

IMPORTANT INFORMATION ABOUT WATER QUALITY

City of Phoenix Treatment Requirements

The City of Phoenix routinely monitors your water for turbidity (cloudiness). On 1/12/2021 at 9:35 am the Val Vista WTP experienced high turbidity reading of 1.96 which is greater than 1 NTU standard at the Combined Filter Effluent. Only one filter out of 18 filters online in the entire plant was affected. The cause of the high reading was due to the sudden increase of hydraulic loading to one filter lasting approximately 5 minutes. The City resolved this issue by decreasing the hydraulic loading, therefore decreasing the levels below 1NTU. At 9:40 am the turbidity level decreased to 0.4 NTU. The water was then further treated on site prior to being delivered to customers. **At all times water entering the water distribution system meet all water quality standards. The impacted water was not delivered to customers.**

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You do not need to boil your water or take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water. People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

For more information about City of Phoenix Water Quality, please contact us at (602) 262-6251.

State Water System ID#: AZ04-07025

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