

Environment & Water



Environment

Animal Control

Animal Control Services has many responsibilities including:

- Returning animals to their owners
- Investigating and following up on injuries inflicted on animals
- Observing and examining impounded animals for rabies
- Enforcing leash laws and other animal control ordinances
- Capturing and impounding stray animals
- Promoting the adoption of animals or providing for the humane disposal of unwanted stray animals
- Vaccinating dogs and cats against rabies
- Issuing dog licenses as required by law
- Issuing kennel permits
- Removing dead animals from county roadways only

Dead Animal Pick Up

The city of Phoenix will remove dead animals in the city right-of-way and pick up dead pets from your home at no cost. It is illegal to bury a dead animal or place it in your trash container for collection. For a fee, commercial companies can pick up dead animals on private property. To have a dead animal in the city right-of-way picked up or a dead pet removed, call the Public Works Department at 602-262-6791.

Report dead animals on freeways to the Arizona Department of Transportation at 602-257-1563

Maricopa County Animal Care & Control Services

2323 S. 35th Ave.
Phoenix, AZ 85009
602-506-7387

Website: maricopa.gov/pets/default.aspx

Dust Issues

The Maricopa County Air Quality Department (MCAQD) is the lead agency for the regulation of air pollution in the county. In response to continued dust pollution issues, the county has developed stringent regulations to control dust from industries, construction sites, earth moving operations, unpaved roads, unpaved parking lots, vacant lots and other sources.

The city also has a role in the regulation of dust pollution through the Neighborhood Preservation Code. City ordinance requires owners and operators of certain unpaved parking lots and disturbed vacant lots to control dust. In addition, the city's Zoning Ordinance requires that parking areas be "dust free" as defined in

the Neighborhood Preservation Ordinance Article 2, §39-7.

Dust is the result of a number of different causes and is regulated by different governmental departments. Use the following information to report excessive dust, or to find out more:

- **Construction, industrial sources, private roads, or the use of leaf blowers**
The Maricopa County Air Quality Department 602-372-2703
- **City streets or alleys**
Phoenix Streets Maintenance - 602-262-6441
- **Parking lots, driveways, or vehicles on vacant lots**
Phoenix Neighborhood Preservation - 602-262-7844
- **Blowing or sweeping debris into city streets**
Phoenix Storm Water Program - 602-256-3190

Fireplaces

Fireplace and/or wood stove use is permitted, but not recommended. Wood-burning produces fine particulate matter that can be harmful to our lungs, and carbon monoxide and other toxins can harm our health. Maricopa County provides a daily recorded advisory, available after 10:00 a.m., at 602-506-6400. If you need a fireplace or wood stove exemption, call 602-506-6700.

Graffiti (see pg. 118)

Hazardous Materials

Disposing of Household Hazardous Waste Material (HHW)

Household hazardous material is anything that is toxic, flammable or corrosive. This includes pool chemicals, brake and transmission fluid, used motor oil, turpentine, paint, paint thinner, spot remover, car batteries, antifreeze, pesticides, insecticides and herbicides. Throwing such items in the garbage, down the drain or on the ground can poison our water and land. Dispose of your hazardous material properly.

For information, call 602-262-7251 or visit: phoenix.gov/GARBAGE/bopa.html

The Public Works Department, Solid Waste Division, sponsors citywide hazardous waste disposal events throughout the year at different locations. Hazardous materials such as batteries, oil, paint and antifreeze are collected to keep them out of the city landfill and sewers, and to provide safe, environmentally sound disposal or recycling.

HHW Collection Dates and Sites

The collection hours of posted BOPA events are 8:00 a.m. to 2:00 p.m. only, Thursday through Saturday. No commercial loads, medical waste, explosives or radioactive waste will be accepted. Household Hazardous Waste Collection is a free service for Phoenix residents.

When bringing HHW items, remember these tips:

- Proof of Phoenix residency will be requested. (Bring your water bill)
- A maximum of five over-the-road-tires per resident will be accepted. No tractor or oversize tires will be allowed
- If possible, seal items in their original containers or clearly label all items not in their original containers
- Computers, televisions, refrigerators, plastic bags, and shredded paper are also accepted at HHW events
- Place items in a cardboard box. Wrap glass bottles in cloth or newspaper so they do not break while transported
- Place the cardboard box in the trunk of your car or in the bed of your pickup truck. Keep items away from passengers
- Follow directions once you reach the event site

At the site, event staff will unload the HHW materials from your vehicle. You will be asked to stay inside your vehicle. For information, call 602-262-7251 or go to: phoenix.gov/GARBAGE/bopa.html

Illegal dumping

Our beautiful desert is often marred by illegal dumping. If you witness or suspect illegal dumping activity, please call 602-262-7251.

