Water Services

Mission Statement

To provide high quality, reliable and cost effective water services that meet public needs and maintain public support.

Key Services

Provide water service and treat wastewater

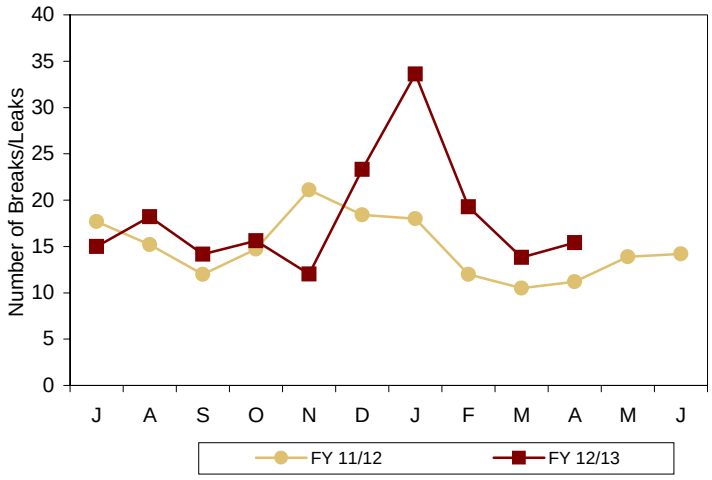
Water Main Breaks/Leaks

Target: 360 max | **YTD Leaks: 180**

Goal:
Ensure good maintenance of water mains and reduce water waste

Target:
Less than 30 per month / less than 360 per year

Significance:
The national average is 40 leaks per 100 miles of water mains. However, our department maintains a standard of no more than 30 per 100 miles. Keeping track of this measure will help staff better manage the distribution system.



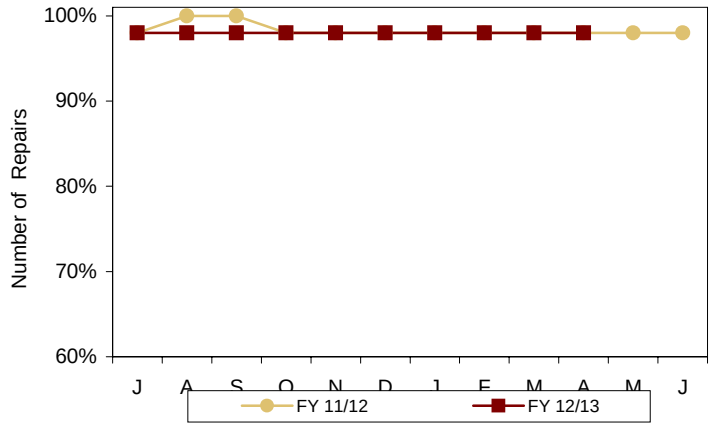
Waterline Leaks Repaired

Target: 95% | **YTD Average: 98%**

Goal:
Reduce water waste

Target:
95% repaired within 48 hours of identification of underground utilities

Significance:
To ensure the city does its best effort to reduce lost water through leak repairs. All water leaks included in this measure are prioritized by severity.



Visit us on the web at ***phoenix.gov***

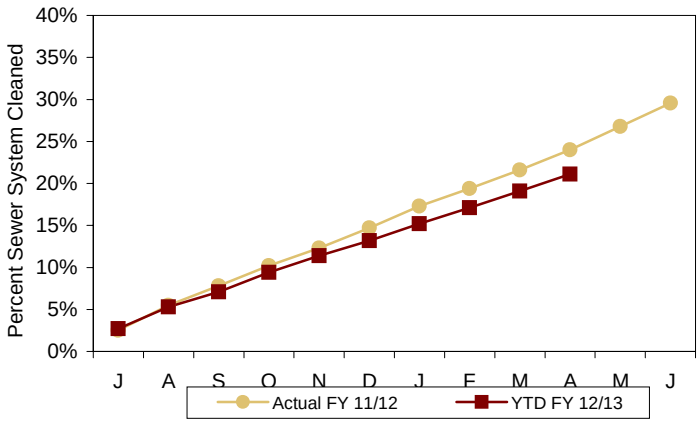
Miles of Sewer Cleaned

Target: 20% | **YTD Percent: 21%**

Goal:
Minimize sanitary sewer overflows

Target:
20% of sewer system cleaned every year (100% every 5 years)

Significance:
Necessary measure of preventative maintenance that allows the city to comply with sewage related regulatory guidelines established by EPA. The goal is to clean the entire sewer system once every seven years.



