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PHX WATER SMART



HELLO FROM ENVIRONMENTAL SERVICES DIVISION (ESD):

The Environmental Services Division (ESD) ensures that City water and wastewater facilities protect public health and the environment by maintaining compliance with environmental laws, and by providing high-quality and reliable services to the Department, City staff, and the public.

ESD consists of various sections:

BUSINESS OPERATIONS: Administrative, community outreach, laboratory safety, and environmental training coordination.

COMPLIANCE: Air, hazardous material, wastewater, and water regulatory compliance.

LABORATORY: Analytical testing of water and wastewater. Licensed by the Arizona Department of Health Services (ADHS) and certified by The National Environmental Laboratory Accreditation Program (NELAP).

MONITORING: Monitoring and sampling of water and wastewater accredited by The National Environmental Field Accreditation Program.

POLLUTION, PREVENTION, & PERMITTING: Commercial, Industrial Pretreatment, and Stormwater programs conduct inspections, prevention, permitting, and sampling.

QUALITY ASSURANCE: Quality assurance, compliance and monitoring.

SAFETY: Safety oversight and training for all Water Services Department employees.

WHAT'S FOG GOT TO DO WITH IT?

Flushing – it's something we all do! However, when was the last time you considered what should or shouldn't be flushed down the toilet? Likewise, many of us have garbage disposals in our home that we use regularly while washing dishes and cooking meals. Yet, how many of us think carefully before pouring or rinsing things in the sink when we're in a rush? These might seem like small actions, but they can have an impact when you consider how many people live in Phoenix and use water in their homes every day!

Anything flushed down your toilet or rinsed down your sink eventually makes its way to our sewer system where it can continue flowing to the treatment plant, or it could combine with other things and create a blockage. When things like non-flushable wipes (most wipes are not flushable despite what their labels may state), fats, oils, grease (collectively known as "FOG"), food waste, cat litter, medications, and more combine in the sewer, there is always the risk of creating something known as a "fatberg". Imagine something solid like an iceberg, but much smaller and made out of fats and solids! Not a very appetizing picture and something that the City would like to prevent of course.

In the event that a blockage does occur in your neighborhood and inspectors identify the homes directly upstream of it, you may find a door hanger waiting for you. What exactly does this mean for you? This is an opportunity for us to provide outreach about how you can do your part to prevent a future blockage! Remember, blockages are expensive and ultimately impact residents through higher rates. It's in everyone's best interest to think before flushing or rinsing, and we appreciate your help in keeping our sewers free of FOG and solids!



WIPES, TRASH AND DEBRIS PULLED OUT OF SEWER MANHOLE.



MASSIVE WIPE-MONSTER PULLED OUT OF SEWER MANHOLE.



CALLING ALL WATER WARRIORS (KIDS AGES 6-12)

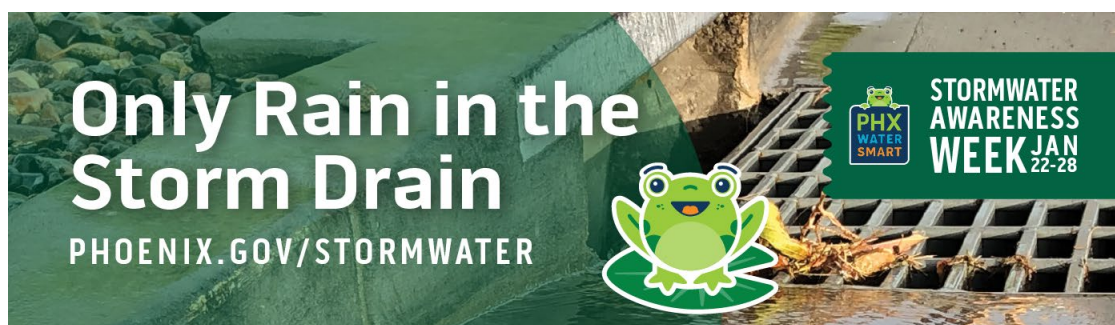
I'm Hopper, the stormwater mascot. My friends Wayne Drop, Loo Poo, and I invite you to enter the Water Warriors Kids' Art Contest today! Your artwork (or your child's) can be featured in an undated calendar that brings awareness to the importance of environmental protection!

Our community-centered and art engagement experience has been thoughtfully designed to enlighten children and families about the significance of environmental protection. By participating in this contest, you contribute to the creation of an engaging and informative calendar giveaway that will benefit our entire community. Together, let's make a positive impact on our environment!

How to enter: Visit the webpage for the [KIDS' ART CONTEST 2024](https://www.phoenix.gov/WaterColoringContest) ([phoenix.gov/WaterColoringContest](https://www.phoenix.gov/WaterColoringContest)) and download the [art flyer, template](#), contest rules, and entry form. Art must be original and created in the template provided.

Email it to us! Scan or take a photo of your finished art, and email it to WSD.ESD.Outreach@phoenix.gov.