Keep Phoenix Beautiful *(see pg. 55)*

Landfills - Phoenix has two disposal facilities:

27th Avenue Solid Waste Management Facility:

- Located at 27th Avenue & Lower Buckeye Road

Hours of Operation:

- Weekdays 5:30 a.m. to 5:00 p.m.
- Winter (October - April), Saturdays & Holiday Hours: 8:00 a.m. - 4:00 p.m.
- Summer (May - September), Saturdays & Holiday Hours:



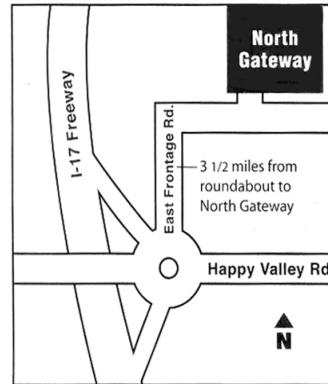
6:00 a.m. - 2:00 p.m.

North Gateway Transfer Station:

- 30205 North Black Canyon Highway (4 miles north of Happy Valley Road, on the East Frontage road, just east of I-17)

Hours of Operation:

- Weekdays 5:30 a.m. to 5:00 p.m.
- Winter (October-April) Saturdays, & Holiday Hours: 8:00 a.m. - 4:00 p.m.
- Summer (May-September), Saturdays & Holiday Hours: 6:00a.m. - 2:00 p.m.



Both facilities are closed **Thanksgiving Day, Christmas Day, and New Year's Day**

On weekends, Phoenix residents with non-commercial loads of 12,500 pounds or less (vehicles plus load) may dump covered loads for free or non-covered loads for \$10. On weekdays, covered loads cost \$20 and non-covered loads cost \$30. All fees must be paid in cash.

On weekdays, Phoenix residents may show the bottom half of their most recent paid municipal services bill, along with matching identifications for free disposal of one small, covered, non-commercial load per month. Non-covered loads will be charged \$10. Both facilities feature recycling drop-off areas. For information, call 602-262-7251.

Noise Complaints

Airport Noise

To file a noise complaint or obtain information about aircraft noise, call Phoenix Sky Harbor International Airport at 602-273-4300.

Loud Noise and Allowable Time Frames

Construction, demolition, alterations and lawnmowers can start in a residential area between 6:00 a.m. and 7:00 p.m. from May 1st to October 1st and on weekdays, except in case of urgent necessity in interest of public health, safety and then only with permit from Development Services.

Ice Cream Truck Vendors

Ice cream trucks only can play pleasing melodies, but not between the hours of 1:00 p.m. and 3:00 p.m. and 9:00 p.m. through 10:00 a.m., per chapter 23, section 15 of the city code.

In a residential area, it is unlawful for any person to operate an ice cream truck

after 7:00 p.m. or sunset, whichever is later, and before sunrise.

Loud Radios

Disturbing noise is not allowed between the hours of 11:00 p.m. and 7:00 a.m. Call 602-262-6151.

Recycling**Garbage and Recycling Collection**

More than half of what we throw away can be recycled. Recycling helps conserve landfill space, preserve natural resources and control rising waste disposal costs.

Homeowners that receive city garbage collection can participate in the citywide "Phoenix Recycles" program. Each home can have two storage containers - one black or green container for bagged and tied garbage and the other, a blue container, for recycling (to request additional containers, contact Solid Waste Customer Service at 602-262-7251).

Blue recycling containers are collected each week. If you are a new homeowner, please consult the literature delivered with your container for the correct day of collection for your home, or watch when your neighbors place their containers out or call Solid Waste Customer Service at 602-262-7251 to verify your service day.

Containers may be placed at the curb for service after 6:00 p.m. on the day preceding collection, but must be out by 5:30 a.m. the day of collection to ensure service. Containers should be removed prior to 5:30 a.m. of the day after collection. Store containers between collection days on your property so as to not interfere with pedestrian or vehicular traffic.

For updated information on recycling, please visit:
phoenix.gov/PUBLICWORKS/recyclemain.html

Septic Systems

For assistance with faulty septic systems or requirements for septic system installation, contact:

Maricopa County**Water and Waste Management Department**

1001 N. Central Ave., Suite 150
Phoenix AZ 85004
602-506-6666 / 602-506-6676

Sustainability

Phoenix demonstrates its commitment to environmental stewardship through sustainability programs that have helped us to thrive in our unique and beautiful desert environment. Phoenix has long been recognized as an environmental leader in the state and is now gaining national attention as a sustainability champion with its many award-winning and innovative programs.