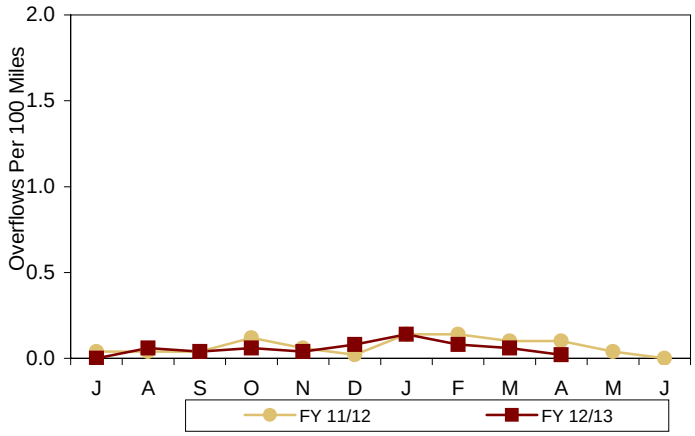
Sanitary Sewer Overflows

Target: 1.5 | **YTD Actual: 0.58**

Goal:
Minimize sanitary sewer overflows

Target:
No more than 1.5 Sanitary Sewer Overflows per 100 miles annually

Significance:
This indicator measures how effective our sewer maintenance program works.



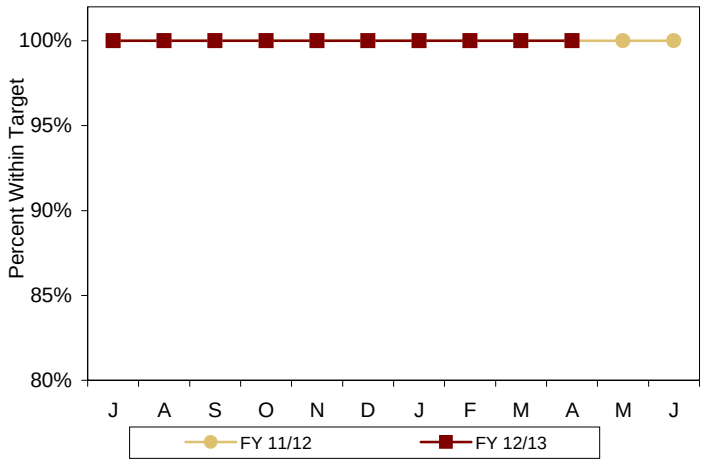
Effectiveness of Water Treatment

Target: 95% | **YTD Actual: 100%**

Goal:
To ensure that water quality is kept at a very high standard

Target:
95% of all turbidity measurements must be less than or equal to .3 NTU*

Significance:
This is a critical indicator of whether the WSD is meeting regulatory guidelines for treated drinking water. *NTU is a measure of the clarity of drinking water and the effectiveness of water treatment.



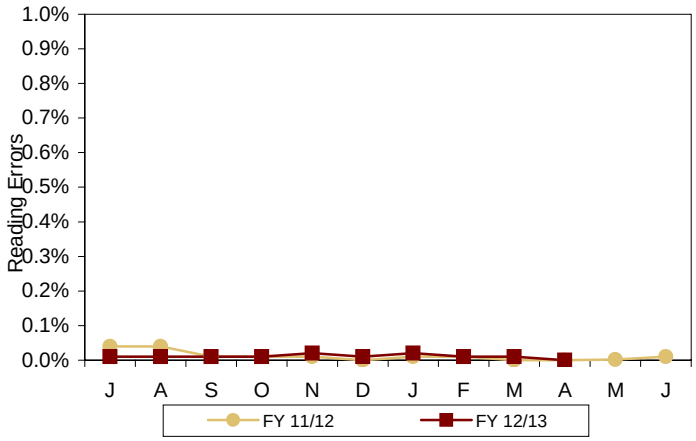
Meter Reading Errors

Target: 1.0% | **YTD Average: 0.01%**

Goal:
Keep meter reading errors at a minimum

Target:
No greater than 1.0 percent

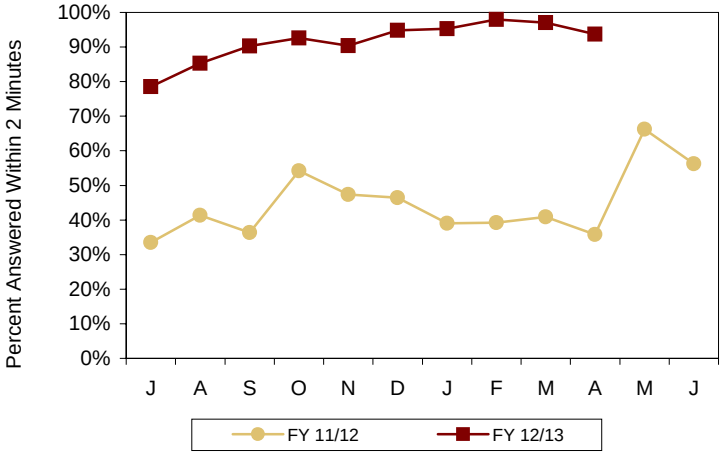
Significance:
This measures the efficiency of our meter reading process.



Response Time to Customer Service Calls

Target: 80% | **YTD Percent: 92%**

Goal:
Timely response to customer service calls

Target:
80% of calls answered within 3 minutes

Significance:
This measures the speed at which customers can receive assistance from call center staff.