

CUSTOMER INFORMATION FROM EPCOR

JUNE 2021

SAVE THE DATE: COMMUNITY MEETING JUNE 15

EPCOR is hosting a virtual community meeting with news, information and Q & A about current and upcoming work in our San Tan district. Customers and others are welcome and encouraged to attend.

What: San Tan District Community Meeting

When: Tuesday, June 15 – 5:30 to 7 p.m.

Zoom link: <https://zoom.us/j/92180979014>

By phone: 1-602-753-0140, Meeting ID 92180979014#

BILLING INTEGRATION INFORMATION SESSIONS

Beginning June 21, San Tan customers will be fully integrated into EPCOR's account management system. We've scheduled two voluntary virtual information sessions to help you get acquainted with your new account management portal.

Monday, June 7 – 5:30 to 7 pm

Zoom link: <https://zoom.us/j/93189611859>

By phone: 1-602-753-0140, Meeting ID 93189611859#

Thursday, July 13 – 5:30 to 7 pm

Zoom link: <https://zoom.us/j/91782274421>

By phone: 1-602-753-0140, Meeting ID 91782274421#

WASTEWATER SYSTEM IMPROVEMENTS – PECAN AND COPPER BASIN PLANTS

Pecan Plant Update. Work is underway on the expansion project, including relocation of existing infrastructure and excavation and shoring for the new process basin expansion. The project is on track for completion by early to mid-2022. In the meantime, our temporary interconnects with the Town of Queen Creek are in service diverting excess flow away from the Pecan facility.

Copper Basin Plant Update. EPCOR is legally required by the Arizona Department of Environmental Quality to decommission the treatment lagoons at the Section 11 Water Reclamation Facility by the end of 2025 in addition to having the new Copper Basin Wastewater Reclamation Facility fully operational no later than December 31, 2023. The Copper Basin Water Reclamation Facility is the planned solution to the longstanding issues at Section 11, which does not reflect industry standards and has deteriorated over the years while the population it serves has grown.

The proposed site for the Copper Basin facility is ideal due to its relatively low elevation. Some customers have expressed concerns about odors, air quality, chemicals and more – and we understand these, given the history of the Section 11 plant. However, EPCOR's approach is significantly different. Unlike Section 11, our water reclamation facilities are fully enclosed with state-of-the-art odor control and monitoring systems. EPCOR has been recognized with over 100 awards for safety and operational excellence for our Arizona wastewater operations. We're proud of this record and we have a big stake in keeping it going.

For more details about Copper Basin and other projects we're working on, we encourage you to attend the virtual Community Meeting scheduled for June 15 (details above) or visit epcor.com.



JUNE IS NATIONAL SAFETY MONTH – KEEP KIDS SAFE AROUND POOLS

Warm weather means kids will be spending more time around the water. Parents and caregivers of young children can find valuable classes, tip sheets and other resources – some of them bilingual – on water safety from the Red Cross. Visit www.redcross.org and type "Water Safety for Kids" into the search box.



MORNING SUN FARMS TRASH CUSTOMERS – BILLING CHANGE REMINDER

As of the April billing cycle, Morning Sun Farms customers who previously paid for their trash pickup on their water/wastewater bills are now billed directly from Republic Services. This change simplifies accounts and provides customers with a single point of contact – Republic Services – for all questions about trash service and bills.

2020 WATER QUALITY REPORT NOW AVAILABLE

Every day, our team of experts analyze samples of the water we deliver to you to ensure that it meets or exceeds all drinking water requirements. Customers in all our districts receive an annual water quality report to help you understand your community's water and what we're doing to protect it.

Your San Tan district water quality report is now available at www.epcor.com/SanTanWaterQualityReport.

REMINDER ABOUT PAST DUE ACCOUNTS

After more than a year of suspending disconnections and extending bill payments, we will soon need to restart our standard policy of disconnecting service for nonpayment, consistent with Arizona Corporation Commission rulings.

We understand that these past months have been especially challenging. If your account is past due and you're having trouble bringing it up to date, please contact us soon (1-800-383-0834) to discuss the flexible payment options available to help.



QUESTIONS? HOW TO CONTACT US

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

Online: www.johnsonutilities.com

Customer service & billing inquiries: 480-987-9870

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

Starting June 21 your bill will look a little different and you'll have a new, enhanced customer service and account management portal, plus access to EPCOR's easy and convenient mobile app. Watch your mail for details – or join a virtual information session, described in this update, about these changes.

Until June 21, please continue to manage your account, pay your bill, and contact us using the contact information above.