



NEWS

WINTER 2020

Monarch Waystation at Palm Valley Water Reclamation Facility

Liberty Utilities employees volunteered to plant a pollinator garden in the Operator's Park in front of the Palm Valley Water Reclamation Facility (PVWRF). The pollinator garden is a certified Monarch Waystation and is part of Liberty Utilities' initiative to create sustainable habitats for monarch butterflies. Monarch butterflies are excellent pollinators, while also serving to protect crops from insects, making them essential to our ecosystem.



Planting pollinator gardens goes beyond helping to re-populate and protect the monarch population. **The habitat created for these butterflies uses water-efficient plants, improves air and water quality, and provides an educational opportunity for all ages.** In addition, the garden at PVWRF uses A+ quality treated recycled water from the plant, furthering conservation efforts.

The garden is open to the public during park hours of 8:00a.m. – 8:00p.m.


Go to www.libertyutilities.com for more information on how you can plant your own pollinator garden!

Spring Reminder! Change Your Landscape Watering!

With spring around the corner, it's time to start planning for changes to your landscape watering. Here's a guide to help you determine how much water your landscape needs.

To check that your plants are getting the right amount of water, use a soil moisture meter or a long screw driver to test the soil. A soil moisture meter has a scale that tells how dry or wet the soil is. If you don't have a soil moisture meter, you can use a long screwdriver and plunge it into the soil to ensure the moisture is 6 – 10 inches deep. This will help to ensure the plants aren't overwatered.

While changing the frequency of watering, BEAT THE PEAK! Change the time the plants are watered to before 6a.m. or after 9p.m.

 Landscape Watering Guidelines		
How Much & How Often		Days Between Waterings
Water to the outer edge of the plant's canopy and to the depth indicated. Watering frequency will vary depending on season, plant type, weather and soil.		Spring Mar - May
Trees	Desert adapted	14-30 days
	High water use	7-12 days
Shrubs	Desert adapted	14-30 days
	High water use	7-10 days
Groundcovers & Vines	Desert adapted	14-30 days
	High water use	7-10 days
Cacti and Succulents		21-45 days
Annuals		3-7 days
Warm Season Grass		4-14 days
Cool Season Grass		3-7 days



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Local and Responsive. We Care.

Wipes Clog. What NOT to Flush



"Flushable Wipes" should NOT be flushed down toilets. Even though these wipes may be labeled as "flushable" and are advertised to be "just like toilet paper," they actually cannot disintegrate in the sewer systems and can cause major blockages!

Since these wipes do not disintegrate easily or quickly, flushing them is like flushing a handkerchief or other item made of cloth.

Please partner with us and avoid flushing any type of wipe, "flushable" or otherwise, down the toilet. If you must use wipes, put them in the trash, not in the toilet.

Caring for our Communities and Supporting the United Way

We care about family, community, and education. To put this care into action Liberty Utilities partners with the Valley of the Sun United Way to contribute to the communities where we work, live, and serve our customers.

In 2019 we:

- Volunteered at Maricopa StandDown
- Volunteered at Avondale Project Connect
- Assembled 300 hygiene kits for veterans
- Made 75 toys for dogs out of recycled t-shirts
- Created over 100 encouragement cards for Weekend Hunger Backpacks



J.D. Power Customer Survey

We value your feedback and want to know how we're doing. Throughout the year, you may be invited via email to participate in a Customer Satisfaction survey, administered by our partner J.D. Power and Associates.

From **March 1st through March 21st** you may also access the survey directly by visiting this URL: libertyutilities.com/watersurvey.html. These surveys are an important tool that we use to measure our customer service experience. We encourage you to participate so we can ensure we are meeting or exceeding your expectations and if not, identify how we can improve.

If you have any questions about the survey, please don't hesitate to contact us.



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Customer Service:

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DYK?

Did you know that lots have a Utility Easement around the periphery of the lot? This easement should not be built on as utilities use that space for laying utility lines.