

# UPDATES FROM EPCOR

## NOVEMBER 2021



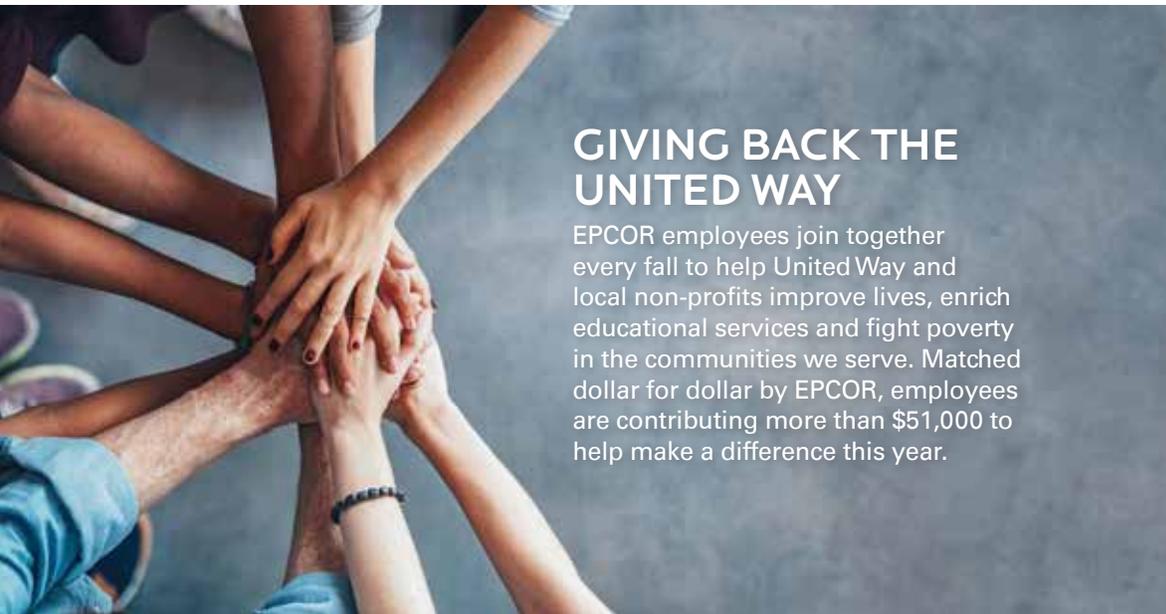
### FALL IS HERE – IS YOUR IRRIGATION SYSTEM UP TO DATE?

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. Most plants adapted for our desert climate can weather the winter with little or no water. Reprogramming your irrigation system for winter is one of the easiest ways to conserve precious water and save money on your bill.

### PECAN FACILITY EXPANSION UPDATE

We're pleased to report that the Pecan Water Reclamation Facility expansion is in the last of four phases and on track to finish on time around Q1 2022. Once completed, the facility will provide more reliability, certainty and safety for our customers while supporting economic growth in the fast-developing San Tan Valley.

Learn more at [www.epcor.com/about/news-announcements](http://www.epcor.com/about/news-announcements).



### GIVING BACK THE UNITED WAY

EPCOR employees join together every fall to help United Way and local non-profits improve lives, enrich educational services and fight poverty in the communities we serve. Matched dollar for dollar by EPCOR, employees are contributing more than \$51,000 to help make a difference this year.

### WHAT'S IN OUR ESG REPORT?

EPCOR's 2020 Environmental, Social and Governance (ESG) Report lays out our record and goals for environmental stewardship and much more. Here's just one way we're doing our part: since 2012, EPCOR has recycled, re-used and re-charged more than 18.211 billion gallons of treated effluent. That's enough water to support 166,000 single-family homes for an entire year.

The full ESG Report is available at [www.epcor.com](http://www.epcor.com).

### TIPS AND TOOLS TO MANAGE YOUR ACCOUNT ONLINE

You can manage your account online directly through [epcor.com](http://epcor.com). Simply go to the upper right corner of the home page and click on **My Account**. Don't have an online account set up? It's quick and easy – find your EPCOR account number on the upper left corner of your bill and get started today.



### SERVICE OUTAGE MAP

EPCOR's first priority is providing safe, reliable services, and keeping your water and wastewater systems in top working condition. In the occasional instance when there's an unexpected service outage, we take immediate action to restore service as quickly and safely as possible.

Check for service outages at [www.epcor.com/outages](http://www.epcor.com/outages).

### LET'S CONNECT



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### FACTS ABOUT FOG – FATS, OILS AND GREASE

Help us keep your drains clean by tossing fats, oils and grease (FOG) in the trash, not your sink or garbage disposal. These items can easily clog your pipes and lead to costly repairs. And remember not to flush anything besides bath tissue down the toilet.



### QUESTIONS?

We're Here for You.

#### Emergencies:

24/7 Phone line:  
1-800-383-0834

#### Customer Service – Billing and Service Questions:

24/7 Phone line:  
1-800-383-0834

#### Email:

[mywater@epcor.com](mailto:mywater@epcor.com)