



Welcome to the fourth 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 Fall and Winter are upon us, Phoenix has yet to see any significant rainfall. While snowpack in the higher elevations of Arizona and the states that feed the Colorado River could add to the water stored in the reservoirs, rain the Valley would be helpful for keeping landscapes nice and green without resorting to tap water.

As we continue to evaluate our water resources and the ongoing drought, we encourage residents and businesses to be mindful of their watering habits and only use what’s necessary.



To support this, Phoenix Water Services recently introduced a **Residential Grass Removal Incentive**. Replacing non-functional grass with water-efficient landscaping can lower water bills while conserving our limited water resources. Learn more about how you can qualify for this incentive. [Learn more about how to get your incentive for removing your grass.](#)

We also offer other water-saving programs for residents, including **Smart Irrigation Controllers** and **High-Efficiency Toilet Rebates**. Visit the Phoenix Water website to learn more and apply for these valuable programs. [Learn more about those incentives.](#)

A sustainable water future for Phoenix is possible if we all do our part and save water!

**Director Troy Hayes**  
**Phoenix Water Services**

## The New Customer ePortal is Now Live!



In October, Phoenix Water Services and Public Works introduced a new customer service portal designed to provide a more secure, user-friendly experience. The upgraded system offers a variety of convenient features, including viewing water billing history, paying bills, and starting or stopping service — all in one place.

With its intuitive design and streamlined navigation, the portal makes managing your City Services account easier than ever. Enhanced security measures also ensure your personal information stays protected from potential threats.

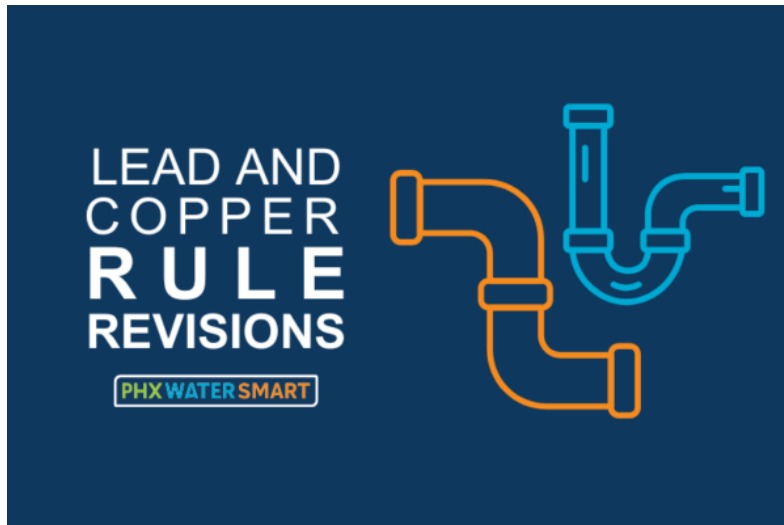
To use the new system, most customers will need to create a new online City Services account. [Learn more or use the new ePortal System.](#)

If you have any questions, [please email us your account information and contact details.](#)

### Remember, Only Rain in the Storm Drain

We invite you to help reduce stormwater pollution by participating in Stormwater Awareness Week, Jan. 20-26, 2025. Stormwater can pick up pollutants such as oil or trash and impact our rivers, washes, and parks. Your simple everyday actions can make a huge difference and improve stormwater quality and our environment. [Visit our stormwater website](#) to learn more about what you can do to prevent stormwater pollution. [Send us an email](#) to attend a one-hour virtual conference on **Wednesday, Jan. 22, 2025.**

### Compliance With EPA's Lead And Copper Rule



The Phoenix Water Services Department is committed to safeguarding the health of its residents by complying with the Environmental Protection Agency's (EPA) updated Lead and Copper Rule (LCR) . The City is working diligently to identify and mitigate any potential sources of lead in its water infrastructure, ensuring that residents continue to have access to safe and clean drinking water.

As part of the Lead and Copper Rule Revisions (LCRR), the City of Phoenix is required to inventory all water service lines, focusing on those installed before 1988, when lead pipe use was prohibited. The inventory will assess and categorize water service lines, including identifying those made from lead or galvanized material requiring replacement (GRR). The City submitted this comprehensive inventory of over 480,000 waterline services to the Arizona Department of Environmental Quality (ADEQ) by October 16, 2024, as per federal requirements.

Below are the key components.

