

UPDATES FROM EPCOR

OCTOBER 2021

EPCOR RELEASES ESG REPORT

We've recently released our *2020 Environment, Social and Governance (ESG) Report: Leading for the Future*. We're pleased to share this in-depth look at where EPCOR is headed organizationally with our customers and other stakeholders. Selected key points:

- Through our Health, Safety and Environment Policy, EPCOR's people are committed to superior safety and health practices, preventing pollution and reducing environmental impacts.
- We've set an ambitious pace for carbon reduction goals: 50% reduction by 2025, and an ultimate goal of net zero emissions by 2050.
- EPCOR is proud to be a socially responsible corporation, prioritizing affordability and access to services, giving back to our communities, the rights of Indigenous peoples and expanding diversity in our work force.

The ESG Report includes comprehensive discussions of these values and our record in these areas. We invite customers to explore the full report on epcor.com.

COMING
SOON!

MORE CUSTOMER SERVICE OPTIONS

We're adding new options to your customer account portal to make managing your account easier and more flexible. We'll keep you posted as these upgrades are finalized – here's a sample of what you can expect:

- Pay your bill easily and securely via text message.
- Access all customer communications from EPCOR – not just your monthly bill – from one convenient online location.
- Gain valuable insights with WaterSmart – a new tool to help you understand your water usage, conserve water and manage your bill.
- Sign up to receive outage alerts by text or email in addition to using outage maps at epcor.com.

MAINTAINING THE WATER SYSTEM: WHO DOES WHAT?

Customers sometimes call us wondering what's their responsibility and what's ours when it comes to repairing or servicing the water system near their homes and businesses.

It's a good question, and there's an easy way to remember. Everything **between the water meter and your home** (or business) is legally your property and is up to you to maintain. Everything **leading up to the water meter** is part of our system and our responsibility to keep in good working order. For wastewater customers, we service the sewer line under your street and you're responsible for the line to your home.

We can't come into your home, but that doesn't mean we can't help. Our Conservation Specialists are trained to handle questions about pipes, your water meter, and other issues you may be wondering about – and to help troubleshoot solutions. Interested in learning more? We're here 24/7 at 1-800-383-0834.

HELP WHEN YOU NEED IT – CUSTOMER ASSISTANCE PROGRAMS

Access to essential services is very important to us at EPCOR, and we have assistance programs for low-income residents, deployed service members and disabled military veterans who may need a hand paying their monthly water and/or wastewater bills. Our COVID-19 impact assistance program is still in effect, too, for customers who have lost employment or been hospitalized due to the coronavirus pandemic.

Call 1-800-383-0834 or visit epcor.com to find out if you qualify for an assistance program.



XERISCAPE GARDENS

EPCOR maintains two beautiful, free xeriscape demonstration gardens in Maricopa County to help Arizona customers and the public choose low-water landscaping plants. Locations:

West Valley Xeriscape Demonstration Garden
5626 N. Del Webb Blvd.
Sun City, AZ 85351-1602

Paradise Valley Xeriscape Demonstration Garden
6229 N. Mockingbird Ln.
Paradise Valley, AZ 85253

You can also download a free guide from epcor.com to help you make the most out of your visit.

Please note that our offices are currently closed, but the gardens are still open and available for customers to view.



OUR COMMITMENT TO YOU

Imagine A Day without Water is a national campaign spotlighting the irreplaceable natural resource that's so easy to take for granted: clean, safe water. *Can you imagine a day without it?* Neither can we – and we're glad you don't have to. That's our commitment to you.

imagineadaywithoutwater.org

LET'S CONNECT



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THINK BEFORE YOU FLUSH

We're all about clean at EPCOR, but products like wet wipes, paper towels and other cleaning products can do a real number on your plumbing and lead to expensive repairs. Industry best practices call for **flushing only toilet paper and nothing else** – not even products labeled "flushable." Thanks for doing your part to keep these items out of the water system.



QUESTIONS?

We're Here for You.

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

Email:
mywater@epcor.com

epcor.com