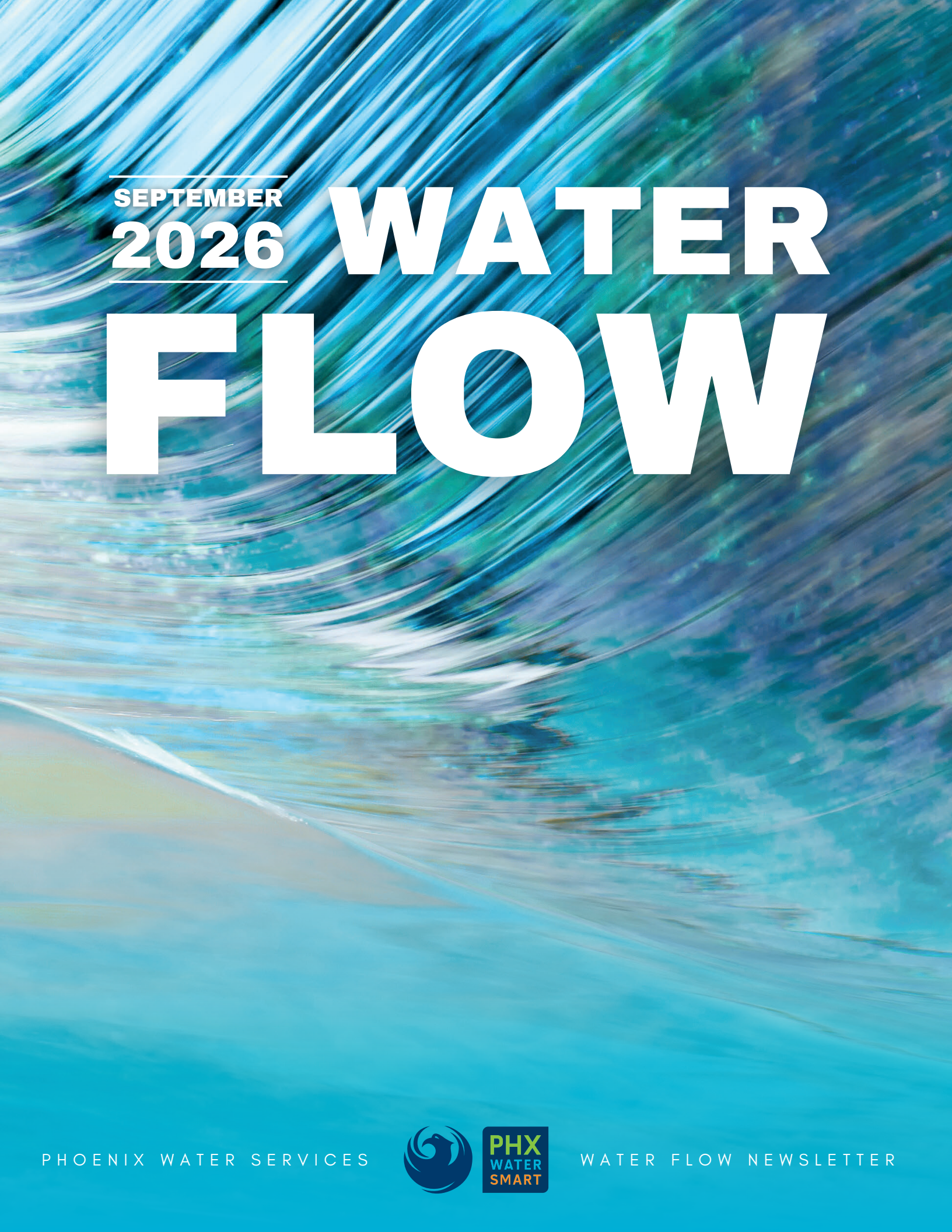


SEPTEMBER
2026

WATER FLOW

PHOENIX WATER SERVICES

PHX WATER SMART

WATER FLOW NEWSLETTER

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A MESSAGE FROM

BRANDY KELSO

WATER SERVICES DIRECTOR

Our responsibility at Phoenix Water Services is clear: provide safe, reliable water today while preparing for tomorrow.