Key Components of Phoenix Water's LCR Compliance:

1. Proactive Field Investigations: Since 2021, Phoenix Water has conducted over 250,000 field investigations and found no evidence of lead service lines. The City remains committed to confirming the status of any service lines listed as "unknown" and ensuring the safety of its water distribution system.
2. Service Line Inventory Submission: Phoenix Water submitted a complete inventory of all service lines to ADEQ in October 2024. This inventory is a critical step in the City's ongoing efforts to comply with the updated EPA requirements.
3. Notification to Residents: Starting in late 2024, Phoenix residents with GRR service lines, as well as those with service lines classified as "unknown," will receive direct notifications by mail. No existing lead service lines have been found in the City of Phoenix, but notification will be provided if any are identified. The City will also launch an online resource at [pipes.phoenix.gov](https://pipes.phoenix.gov), where residents can access information about their service line material and stay updated on the City's lead service line replacement efforts.

4. Health Education and Support: The City is dedicated to educating the public on the health risks associated with lead in drinking water. All communication will include information on health effects, steps to reduce exposure, and opportunities for service line replacement.

Looking Ahead: Phoenix Water will begin replacing any service lines identified as GRR or lead through a planned replacement program starting in 2025. The City will collaborate with federal, state, and local partners to secure funding for this effort, leveraging grants from the Bipartisan Infrastructure Law to support this initiative.

"As a city, we've been proactive in maintaining the highest standards for water quality. While we have found no lead service lines so far, our commitment to safety and transparency remains strong," said Troy Hayes, Director of Phoenix Water Services. "We will continue to prioritize the health of our residents as we comply with the EPA's Lead and Copper Rule."

For more information on Phoenix Water's compliance with the Lead and Copper Rule and the upcoming service line replacement program, visit [pipes.phoenix.gov](https://pipes.phoenix.gov).

## Don't Fog Up Your Holiday With A Plumbing Disaster; Learn How To Deal With Fats, Oils, And Grease.



We are swiftly approaching the most wonderful time of year, a time to think about Fats, Oils and Grease (FOG) Best Management Practices (BMPs) in your very own kitchen! The holidays are when many families cook heartier foods or simply cook more often, especially with the cooler temperatures. However, this can bring issues if FOG is not properly handled.

What exactly is FOG when it comes to your kitchen? Fats and oils from cooking meat, cooking oil, butter or margarine, food scraps, sauces, dairy and even baked goods, are all sources of FOG. Any time you pour these things down the sink or garbage disposal, you risk them building up on your pipes, clogging both your private sewer line as well as the City sewer. Did you know that there are nearly 4,800 miles of sewer pipe in the City of Phoenix? That is a lot of piping to keep clean and free of obstructions such as FOG!

What exactly happens when there is a blockage to these pipes? There is nowhere for that wastewater to go except backward, up through your sinks and toilets or other fixtures in your house, or it can build up in the City sewer and cause wastewater to even back up and flow from manholes into the street or alley. Now that would be a true holiday disaster!

How can you be a holiday hero and keep our sewers flowing?

Follow these tips at home and share with your friends and family:

- Pour used grease into a container or vessel and discard into the trash. Coffee grounds or kitty litter can be used in the container as an absorbent.
- Avoid or minimize the use of garbage disposals. Home garbage disposals do not keep FOG out of the sewer system. These units only shred solid material into smaller pieces and do not prevent FOG from going down the drain.
- Use drain screens to capture food particles and dispose of them in the garbage. Many of the solids that are washed down the sinks, carry with them a variety of fats. These solids only add to the problem of FOG accumulation in the sewer lines.
- Use dry clean up methods before using wet clean up methods for pots/dishes and spills. In other words; wipe and scrape off first, then wash.

To learn more, [visit our page about Fats, Oils, and Grease.](#)

## Phoenix Introduces New Residential Grass Removal Incentive to Promote Water Conservation



Phoenix Water Services has launched a new program offering financial assistance to homeowners who replace their lawns with water-efficient, desert-adapted landscapes. The initiative encourages residents to reduce outdoor water use by receiving \$2 per square foot for removing grass. This effort not only conserves water but could also help residents save money on their water bills. It's part of the City's broader commitment to sustainable urban living in a desert climate.

