



2023 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.

Scroll down to view the report.



2023

WATER QUALITY REPORT

(Consumer Confidence Report)

www.glendaleaz.com/2023ccr





A Message from the Director of Water Services



I am pleased to present our annual Water Quality Report summarizing the drinking water testing performed in 2023. Although this report is about water quality, I am happy to share with you the work and dedication of our employees to ensure you have high-quality, reliable and affordable drinking water every day.

As we reflect on 2023, the 24-year drought had continued, and the federal government declared a Tier 2a shortage effective Jan. 1 of that year. Fortunately, the favorable 2023 water year provided a much-needed boost for water levels in Lake Mead and Lake Powell. Consequently, the shortage tier for 2024 has been downgraded to Tier 1.

Due to favorable 2023 water conditions in the SRP Salt and Verde watersheds, we participated in the Bureau of Reclamation's System Conservation Program. Last year we conserved 7,000 acre-feet of water in Lake Mead. Several other entities also participated in the System Conservation Program and together these actions helped stabilize water levels in Lake Mead in 2023.

Glendale has been planning and preparing for drought for decades and has a strong and diverse water resources portfolio. The city is working to secure additional water resources through several ongoing projects. We are committed to providing a secure and sustainable water supply and encourage you to join us in conserving water wherever possible.

Water is a vital resource for our desert community. The Water Services Department continues to invest in our water treatment and distribution systems. We also continue to evaluate the condition of our infrastructure and plan for repairs and rehabilitation to ensure high-quality and reliable water service to the residents and businesses we serve. The quality of your drinking water is very important to us. The Water Services Department tests, analyzes and monitors water quality several times a day to ensure that the water provided is clean and safe.

If you have questions about this report, your drinking water, or anything else related to our water system, please contact our Water Services Department at 623-930-4100 or by using the Glendale One interface at www.GlendaleOne.com.

Ron Serio, P.E.
Director, city of Glendale Water Services

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

Este informe contiene información importante sobre su agua potable. Para solicitar una copia de este informe en español, llame al 623-930-4100.



Reliability, Quality & Value in Every Drop

Water is essential to all life and sustains our natural environment. It touches nearly every aspect of our daily lives, from making coffee in the morning to cleaning the dishes at night.

The Water Services Department takes its responsibility of providing quality and reliable water, wastewater, environmental and stormwater services very seriously. This 24/7 operation consists of four water treatment plants, two water reclamation plants, 1,700 miles of pipes, 9,100 fire hydrants, 65,000 water meters, and a myriad of other assets.

Reliability –

We maintain a highly-trained workforce, an extensive infrastructure and the appropriate investments to ensure the delivery of high-quality water today and every day into the future. Glendale regularly undertakes exhaustive infrastructure assessment, reinvestment, rehabilitation and replacement efforts, so that we can provide uninterrupted service 24/7.

Quality –

The city of Glendale continually invests in our public's health and confidence. Enhancements have recently been integrated at the water treatment facilities to bolster advanced technologies, techniques and treatment systems, in order to exceed water quality standards that have been set by regulatory agencies.

Value –

We continually look for ways to optimize our processes and the life-cycle costs of assets. We maintain a financial management system that ensures affordable rates.

The average single-family residence in Glendale uses 9,000 gallons of water and generates 6,800 gallons of wastewater a month. The city is able to provide water and wastewater services to such residential customers for approximately \$2.65 per day.



A GALLON OF GLENDALE TAP WATER

On average, a gallon of Glendale tap water costs less than 1¢. When compared with the costs of other products we use every day, tap water is clearly one of the best deals around!



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 Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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.

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

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





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 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.





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 is 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 because of 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.

Water Hardness

Hardness is a measure of the minerals calcium and magnesium that are 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 2023 ranged between 153 to 309 PPM or 8.9 to 18 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.



