources prior to delivery. The city of Glendale's top priority is to provide safe drinking water 24 hours a day, every day.

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 vs3@azdeq.gov

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



2018 Water Service Enhancements

Each year, the city of Glendale works hard to provide you and the community with safe, reliable drinking water and outstanding customer service. The Water Services Department is continually improving our services, facilities and operations. Here are some of the initiatives and projects completed in 2018.

- Conservation and Sustainable Living, a division within the Water Services Department, offers free water efficiency assessments for commercial, industrial, and institutional customers through the new Glendale Water Efficiency Program (GWEP). This program has helped 9 local businesses and nonprofits identify 2.5 million gallons of potential water savings through repairs and upgrades.
- There are approximately 25,000 water valves throughout the city, with 400 valves that are non-operational. In 2018, the Water Distribution division began working with a local contractor to completely replace all non-working valves. This project will improve the Department's ability to more effectively and efficiently isolate problems and significantly limit any impact on residences and businesses when maintenance and repairs are needed.
- The anticipated 15 million gallons per day expansion of the Pyramid Peak Water Treatment Plant was initiated. Once design is 100% complete, construction is expected to begin the summer of 2019.
- Various projects and assessments have continued at the Cholla Water Treatment Plant including booster station improvements, numerous upgrades, administration building repairs, and rehabilitation of the process lab, all of which are aimed at maintaining safe and reliable water services for the citizens and businesses of Glendale.
- The Arrowhead Ranch Water Reclamation Facility underwent various improvement projects that are slated to be complete in 2019, and design and scoping phases have begun for future improvement projects at the West Area Water Reclamation Facility.



Water Services Receives Multiple Awards in 2018

Arizona Forward awarded the Water Services Department with the 2018 “Crescordia Award” in the category of Environmental Education and Communication for its one-of-a-kind Desert Food Forest program. The Desert Food Forest, located at Glendale’s Main Library, is part regenerative landscape and part outdoor classroom. It introduces residents and visitors to the Sonoran Desert’s array of more than 100 water-wise edible plants and shows them how those plants, with their alternating fruiting seasons, can produce year-round food for both people and wildlife.

Arizona Water Association recognized the Water Services Department for its ongoing commitment to safety with four safety awards at the 2018 state conference. Donald Skinner, Senior Water Treatment Plant Operator, was also awarded “Operator of the Year - Large System Treatment Plant” for his professionalism and outstanding service to the AZ Water Association. With over 40 years in the water industry, Mr. Skinner operates the Oasis Water Treatment Plant - a campus that treats surface and groundwater.

Water Environment Federation recognized the Water Services Department’s comprehensive stormwater program with two awards in 2018: “Gold Level in Program Management” and “Silver Level in Innovation.” This program was recognized for finding new and innovative ways to meet and exceed regulatory requirements in technically effective and financially efficient ways.



Tips About Your Drinking Water



Water Hardness

Hardness is a measure of the minerals calcium and magnesium present in water. As water moves through or over the earth, it picks up these naturally occurring minerals that make the water “hard.” Usage of the word “hard” in this case refers to the difficulty with which suds form when using soap. The harder the water, the more soap is required to produce suds. The amount of hardness in the city of Glendale’s drinking water in 2018 ranged between 139 to 310 PPM or 8.1 to 18.1 grains per gallon. Hard water is not a primary water quality standard and is not considered to be a health concern. According to the National Research Council (National Academy of Sciences), hard water generally contributes a small amount toward the total human dietary need for calcium and magnesium.

Musty Taste & Odor

Occasionally tap water may have an earthy, musty or fishy taste or odor. This seasonal condition is caused by the turnover of our lakes each spring and fall, or by the presence of algal blooms in our lakes or rivers. It is important to note this taste and odor poses no health concern. The city uses advanced treatment techniques, such as granular-activated carbon to improve the taste and quality of our water.

Chlorine Taste & Odor

Glendale has a long and successful history of water treatment using chlorine. Chlorine content is checked daily throughout the city’s water distribution system to ensure that safe and adequate levels are maintained for the highest level of quality control. Without proper initial disinfection and continuous residual protection in the distribution system, the city’s entire water distribution system would be vulnerable to bacteria. The taste or odor of chlorine can be reduced or eliminated by setting an open pitcher of tap water in your refrigerator overnight before using it.