The Mayor, City Council and city management are committed to reducing air

pollution and greenhouse gases, conserving energy and water resources, providing recreational opportunities, preserving open space and wildlife, and restoring blighted land and riparian habitat.

The city has more than 80 sustainability programs. For more information go to: phoenix.gov/sustainability

Trash Collection – Bulk and Uncontained

Bulk trash, which includes limbs and lumber cut into four-foot lengths, cardboard moving boxes, palm fronds, small scrap metal, appliances, water heaters, furniture and bagged or boxed yard clippings, is collected four times a year. The upcoming week's collection schedule is included on The "City Page", published every Friday in the Valley & State section of The Arizona Republic. The schedule is also printed quarterly in Notes, which is mailed with the city water bill.

You can also call 602-262-7251 or see the Bulk Trash Collection Schedule calendar at wwwphoenix.gov/GARBAGE/trshpam.html

Items such as dirt, rocks, concrete, bricks, large auto parts, large heavy metal objects, tires, construction or demolition materials, piping more than one inch in diameter, glass doors, windows, mirrors and appliances that contain chloro-fluorocarbons (CFC's) must be disposed of. For assistance, call 602-262-7251 or e-mail to pwserve@phoenix.gov

"White Goods" Appliance Recycling Program

"White Goods," or appliances and electronics can now be collected on an appointment basis. Acceptable items are refrigerators, freezers, stoves, air conditioners, evaporative coolers, water coolers, dishwashers, water heaters, stereos, washers, dryers and computer monitors. A \$20 fee will be charged to your municipal service bill within two weeks of pickup.

Remember to put appliances/electronics in front of your property – not in the alley. Secure all doors and remove any water/food from the appliances. To schedule a collection of your appliances and electronics, call customer service at 602-262-7251.

Water Services

Phoenix Water Services Department provides water and sewer services within the city. Information is available in English or Spanish. Subjects include: turning on/turning off service; billing questions and rates; water quality; water pressure; problems with service, including emergencies; and information about draining swimming pools. For information, call 602-262-6251 during normal business hours (8:00 a.m.- 5:00 p.m., Monday - Friday).

Customer Service Offices & Municipal Services Bill Payment Locations

- 305 W. Washington St. (8:00 a.m. - 5:00 p.m.; Monday - Friday)
- 10255 N. 23rd Ave. (8:00 a.m. - 5:00 p.m.; Monday - Friday)
- 4105 N. 51st Ave Suite #119 (8:00 a.m. - 5:00 p.m.; Monday - Friday)
- 26 E. Baseline Road (8:00 a.m. - 5:00 p.m.; Monday - Friday)
- 17010 S. 48th St. (9:00 a.m. - 6:00 p.m. Monday - Thursday/Closed Fridays)

Additional Bill Payment Options:

You can make payments 24-hours a day, 7 days a week at a UTT Payment Machine, which is similar to an ATM. When using the payment machine you will need your bill, and you have the option to pay by check, money order, or cash (no change is given).

Pay in person at Chase Bank: Bills can be paid at any Chase branch office throughout the valley. When using the payment method you will need to bring a copy of your bill. **(Note: No delinquent bills or bills with the final turnoff notices can be paid through this method.)**

TDD/TTY Phone for Hearing Impaired

Customers and others who are hearing impaired may receive all water and sewer services available by calling 602-534-1113.

Turn-on/Turn-off

To turn on water service, call 602-262-6251. Homeowners must provide their name, mailing address, daytime phone number, title company and escrow number.

Renters need to provide their name, address and phone number, and the name, address and phone number of the property owner. To turn off your water service and arrange for a final bill, call 602-262-6251 at least one day before you want service stopped.

Water Emergencies

To report a water emergency, a broken water main, fire hydrant or water gushing from the middle of the street, call 602-261-8000 24-hours a day.

Sewer Emergencies

To report a sewer emergency, sewer back-up or sewer overflow, call:

- 602-262-6691 during normal working hours (6:00 a.m. - 3:00 p.m., Monday - Friday)
- 602-261-8000 during evening hours (3:00 p.m. - 6:00 a.m., weekends or holidays)

Emptying Swimming Pools

Draining or back-washing your pool into the street or alley is against the law. Use pool water to irrigate your lawn, plants or shrubs. After using as much as you can, find your sanitary sewer clean-out, usually located within two or three feet of an exterior wall and near the bathroom. Remove the cap and pump the pool water into the sewer at a rate not to exceed 20 gallons per minute; a faster rate could cause it to back-up into your house. You can rent pumps from swimming pool supply stores or equipment rental companies. For information, call 602-262-6251.

High/Low Water Pressure

If you have a problem with your water pressure, call 602-262-6251.