

# UPDATES FROM EPCOR

JANUARY 2022

## KICKING OFF A NEW YEAR

Now that the holidays are over, we're rolling up our sleeves for another great year of service and commitment to our customers. From Anthem to Tubac, Chaparral to Havasu and everywhere in between, we'll be with you every step of the way – delivering clean, safe water, working for sustainable solutions to protect our environment, and showing up in meaningful ways for our communities. Welcome 2022!

Welcome! **2022**

## 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.



## PUTTING WATER QUALITY FIRST

Healthy lifestyles depend on high-quality tap water. EPCOR's water quality professionals perform safety tests every day, continually monitoring for 100+ regulated substances and contaminants. Year after year, the water in all our districts meets or exceeds stringent state and federal standards.

Annual water quality reports provide more detail about your water. To read your district's report, visit [epcor.com](http://epcor.com) and type "Water Quality Reports" into the search box.



## WHAT'S IN A P-TRAP?

Let's talk about that curved pipe under your sink. Called a p-trap, this fixture is designed to create a water "trap" in your wastewater lines. When toilets or sinks aren't used often, p-traps can go dry and allow sulfurous sewer gasses into your home. Yuck.

Fortunately, most p-trap issues are easy to fix. Flush little-used toilets frequently to refill the p-trap. For a sink that smells less than sweet, pour half a gallon of water into the drain, with or without a cup of vinegar or bleach added, to clean out the p-trap and restore the water barrier.



## MAKING A DIFFERENCE

On February 1, 2022, middle and high school 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.



## 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 you need 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:  
1-800-383-0834

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