

# UPDATES FROM EPCOR

OCTOBER 2022



## IMAGINE A DAY WITHOUT WATER

October 20 is Imagine a Day Without Water, a national education campaign by the US Water Alliance that highlights how essential and invaluable water is. Through innovative solutions to water issues and conservation programs, EPCOR takes its water responsibilities seriously. Learn more about our environmental stewardship practices and what you can do to conserve water in your everyday lives at [epcor.com/esg](http://epcor.com/esg).

## XERISCAPE GARDENING

Our free Xeriscape Demonstration Gardens provide information about native landscaping and how you can use low water-use plants that are both beautiful and drought tolerant. With two locations in Maricopa County you can learn how to save thousands of gallons of water each year with simple changes. Download a free guide at [epcor.com](http://epcor.com).

## LEADING FOR THE FUTURE

We recently released our *2022 Environment, Social and Governance (ESG) Progress Report: Leading for the Future*. We're pleased to share this in-depth look at where EPCOR is headed, like our focus on reusing or recharging at least 90% of reclaimed water and reducing emissions by 50% by 2025, with an ultimate goal of net-zero emissions by 2050. Explore our full ESG report on [epcor.com](http://epcor.com).



## FREE CONSERVATION KITS

Our free conservation kits contain items and information that can help save water and money in and around your home. Our Retrofit Kits are all about low-flow equipment for your bathrooms, kitchen and outdoor hoses. Audit Kits help detect leaks and monitor water use. Order your free kit by emailing [conservation@epcor.com](mailto:conservation@epcor.com).

## CALL CENTER ENHANCEMENTS

We're making important changes for you. Our Customer Care call center will be closed December 8-12 to implement changes needed to help our customers. If you need assistance during this time, email [mywater@epcor.com](mailto:mywater@epcor.com) to reach an EPCOR team member who can help.



## HELP WITH YOUR BILL

Access to essential services is very important to us, and we have assistance programs for low-income residents who may need a hand paying their monthly water and/or wastewater bills. Our COVID-19 impact assistance program is also available to customers who have lost jobs or been hospitalized due to the COVID-19 pandemic. Call 1-800-383-0834 or visit [epcor.com](http://epcor.com) to find out if you qualify.



## GO PAPERLESS

Go to "My Account" on [epcor.com](http://epcor.com) and select "paperless billing" to save paper and time by receiving your monthly bill via email. Don't have an online account? It's quick and easy!

## LET'S CONNECT



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## 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](mailto:mywater@epcor.com)**

## EASY WAYS TO CONSERVE

- Turn off the tap while brushing your teeth and save 200 gallons of water per month
- Skip rinsing dishes and save up to 10 gallons of water per load
- Turn off the water while washing your car and save 100 gallons of water every time
- Shorten your shower by 1-2 minutes and save up to 150 gallons per month
- Check watering guidelines for your houseplants and landscaping to avoid overwatering
- Fix leaks inside and outside your home

