

CUSTOMER INFORMATION FROM EPCOR

SEPTEMBER 2021

SEASONAL WATERING AND CONSERVATION TIPS!

Thermometers are still showing warm temps in most of our communities, but fall is just around the corner and many of us are planning ahead for fall and winter yard care. Here are some water-wise ideas to keep in mind.

- Remember to water in the early morning (before the sun comes up) to reduce water waste due to evaporation.
- If you're considering adding plantings to your garden this fall, wait until the temperature is consistently below 100 degrees. In Arizona, that usually means October, but our New Mexico communities can usually count on this in September.
- Registration is now open for the Watershed Management Group's Hydrate the Valley classes. Free for Arizona customers, these fun and engaging sessions teach creative ways to save water in your yard and home. A new series is beginning in October – get the details at watershedmg.org/learn/classes/hydrate.



WONDERING WHAT'S ON YOUR WATER BILL?

Call Our Conservation Specialists

We're proud of our Conservation Specialist program – an innovative resource to help customers understand their water bill, take control of their water usage and conserve water.

Calls to our highly trained Conservation Specialists often begin when a customer has a question about a high bill or high water usage reported on their bill.

Since EPCOR's field service representatives are not able to work with our customers' property indoors or out, we can't inspect your irrigation systems and pipes or go inside your home if you think you have a leak or other problem.

Conservation Specialists provide an alternative – a wealth of information and step-by-step instructions to help customers identify leaks, read water meters, troubleshoot other issues and develop targeted ways to conserve water at your home or business.

To get started with our Conservation Specialists, call 1-800-383-0834.

EVERY DROP COUNTS!
A little leak can waste a lot

A continuous drip this size...	would waste this much water:
○ 1/16" =	24,700 gallons/month
○ 1/8" =	98,700 gallons/month
○ 3/16" =	222,000 gallons/month
○ 1/4" =	393,000 gallons/month



EPCOR'S ESG COMMITMENT

We're pleased to announce the launch of EPCOR's first complete Environmental, Social and Governance (ESG) Report. This is an important step toward documenting our long-standing commitment to our communities and the environment and the ways we're bringing solutions to the table.

The report outlines ESG themes that are especially relevant to EPCOR's business, along with metrics for our performance in these areas. Download or view the report at www.epcor.com.



FIRE HYDRANTS AND NEIGHBORHOOD SAFETY

Your local fire district counts on every fire hydrant to work every time. That's why we do regular inspections and maintenance on the hydrants in our system. If you see damage to one in your neighborhood, please call us at 1-800-383-0834.



QUESTIONS?

We're Here for You.

24/7 customer service:
1-800-383-0834

Email:
mywater@epcor.com

epcor.com

EASY. QUICK. CONVENIENT.

We want to make it as easy as possible to manage your account with us, and we have some nifty tools to help. With our mobile app, you can access your account and do all the things you'd normally do on your laptop or computer. It's free and a snap to install on your iPhone or Android – just visit the Apple App Store or Google Play.

Customers also love the feature that lets you pick your own billing due date. It's easy! Just log into My Account at epcor.com and select the date that works for you.

Don't have an online account? Go to epcor.com and click on My Account in the upper right corner of your computer screen and go from there.