

EPCOR ESSENTIALS

AUGUST 2023

What is Backflow Prevention?

EPCOR's Cross Connection Control Program and Environmental Compliance department work together to prevent backflow issues for our customers. Backflow prevention protects our water supply from contamination using the appropriate combination of air gap, pipe and valve devices. Our multifaceted operations ensure the quality, integrity and continuation of this vital service.



Securing Water Reliability

As part of EPCOR's water efficiency goals, we follow a robust drought mitigation plan to secure water service for our customers now and in the future. Our diverse water portfolio allows us to continue conservation advancements while ensuring our water supply comes from a variety of sources. See information regarding our water portfolio below.

13%
of our Arizona water portfolio is CAP

71% of our Arizona water portfolio is groundwater

> **64%** of EPCOR's current groundwater use is offset by some renewable source



An Update on Copper Basin

The new Copper Basin Water Reclamation Facility is on track to be completed, and in July we installed new membrane electrical equipment, which separates contaminants from water. The new facility will be fully enclosed with state-of-the-art odor control equipment, as well as extensive systems to monitor conditions around the clock. When complete, Copper Basin is expected to serve 14,000 San Tan wastewater customers, accommodate future population growth, and put an additional 1 billion gallons of reliable, clean water annually into the natural water cycle.



Customer Assistance Programs

Look into EPCOR-provided customer assistance programs you may be eligible to receive in your online customer account portal under Accounts and Billing. Here is a brief overview of the three programs currently being offered in most service areas in Arizona:



LOW INCOME PROGRAM

- Receive a \$10 credit per month if you meet the Low-Income Assistance Program criteria



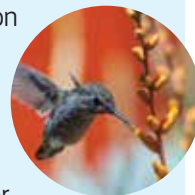
DEPLOYED SERVICE MEMBER AND DISABLED VETERANS ASSISTANCE PROGRAMS

- Receive a \$10 credit per month by emailing a photo of your Veteran's Health Identification Card to mywater@epcor.com
- EPCOR waives your water and/or wastewater bill(s) if you are active duty and away from home serving the United States

Smart Irrigation Saves Plants and Money

Save your plants and help your wallet by checking your irrigation system to ensure it's working properly and not wasting water. Follow these conservation tips for your yard and garden:

- Drought-resistant plants and grasses will stay beautiful year-round and don't require as much water.
- Irrigation timers should be turned off after it rains or when it's windy to avoid overwatering and spillage onto driveways or sidewalks.
- Water in the early morning or late evening to avoid evaporation and water for longer, but less often, in order to saturate the ground, which pulls plant root systems away from the hot surface.
- Consider cleaning outdoors without the use of your hose.



QUESTIONS?

We're here for you.

Emergencies

1-800-383-0834

Customer Service – Billing and Service Questions

1-800-383-0834

Email:

mywater@epcor.com

LET'S CONNECT



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