SUBSTANCES OF FREQUENT INTEREST

ANALYTE	UNITS	RANGE	AVG.
Alkalinity	PPM	89 – 207	138
Aluminum	PPB	ND – 166	7.6
Bromide	PPM	ND – 277	44
Calcium	PPM	15 – 96	55
Chloride	PPM	15 – 296	158
Iron	PPB	ND – 67.6	0.34
Magnesium	PPM	9.8 – 31	21
Manganese	PPB	ND – 215	2.2
Potassium	PPM	ND – 5.8	1.6
PFOS*	PPT	ND – ND	N/A
PFOA**	PPT	ND – ND	N/A
Sodium	PPM	41 – 207	124
Sulfate	PPM	16.1 – 269	131
Hardness	Grains/Gal.	8.9 – 18.1	13
Hardness	PPM	153 – 309	229
pH	Std. Units	7.2 – 8.2	7.9
TDS	PPM	243 – 1080	522
Temperature	(°C)	12.2 – 36.8	24.9

* Perfluorooctanesulfonic acid

** Perfluorooctanoic acid



City of Glendale Drinking Water Quality

The following tables show regulated substances that were required to be tested and were detected in Glendale drinking water in 2023. These tables contain the name of each substance detected, the highest level allowed by regulation, the ideal goals for public health, the amount detected and the usual sources of such contamination. Certain contaminants are required to be monitored less than one time per year because concentrations of those contaminants are not expected to vary significantly from year to year. For those contaminants that were not required to be tested in 2023, this report includes data from the most recent required testing. The presence of contaminants does not indicate that the water poses a health threat, only that they were detected during routine compliance monitoring. Glendale monitored for many more substances which were not detected.



2023 Water Quality Analysis

This table shows the results of our water quality analysis in 2023. 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	7.6	ND to 7.6	1.6	PPB	Erosion of natural deposits; runoff from orchards; runoff from glass & electronics production wastes
Barium	2000	2000	150	14 to 150	65	PPB	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries
Total Chromium	100	100	39	ND to 39	6.2	PPB	Erosion of natural deposits; discharge from steel & pulp mills
Chlorite	1	0.8	0.89	ND to 0.89	0.40	PPM	Byproduct of drinking water disinfection
Chlorine Dioxide	MRDL = 800	MRDLG = 800	240	ND to 240	10	PPB	Water additive as an oxidant
Fluoride	4	4	0.55	ND to 0.55	0.35	PPM	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer & aluminum factories
Nitrate ² as Nitrogen	10	10	4.0	ND to 4.0	1.8	PPM	Runoff from fertilizer use; leaching from septic tanks & sewage; erosion of natural deposits
Total Organic Carbon Removal Ratio ³	TT=1 or Greater Running Annual Avg.	N/A	4.6	1 to 4.6	2.53	NA	Naturally present in the environment
Total Coliforms	Presence in no more than 5% of monthly samples	0	Highest monthly percentage 0.44%	0% to 0.44%	<0.1%	P/A	Naturally present in the environment
Chlorine	MRDL = 4	MRDLG = 4	2.0	0.03 to 2.0	1.05	PPM	Water additive used to control microbes
Gross Alpha (excluding Radon & Uranium) (2023)	15	0	2.8	ND to 2.8	1.5	pCi/L	Erosion of natural deposits
Combined Radium (2023)	5	0	1.5	ND to 1.5	0.4	pCi/L	Erosion of natural deposits
Uranium (2021)	30	0	3.1	ND to 3.1	2.2	PPB	Erosion of natural deposits
Turbidity ⁴	TT=1 NTU	N/A	0.37	0.01 to 0.37	0.10	NTU	Soil runoff
Turbidity ⁴	TT => 95% of Samples ≤ 0.3 NTU	N/A	99.98% of Samples < 0.3 NTU	0% to 99.98%	99.98%=TT	NTU	Soil runoff
Total Haloacetic Acids ⁵	60 (LRAA)	N/A	13.8 (LRAA)	ND to 19.8	9.3 (LRAA)	PPB	Byproduct of drinking water disinfection
Total Trihalomethanes ⁶	80 (LRAA)	N/A	56.6 (LRAA)	25.5 to 71.9	41.5 (LRAA)	PPB	Byproduct of drinking water disinfection
SUBSTANCE	AL	ALG	MAXIMUM	# OF SITES ABOVE THE AL	90TH PERCENTILE	UNITS	SOURCES
Copper (2023) ⁷	1,300	1,300	393	0	154	PPB	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (2023) ⁷	15	0	9.7	0	1.3	PPB	Corrosion of household plumbing systems; erosion of natural deposits

Key to Analysis Tables

AL (Action Level) - Concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a city 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 the addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfection Level Goal) - The level of disinfectant added to drinking water at 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.

