

Phoenix Tap Water:

At Your Service

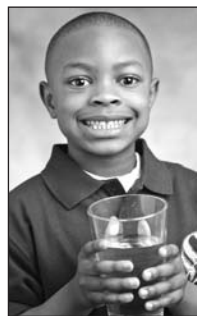


City of Phoenix

A publication from your City of Phoenix Water Services Department

Think about water. What would life be like without a reliable, safe supply of tap water? Think about wastewater. What would it be like if wastewater overstayed its welcome in your home or business? Think about how tap water provides life, extinguishes fires and makes sporting events possible.

For more than 100 years, the City of Phoenix Water Services Department has provided high quality, reliable, low-cost water and wastewater services – effectively planned for a dependable amount of water, even during drought – tested water to meet a multitude of regulations – maintained water and wastewater treatment plants and underground lines – and, most importantly, cared for you, our customer.



As Phoenix ages, we constantly strive to enhance our services, whether it's by improving our website to make bill payment easier; embracing new technologies; maintaining 7,000 miles of water mains, 4,500 miles of wastewater lines and nine treatment plants; planning rehabilitation projects; spending your money wisely; aiming public awareness programs at children and adults to

promote a water conservation lifestyle; or reading more than 400,000 meters each month.

Enjoy this brief overview of Phoenix's water and wastewater services and related issues.

Where Your Tap Water Comes From



The majority of Phoenix's water is homegrown, and comes from snow pack in the mountains of northern Arizona. In general, the better the ski season, the better our water supply. When all that snow melts, the water drains into the Salt and Verde Rivers, then into our lakes and reservoirs. The Salt River Project releases water from these reservoirs as it's needed. Then the water is carried to one of four of the city's six water treatment plants through SRP's canal system. Colorado River water enters two of our water treatment plants after a 150 mile ride in the Central Arizona Project's canal system. But that water starts in Wyoming, Colorado, and Utah. A little groundwater from wells also is used when necessary to meet demand and maintain pressure. The city also provides reclaimed water (highly treated wastewater) for some golf courses, parks, cemeteries, irrigation districts, and the Palo Verde Nuclear Generating Station. Using reclaimed water is safe and helps conserve precious drinking water. Rain in the Valley does little to increase our water supply, unless we each turn off our landscape watering for a few days.

Keeping Your Tap Water Reliable

Tap water is so reliable, we often don't think about it. It's just there, everyday, whenever you turn on the tap. Phoenix has a reliable water supply for about 1.5 million customers, with no usage restrictions, because the city and its water partners have been doing a great job of balancing water demand, growth and our dry climate for decades. We even perform extensive planning that incorporates different drought scenarios and technological advances.

And, each day, behind the scenes, there is an extensive network of professionals, resources and technology working to provide quality customer services, deliver clean tap water and provide the best wastewater services available. Experts include engineers that oversee the design and construction of infrastructure, plant operators that oversee the treatment of water and wastewater, chemists that test the water, professionals that distribute water where needed and, of course, customer services staff that provide fast, accurate service for you.

Your Tap Water's Quality

The fact is: Phoenix's tap water quality is excellent. Getting water to your tap doesn't mean much if it's not high quality, so the city performs over five million tests and measurements each year throughout the treatment and distribution systems to ensure that a multitude of regulatory requirements are met or surpassed. You occasionally may hear reports about the quality of Phoenix's tap water being questionable. Candidly, these usually stem from misinterpreted information. So, for the real scoop on Phoenix's water quality visit phoenix.gov/water/qualrept.html. You also can visit tapintoquality.com.



Important Phoenix Water Services Resources:



Website: phoenix.gov/water

Pay Municipal Services Bill (water, wastewater & trash):
phoenix.gov and click on "Pay My Water Bill" in left column

Customer Services:
602-262-6251/ TTY:602-534-1113,
water.customer.service@phoenix.gov

Water emergency:
To report water leaks, pressure issues, sewer backups, or any other water or sewer emergency during weekday business hours:
602-262-6251 / TTY: 602-534-1113
For service issues after hours, on weekends and holidays:
602-261-8000

Water conservation information:
phoenix.gov/water
602-256-3370, wateruseitwisely.com
ag.arizona.edu/azmet/phx

Phoenix water quality:
phoenix.gov/water/qualrept.html.

