

2019 Water Quality Report Now Available

The City of Glendale 2019 Water Quality Report (Consumer Confidence Report) is now available. Please visit www.glendaleaz.com/2019ccr to view the report. Glendale Water Services Department tests, analyzes, and monitors water quality many times every day to ensure that the water provided is clean and safe to use. Questions? To get more information or request a free report by mail, call the Glendale Water Services Department at 623-930-4177.

Informe de Calidad del Agua 2019 Disponible ahora

La Ciudad de Glendale preparó el Informe de Calidad del Agua 2019 (Informe de Confianza del Consumidor) y está disponible. Por favor visite www.glendaleaz.com/2019ccr para ver el informe. El Departamento de Servicios Agua Potable de la Ciudad de Glendale analiza y monitorea la calidad del agua varias veces al día para asegurar que el agua que proveemos al público esté limpia y segura para el consumo ¿Preguntas? Para recibir más información o para solicitar un informe gratuito por correo, llame al Departamento de Servicios de Agua de Glendale al 623-930-4177.

Understanding Your Monthly Sewer Charges

You may notice a change in the monthly sewer fee in your water bill each May. For most customers, this fee does not change. For some, the fee may decrease and for some, the fee may increase. Every year the City of Glendale re-calculates customer's sewer usage based on their water use billed January – March. If you are aware of high water use during this period that may be due to a water leak or outside watering, you may be eligible for an adjustment of this fee. To seek an adjustment, you must file a Sewer Appeal with our Customer Service Department. The Sewer Appeal Form can be found on our website at <https://form.jotform.com/91425584176160>. Appeals are accepted for a period of 90 days after the May billing.

Examples of typical sewer appeals are of the following nature:

- Leaks (January – March bills)
- Filling a new pool or the draining and refilling an existing pool (January – March bills)
- Outdoor watering during the winter months typically associated with larger than normal landscaping (this type of appeal is typically valid for three years)

New residents or customers who do not have a full three months' winter water usage, will be assigned usage based on the average of all customers with a similar type of property. Please call our Customer Service Office at 623-930-3190 with additional questions.

Mayor Jerry P. Weiers 623/930-2260	Vice Mayor Ray Malnar Sahuaro District 623/930-2249	Councilmember Jamie Aldama Ocotillo District 623/930-2249	Councilmember Joyce Clark Yucca District 623/930-2249	Councilmember Ian Hugh Cactus District 623/930-2249	Councilmember Lauren Tolmachoff Cholla District 623/930-2249	Councilmember Bart Turner Barrel District 623/930-2249	City Manager Kevin Phelps 623/930-2870
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