The [Residential Grass Removal Program](#) is open to Phoenix Water Services customers who own their homes and meet the eligibility requirements. Homeowners must remove at least 250 square feet of living grass to be eligible for the financial incentive. The program also provides access to educational resources and workshops to help participants design water-wise landscapes. By choosing drought-tolerant plants, homeowners can significantly reduce their outdoor water consumption and cut back on yard maintenance.

### **Key Highlights of the Incentive Program:**

- Receive \$2 per square foot for removing at least 250 square feet of grass.
- Grass must be alive and healthy at a minimum of 75% density of the area to be removed.
- Access to educational workshops for landscape design assistance.
- Applications are accepted on a first-come, first-served basis.

"Converting traditional grass lawns to desert landscaping is one of the most effective ways to conserve water in Phoenix," said Cynthia Campbell, Water Resources Management Advisor. "This program allows homeowners to enhance the beauty of their yards while reducing water usage and contributing to the City's conservation goals. It's a win-win for both residents and the environment."

### **Additional Residential Water Conservation Incentives**

In addition to the grass removal incentive, Phoenix Water Services offers up to \$75 for the installation of WaterSense-labeled [high-efficiency toilets and smart irrigation controllers](#). These products help conserve water by optimizing water use indoors and in landscape irrigation systems. Homeowners can combine these offerings to maximize water savings and reduce their overall utility bills.

### **Non-Residential Grass Removal Program**

The City also provides an [incentive for non-residential customers](#), including businesses, schools, and homeowner's associations (HOAs). This program offers \$2 per square foot for the removal of non-functional grass, encouraging commercial properties to switch to desert-adapted landscapes and contribute to citywide water conservation efforts.

For more information about water conservation, [visit phoenix.gov/savewater](http://visit.phoenix.gov/savewater).

### **Cave Creek Water Reclamation Plant Rehabilitation project Making Progress**

In September, work began on the Cave Creek Water Reclamation Plant Rehabilitation Project with the demolition of outdated facilities set to be replaced by modern, state-of-the-art systems. These upgrades will enhance the plant's efficiency and sustainability, ensuring reliable water reclamation services for years to come.

Check out some photos below of the ongoing construction progress.



***Demolition of old facilities taking place at the Cave Creek Water Reclamation Plant***



***New facilities being built at the Cave Creek plant.***

## Phoenix's 90 Years of Wastewater Treatment: A Legacy of Innovation and Public Health

For more than 90 years, Phoenix has been a leader in wastewater treatment, transforming how the city manages and reuses water. Before the 1930s, wastewater received only basic filtration before being discharged into waterways, relying on dilution to reduce pollution — a method that still posed significant environmental and public health risks. Advances in technology and growing concerns about pollution prompted major improvements in wastewater treatment.

In 1931, Phoenix built its first activated-sludge wastewater treatment plant near 23rd Avenue and the Salt River, with a capacity of 12 million gallons per day (MGD). By 1946, capacity increased to 30 MGD, reaching 45 MGD by 1962. Today, the 23rd Avenue Wastewater Treatment Plant treats up to 63 MGD, producing water safely reused for irrigating non-edible crops.



### ***23<sup>rd</sup> Avenue Wastewater Treatment Plant under construction in the early 1930s***

Phoenix's second major facility, the 91st Avenue Wastewater Treatment Plant, opened in the late 1950s with an initial capacity of just 5 MGD. After decades of expansion, this 560-acre facility can now treat up to 230 MGD. Phoenix operates this plant in partnership with the cities of Glendale, Mesa, Scottsdale, and Tempe, who collectively own the plant and send wastewater to be treated. Approximately 70 MGD is sent to the Palo Verde Generating Station, providing 26 billion gallons of treated water annually to cool nuclear reactors.

Phoenix Water Services remains committed to using cutting-edge technology to manage wastewater efficiently, safeguarding public health, protecting the environment, and securing the city's water future.





***The 91<sup>st</sup> Avenue Wastewater Treatment Plant can treat up to 230 Million Gallons per day.***

## **Wastewater Treatment by the Numbers**

**Number of Plants: 2**

**Wastewater Treated Daily: 182.74 Million Gallons Per Day (MGD)**

**Wastewater Treated Annually: 66.7 Billion Gallons/Year**

**Average Daily Treated Wastewater Sent to Palo Verde Nuclear Generating Station: 59 MGD**

**Average Daily Treated Wastewater sent to Tres Rios Wetlands: 72 MGD**

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