Minimum Reporting Limit (MRL) - The smallest measured concentration of a substance that can be reliably measured by a given analytical method.

Range - The highest and 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 Detectable at reporting limit

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 - 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, which is the most commonly used filtration method, cannot guarantee 100% 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 2023 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 2023 value for nitrate-nitrogen in the city of Glendale's water supply was 4.0 PPM. The average value for the year was 1.8 PPM.

3. Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection by-products. These by-products include trihalomethanes (THM) and haloacetic acids (HAA). Drinking water containing these by-products in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects and may lead to an increased risk of getting cancer.

4. 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.

5. 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 2023 was non-detect to 19.8 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.

6. 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 2023 was 25.5 to 71.9 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.

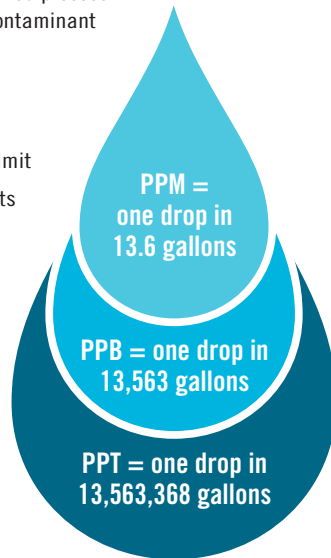
7. The EPA requires us to monitor for lead and copper every year. There were 77 households tested for lead and copper in 2023. The next testing will be conducted in 2024.

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: Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, as well as kidney or nervous system problems.

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.

If you live in a house built between 1982 and 1988 and are interested in participating in the next Lead and Copper Rule sampling event in 2024, contact us at waterqualitylab@glendaleaz.com.





Long Term Water Supply

Does Glendale have enough water resources for now and into the future?

Strategic investments in securing long-term and renewable water resources have allowed the city of Glendale to earn and maintain a 100-year 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 being considered 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 it is capable of building the necessary distribution and treatment facilities to deliver high-quality water to a growing community.

Glendale's Drinking Water Distribution System is comprised of a vast network of more than 27,000 valves, 65,000 service lines and 9,100 fire hydrants, and more than 1,100 miles of pipe, ranging in size from 4 to 60 inches. Water from Glendale's water treatment plants, wells and reservoirs serves the population with high quality drinking water for all its potable water uses. These assets, along with planned new wells over the next five years, will strengthen Glendale's ability to deliver water across all pressure zones. The city of Glendale is committed to the maintenance and rehabilitation of its aging drinking water infrastructure through system enhancements and improvements to ensure consistent and reliable delivery of water to its constituents.