The Colorado River is entering a new period of reduced water deliveries, and Phoenix is assessing how the recently finalized federal operating guidelines will be incorporated into our existing water resource and drought response plans. Decades of planning and investment have positioned Phoenix with a diverse water portfolio, stored supplies, resilient infrastructure, and conservation strategies to manage changing river conditions. We will continue adapting and investing to protect reliable water service for the future.

We will continue carefully managing our water resources, investing in future supplies such as Pure Water Phoenix and working with residents and businesses to use water efficiently. Every action we take today helps strengthen Phoenix's water future.

In this issue, learn what the latest Colorado River decision means for Phoenix, see progress on Pure Water Phoenix at Cave Creek Road, learn about conservation incentives and look at a new training center designed to strengthen the workforce that keeps Phoenix water flowing.

Thank you for being a partner in our conservation and sustainability efforts.

Brandy Kelso

Director
Phoenix Water Services Department



FEDERAL COLORADO RIVER DECISION: WHAT IT MEANS FOR PHOENIX

On Aug. 21, the U.S. Department of the Interior and Bureau of Reclamation finalized new operating guidelines for the Colorado River beginning in 2027. The decision comes as Lake Powell and Lake Mead remain at historically low levels following another extremely dry year in the Colorado River Basin.

The 2027–2028 Operating Guidelines require reductions of 1.25 million acre-feet in Colorado River deliveries to the Lower Basin states each year. If Arizona, California and Nevada implement their proposed sharing agreement, Arizona's reduction will be 760,000 acre-feet.

WHAT THIS MEANS FOR PHOENIX CUSTOMERS

The federal decision will not interrupt water service for Phoenix customers. Residents and businesses can continue to expect safe, reliable water service.

Approximately 40% of Phoenix's current drinking-water supply comes from the Colorado River, about 58% comes from the Salt and Verde rivers and approximately 2% comes from groundwater. Phoenix is evaluating how the new reductions will affect its Colorado River supplies and operations under the City's Drought Management Plan.

Phoenix has spent decades preparing for reduced Colorado River supplies. Those preparations include water stored underground for future shortages, groundwater-recovery infrastructure, the approximately $300 million Drought Pipeline, conservation investments and the development of Pure Water Phoenix and other future renewable supplies.

PHOENIX HAS A PLAN

Phoenix remains in ***Stage 1 of its Drought Management Plan*** and will keep customers informed before any changes are implemented. Conservation continues to matter. Using water efficiently helps extend existing supplies and gives Phoenix additional flexibility as new water resources and infrastructure are developed.

Phoenix will also continue working with regional, state, tribal and federal partners and advocating for a long-term Colorado River solution that shares responsibility throughout the Basin.

Learn more about the Colorado River decision and Phoenix's preparations.

PHOENIX COUNCIL

ADVANCES REGIONAL WATER RELIABILITY PARTNERSHIP

COLLABORATION TODAY FOR A MORE RESILIENT TOMORROW



Staff recently ***briefed the Phoenix City Council*** on the city's long-term strategy to address Colorado River challenges, strengthen drought preparedness, and maintain reliable water service for residents and businesses.

The Council voted 8-0 to authorize staff to negotiate mutual aid and transactional agreements supporting the proposed Secure Water Arizona Program (SWAP). The collaborative initiative is designed to improve regional water reliability and provide participating communities with additional flexibility during shortage conditions.

Any future agreements would return to City Council for final approval.

SWAP is one part of Phoenix's broader strategy to strengthen long-term water security through infrastructure investments, conservation, stored water, new supplies and regional cooperation.

Working together for a stronger, more reliable water future.

