

SPRING
2026

WATER FLOW

IN THE ISSUE

- *A Message from Brandy Kelso*
- *We're Prepared: Phoenix's Water Future*
- *Cave Creek Water Reclamation Plant*
- *Free Water Efficiency Checkups*
- *In the Community: Building the Future of Water*
- *Progress Continues at the Cave Creek Advanced Water Purification Facility*
- *Community Volunteers Help Restore Tres Rios*
- *Pure Water Phoenix. Innovation in Action.*
- *From Source to Tap: How Your Water Is Treated*
- *Transform Your Yard, Save Water*
- *Proposed Solid Waste Rate Adjustment*

DELIVERING TODAY. PLANNING FOR TOMORROW.

Water is essential to life in the desert, and in Phoenix, every drop is carefully managed.

Phoenix Water Services delivers safe, reliable, high-quality water to more than 1.7 million residents every day. At the same time, the department is planning ahead, investing in new technologies, strengthening our infrastructure, and working with the community to ensure a sustainable water future.

In this issue, learn how Phoenix is preparing for the future, supporting conservation, and making it easier for you to manage your water service.



A MESSAGE FROM BRANDY KELSO, PHOENIX WATER SERVICES DIRECTOR

I want to take a moment to reaffirm our commitment to providing reliable water service while planning for the future.

You may have seen news about ongoing challenges on the Colorado River. While those discussions continue, I want to be clear: Phoenix has a strong and diverse water portfolio and is well-prepared to manage through drought conditions.

For decades, Phoenix has invested in long-term planning, conservation, and infrastructure. Today, we use less water than we did 20 years ago, even as our population has grown. That progress reflects both City leadership and the actions of our customers.

We are also investing in the future through advanced water purification and expanded water reuse, ensuring a resilient and sustainable water supply for generations to come.

Thank you for being a partner in conservation and sustainability.

Brandy A. Kelso, P.E.
Water Services Director

COMMUNITY VOLUNTEERS HELP RESTORE **TRES RIOS**

More than 100 community volunteers joined Phoenix Water, Rio Reimagined, Arizona State University, and the Arizona Department of Environmental Quality (ADEQ) on April 11 for a major Earth Month cleanup near the Tres Rios Wetlands.

Over the course of just two hours, volunteers removed enough trash, debris, and invasive vegetation to fill a **10-yard dumpster**, directly improving habitat conditions for wildlife and helping protect one of the Valley's most important restored river environments.

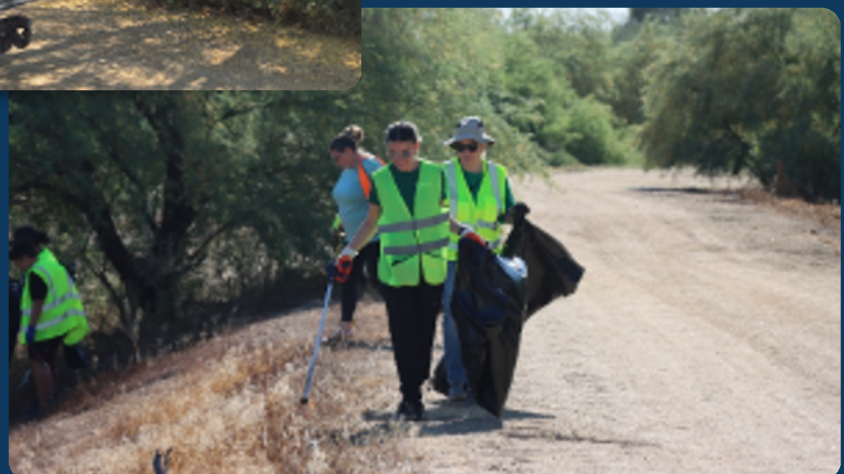
The cleanup focused on an area heavily impacted by illegal dumping. By clearing litter and removing invasive stinknet, volunteers helped strengthen the long-term health of the river corridor and supported ongoing regional efforts to revitalize the Salt and Gila Rivers.

Phoenix Water extends a heartfelt thank you to all the partners and volunteers who rolled up their sleeves to make a visible, lasting difference for our waterways.

Community stewardship continues to play a vital role in protecting and restoring natural spaces across our city.



wow!



PHOENIX IS BUILT FOR LIFE IN THE DESERT, AND THAT MEANS PLANNING AHEAD.