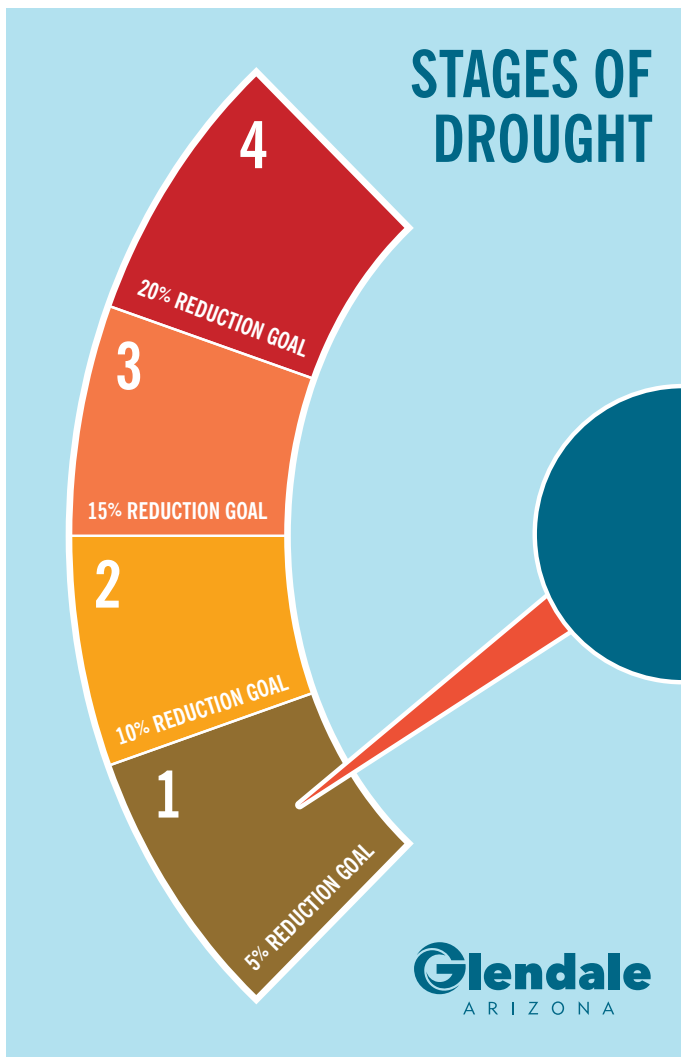




Glendale’s Drought Response

The city remained in a Stage One Drought Watch for 2023. Due to conditions on the Colorado River, a Tier 2a Shortage was declared for the Colorado River System for 2023. This shortage was issued by the federal government and reduced the City’s Central Arizona Project’s water supply by less than 1%.

The City has increased its resiliency to drought conditions by drilling new groundwater wells, engaging in regional water supply projects and working on exchanges for water with other entities in the West Valley area. Under Stage One of the Drought Management Plan (DMP), the city is required to reduce its water use by 5%. In 2023, the City exceeded this goal by mobilizing the Drought Management Team, converting non-functional grass to xeriscape, upgrading to water-efficient irrigation technology and conducting water efficiency assessments at city properties.



STAGE 1 - DROUGHT WATCH

- Provide water conservation technical assistance.
- Provide the public with information about drought/shortage and water saving practices.
- Notify customers about high water use.
- Limit water wasting.
- Limit the operation of decorative fountains.

STAGE 2 - DROUGHT ALERT

- Stage 1 measures +
- Limit the use of outdoor water misting systems.

STAGE 3 - DROUGHT DECLARATION

- Provide water conservation technical assistance.
- Provide the public with information about drought/shortage and water saving practices.
- Notify customers about high water use.
- Prohibit water wasting.
- Prohibit the operation of decorative fountains.
- Prohibit the use of outdoor water misting systems.
- Restrict turf watering/landscape irrigation to selected days as determined by the City.
- Prohibit winter grass unless effluent water is used.
- Prohibit vehicle/recreational vehicle washing unless conducted at a commercial facility equipped with wash water recycling or with a hose equipped with a shut off nozzle.
- Prohibit the washing of paved areas unless the area is determined to be a public health/safety problem and a high-pressure cleaning system is used.
- Implement a drought surcharge.

STAGE 4 - DROUGHT EMERGENCY

- Stage 3 measures +
- Consideration of additional drought management measures as determined necessary and approved by City Council.

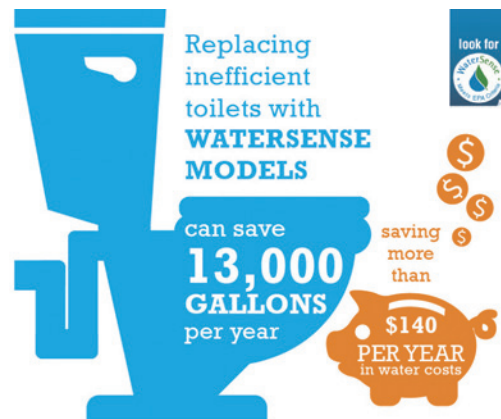


How to Help Out with the Drought

Arizona has been in a drought for more than 24 years. We know that water is precious in the desert and that every drop counts. Water conservation makes sense in the Desert Southwest! Learn more at www.glendaleaz.com/drought.