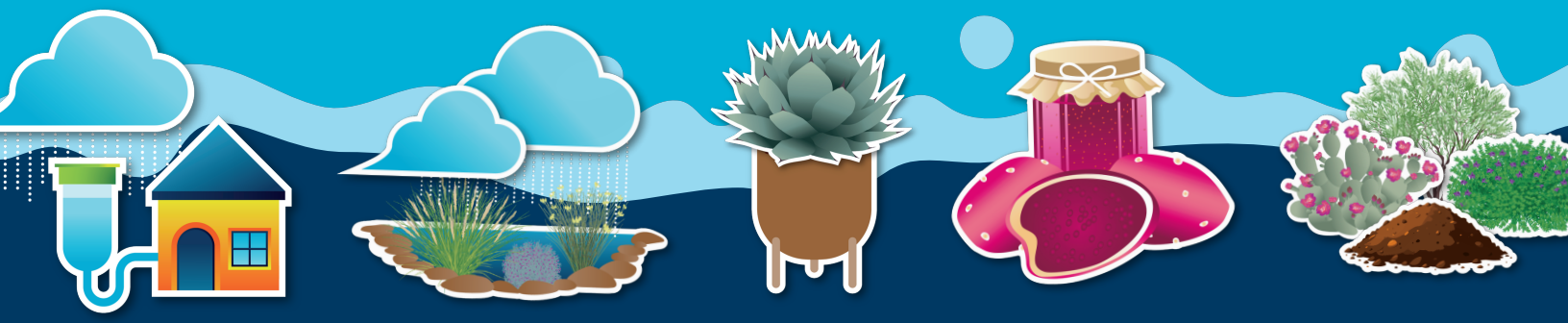
PRESENTED BY:

Watershed Management Group

PHX WATER SMART

HYDRATE PHOENIX CLASSES 2026

Sep. 30 | Rainwater Harvesting
Oct. 7 | Rain Garden Care
Oct. 14 | Sustainable Living 101 for Renters
Oct. 21 | Cultivating Native Edible Plants
Oct. 28 | Building Healthy Desert Soils



WEDNESDAYS 6 - 7:30 P.M.

The City of Phoenix Water Services Department and the Watershed Management Group are hosting its annual Hydrate Phoenix classes starting Wednesday, Sept. 30. This five-course virtual series includes Water Smart topics like “Rainwater Harvesting,” “Building Healthy Desert Soils,” and new this year: “Sustainable Living 101 for Renters.” All classes take place on Wednesday from 6-7:30 p.m.

View the course schedule and register today.

2025 WATER QUALITY REPORT

NOW AVAILABLE *Online*

Phoenix's 2025 Water Quality Report is now available. The report summarizes the results of millions of tests and measurements performed at Phoenix's water treatment plants and throughout the distribution system.

In 2025, tap water delivered to approximately 1.7 million residents served by Phoenix Water Services met or surpassed all federal and state drinking water standards.

View the 2025 Water Quality Report.



PURE WATER PHOENIX

A stronger more resilient water future for Phoenix.

> *"Pure Water Phoenix will provide a local supply that is less dependent on changing river conditions."*





PURE WATER PHOENIX:

PREPARING A NEW LOCAL WATER SUPPLY

Phoenix is continuing community outreach about Pure Water Phoenix and the role advanced water purification will play in the City's long-term water portfolio.

At the Cave Creek Road Water Reclamation Plant, construction is scheduled for completion in 2027. Before purified water is introduced into the drinking-water distribution system, the facility will undergo a one-year demonstration period during which the treatment process and purified water will be extensively monitored and tested.

During that period, the purified water will be used for groundwater recharge. Current program planning targets delivery of purified drinking water to customers as early as 2029.

Advanced water purification uses multiple treatment barriers, including ultrafiltration, reverse osmosis and ultraviolet advanced oxidation, to transform recycled water into high-quality drinking water. Similar technologies are already used in communities in the United States and around the world.

For Phoenix, Pure Water will help complete the urban water cycle, diversify the City's water portfolio and provide a local supply that is less dependent on changing river conditions. It is one part of a broader strategy that also includes conservation, stored water, infrastructure investments and regional partnerships.

Learn more about Pure Water Phoenix and advanced water purification.



Entire Facility

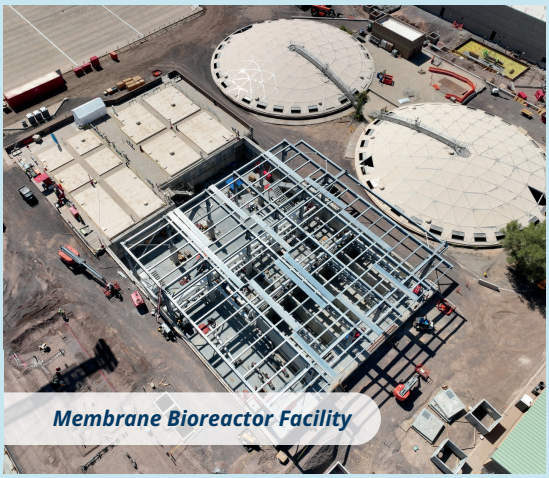
CAVE CREEK

CONSTRUCTION PASSES HALFWAY POINT

Construction continues to make significant progress at the ***Cave Creek Road Water Reclamation Plant,*** future home of Phoenix's first advanced water purification facility.