WE'RE PREPARED: PHOENIX'S WATER FUTURE

Our Water Strategy Includes:

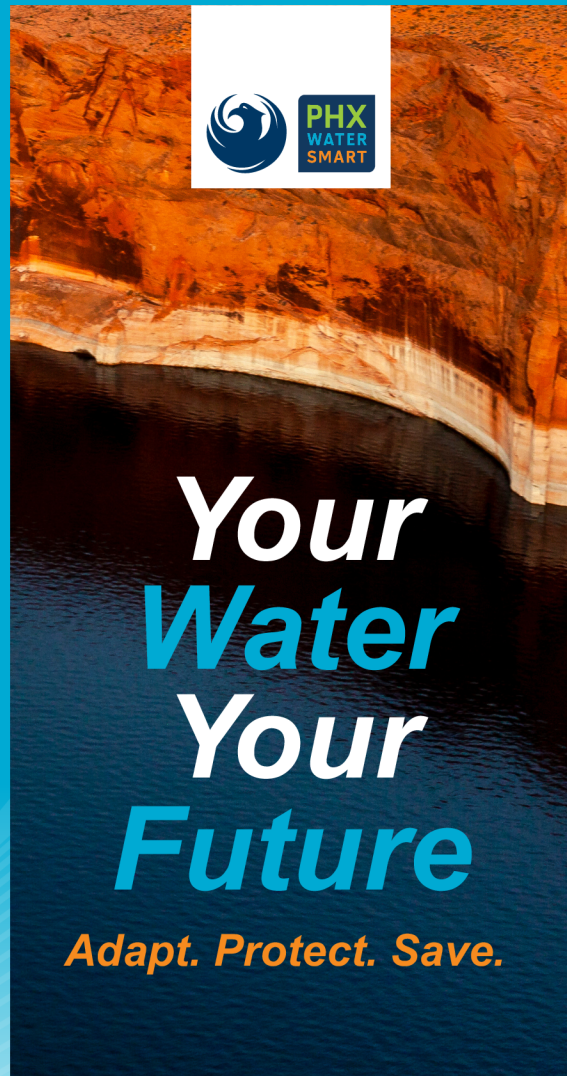
- A diverse supply portfolio: Salt and Verde rivers, Colorado River, groundwater, and reclaimed water.
- Long-term infrastructure investment
- Proven conservation success across decades.
- Regional collaboration with neighboring cities.

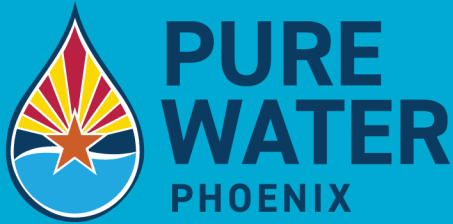
Today, Phoenix uses less water than in the past, despite continued growth.

What This Means for You

- Reliable water service
- Stable long-term planning
- Continued investment in your community

Bottom line: Phoenix is not running out of water. We are preparing for the future.





PURE WATER PHOENIX | INNOVATION IN ACTION: STRENGTHENING OUR WATER SUPPLY

Phoenix is investing in Advanced Water Purification, an innovative, proven treatment process that will:

- Create a drought-resilient water supply.
- Produce water that meets or exceeds drinking water standards.
- Complete the water cycle by safely reusing water.
- Reduce reliance on the Colorado River.

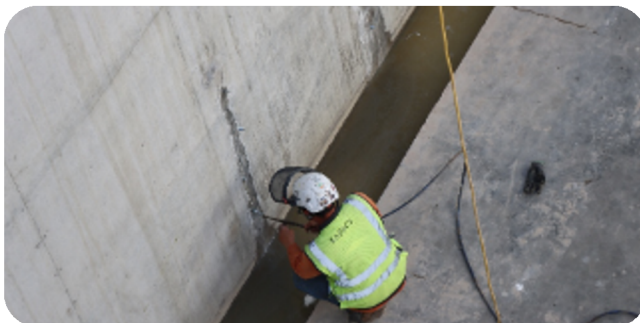
CAVE CREEK WATER RECLAMATION PLANT UNDER CONSTRUCTION

Phoenix is expanding its water reuse system with the Cave Creek Water Reclamation Plant, currently under construction in North Phoenix.

Once complete, this facility will:

- Increase water reuse capacity
- Support growing communities
- Reduce demand on other water resources

This project represents a proactive investment in Phoenix's long-term water security. Below are some recent photos showing progress of the project.



FROM SOURCE TO TAP: HOW YOUR WATER IS TREATED

Ever wonder how your water gets to your home?

At Phoenix water treatment plants, water goes through multiple advanced steps:

- Collection from rivers and canals
- Filtration and treatment
- Disinfection to ensure safety
- Continuous monitoring and testing

Phoenix Water's certified operators and engineers work around the clock to ensure your water meets or exceeds all safe drinking water standards.



Your water is safe, reliable, and carefully managed every step of the way.

[🔗 Phoenix Water Quality Reports](#)

FREE WATER EFFICIENCY CHECKUPS

SAVE WATER. LOWER YOUR BILL. IMPROVE EFFICIENCY.