We all need to continue to do our part to use water wisely. Here are some tips:

- Receive a rebate for upgrading to water- and energy-saving products. Glendale offers rebates for WaterSense toilets and irrigation controllers and ENERGY STAR clothes washers. www.glendaleaz.com/rebates
- Receive a rebate for removing unwanted grass and a pool/spa www.glendaleaz.com/rebates
- Know Your Numbers. Read your monthly water bill and pay close attention to your water use. The average monthly water use for a single-family home in Glendale is 9K or 9,000 gallons. If you see a spike in water use, check for leaks.
- Find and fix water leaks with the Smart Home Water Guide.
- Purchase desert-adapted plants that will survive and thrive in your yard.
- Learn how to efficiently water your landscape. wateruseitwisely.com/saving-water-outdoors/
- Learn more about the City of Glendale Water Conservation and Sustainable Living www.glendaleaz.com/waterconservation
- Report landscape-related water waste at www.glendaleone.com
- Check out 100+ water-saving tips from Arizona's engaging Water-Use It Wisely campaign. wateruseitwisely.com/100-ways-to- conserve-water/





Water Conservation Education & Services

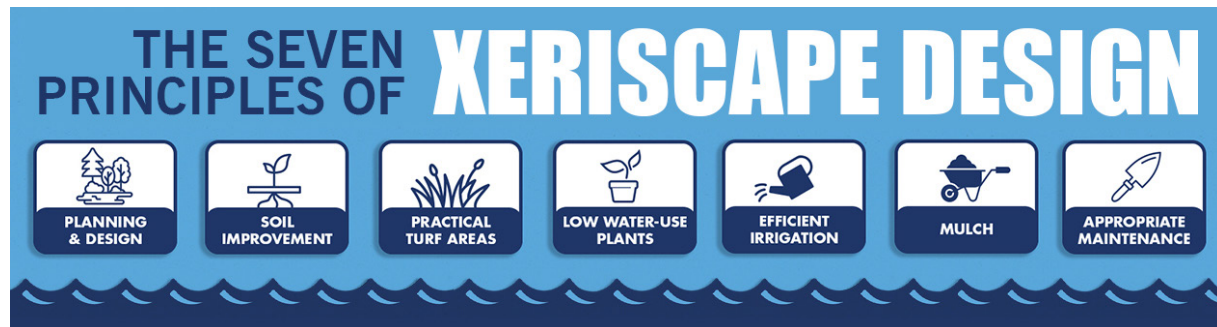
The Water Services Department is committed to ensuring a reliable water supply for Glendale's future. The city's Conservation and Sustainable Living Division assists businesses and residents with improving their indoor and outdoor water efficiency through free programs and services:

- Commercial and Residential Water Audits
- Landscape Consultations, Water Budgets, and Rebates
- Water Waste Investigations
- Xeriscape Demonstration Garden
- Adult and Youth Education



New! Watch videos on-demand to learn simple ways to create a more water and energy efficient home and yard at <http://bit.ly/GlendaleGreenVids>.

For more information, visit www.glendaleaz.com/waterconservation or call 623-930-3596.



Save Money Galore & Conserve Outdoors

- Choose plants that are desert-friendly or native to Arizona.
- Group plants with similar water needs together.
- Water your landscape before sunrise to minimize evaporation.
- Regularly run your irrigation system and look for misaligned sprinkler heads, missing drip emitters, and broken valves and pipes.

