



## Welcome to the Water Flow Newsletter

Welcome to the inaugural edition of the Phoenix Water Services Department's quarterly newsletter. Water Flow is designed to keep readers informed and connected with our vital work. Every drop of water in our desert city tells a story of innovation, dedication, and community effort. Through this newsletter, we will share insights into the services we provide, the challenges we face, and the strides we are making in water management and sustainability. Our commitment to ensuring a reliable, clean, and safe water supply for Phoenix is unwavering, and we are excited to take you on this journey with us.



## A Message from the Phoenix Water Services Director

As the Phoenix Water Services Director for the past three years, I've been dedicated to ensuring our community receives the highest quality water and wastewater services. Our mission is to sustainably manage our water resources, ensuring that Phoenix thrives both today and in the future.

We've taken significant steps to address the Colorado River water shortages. One key initiative has been the development of substantial infrastructure to transport water from the Salt and Verde Rivers to areas traditionally dependent on the Colorado River. This diversification of our water sources is a cornerstone of our strategy to maintain a stable water supply.

In collaboration with other cities, state, and federal agencies, we have reached a critical agreement to collectively reduce our dependency on the Colorado River system. This cooperative effort is essential for the long-term sustainability of our water resources.

Addressing the challenges of drought, we've revamped our water conservation program. We're now offering financial incentives to encourage sustainable practices among our customers. For instance, we provide a [\\$75 incentive](#) for the purchase of EPA WaterSense certified toilets and

irrigation controllers. This initiative not only promotes water efficiency but also supports our customers in making eco-friendly choices.

We have extended these efforts to our [nonresidential customers](#) by offering incentives for the [removal of non-functional turf](#), further reinforcing our commitment to conservation.

These measures are just the beginning. As we continue to innovate and adapt, our community will be at the forefront of combating the impacts of drought, ensuring that our quality of life in Phoenix remains unaffected for years to come.

Director Troy Hayes  
Phoenix Water Services

## **Save on Your Annual Sewer Fees: Conserve Water in January, February, and March**

Are you aware that your annual sewer costs are determined by your water usage during January, February, and March? The City of Phoenix calculates these fees based on the average water consumption recorded in these winter months. This average becomes the basis for your monthly sewer charges for the entire upcoming year.

By consciously reducing water use during these key months, you can lower your City Services Bill throughout the year. This is an excellent opportunity to practice water conservation, like postponing filling your pool, minimizing watering of winter grass, or better yet, transitioning from turf to drought-tolerant desert landscapes.

Your efforts to conserve water now can lead to substantial savings later. For more tips and information on how to efficiently use water and save money, visit [Phoenix.gov/savewater](https://phoenix.gov/savewater).

## **Watering Strategies for Cooler Months**

The arrival of winter brings shorter days and cooler temperatures, significantly reducing the watering needs of your outdoor plants and landscaping. It's essential to be mindful that overwatering, especially during this season, can be detrimental to many desert-adapted plants. Regularly inspect your sprinklers and irrigation timers to adjust them for seasonal requirements and remember to turn off your irrigation systems when it rains.

Considering a landscape makeover this winter? Opt for low-water-use plants that thrive in our local climate and limit grassy areas to essential spaces. These changes not only enhance the beauty of your home but also contribute to water conservation. For more tips and resources on efficient water usage and sustainable landscaping this winter, visit [Phoenix.gov/savewater](https://phoenix.gov/savewater).

## **Stormwater Awareness Week**

As [Stormwater Awareness Week](#) concludes, the City of Phoenix Water Services Department's Environmental Services Division extends its gratitude to everyone who participated in this crucial initiative from January 22-28. While the week dedicated to educating and raising awareness about stormwater pollution has ended, your contribution towards maintaining the purity of our waterways is still needed and greatly valued.

In Phoenix, stormwater, or rainwater that flows over surfaces like roads and gutters, is a significant concern. It does not undergo treatment like domestic wastewater but directly enters

our natural water bodies, carrying pollutants from urban areas. These pollutants can drastically affect the quality of waters in the Salt River, Skunk Creek, and other vital water sources.

A vital aspect of our ongoing efforts is the [annual survey](#), which remains open for participation. Your responses are invaluable in assessing public knowledge about stormwater pollution and shaping our educational efforts for the coming year.

How You Can Help Reduce Stormwater Pollution:

- Dispose of waste and chemicals responsibly.
- Recycle motor oil and maintain vehicles to prevent leaks.
- Clean up after pets.
- Use lawn chemicals judiciously.
- Dispose of household chemicals at designated events.
- Remember: Only rain should go down the storm drain.

### **Council Vote on Cave Creek Water Reclamation Plant**

The Phoenix City Council recently approved a \$300 million investment for the Cave Creek Water Reclamation Plant. This facility, initially built in the late 1990s, plays a crucial role in our city's water management by providing non-potable water for irrigation purposes at golf courses, parks, and other significant turf areas located north of the Central Arizona Project canal.

The planned rehabilitation is not just a routine upgrade. The project is a strategic step towards ensuring that our water reclamation processes meet the growing demands of our city while adhering to the highest standards of environmental responsibility. The upgraded facility will contribute to the overall sustainability of Phoenix's water resources. [Learn more about this project.](#)



### **Drought Pipeline Project**

The Drought Pipeline is now ready for service, bolstering our city's resilience to drought. Construction and restoration for the [Drought Pipeline Project](#), a complex and intricate system of pumps and waterlines, was completed in August 2023. The new nine-mile concrete and steel pipeline, which is now in service, can move 75 million gallons of water daily to North Phoenix. The final segment of pipe was installed at N 32nd Street & E Shea Boulevard in [January 2023](#), and the pipeline had been undergoing testing since March 2023 to ensure seamless operation.



### Commitment to Service

Phoenix Water Services' field staff exemplify unwavering commitment and resilience, working tirelessly every day, regardless of weather conditions, to address water main breaks and conduct crucial repairs on valves and hydrants. Our top priority is to ensure swift response times, minimizing both water service disruptions for our customers and water loss. Here is one example of a dedicated crew in action, skillfully repairing a valve near Camelback Mountain.



### Water Services by the Numbers

How big is our water system?

Phoenix's System is comprised of about 7,000 miles of water pipes, ranging from 3/4-inch service lines to 108-inch distribution lines. Above is an image of a 66-inch pipe being installed in 2021.

Phoenix Water Services Department  
200 W Washington Street - 9th Floor  
Phoenix, AZ 85003  
Email: [watersmart@phoenix.gov](mailto:watersmart@phoenix.gov).