Phoenix Water Services offers free, personalized consultations for:

Homeowners

- Leak detection
- Indoor and outdoor efficiency
- Lower water bills
- [Request a water efficiency consultation](#) 🔗

Businesses

- Reduce operating costs
- Improve water management
- Support sustainability goals
- [Request a business water efficiency consultation](#) 🔗

HOAs & Communities

- Optimize irrigation systems
- Prevent overwatering
- Improve landscape efficiency
- [Request and HOA water efficiency consultation](#) 🔗



TRANSFORM YOUR YARD, SAVE WATER

Phoenix residents are replacing grass with desert-adapted landscaping and saving water.


Program impact:

- Nearly 1 million square feet of grass removed
- Reduced outdoor water use
- Lower monthly bills


Desert landscaping is:

- Water-efficient
- Low maintenance
- Designed for our climate

Incentives are available now to help you get started. [🔗 Learn more.](#)

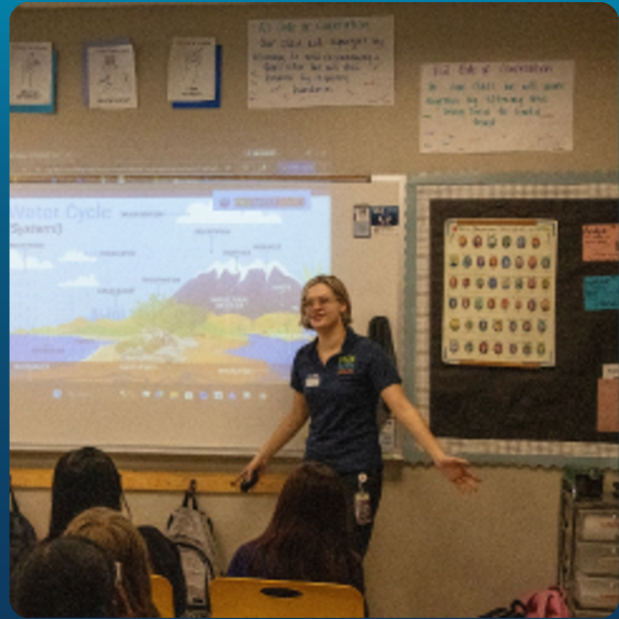


RESIDENTIAL
**GRASS
INCENTIVES**



Convert grass to desert landscaping and save **55 GALLONS** of water each year per square foot.

The graphic features a house with a desert landscape in front. The landscape includes a large tree, cacti, and succulents. A green box at the bottom contains text about water savings. The background is a light blue sky.



IN THE COMMUNITY: BUILDING THE FUTURE OF WATER



Phoenix Water Festivals

Phoenix Water partners with schools and the University of Arizona to help students learn about:

- The water cycle
- Conservation
- Sustainability

These hands-on experiences are building the next generation of water stewards.



Supporting Future Water Leaders

Phoenix also works with university students and future engineers, providing real-world experience in water treatment and system design.

By investing in education and workforce development, we are ensuring continued innovation and reliability in water services.

PROPOSED SOLID WASTE RATE ADJUSTMENT

The Public Works Department recently proposed an increase to monthly residential solid waste rates. The last time a solid waste rate adjustment was approved was in 2020. Since then, vehicle costs have gone up by 52%, construction and maintenance costs for critical infrastructure have increased by 40%, and staff costs have risen 32%. The Solid Waste Division is projecting a budget shortfall of \$20.8 million this fiscal year. To address this shortfall and to keep revenue on pace with expenses in the future, a proposed multi-year fee increase is recommended. The proposed rate adjustments are in the chart below.

Proposed Monthly Residential Solid Waste Rate



July 2026 16%	July 2027 14%	July 2028 10%
+\$6 \$43.32	+\$6 \$49.32	+\$5 \$54.32

July 2029 to July 2033
0 to 5% inflationary increase each year

Proposed Green Organics Collection Subscription Fee

Increase the Curbside Green Organics collection fee to **one fourth** of the applicable monthly solid waste rate.



July 2026	July 2027	July 2028
$\$43.32 / 4 =$ \$10.83	$\$49.32 / 4 =$ \$12.33	$\$54.32 / 4 =$ \$13.58

The increase will ensure that Solid Waste can continue providing reliable service and comply with legal requirements when it comes to maintaining vital services such as solid waste collections, transfer stations, and long-term landfill costs.

The Solid Waste Division of the Public Works Department operates as an enterprise fund, meaning it covers all operating costs with customer service charges, rather than with general funds from the City's budget. The vast majority (86%) of the money Solid Waste brings in comes from the monthly fee residents pay to have their solid waste collected from their homes. If a rate increase does not go into effect to start the fiscal year in July 2026, the Public Works Department would be unable to provide many of the solid waste services currently offered, which would result in a large reduction in services.

To learn more details about the proposed solid waste rate adjustment, visit

phoenix.gov/swrate2026. You can also give feedback in our [customer survey](#).

WATER FLOW

PHOENIX.GOV/WATER



/PHXWATER