Pool backwashing:
phoenix.gov/water/pooldrain.html

Bill Payment Options

Pay on-line - To save time and postage when paying your Municipal Services Bill (water, wastewater and trash) just log onto phoenix.gov and click on "Pay My Water Bill" in the left margin or visit phoenix.gov/water. You can pay 24 hours a day at no extra charge. We accept American Express, Discover, Master Card, Visa and most debit cards.

Pay by phone - Use the **automated touch-tone phone credit card payment system, 24 hours a day -7 days a week, by calling 602-262-6251.** You will need your account number and your credit card.

Sure Pay - Pay via an automatic monthly deduction from your checking or savings account. All you need is a valid checking or savings account. To sign up for the program, visit phoenix.gov and click on "Pay My Water Bill" and choose "Sign Up For Sure Pay." Then just mail or fax us the form.

Pay in person - Take your bill to the following locations:

- **Water Services Pay Stations** - 305 W. Washington Street; 10255 N. 23rd Avenue; 4105 N. 51st Avenue, Suite 119; 610 E. Baseline Road, Suite C5. Most stations are open Monday through Friday from 8 a.m. to 5 p.m., excluding city holidays.
- **Any Chase Bank** - No delinquent bills or bills with final turnoff notices can be paid at Chase.
- **APS North Valley Customer Office** located at 4612 E. Bell Road (west of Tatum Blvd). No delinquent bills or bills with final turnoff notices can be paid through this method. Office Hours are 8:30 to 5 p.m., Monday through Friday.

Pay by machine - Use a Utility Transaction Terminal payment machine 24/7. All you need is your bill. You can pay by check, money order or exact cash. UTT's are located at 10255 N. 23rd Avenue and 4105 N. 51st Avenue, Suite 119.

Pay by mail - You can mail your water bill to: City of Phoenix Water Services Department; P.O. Box 29663; Phoenix, AZ 85038-9663.

Customer Services e-mail:
water.customer.service@phoenix.gov



Phoenix's Tap Water Supply

Phoenix's tap water supply is in good shape. Don't believe reports to the contrary. Planning and redundant supplies are big reasons you have the water you need every day. But our water supply can change quickly if those snows up north decrease for a few years in a row. Rural areas of Arizona have very different types of supplies that are much more prone to being negatively affected by drought. So, regardless of where you live, please make saving water a part of your daily lifestyle.

And be assured, that if Phoenix has to initiate water usage restrictions, fines or other activities, we will - when the time is right. Phoenix's water supply plan is a strong, methodical and logical approach to supply and conservation efforts. Visit phoenix.gov/water for more information.



Taste, Odor and Hardness

Some customers notice tap water's taste, scent and hardness. They are harmless, aesthetic aspects of your tap water. They come mostly from the presence of minerals, such as calcium and magnesium, which occur naturally in the environment and get picked up as water travels to Phoenix's treatment plants. Our warm climate also contributes to the issues. And, you also may occasionally smell the chlorine used to keep your water disinfected. Even though only about one percent of the water we produce is used for drinking, Phoenix and its water partners are constantly working on these issues by brushing canals to remove algae, using activated carbon in the water treatment process and studying related issues. To minimize the taste and scent, chill your tap water, place a slice of lemon or lime in it, or let it sit for a few minutes before drinking.



Leak Repair

A city the size of Phoenix, with over 7,000 miles of water lines, has thousands of water main breaks each year, most of which you never even hear about. Age, construction accidents, and even surges in water flow can cause water lines to become weak and break. The region's extreme temperatures and hard soil also can take their toll on the water lines.

Phoenix has one of the most aggressive leak repair programs in the country. We even use state of the art electronics to listen for leaks in the city's underground lines and try to repair every leak we detect or that gets reported to us within five business days. Most of the time, it gets done in a day or two and we don't even have to disrupt service to you.

