

CUSTOMER INFORMATION FROM EPCOR

SEPTEMBER 2021

WELCOME TO YOUR NEW EPCOR CUSTOMER ACCOUNT MANAGEMENT PORTAL!

We want to make it as easy as possible to manage your account with us, and we have some great tools to help. With our mobile app, you can access your account and do all the things you'd normally do on your laptop or computer. It's free and a snap to install on your iPhone or Android – just visit the Apple App Store or Google Play.

Customers also love the feature that lets you pick your own billing due date. It's easy! Just log into My Account at epcor.com and select the date that works for you.

Don't have an online account? Go to epcor.com and click on My Account in the upper right corner of your computer screen and go from there.

PECAN WRF UPDATE

We are in the last of four phases in our project to expand capacity at the Pecan Water Reclamation Facility (WRF), and on track to complete this expansion in mid-2022. Here are some key milestones in the work this summer:

- Most of the underground electrical infrastructure is now in place – for example, concrete encased conduits, manholes, etc.
- We've finished the excavation for the treatment basin and the Influent Distribution Box – this is the structure that receives all incoming flows and diverts them to the treatment basins.
- We're progressing with planned, incremental concrete pours for the treatment basin base slab.

This capital expansion project is one of our top priorities for our San Tan district, and we'll continue to keep you updated on our progress in the coming months.



ESG REPORT LAUNCH

We're pleased to announce the launch of EPCOR's first complete Environmental, Social and Governance (ESG) Report. This is an important step toward documenting our long-standing commitment to our communities and the environment and the ways we're bringing solutions to the table.

The report outlines ESG themes that are especially relevant to EPCOR's business, along with metrics for our performance in these areas. Customers and other stakeholders are invited to download or view the report at www.epcor.com.

SEASONAL WATERING AND CONSERVATION TIPS

Even though the thermometers are still showing warm temperatures in our communities, many customers are planning ahead for fall and winter garden and lawn care. Here are some smart, water-wise ideas to keep in mind.

- Remember to water in the early morning (before the sun comes up) to reduce water waste due to evaporation.
- If you're considering adding plantings to your garden this fall, wait until the temperature is consistently below 100. In Arizona, that usually means October.
- Consider signing up for one or more of Watershed Management Group's Hydrate the Valley classes to learn creative ways to save water all around your yard and home. A new series is beginning in October – check it out at watershedmg.org/learn/classes/hydrate.

WONDERING WHAT'S ON YOUR WATER BILL?

Chat with One of Our Conservation Specialists

We're proud of our Conservation Specialist program – an innovative resource to help customers understand their water bill, take control of their water usage and conserve water.

Calls to our highly trained Conservation Specialists often begin when a customer has a question about a high bill or high water usage reported on their bill.





Since EPCOR's field service representatives aren't able to work on our customers' property indoors or out, we can't inspect your irrigation systems and pipes or go inside your home if you think you have a leak or other problem.

Conservation Specialists provide an alternative – a wealth of information and step-by-step instructions to help customers identify leaks, read water meters, troubleshoot other issues and develop targeted ways to conserve water at your home or business.

To get started with our Conservation Specialists, call 1-800-383-0834.

EVERY DROP COUNTS!

A little leak can waste a lot

A continuous drip this size...	would waste this much water:
 ○ 1/16" =	24,700 gallons/month
 ○ 1/8" =	98,700 gallons/month
 ○ 3/16" =	222,000 gallons/month
 ○ 1/4" =	393,000 gallons/month



FIRE HYDRANTS AND NEIGHBORHOOD SAFETY

Your local fire district counts on every fire hydrant to work every time. That's why we do regular inspections and maintenance on the hydrants in our system. If you see damage to one in your neighborhood, please call us at 1-800-383-0834.



QUESTIONS?

We're Here for You.

24/7 customer service:
1-800-383-0834

Email:
mywater@epcor.com

epcor.com