

# UPDATES FROM EPCOR

JUNE 2022

## SOURCING YOUR TAP WATER

With information about Arizona's drought making news, you may be wondering where the water in your tap comes from. Depending on where you live, your water could come from surface water sources, groundwater, or a mix of both types.

Surface water, generally, is considered to be a more sustainable type of water. This is water from rivers and streams that eventually flows into large-scale, managed systems. Groundwater, literally, is water from the ground. In Arizona, underground aquifers are used for storage of excess water as well as sources of groundwater.

It's our business to ensure a secure water future for you, our customers. Learn more at [www.epcor.com/learn/value-of-water](http://www.epcor.com/learn/value-of-water).

## LET'S CONNECT



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## NEW CUSTOMER CARE HOURS

We're devoting more call center resources to the hours you're most likely to call us. For general service and account questions, reach a live agent at these times:

- Monday – Friday: 8 a.m. to 7 p.m.
- Saturday: 8 a.m. to 4:30 p.m.

Report water emergencies 24/7/365

ALL CALLS: 1-800-383-0834

## AN IMPORTANT NOTICE FOR OUR CUSTOMERS

### YOUR 2021 WATER QUALITY REPORT IS NOW AVAILABLE

We're committed to providing you with safe, quality water. Every day, our team of experts analyze samples of the water we treat and deliver to ensure that it meets or exceeds all drinking water requirements. You want to know what's in the water you're drinking. That's why you receive an annual water quality report from us each year. We hope it will help you understand your community's water a little better, and what we're doing to protect it.

#### Sharing this Information

Reading this report and understanding your community's water is the first step. And if you're a landlord, business, school or hospital, please also share this report with water users in your community.

#### What's in Your Water Quality Report?

The report complies with state and U.S. Environmental Protection Agency drinking water regulations. In it you'll find information on:

- Where your water comes from
- Protecting your water
- What's in your water

Information in the report is compiled, in part, from analytical data generated by laboratories certified in drinking water analysis.

#### Read the Water Quality Report for Your Service District Online

[www.epcor.com/AguaFriaWaterQualityReport](http://www.epcor.com/AguaFriaWaterQualityReport)  
[www.epcor.com/NorthEastAguaFriaWaterQualityReport](http://www.epcor.com/NorthEastAguaFriaWaterQualityReport)  
[www.epcor.com/AnthemWaterQualityReport](http://www.epcor.com/AnthemWaterQualityReport)  
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[www.epcor.com/WillowValleyWaterQualityReport](http://www.epcor.com/WillowValleyWaterQualityReport)  
[www.epcor.com/RioVerdeWaterQualityReport](http://www.epcor.com/RioVerdeWaterQualityReport)  
[www.epcor.com/SanTanAnthemWaterQualityReport](http://www.epcor.com/SanTanAnthemWaterQualityReport)  
[www.epcor.com/SanTanWaterQualityReport](http://www.epcor.com/SanTanWaterQualityReport)



To receive a printed copy of your report, please call 1-800-383-0834.



## 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)**