Cloudy Water

Cloudy water is usually caused by temperature change and the presence of dissolved air in the water. When water appears to have a milky white, gray or carbonated appearance, a simple test may help to identify the cause. Fill a clear glass with tap water and observe it over a minute or so. If the glass clears from bottom to top, then the cloudy appearance was dissolved air escaping into the atmosphere. There is no known health risk associated with cloudy water.

Water Conservation



The Water Services Department is committed to ensuring a reliable water supply for Glendale's future. The city's comprehensive water conservation program assists businesses and residents with improving their indoor and outdoor water efficiency. For more information about the city's free green-living classes, landscape consultations and water conservation incentives, visit www.glendaleaz.com/waterconservation or call 623-930-3596.

Receive a Rebate for Removing Grass

Since 1986, over 5,400 residents have received a landscape rebate from the Department for converting over 100 acres of grass to Arizona-friendly yards. Save time, water, energy and money by making the switch to a more water-efficient landscape. Here are three easy steps on how to get started:

Rebate Amount / Grass Removed	
\$150 / 500-1500 ft. ²	\$600 / 3500-4500 ft. ²
\$300 / 1500-2500 ft. ²	\$750 / 4500+ ft. ²
\$450 / 2500-3500 ft. ²	

1. Get free landscape information.

Receive free brochures on how to successfully convert grass to a water-smart landscape by calling 623-930-3760 or visiting www.glendaleaz.com/waterconservation/brochures.cfm.

2. Remove at least 500 square-feet of grass.

The converted area must be landscaped with Arizona-friendly plants (bare soil and artificial turf do not qualify). Proof of grass removal will be required, so be sure to take a picture before you start removing grass.

3. Schedule a landscape inspection.

Call 623-930-3760 to schedule your landscape inspection. After the inspection, you will receive a rebate. The amount of the rebate is dependent on the amount of grass removed.

Protecting the Environment



Control Fats, Oils and Grease at Businesses and Homes

Fats, oils, and/or grease (FOG) have the potential to collect in drains and sewer pipes and can cause expensive and undesirable clogs. To prevent grease build-up in the sewer pipes, the city maintains an inspection program of commercial businesses including eating establishments, auto repair shops, commercial laundries and car washes.

What you can do - Do not put grease down your garbage disposal or sink. For tips on how to properly dispose of FOG, visit www.glendaleaz.com/utilities.

You Can Help Keep Our Waterways Clean

When it rains, our yards, driveways and streets can become channels to our waterways. Rainstorms can wash fertilizers, herbicides, pesticides, oil and other chemicals into the streets and eventually our waterways. Use pesticides, herbicides, and fertilizers sparingly and do not apply just before, during, or immediately after a rain event. Follow the manufacturer's directions when using these chemicals. Learn how to protect stormwater quality at www.azstorm.org.

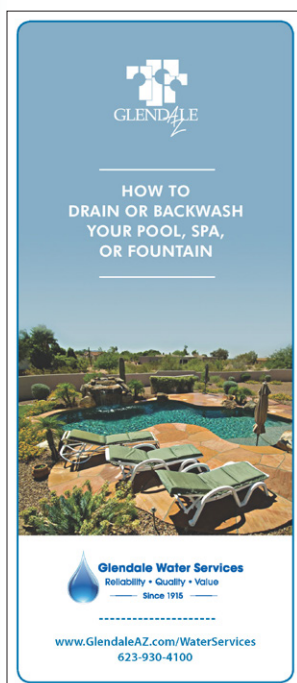
Pet waste is a major contributor to stormwater pollution. Pet waste contains harmful bacteria and parasites. You can make a difference by being a responsible pet owner. Be prepared. Carry bags with you and pick up your pet's waste. This will help protect the environment.



Are Water Leaks Draining Your Piggy Bank?

The average household loses more than 10,000 gallons of water each year through leaks. Finding and fixing leaks is now easier with the "Smart Home Water Guide." This free step-by-step guide will help you find leaks that are draining your piggy bank and provide you with tips to improve your home water efficiency. Get a free copy by calling 623-930-3553 or access the online version at www.smarthomewaterguide.org.

Protecting the Environment



How to Drain or Backwash Your Pool, Spa, or Fountain

The water in pools, spas and fountains contains chemicals, such as salt and chlorine. When you drain your pool water into the storm drain, it goes into our washes and parks where it can be harmful to the environment. For this reason, the city of Glendale has an ordinance prohibiting the discharge of pool water into the streets.