To report what you suspect to be a leaking water line, valve, or fire hydrant in a city right-of-way, please call Water Customer Services at 602-262-6251 during normal business hours and 602-261-8000 after normal business hours, on weekends and holidays. Just remember, once a leak is reported, it's inspected, prioritized, scheduled, checked for possible interference with other underground utilities - then repaired and turned over to the Streets Department for final road repairs.

Tap Water Remains A Great Value

As Phoenix continues to age, the cost to replace and maintain our service lines and treatment plants continues to increase. Unfortunately, this will mean higher water and wastewater bills. Still, Phoenix tap water is a bargain, as the average Phoenix bill is about \$53 per month; much lower than many cities of comparable size. We'll keep doing our best to make sure future rate increases stay as low as possible.



Water Treatment

Treating water is a technical, multi-step process designed to protect and serve you. It involves various types of filtration, methods to enhance taste and a process called flocculation. But basically, it means we remove things you don't want in your tap water. We then disinfect the water and pump it to reservoirs, then into the city's water mains to your home plumbing lines. And, even though 99 percent of the water we treat is not used for drinking, it all must conform to a multitude of regulatory requirements. In fact, the treatment of your tap water is one of the most highly regulated industries in the United States.

Why Save Water?

Phoenix has the water it needs, but none to waste. Even though our water supply is in good shape, and we use a lot of foresight to ensure that water flows from your tap every time you turn it on, we simply don't know exactly what the status of our water supply will be a few years down the road. So, saving water now is the smart thing to do. Think of the snows up north that supply our tap water as our checking account. If they decrease (like your checking account would if you lose your job) then we'll have to depend more on our savings account - your water conservation efforts.

As for growth, the facts are that developers are required to help pay for the cost of getting water to new growth areas of Phoenix and many industries use some of the most technologically efficient watering systems available, as well as reclaimed water for watering their landscaping. Valley cities, like Phoenix, have streamlined their water use, too.

And, your water conservation lifestyle helps a lot. In fact, our per person usage of water has decreased about 20 percent in the last 20 years.

The bottom line is ... water conservation is a personal choice that can affect future generations. All you really have to do is think about water...every time you use it...and use it responsibly.



City of Phoenix
WATER SERVICES DEPARTMENT

Project Notifications

Unfortunately, maintaining aging water and wastewater lines can mean occasional inconvenience for you. We'll notify you by flier if you live close to a scheduled project and you'll see traffic signs as you drive by the affected area. If your tap water service may be briefly interrupted by a planned project, we'll let you know that, too.

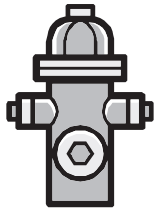
Your Private Water Lines

The city's water lines usually end at your meter. Anything past that on your property and in your home is your responsibility to maintain and repair. So, make sure you know where your main water shut-off valve is located. For most homes, this valve is usually located at the front of the home, sometimes near a hose bib. It's important for you to NOT shut your water off at the meter. This requires a special tool and you may be responsible for any repairs to a damaged water meter. To see an example of a shut-off valve and learn more about how to protect your home during those rare freezing nights in the desert, visit phoenix.gov/water.

Pool Backwashing

Remember, pool water cannot be discharged onto a city street, alleys, utility easements or any other city property. Visit phoenix.gov/water/pooldrain.html to learn the proper way to backwash or drain your pool.

Hydrant Maintenance



Fire hydrants are another thing most of us take for granted. But Phoenix Water Services and your Fire Department know that there aren't many things that are more important for your safety than those 50,000 hydrants in Phoenix. So, we're constantly testing and repairing hydrants to ensure that they work properly.

In fact, our fire hydrant repair policy is just as aggressive as our leak repair program. We even flush the hydrants occasionally to test their volume and keep your tap water fresh. If the water sits a little too long in the water mains, it gets stale. So, we have to get rid of that water to keep you safe. We sure don't like wasting any amount of water, but your safety always comes first.

Also, whenever we do have to flush the distribution system, we do our best to make sure the water does not become a hazard in your neighborhood or on city streets. In fact, when possible, we try to direct the water into a storm drain or a sewer manhole, which helps keep the storm and sewer systems flowing properly too.

