



PHX WATER SMART

FAQ'S

STAGE 1 WATER ALERT

WHAT IS A STAGE 1 WATER ALERT?

A Stage 1 Water Alert is when an insufficient water supply appears likely due to the water system or supply limitations or structural failure or when a catastrophic incident threatens the existing water supply or water delivery system. Due to Lake Mead's and Lake Powell's water levels dropping to historic lows, the City of Phoenix Water Dept. director determined it was an appropriate time to declare a Stage 1 Water Alert.

WHAT DOES THAT MEAN FOR CUSTOMERS?

We all share the responsibility of making wise choices when it comes to water use. Stay informed. The declaration of a Stage 1 Water Alert triggers an intensive public education and information program to help

customers understand the need for voluntary water conservation. City staff will also direct more resources to enforce all existing City codes that impact water use and waste. Voluntary conservation and more efficient use of water are key initiatives.

WHY NOW?

Dams on the Colorado River form Lake Powell and Lake Mead and generate electricity for millions of people. Due to drought and climate change, the river's flow is diminishing, and the projections show conditions will worsen significantly. If the lakes drop below a certain level, the hydroelectric dams cannot produce power. Making simple changes to conserve water help prepare the City for a sustainable future.

WHAT WOULD MAKE THE CITY MOVE FROM STAGE 1 TO STAGE 2?

The City has been planning for drought and water shortages on the Colorado River for several decades. In preparation for severe drought, water is stored and preserved for a later date. The City hasn't had to utilize those reserves. If the City starts using water reserves, that may require a Stage 2 Water Alert.

CAN THE STAGE 1 WATER ALERT BE CANCELED?

The City is working closely with regional partners to prepare a long-term plan. The Phoenix Water Services director may terminate the Stage 1 Water Alert when the director determines that the conditions on which the Stage 1 Water Alert was declared no longer exist.

FOR MORE INFORMATION,
PLEASE CALL THE PHOENIX
WATER CONSERVATION LINE
AT (602) 261-8367.

**CONSERVATION AND EFFICIENCY
ARE OUR WAY OF LIFE IN THE DESERT.**

FREQUENTLY ASKED QUESTIONS

FOR MORE INFORMATION,
VISIT PHOENX.GOV/DROUGHT

WHAT IS THE CITY OF PHOENIX DOING TO CONSERVE WATER?

The City of Phoenix is working to identify and reduce water waste, reviewing its water use and reducing consumption where possible. That includes modifying buildings and landscaping to be more water efficient.

WHAT HAS THE CITY BEEN DOING TO PREPARE?

Investments in infrastructure, strategic and innovative planning on behalf of City leaders, and long-standing water conservation programs are just some of the reasons why Phoenix will continue to have a reliable water supply. Additionally, the City is building the Drought Pipeline Project to provide water from the Salt and Verde rivers to areas of North Phoenix that currently rely on Colorado River water.

WHAT CAN I DO TO PREPARE?

Conserve water whenever possible. Choose Xeriscape around your home by planting desert adaptive plants. Find and fix leaks inside and outside your home. Know your

water usage. You can track your water usage by using our Water Usage Calculator. There are many resources to help residents and businesses use water responsibly. Look for ways to save water. Small changes can make a big difference. As part of the extensive Stage 1 Water Alert communication effort, expect to see more messaging about water conservation. A united effort will help preserve the precious water supply.

WILL MY WATER BILL INCREASE?

At this time, Phoenix Water is not raising rates. However, the department must maintain the financial viability of the utility to ensure safe, clean, and reliable delivery of water and wastewater services. Therefore, the City continuously evaluates the utilities' long-term financial plan. As a result, water rates may change depending on the utility's need.

WHAT ALTERNATIVE SOURCES OF WATER IS THE CITY OF PHOENIX EXPLORING?

The City of Phoenix is currently exploring direct potable reuse (DPR). DPR is when recycled water goes through a highly treated process to be delivered directly to the public. The big difference between DPR and indirect potable reuse, such as groundwater recharge, is that DPR has little to no environmental buffer. The City is working closely with the State of Arizona to ensure Phoenix Water continues to meet and exceed drinking water regulations.