For more information, visit www.glendaleaz.com/live/city_services/environmental_protection



Glendale Water Conservation Rebates

These rebates are a financial incentive where the cost is partially offset by the city of Glendale for its water customers in the Glendale water service area. The city of Glendale is not responsible for selection, installation, or performance of any product. Rebate requirements are subject to change. Review the rebate terms and conditions at www.glendaleaz.com/rebates

Water Conservation Rebates

Single-Family Residential

Non-Residential, Multi-family, HOA, Commercial & School

WaterSense Toilet Up to \$100 (tank toilet)

ENERGY STAR Clothes Washer Up to \$200



Landscape **New Home Xeriscape Installation**

- Up to \$500 for xeriscape (\$0.50/SF)
- Up to \$250 for artificial grass (\$0.25/SF)



Existing Home Grass to Xeriscape

- Up to \$3,000 for xeriscape (\$1.00/SF)
- Up to \$250 for artificial grass (\$0.25/SF)

Pool/Spa Removal Up to \$800 (\$400 base and \$1.00/SF)

Water-Efficient Landscape Irrigation Technology

Up to \$750

- WaterSense irrigation controller, up to \$250
- High-efficiency nozzles, up to \$5
- WaterSense spray sprinkler bodies, up to \$10
- Rain sensor, up to \$50
- Flow sensors w/leak detection, up to \$100



WaterSense Toilet Up to \$100 (tank toilet)
Up to \$250 (flushometer valve toilet)
One rebate per year, max of \$10,000

Landscape **Grass to Xeriscape**

- Up to \$10,000 for xeriscape (\$1.00/SF)
 - Up to \$250 for artificial grass (\$0.25/SF)
- One rebate per year*



Water-Efficient Cooling Tower Technology Up to \$1,000

For more information, scan the QR code, visit www.glendaleaz.com/rebates or call 623.930.3596





Only Rain in the Storm Drain

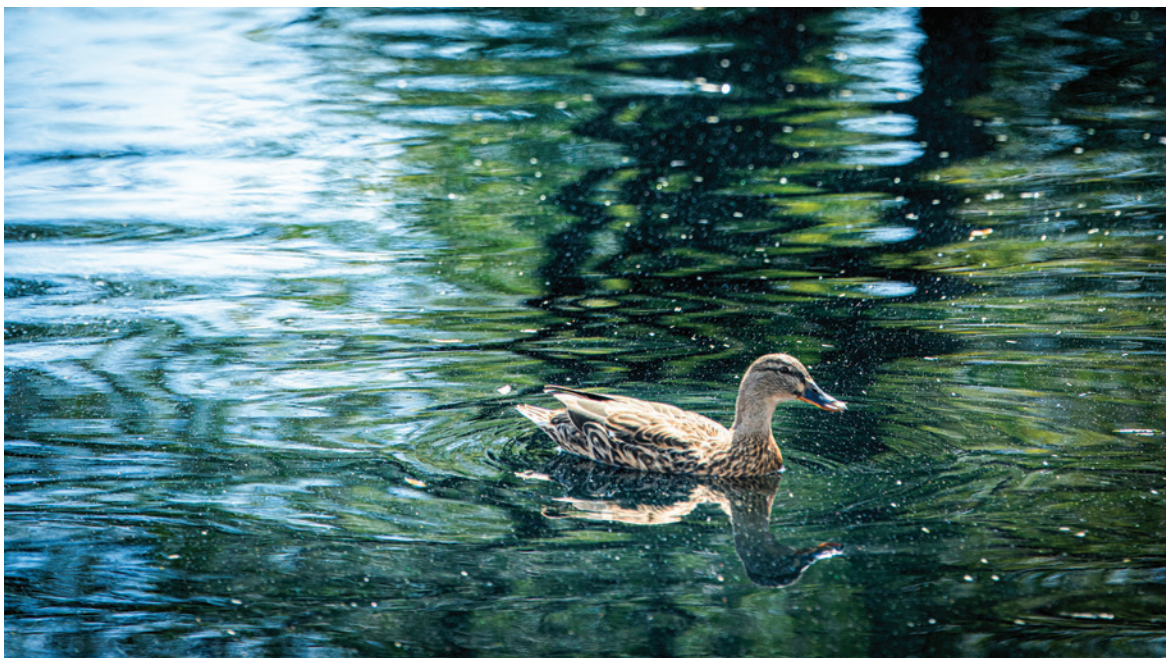
Originating from rain, snow or ice melt, stormwater is conveyed through washes and streams and is naturally stored in ponds, lakes, and reservoirs. Natural environments have permeable surfaces that allow stormwater to seep into the soil, providing water for plants, trees, wildlife, and humans.