Avoid Clogged Sewer Lines

Regular, old household grease and cooking oil is the biggest source of clogged sewers. Clearing them in your sewer lines costs you money, and the cost of cleaning city sewer lines comes from your pocket, too. Remember - never pour grease down your drain. Sure, it's liquid when it goes down the drain, but once it cools, the grease hardens and sticks to the inside of your private sewer line or the city's sewer lines, and that's what causes a blockage.

The best thing to do with your grease is to let it cool, then just scrape it into your trash bag. And we're not just saying this to homeowners. We work with local businesses to make sure they are disposing of grease properly, too.

**CEASE
THE
GREASE**

**Place cooled grease
and cooking oil
in your trash -
not down your drain**

Wastewater Management

Another part of Phoenix's service is...the sewer, or as we politely say in the business...wastewater. With more than 4,500 miles of sewer mains, almost 78,000 manholes, and 30 lift stations strategically placed around the city to pump that sewage to one of three wastewater treatment plants, it takes a lot of specially trained people to ensure service that you rarely have to think about. This is one area where out of sight – out of mind is a good thing! Phoenix wastewater crews even inspect sewer lines with a specially designed camera to spot concerns before they turn into problems. This proactive approach to ensure reliable delivery of wastewater services keeps things flowing in the right direction.

Almost all of the water we use from the tap eventually goes back into the ground through landscaping or down the drain to the city's wastewater lines. Once the wastewater takes that long journey to one of Phoenix's three wastewater treatment or reclamation plants, another technical, multi-step, cleaning process begins. Phoenix wastewater treatment plants are some of the most sophisticated in the nation - because we live in the desert. We clean the water to literally 99 per cent pure and every drop of water that comes out of our wastewater plants is reused somewhere. In fact, Phoenix provides wastewater treatment service for several Valley cities, not just Phoenix. And just like our drinking water, wastewater treatment also has extremely stringent rules and regulations.

Without getting too graphic, wastewater goes through various degrees of filtration, then depending upon its future use, chlorinated, then de-chlorinated before it's placed back into the environment or reclaimed for things like crops and turf areas.



Tres Rios

The water leaving our wastewater treatment plants already meets or surpasses a multitude of standards ... but the Tres Rios Constructed Wetlands Demonstration Project provides a natural and efficient method to clean the water beyond what is mandated.

Not only do wetlands like this purify water more, they also provide a suitable habitat for an amazing variety of wildlife. This type of ecosystem is one of the most productive, natural purification processes on the planet.

Tres Rios is located just off 91st Avenue along the north bank of the Salt River, about 1.5 miles south of Broadway Road. It is open to the public 6 a.m. to 5 p.m., Monday through Friday, 6 a.m. to 11 a.m. on weekends, and is closed on all city holidays. Call 602-495-7927, or visit tresrios.net for more information.

Water Conservation Tips



- Plant native desert landscaping that needs little water. And place grass only where kids or pets will use it. After all, wherever you live in Phoenix, you live in the desert.



- Know how your landscape watering system works. When it rains, turn it off for a few days. Too much water can actually kill native plants!



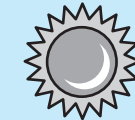
- If you're installing new landscaping, use a drip system and zone it separately for trees and shrubs. That'll save you some real bucks, too!



- Don't just do things because you've done them in the past. For instance newer dishwashers clean much more efficiently than older models. So, you probably do not have to pre-rinse.



- Make sure your toilet isn't leaking. Place a few drops of food coloring in the tank. If the food coloring appears in the bowl...then you have a leak that usually requires just installing a new flapper device.



- To prevent evaporation – water landscaping before sunrise and buy a pool cover.

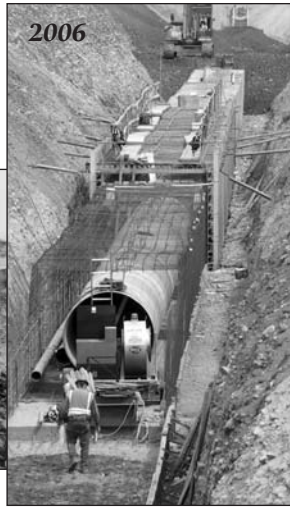


- And, remember to be a good neighbor and not let water run into the street. That creates a hazard and wastes water.

