

# EPCOR ESSENTIALS

## JANUARY 2023

### New Customer Care Center Benefits

EPCOR is committed to continually improving the customer experience. We are pleased to announce our new Customer Care Center launched in December. If you need to connect with us for billing, service or any questions about your account, call 1-800-383-0834 to receive help from one of our specialists. Customer Care strives to be reliable, responsive and respectful — while providing high-quality customer service.



### The Super (Toilet) Bowl Flush

As you gear up for the big game you may want to anticipate the rush of activity your toilets and sink will experience during halftime and intermissions. The “super flush” does cause a surge of activity for many utilities, but your EPCOR wastewater system is up to the task. Remind guests to only flush paper to avoid clogs and enjoy the big game no matter when you have to take a timeout.

### WATER RESOLUTIONS

As you think through your personal goals for 2023, consider adding a water-related resolution to your list. Even the act of regularly thinking about your water consumption can lead to less water used and more money saved. Increase your water consciousness by picking and sticking to one of these resolutions:

- Get creative finding water for your garden or houseplants. Capture rain water, collect cold water as you wait for it to get hot and repurpose any water you might be dumping down the sink.
- Challenge yourself to speed up your showers in small increments. Start by reducing them by 1 minute and challenge yourself to streamline them even more from there.
- If you have to upgrade appliances this year, choose an energy-efficient model to save water and money on your monthly bills.
- Give your home a once-over for any leaks and use EPCOR resources at [www.epcor.com](http://www.epcor.com) to help you save even more.



### CLEAN YOUR P-TRAP

Do you have an eggy, sulfurous smell coming from a rarely used toilet or sink? It could be coming from the curved pipe under your sink or in your bathroom. Called a p-trap, they create a water “trap” in your wastewater lines. When toilets or sinks aren’t used often, p-traps can go dry and lead to the eggy, sulfurous smell. Yuck. Fortunately, most p-trap issues are easy to fix. Follow these steps:

- Flush little-used toilets more frequently
- 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



### QUESTIONS?

We're Here for You.

### Emergencies

1-800-383-0834

### Customer Service – Billing and Service Questions

1-800-383-0834

### Email:

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

LET'S CONNECT



**EPCOR**