

# UPDATES FROM EPCOR

## DECEMBER 2021



### WISHING YOU THE BEST OF THE SEASON

We're just about to close out another exceptional year, and there's no better time to express our gratitude for you, our customers. During these continued unusual times – and as we look ahead to 2022 – we're more determined than ever to do our best for you with clean, safe water you can rely on, a dedication to environmental sustainability and help for those in need in our communities.

Whatever your traditions may be at this time of year, the entire EPCOR team wishes you and your loved ones a bright, joyous season and a new year that's full of promise and hope.

### WELCOME WINTER WITH SMART PREPARATION

Hard freezes are rare in Arizona, but when a cold snap comes, it pays to be ready. These tips can help:

- Drain or blow out water from your irrigation system, hoses and outdoor pipes, and disconnect hoses from outdoor bibs.
- If you're traveling away from home, set the thermostat to 50 degrees first and ask a neighbor to check for frozen pipes if you suspect a hard freeze.
- In case of a prolonged freeze, open cabinet doors under sinks to allow warmer air to circulate.



### THE LOWDOWN ON LEAKS AND WATER LOSS

Environmental sustainability in our service areas depends on high-functioning physical water systems. Here's one reason why: The American Society of Civil Engineers reports that, nationwide, leakage from aging, inefficient infrastructure causes the loss of about six billion gallons of treated water every day. That's enough to fill 400,000 swimming pools – or, just about every pool in the greater Phoenix area.

An active commitment to infrastructure integrity and maintenance is one way EPCOR delivers on our mission to keep clean water flowing, while conserving every precious drop of water possible.

### WASTEWATER SYSTEM NOTES

The project to add an "odor scrubber" at the Anthem wastewater treatment plant (WWTP) is almost done, and we're also installing one at the San Tan WWTP. Odor scrubbers neutralize and destroy odors by absorbing and converting them into a liquid – the process also removes gases that can have harmful environmental effects if not treated this way.



### CONVENIENT PAYMENT OPTIONS

Did you know you can **choose your billing due date?** We also have a mobile app and other tools to help streamline your account management. Log in to your account at [epcor.com](http://epcor.com) or contact us to learn more.

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### WASTE NOT

Leaky toilets are prime water wasters inside the home. You can learn easy ways to detect and fix leaks at [epcor.com/learn/efficiency-conservation](http://epcor.com/learn/efficiency-conservation) – or by calling a Conservation Specialist at 1-800-383-0834.



### 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

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