To learn more about how to save water indoors and outdoors, you can order free literature from the Phoenix Water Conservation Office at phoenix.gov/water or call 602-256-3370. You also can visit ag.arizona.edu/azmet/phx for a lawn watering guide or wateruseitwisely.com or h2ouse.net to learn more about water conservation measures.

phoenix.gov

More Than 100 Years of Superior Water Services In Phoenix



That's right, the city of Phoenix Water Services Department has been around for more than a century. And, as you can guess, things have changed a lot since the early 1900's. Here's a little perspective on how far we've come.

Phoenix actually was incorporated in 1881. A network of canals created by the ancient Hohokam centuries before laid the groundwork for the current system of transporting water to Phoenix water treatment plants.

During the early stages of Phoenix's history, water services were primarily provided by private companies. In 1907, Phoenix purchased the main private water supplier in town for \$150,000. As Phoenix grew, more improvements to the system were made, including delivering surface water from the Verde River through a 28-mile long, 38-inch redwood pipeline. Phoenix also built several large reservoirs to meet customers' needs when demand was high.

In 1932, everyone in the country was becoming aware of the little town in the desert when Phoenix began operation of one of the West's largest and most modern wastewater treatment plants. And, by 1949, Phoenix had built its first water treatment plant.

After World War II, Phoenix's population and service area grew to almost 110 square miles ... and more water and wastewater treatment plants were constructed to enhance service and bring a variety of water sources to the desert. And recently, we opened our brand new, state of the art, Lake Pleasant Water Treatment Plant, which uses even more advanced methods to help make your tap water cleaner than ever.

Phoenix now has six water treatment plants, two wastewater treatment plants, and a water reclamation plant. The city serves 1.5 million tap water customers in Phoenix and more than two million wastewater customers throughout the Valley of the Sun.

Keeping You Informed

Here at Phoenix Water Services we can't spend your money on a lot of expensive advertising campaigns, but we can put your dollars to good use through innovative, award-winning public awareness programs aimed at you and your children.

Besides performing hundreds of media interviews each year about water and wastewater issues, Phoenix creates news releases, editorials, and articles for all types of newspapers, as well as brochures, our Water Services website, and information for *NOTES* – the monthly newsletter that accompanies your Municipal Services Bill.

Phoenix Water Services also produces videos, like *WATERways* and *Water Works* on Phoenix Channel 11 and innovative public service announcements featuring actor Leslie Nielsen; speaks to local clubs and associations about water; attends fairs and civic events; and works with other Valley cities to help increase the chances that you'll see, hear or read one of thousands of informational messages each year.

Phoenix Channel 11 even runs customer services messages at the bottom of your screen and dedicates portions of shows like *Everything Phoenix* and *On the Issues* to water.

And, for more than twenty years, Phoenix has had an innovative water conservation awareness program that includes high quality brochures, videos and web information for home and business owners; water

conservation education training for classroom teachers, including the award winning Project W.E.T. (Water Education for Teachers); student curriculum materials; and water conservation assembly programs. Phoenix also is a founding member in the regional water advertising campaign, Water - Use It Wisely, and works with water providers in the Valley to issue up-to-date and comprehensive information to customers.

And most importantly, we listen to you through calls to Water Customer Services, e-mails and public awareness events. Then we try to include answers to your questions in our communications with you.

To learn more about Phoenix's water conservation educational programs visit phoenix.gov/water.



WATER

THINK about WATER

Use It Responsibly



City of Phoenix
WATER SERVICES DEPARTMENT

phoenix.gov/water

To acquire this publication in Braille, large print or audio tape, contact the City of Phoenix Water Services Department at 602-262-6251, or 602-534-1113/TTY.

Este informe contiene información importante sobre su agua potable. Si desea esta publicación impresa en español, braille, letra grande o en casete de audio comuníquese el Departamento Municipal de Phoenix del Servicio del Agua, al 602-262-6251, ó 602-534-1113/TTY.