The project has passed the halfway point and remains on schedule for completion in 2027.

When operational, the Pure Water Phoenix facility at Cave Creek will be capable of producing nearly 7 million gallons of purified water per day — enough to serve approximately 25,000 households.



Membrane Bioreactor Facility



Advanced Water Purification Building



Biological Nutrient Removal Facility



Primary Filtration Facility

PURE WATER PHOENIX

PARTNERSHIP NAMED PROGRAM OF THE YEAR

The Pure Water Phoenix and Pure Water Arizona partnership received the WateReuse Arizona Program of the Year Award at the 2026 Arizona WateReuse Symposium.

The recognition highlights both the infrastructure Phoenix is developing and the regional collaboration supporting advanced water purification across Arizona. Pure Water Phoenix will use proven treatment technology to create a new, local and renewable source of drinking water.

In addition to the Cave Creek Water Reclamation Plant, Pure Water Phoenix projects are planned at North Gateway and 91st Avenue. The proposed 91st Avenue regional project could ultimately produce up to 64 million gallons of purified water per day.

Pure Water Arizona complements Phoenix's work through collaboration, public engagement and regional education about advanced water purification.

Learn more at Phoenix.gov/PureWater.



GRASS OUT. *Cash in*

SAVE WATER AND MONEY WITH CONSERVATION INCENTIVES

The City of Phoenix is offering several conservation incentives designed to help customers save water and money.

Current programs include incentives for:



Grass Removal



Water-efficient toilet replacement



Smart irrigation controllers

Small changes at home can add up to meaningful water savings across our community.

Learn more about eligibility, available incentives and how to apply.





Construction at the new training facility.

BUILDING SKILLS TO KEEP PHOENIX WATER FLOWING

Residents may notice construction at the southwest corner of Cave Creek Road and Deer Valley Drive, where Phoenix Water is building a new hands-on training center for field employees.

The facility will give new and experienced utility technicians a safe, controlled environment to practice working with water mains, valves, hydrants, meters and other equipment used throughout Phoenix's distribution system. Employees will be able to strengthen their skills before working at active job sites, where traffic, pedestrians and the need to quickly restore service can add complexity.

"This training center gives employees the opportunity to learn in a controlled environment before they respond to real-world situations," said Mary Beckner, Deputy Director of Water Distribution. "They build the skills and confidence they need so they're ready to safely serve our customers from day one."



Foundation preparation for the training facility



Trainees installing a tap (or services) clamp.

Improvements include hands-on training infrastructure, a commercial driver's license practice area, classroom and restroom facilities, fencing, parking and safer access for large utility vehicles. Phoenix Water employees have been directly involved in designing and installing much of the specialized infrastructure, helping experienced staff pass their knowledge to the next generation.

By investing in employee development and safety, Phoenix Water is strengthening the workforce that helps provide reliable service every day.

A MESSAGE FROM THE
PHOENIX PUBLIC WORKS DEPARTMENT.





BUY OUR COMPOST!

Residents can now purchase some of the compost produced from curbside green organics. While most of the compost from the ***27th Avenue Compost Facility*** is used in City parks or sold in mass quantities, you can buy small quantities for your lawn or garden through Arizona Worm Farm.

Where: ***Arizona Worm Farm***, 8430 S 19th Avenue
Cost: $35/cubic yard

The compost is not bagged, so you will need an open-bed truck or trailer. To learn more or to arrange a delivery please call (602) 622-7663.



DON'T DEMOLISH - DECONSTRUCT!

There's a new option for those who bring gently-used construction items like cabinets, windows, or plumbing fixtures to the 27th Ave. Transfer Station. Instead of tossing these items to be landfilled, ask the scale house attendant about the new drop-off site for reusable building materials. Items placed there are collected by local nonprofit ***Stardust Building Supplies***. Be sure to check out the ***full list*** of acceptable items.




WATER
FLOW
PHOENIX.GOV/WATER
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