



Welcome to the 3rd Edition of the Water Flow Newsletter

Welcome to the third 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

This year's monsoon season has been underwhelming, providing Phoenix residents with less rainfall than hoped. More rain this summer could have provided much-needed relief for landscapes, reducing the need to rely on tap water for irrigation.

In Phoenix, landscaping is responsible for most of the water use. As stewards of our water resources, we encourage residents and businesses to be mindful of their watering habits and only use what's necessary.

Overwatering, especially with desert-adapted plants, can do more harm than good, potentially damaging plants that are built to thrive in our climate.

To help you manage your landscape more efficiently, Phoenix Water offers useful tips and financial incentives for water-saving technologies. For instance, you can receive savings when you invest in a smart irrigation controller, which adjusts watering schedules based on weather conditions. Every small effort contributes to preserving our water supply for future generations.



Explore more about our conservation programs and discover how you can make a difference by visiting our [Water Resources and Conservation webpage](#). Together, we can ensure a sustainable water future for Phoenix!

Director Troy Hayes
Phoenix Water Services

Arizona to Face Water Reductions from the Colorado River in 2025

Arizona will see an 18 percent reduction in its Colorado River water supply in 2025, according to the U.S. Bureau of Reclamation. This reduction is part of the Level 1 Shortage Condition, triggered by low water levels in Lake Mead, which is expected to be 13 feet below the shortage threshold by early 2025.

With Lake Mead and Lake Powell's combined storage at just 37 percent of capacity, careful water management is essential. While federal programs are helping with infrastructure improvements, water conservation remains a critical part of maintaining Arizona's long-term water security.



In response to the ongoing drought, the Department of the Interior and the Bureau of Reclamation launched a historic initiative in 2021 to address immediate challenges and prepare the region for a more sustainable future.

Phoenix residents can make a significant impact by conserving water at home. Reducing outdoor watering, fixing leaks, and using water-efficient technologies can help meet these challenges. Simple actions, like adjusting irrigation schedules and using smart controllers, contribute to city-wide conservation efforts.

[Reclamation announces 2025 operating conditions for Lake Powell and Lake Mead](#)

Phoenix to Begin Feasibility Study for Advanced Purified Water

As part of its ongoing commitment to ensure a sustainable future for Phoenix, the Phoenix Water Services Department, in collaboration with the Phoenix City Council, is moving forward with a groundbreaking feasibility study focused on Advanced Purified Water (APW), a cutting-edge solution to enhance water resilience.

The feasibility study will assess critical aspects of APW, including treatment capacity, innovative purification technologies, and the engineering required to distribute this water across Phoenix and neighboring cities. This initiative underscores Phoenix Water's regional approach to water management, recognizing that many communities in the Valley, including Phoenix, share common water sources, such as the Salt and Verde Rivers and the increasingly stressed Colorado River.

Currently, the [Arizona Department of Environmental Quality](#) (ADEQ) is developing regulations to transform existing water supplies into APW, ensuring they meet the highest safety and quality standards. As drought conditions continue to challenge the arid western United States, states like Arizona are exploring APW as vital in diversifying water resources and building resilience against future water shortages.

By investing in this feasibility study, Phoenix is positioning itself as a leader in water innovation, focusing on sustainability and economic growth. Reliable and resilient water resources are essential for ensuring Phoenix remains a thriving hub for future generations.

Volunteer and Become a Phoenix Water Wrangler



The Phoenix Water Wrangler volunteer program is an exciting opportunity that empowers community members to teach neighbors and residents about responsible water use in our desert city. As a Water Wrangler, you will learn about water resources and water conservation and will have the opportunity to represent the Water Services Department at local events, working alongside staff to support water conservation outreach, communication, and education efforts.

By joining, you can play a vital role in helping Phoenix residents to learn more about water-saving solutions and support a sustainable Phoenix. Fall training sessions are coming up soon — this is your chance to make a meaningful impact in your community!

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Visit the [Water Wranglers webpage](#) to learn more about this rewarding opportunity and how to get involved today.

Thank a Water Hero Day: Celebrating Phoenix’s Essential Water Workers

Every September, Phoenix Water recognizes the incredible dedication of its employees with Thank a Water Hero Day. This annual event, now in its fifth year, honors the essential work our water and wastewater professionals do to keep the city running.



Originally launched during the pandemic to recognize the critical role of water utility workers, the tradition continues as a way to

highlight the importance of their efforts year-round. From maintaining water quality to ensuring reliable service, these workers provide a vital resource that every Phoenician depends on.

So, next time you see a Phoenix Water Services employee out in the field, take a moment to thank them for their hard work and commitment to keeping our community safe and thriving.

Appointment-Based Bulk Trash Collection Starts September 30!

Appointment-based bulk trash collection starts soon!



Beginning September 30, bulk trash pickups will be by appointment only. The [online portal](#) to schedule an appointment is already open! Customers will still be allowed up to four pickups per calendar year.

The new program will provide solid waste fee-paying customers a convenient way to get bulk trash removed. It will help reduce blight in neighborhoods and prevent trash from piling up during Halloween, Thanksgiving, Christmas, and New Year's holidays. [Learn more about what's changing and what's staying the same.](#)

Tres Rios Prescribed Burn Planned for This Fall



This fall, Phoenix Water Services plans to conduct a prescribed burn at the Tres Rios Wetlands as part of our annual maintenance efforts.

This year's planned burn will follow the same course of action and safety regulations as the burn last year, utilizing Arizona Forestry and Fire Management staff along with Phoenix Fire.

The goal is to burn out overgrown cattail and bulrush vegetation in one of the flow regulating basins, which is not in the public side of the wetlands facility.

This initiative helps maintain the health and functionality of the wetlands, which receives treated water from the 91st Avenue Wastewater Treatment Plant then polishes it before it can be released back to the Salt River outfall and used for non-edible crop irrigation.

As was done last year as a precaution, road closures will be in place and the local public will be notified, as will the media.

[Learn more about Tres Rios.](#)

Water Meters Division: 20 Years of Leveraging Technology for Accuracy and Safety



Managing the city's 460,000 water meters across Phoenix's 540-square-mile service area is no small task. For the eight staff members responsible for meter readings today, the job is much easier—and safer—than it was two decades ago.

Before the early 2000s, meter reading was a labor-intensive process. A team of over 50 employees manually lifted each meter lid, typed the data into a handheld device, and uploaded it to the office to generate water bills. Each employee read between 350-400 meters per day, often working in hazardous conditions near streets or in underground vaults filled with debris, insects, and

other risks.

For the past 20 years, however, the Water Meters Division has been using wireless technology to streamline this process. Wireless devices attached to meters now transmit data to mobile collectors inside vehicles, allowing meter staff to drive through neighborhoods and gather readings remotely. This innovation has significantly reduced the need for manual inspections, improving both efficiency and safety.

While staff may occasionally need to manually re-read a meter if there's an issue with the transmission. The shift to wireless technology has allowed the division to operate with a much smaller team while maintaining accuracy.

The Meters Division plays a crucial role in Phoenix Water's operations. Accurate meter readings are essential for generating water bills, collecting revenue, and keeping the system running smoothly. Thanks to advancements in technology, the team continues to deliver reliable service while enhancing safety and efficiency.



Meter Reading and Meter Maintenance by the Numbers

Residential Meters: **402,000**

Commercial/Industrial Meters: **25,000**

Total Water Meters Read each month: **460,000**

Average amount of Meters read each day: **22,000**

Number of new meters installed each month and year:

About 350 a month

About 4,150 a year

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