Option 1 - Use a drain hose to connect to the sanitary sewer cleanout, which will send the water directly to a Glendale water reclamation facility. The city can treat and reuse this water for landscape irrigation or groundwater recharge.

Option 2 - Use pool, spa, or fountain water to irrigate your landscape. It must be retained on the property. Follow the recommendations in the city's pool draining brochure at www.glendaleaz.com/waterservices.

Safely Dispose of Unused Medications and Personal Care Products

Have you ever wondered what to do with expired or unneeded prescription and over-the-counter medications? The discarding of unwanted medications down the toilet or sink is no longer acceptable because many medications cannot be broken down at a water reclamation facility.

Option 1 - Keep all unused medication in its container and place it into a MedReturn Box at the following Glendale police stations:

Foothills Station - 6255 W. Union Hills Dr.

Gateway Station - 6261 N. 83rd Ave.

Option 2 - Put your unused medication into a sealable bag or container and mix with an undesirable substance (such as kitty litter or used coffee grounds). Dispose of the bag or container in the trash. Keep away from children and pets.

Option 3 - Contact your local pharmacy to see if they collect unused medications.

Follow the recommendations in the city's updated drug disposal brochure at www.glendaleaz.com/waterservices.



Public Notice (Tier 3)

The city of Glendale is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. On October 9, 2017, we collected a sample from Arrowhead Ranch Well 22 Point Of Entry (POE) which had a result of 1.6 ppb for Di-(2-Ethylhexyl)Phthalate. This result of 1.6 ppb is below the federally-mandated maximum contaminant level (MCL) of 6 ppb.

Although the concentration detected was low, regulations require the frequency of monitoring to increase from annually to quarterly. During the first quarter of 2018, we did not collect the required quarterly sample at Arrowhead Ranch Well 22 POE because the well was not being used. A Notice of Violation (2018-31412) was issued for the missed monitoring in the first quarter of 2018. Compliance was achieved with the collection of a sample in the second quarter of 2018. Due to a delay in reporting the second quarter results, a Notice of Violation (2018-31413) was issued but compliance was achieved upon submittal of the results in August 2018.

The required quarterly monitoring of Arrowhead Ranch Well 22 POE continued in the third and fourth quarters of 2018, and Di-(2-Ethylhexyl)Phthalate has not been detected in any of the samples collected in 2018. There are no adverse health effects related to the missed monitoring in the first quarter of 2018 because the well was not in use. No one was at risk and there is nothing you need to do.

Also in 2018, the city received notification from the Arizona Department of Environmental Quality to increase the frequency of monitoring for nitrate at three wells (SRP Well 22 POE, SRP Well 27 POE, and SRP Well 30 POE) to quarterly beginning with the third quarter of 2018. The City has implemented the required quarterly monitoring of SRP Well 27 POE and SRP Well 30 POE. SRP Well 22 was removed from active service and no additional monitoring is required. There are no adverse health effects related to the situation since all nitrate results were below the MCL of 10 mg/L.

Want to Know More?

Water-related topics may be discussed at the Citizens Utility Advisory Commission (CUAC) and City Council meetings. Please visit the following webpages for more information.

Glendale City Council Agendas and Meetings:

www.glendaleaz.com/Clerk/agendasandminutes/Legistar.cfm

Citizens Utility Advisory Commission (CUAC) Meetings:

www.glendaleaz.com/Clerk/publicnotices.cfm

Contact Glendale Water Services Staff:

Water Services Department: 623-930-4100 | www.glendaleaz.com/waterservices

Water Quality Laboratory: 623-930-3885 | Water Billing: 623-930-3190

Water Conservation: 623-930-3596

Visit the following resources to learn more:

Tap Into Quality: www.tapintoquality.com

Only Tap Water Delivers: www.drinktap.org

Water Use It Wisely: www.wateruseitwisely.com

Water Sense: www.epa.gov/watersense

Water Services FAQs: www.glendaleaz.com/utilities/faqs.cfm



Glendale Water Services

Reliability • Quality • Value

— Since 1915 —

This report contains important information about your drinking water.

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

Este informe contiene información importante acerca de su agua potable.

Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda 623-930-4100.