

EPCOR ESSENTIALS

NOVEMBER 2023



Winter Irrigation Tips to Save

If you're still using your summer watering plan to hydrate your landscape, there's a good chance you're paying more for water than you need to. Arizona plants and trees are ready to hibernate for the winter, meaning you

can save water and lower your bill. Be sure to reprogram your irrigation system and update your watering schedule during winter months to save.

America Recycles Day

On America Recycles Day (November 15), we want to share more about water reuse, EPCOR's way of recycling our most precious natural resource. We are proud to reuse nearly 93% of treated effluent water and recycle or recharge 100% of reclaimed water. You can recycle water in your home, like capturing cold water as you wait for it to turn hot, then using it to water your houseplants or garden. Find more information about our water reuse goals at epcor.com.



Copper Basin Update

Work continues to move forward on the new Copper Basin Water Reclamation Facility.

- The interior work in the Solids Handling Building and Electrical/Blower Buildings has been successfully completed.
- Construction has commenced on the plumbing, electrical systems, and walls in the operations building.
- Work is underway on the last below-grade structure, a small flow meter structure next to the bioreactors.
- Our team is actively receiving and installing equipment on-site, contributing to the project's advancement.
- The on-site portion of the influent pipeline installation is nearing completion.



While we are right on schedule, long lead times within the global supply chain may affect construction. If this happens, we have received a three-month extension from the Arizona Department of Environment Quality to have the facility turned on by March 31, 2024. We appreciate your patience and support during this construction process. Our commitment to delivering a high-quality facility remains unwavering, and we look forward to sharing more updates with you soon.

Celebrating Native American Heritage Month

November is a time to celebrate the rich and diverse cultures, traditions, histories and to acknowledge the important contributions of indigenous populations. Native American Heritage Month is an opportune time to learn about tribes, raise general awareness about the unique challenges Native people have faced and continue to face. Learn more about the dynamic story of Native Americans at your local museum or library.

Customer Assistance for Disabled Veterans and Deployed Service Members

We sincerely appreciate our service men and women and offer bill credit programs that provide assistance to qualifying customers. Our customers who are disabled veterans can apply for a \$10 credit on monthly water and wastewater bills. If you have both water and wastewater services, you can receive a total credit of \$20. We can adjust billing for customers who are deployed military members. Learn more at epcor.com or call 1-800-383-0834.

Avoid Clogged Pipes This Holiday Season

Remember that fats, oils and grease should never be poured down the drain. Collectively referred to as "FOG," these substances cause troublesome clogs and sewage issues. Follow these tips in the kitchen to avoid clogs:

- Pour used cooking oil and grease into a can, let it cool and dispose of it in the trash.
- Wipe greasy pots with a paper towel before washing.
- Put all food scraps, coffee grounds, eggshells, dairy products, pasta, rice and flour in the trash or compost.



CONVENIENCE AT YOUR FINGERTIPS

Our free mobile app gives you access no matter where you are. Download it from the Google Play or the Apple App Store to find all of your information at your convenience.

EPCOR GIVES BACK TO UNITED WAY

EPCOR has given back to its local communities for more than 10 years through our annual United Way fundraising campaign. **This year, we are proud to have donated over \$76,000 to United Way.** We are grateful United Way serves our community and we will continue to be a company you can count on to give back.



QUESTIONS?

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LET'S CONNECT



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