Deadline for submission is **Friday, Dec. 8, 2024**.



STORMWATER AWARENESS WEEK 2024

ESD is hosting the fifth annual **Stormwater Awareness Week** from **January 22 – 28, 2024** to promote stormwater pollution prevention activities.

Stormwater in Phoenix is not treated like the water leaving your kitchen sink or toilet, so it is important that we proactively prevent

stormwater pollution. Stormwater Awareness Week is a large-scale effort to reach the community regarding everyday actions that can be taken to prevent stormwater pollution, such as properly disposing of household waste, picking up after your pet, or maintaining your car so it doesn't leak oil.

Join us for our Stormwater Awareness Week Virtual Conference to be held on **Wednesday, January 25, 2025, at 12:00 p.m.** Email us at WSD.ESD.Outreach@phoenix.gov to receive the invite. Those in virtual attendance will be entered into a drawing for a 20-ounce Stormwater Hydro-Flask or a Water Services mascot plushie.

BACKWASHING AND DRAINING RESIDENTIAL POOLS

As of June 1, 2021, draining or backwashing your pool to the City of Phoenix's streets became an allowable discharge only if the parameters below are met and does not create a public nuisance.

- The pool water must be clear and free of sediments or other contaminants.
- The pumping or discharge rate shall not exceed 50 gallons per minute (GPM). This flow rate will allow you to discharge up to 24,000 gallons of water in eight hours.
- The water shall have a pH range between 6.5 and 9.0 standard units.
- The water shall have a total chlorine level not greater than 1.0 parts per million (ppm) or milligrams per liter (mg/l).
- If rain begins to fall in your area, stop any and all discharges for a period of not less than one (1) hour after the rain has stopped.
- If any complaints arise from this discharge, cease the discharge operation until the matter is settled with the complainant.
- Any debris such as trash, dirt, rocks, or other debris from the property shall not be washed into the street.
- Saltwater pools are prohibited to be discharged to the streets or any parts of the City of Phoenix MS4 system.

While draining or backwashing a pool into the street has become an allowable discharge it is not the City of Phoenix's preferred method. Storm drains are intended for flood prevention, not wastewater disposal. Pool water when discharged to the street goes untreated and picks up oil and other debris to our rivers, washes, and creeks

that can damage the environment or aquatic life. Water left in streets also damages the pavement over time, leading to costly, burdensome street repairs.

The City of Phoenix's preferred method of draining or backwashing your pool is to use the home's sanitary sewer clean-out or reuse the water to irrigate landscaping. Also, use precautions when using pool water on landscaping since it contains more salt and chlorine than tap water. Bermuda grass and Oleanders can be watered without much problem, but avoid using this water on citrus, hibiscus, or other salt-sensitive plants.

To learn more about draining or backwashing your pool visit [Water Services Draining and Backwashing Your Pool](https://www.phoenix.gov/water-services/draining-and-backwashing-your-pool) (phoenix.gov) or watch our education video at <https://www.youtube.com/watch?v=MZZtI4LTC3E>.



HELP REDUCE POO-LLUTION IN YOUR NEIGHBORHOOD!

The City of Phoenix Water Services Department (WSD) is seeking Homeowner Associations (HOA) to participate in a Stormwater Pollution Prevention assessment by reducing pet waste in your neighborhood.

Stormwater is excess rainwater in streets that carries pet waste and trash into parks, basins or canals. Pet waste can harm our water quality and wildlife, it's important to keep our neighborhoods waste

free.

We are looking for two neighborhoods that are willing to participate in an outreach evaluation process. If selected, the Water Services Department will provide:

- Pet Waste bags
- Pet Waste educational outreach signs
- Before and After Community Survey

If your neighborhood is interested in participating, please call the Stormwater Hotline at (602) 256-3511 or email

WSD.ESD.Outreach@phoenix.gov.



UPCOMING EVENTS

- Register to attend our next Compliance Academy at www.phoenix.gov/ESD to learn more about the Industrial Pretreatment Program and Stormwater Management Programs.
- Join us to celebrate Stormwater Awareness Week – January 22 – 28, 2024 www.phoenix.gov/stormwater.
- Sign up to attend our Stormwater Awareness Week Virtual Workshop January 25, 2024, by emailing WSD.ESD.Outreach@phoenix.gov.
- Know your pipe type? Follow our progress on the Lead and Copper Rule Revision Website: Phoenix Lead Service Line at www.pipes.phoenix.gov.



ENVIRONMENTAL SERVICES DIVISION - WATER SERVICES DEPARTMENT

200 W. Washington St.
Phoenix, AZ 85003

Website: phoenix.gov/esd

If you have questions or would like additional information, you can contact ESD at:

ask.water@phoenix.gov

(602) 262-1859

Clogged Storm drains:

(602) 262-6441

Drinking Water Compliance:

(602) 262-5012

Stormwater:

(602) 256-3190

CITY OF PHOENIX WATER SERVICES DEPARTMENT
QUALITY. RELIABILITY. VALUE.

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