

# CUSTOMER INFORMATION FROM EPCOR

APRIL 2021



## THINKING SPRING: WATER CONSERVATION RESOURCES FROM EPCOR

As the largest private water utility in Arizona, EPCOR is committed to sustainable management of our water supply – and we have free conservation programs and incentives to help our customers save water and money. These tools really work, and they’re available to our San Tan district customers now.

**Residential Conservation Kits.** Our conservation kits contain low-flow showerheads, instructions on conducting a self-audit of water usage and more helpful information. The kits are free to individuals, HOAs and other residential associations and businesses. To request a kit, email us at [conservation@epcor.com](mailto:conservation@epcor.com).

**Conservation Specialists.** EPCOR has specially-trained Conservation Specialists, available by phone, to help customers understand their water bill, learn how to read their water meter, troubleshoot leaks, etc. To get started, call 1-800-383-0834.

**Educational and Community Outreach.** Every year, students at schools in our communities benefit from fun learning activities that teach the value of water. We also partner with the nonprofit Watershed Management Group to present rainwater harvesting classes in local communities and share our Desert Landscaping 101 session with community groups.



### WASTE NOT, WANT NOT

As part of our commitment to environmental stewardship in Arizona, EPCOR effectively reuses 100% of our reclaimed, fully treated wastewater (effluent) in Maricopa and Pinal counties.

Since 2011, we’ve recharged or reclaimed well over 18 billion gallons of treated effluent.

Reusing reduces the demand on non-renewable groundwater and recharging also protects against land subsidence that overpumping can cause.



## PECAN FACILITY EXPANSION NOW UNDERWAY

As we reported last month, we've begun the project to add capacity to the Pecan Water Reclamation Plant. The Arizona Department of Environmental Quality requires that wastewater treatment facilities be expanded with additional capacity when the amount of wastewater coming into a plant exceeds 90% of what the facility can handle. At Pecan, this 90% trigger point is regularly exceeded, and EPCOR's project to add capacity is one of our top priorities for our San Tan wastewater district. The project is on an aggressive timeline with an expected completion date of late winter 2022.

## YOUR ACCOUNT, LOGO CHANGES AND MORE

By the end of June, we expect to complete migrating customer accounts into EPCOR's billing system. Until then, please continue to pay your bills and manage your account as you always have. The Johnson Utilities website and online portal are still open while we migrate accounts.

Please note: Before your account is transferred into EPCOR's system, you'll see name and logo changes on your existing bill, the Johnson Utilities website, building signage and utility trucks and uniforms.

**How do you know someone works for EPCOR?** All our employees wear a uniform with the EPCOR logo and carry an EPCOR identification card.



## WATER USE AND YOUR WATER BILL

If you're seeing higher numbers than you're used to on your water bill, remember that your bill is driven by the water you use.

The Arizona Department of Water Resources estimates that, on average, 70% of water customer use happens outdoors.

We recommend that you review the timing on your automatic sprinkler at least once a season. We've improved water pressure significantly throughout your water system in the last two years, and some of our San Tan customers are finding they can now save water by reducing the duration of their watering times.

EPCOR has lots of free resources to help you conserve water and lower your bill all around your home. Check out the list on page 1.



## QUESTIONS? HOW TO CONTACT US

24/7 Bill Payment: 1-844-567-2502

Online: [www.johnsonutilities.com](http://www.johnsonutilities.com)

Customer service & billing inquiries: 480-987-9870

Emergencies: 480-987-9870 (press 6) or 480-887-0648

*Customers can also find information about EPCOR's San Tan districts on [epcor.com](http://epcor.com), but will not be able to pay bills through EPCOR's billing system until the end of June 2021. Until then, please continue to manage your account, pay your bill, and contact us with questions or concerns about your service using the contact information above.*