Our roadways, sidewalks, paved areas, and rooftops are impermeable surfaces that are managed to convey water in pipes, channels, or canals before they discharge into waterways. This runoff can “pick up” trash, oils, and chemicals that can be harmful to the environment. Maintenance and inspection of drainage features keeps sediment out of washes and streams.

How can you reduce stormwater pollution?

- While walking your pets, pick up pet waste and dispose of appropriately.
- Use pesticides according to the manufacturers label and apply only in dry weather.
- Sweep driveways and sidewalks and dispose of debris in the trash can.
- Remove debris from your rain gutters.
- Never dump anything in storm drains or in washes.
- Wash vehicles at the carwash, not in the driveway or street.
- Drain or backwash your pool water into the sanitary sewer, not into the street.

For more information on keeping Glendale clean and green visit www.glendaleaz.com/environmentalprotection or to learn more about the importance of stormwater, visit www.azstorm.org.





Cease the Grease

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 in the sanitary sewer, visit www.glendaleaz.com/environmentalprotection





Pain in the Drain

Discarding of unwanted medications down the toilet or sink is not acceptable because many medications cannot be broken down at a water reclamation facility.

Option 1 – Keep medication in its container and place it into a MedReturn Drug Collection Unit* at the following Glendale police stations:

Foothills Station - 6255 W. Union Hills Dr. / Gateway Station - 6261 N. 83rd Ave.

**Does not accept liquid medications or syringes. Information on disposal of syringes can be found here: <https://azdeq.gov/Sharps>*

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

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

For more information, visit www.glendaleazwater.com.





Water Source Information

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 through the Central Arizona Project (CAP) canal.

Salt River Project (SRP) – Snow and rain runoff from the Salt and Verde River watersheds.

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

Groundwater – Underground water pumped from wells which also includes long-term recharge storage credits.

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

Potential Source Water Impurities

The city of Glendale's raw water sources includes 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 resulting 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 from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- Organic chemical contaminants, including synthetic and volatile organics which are byproducts of industrial processes and petroleum production. These can also come from gas stations, urban stormwater runoff and septic systems.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

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

In 2003, the Arizona Department of Environmental Quality (ADEQ) conducted source water assessments of surface water and groundwater sources for the city of Glendale public water system. The assessments included 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. ADEQ has given the city of Glendale public water system a high-risk designation for the degree to which its drinking water sources are protected.

ADEQ categorized all surface water sources as high risk because they are open to the atmosphere. The overall risk posed to surface water is addressed by EPA through its increased monitoring requirement for surface water sources. A designation of high-risk indicates there may be additional source water protection measures which can be implemented on a local level. This does not imply that the source water is contaminated, nor does it mean that contamination is imminent.



To ensure high quality water, the city regularly monitors and treats the water received from all sources prior to delivery. Glendale also conducts other monitoring and studies to assess water quality. If any contaminant approaches the drinking water Maximum Contaminant Level (MCL), treatment is installed, or wells are removed from service. 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 db2@azdeq.gov

For more information, visit the ADEQ website at:

www.azdeq.gov/SourceWaterProtection or contact the city of Glendale's Water Services Department at 623-930-4100.



WATER SERVICES

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/your_government/city_council

Citizens Utility Advisory Commission (CUAC) Meetings:

www.glendaleaz.com/your_government/connect/departments/city_clerk/boards_and_commissions/citizens_utility_advisory_commission

Contact Glendale Water Services Staff:

Water Services Department: 623-930-4100 | www.glendaleazwater.com

Water Quality Laboratory: 623-930-3897 | waterqualitylab@glendaleaz.com

Water Billing: 623-930-3639 | 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: wateruseitwisely.com

Water Sense: www.epa.gov/watersense



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.