

CUSTOMER INFORMATION FROM EPCOR

JULY 2021

IMPORTANT ANNOUNCEMENT:

Customer Account Integration Rescheduled for August 23

We're getting close to finishing our integration of San Tan customer accounts into our account management system, and we're eager to share the benefits this will bring to you.

But merging two unrelated systems sometimes presents bugs that need to be worked out – and we've made the decision to reschedule the full transition until August 23 (previously announced for June 21) to ensure that customers experience a smooth transition over to EPCOR's account management system.



Why the delay? The Johnson Utilities billing system “lives” on two different platforms that don't have the same advanced customer experience that EPCOR's account management system provides. As a result, the data transfer is requiring much more manual processing than we expected, and we'll be testing the transfer to make sure all information is secure, accurate and private. **We want to get this right for you, our customers.**

To fully complete the account management system transfer, we will be keeping the existing Johnson Utilities billing system running until August 11. Between August 11 and August 23, we will need to take the Johnson Utilities system offline to complete the full transfer of customer accounts. During that 11-day window, payments will not be able to be accepted by either system. On August 23, your account will be live in your new EPCOR account management portal, providing you with the resources you had before plus many more to easily manage your account.

We appreciate your patience for just a while longer. Rest assured that if you're currently enrolled in an EPCOR assistance program, we're still tracking your information and entering those credits into EPCOR's system. And we will not be assessing late fees or disconnections for non-payment between August 11 and 23.

NEW CUSTOMER SERVICE RESOURCE: SERVICE LOCATOR MAP

 Our San Tan customers can be water only, wastewater only, or both water and wastewater, depending on where their service address is located. From time to time customers call asking for help determining whether EPCOR is their water provider, wastewater provider or both. We've recently developed a locator map tool to help customers easily find out which service or services they receive from EPCOR. If you're not sure, check the locator map at www.epcor.com/Pages/usa-district-lookup.aspx.



WHEN THE GOING GETS HOT, GET HYDRATED

This summer is shaping up to be an especially hot one. Remember to drink water before, during and after you're out in the heat to stay hydrated safely and effectively.

Your yard might need extra water, too. For the best results, water at night or early morning.

And don't forget your furry pals. Dogs and cats drink more than usual when it's hot, so always keep a dish of fresh water available indoors or outside in the shade.



NEW ACCOUNT PORTAL INFORMATION SESSION

Once your San Tan customer account is fully integrated into EPCOR's account management system, after August 23, you'll have access to great features like our mobile app, the ability to choose your own billing date (for accounts in good standing) and a lot more. For customers interested in learning details about the new system, we've scheduled these virtual information sessions:

Thursday, July 13 – 5:30 to 7 pm

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

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

Date, July 26 – 5:30 to 7 pm

Zoom link: <https://zoom.us/j/98695404024>

By phone: 1-602-753-0140, Meeting ID 98695404024#

Date, August 5 – 5:30 to 7 pm

Zoom link: <https://zoom.us/j/94541626744>

By phone: 1-602-753-0140, Meeting ID 94541626744#

ANNUAL CAGRD FEE ADJUSTMENT

The Central Arizona Groundwater Replenishment District (CAGRD) is a division of the Central Arizona Project (CAP). CAGRD members are property owners and water providers in Maricopa, Pima and Pinal counties that do not have access to adequate renewable water supplies.

Each year the San Tan district pays a required replenishment tax to the CAGRD. EPCOR collects these funds through customer bills as a fee based on water usage. The money collected is then forwarded to CAGRD – EPCOR doesn't keep any of it.

The Arizona Corporation Commission approved the following new annual fees on June 8, 2021, which customers will see on their monthly bills:

- \$1.85 per 1,000 gallons consumed in the Phoenix Active Management Area
- \$2.19 per 1,000 gallons consumed in the Pinal Active Management Area

Learn more about the CAGRD and how it protects your water supply on the FAQ page at cagrd.com.



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

Until August 23, please continue to manage your account, pay your bill, and contact us using the contact information above.



A COOL TIP FOR SEASONAL POOL CARE

During the hottest part of the Arizona summer, a swimming pool can lose up to two inches of water a day to evaporation – adding up to thousands of gallons a year lost and costly increases to your water bill.

Using a pool cover is one of the best investments you can make to reduce this loss. We recommend those marked with the WaterSense logo, which means they meet stringent federal criteria for efficiency and other metrics.