

UPDATES FROM EPCOR

JANUARY 2022

KICKING OFF A NEW YEAR

Now that the holidays are over, we're rolling up our sleeves for another year of delivering clean, safe water to our customers, working for sustainable solutions to protect our environment, and showing up in meaningful ways for our community. Welcome 2022!

Welcome! **2022**

JOHNSON UTILITIES LAWSUIT SETTLEMENT

On November 19, 2021, a class-action lawsuit against Johnson Utilities reached a proposed settlement in U.S. District Court. Once the court approves this action, former Johnson Utilities customers will receive over \$10 million in settlement funds.

These customers, many now EPCOR's San Tan water and wastewater customers, will receive settlement funds via a one-time credit during the February or March 2022 billing cycle. Although EPCOR was not a party to the lawsuit, we're pleased to be able to help expedite payouts to our customers.



Learn more at epcor.com

PUTTING WATER QUALITY FIRST

EPCOR's water quality professionals continually test our water for 100+ regulated substances and contaminants. Year after year, the water in all our divisions meets or exceeds stringent state and federal standards. For more information, visit epcor.com.



SECTION 11 AND COPPER BASIN PLANS

We know many customers are interested in plans to replace the Section 11 facility. This is a two-phase process. First, the Copper Basin Water Reclamation Facility must be up and running by December 2023. Second, we're required to completely decommission the Section 11 lagoons by December 2025. These plans are required under our consent order with the Arizona Department of Environmental Quality. Most importantly, they're the long-term solution to the issues at Section 11.

MAKING A DIFFERENCE

On February 1, 2022, students across Arizona will meet online for the 6th annual Stand Up, Speak Out, Save a Life Conference – a far-reaching program aimed at preventing teen suicide. EPCOR is proud to support the **Stand Up, Speak Out, Save a Life** conference.

BILL ASSISTANCE

Sometimes we all need a helping hand. If you're having trouble paying your bills, call 1-800-383-0834 to learn about assistance options you may qualify for. We have bill credit programs for disabled American vets, deployed military members and customers who have lost work or been hospitalized with COVID-19.



THE SUPER BOWL FLUSH

Maybe you've heard about a "super flush" during Super Bowl halftime, when viewers make a rush for the commode. Many utilities do experience a surge of use during this time, but your local wastewater system is up to the task. So enjoy the game and don't worry for a minute about when to take a time out.

LET'S CONNECT



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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:
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