

# UPDATES FROM EPCOR

MAY 2022

## SPOTLIGHT ON SAFETY

Every year, the AZ Water Association recognizes public and regulated water and wastewater providers at its annual water conference in Phoenix.



This year's conference was held last month, and we were proud to receive 42 new awards for operational excellence and safety across our Arizona service districts. The kudos include 41 awards for individual water and wastewater facilities. As well, our Agua Fria water distribution system earned recognition as Large System of the Year. We appreciate the AZ Water Association's continuing work to encourage and recognize excellence in our state's water and wastewater industries.

## NATIONAL DRINKING WATER WEEK: MAY 1-7

You care about what's in your water, and so do we. Because good health depends on clean, safe drinking water, we test the water in your system every day. Year after year, the water in all our districts meets or exceeds strict state and federal safety standards.

You can learn more about what's in your water from the annual water quality report prepared specifically for your service district. Reports are issued each June, so be on the lookout next month for news about your 2022 report. You can also visit [www.epcor.com/waterquality](http://www.epcor.com/waterquality) for more information about water quality.



## WARM WEATHER WATERING

As the weather warms up, please remember that watering your lawn in the early morning or evening helps prevent water loss due to evaporation.

## LET'S CONNECT



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## CHOOSE YOUR BILLING DUE DATE

When your payday doesn't line up with your monthly bill due dates, it can create hassles and worries about getting things paid on time. That's why we added a feature to our customer service portal that enables you to choose your billing due date after signing up for AutoPay. It's easy to set up – just visit your account portal at [epcor.com](http://epcor.com) or the EPCOR mobile app for instructions.



**Still have questions? Give us a call at 1-800-383-0834 and we'll help you get started.**



## FOCUS ON INFRASTRUCTURE WEEK: MAY 16-20

The infrastructure that delivers your water is a complex system made up of thousands of miles of pipes, thousands of meters and valves, hundreds of water mains and wells, and more.

Water and wastewater infrastructure is designed to last a long time, but eventually, all parts of a system will need to be replaced. In the meantime, existing systems need regular maintenance.

Keeping infrastructure in top working order is essential to bringing safe, high-quality water to your home or business. It's also needed for responsible water conservation, because damaged pipes can leak precious water. We're committed to high-quality infrastructure today and every day.



## 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)**