

# UPDATES FROM EPCOR

OCTOBER 2022



## IMAGINE A DAY WITHOUT WATER

October 20 is Imagine a Day Without Water, a national education campaign by the US Water Alliance that highlights how essential and invaluable water is. Through innovative solutions to water issues and conservation programs, EPCOR takes its water responsibilities seriously. We encourage all customers to learn more about our environmental stewardship practices and what you can do to conserve water in your everyday lives on our website.

## NMPRC PUBLIC MEETINGS POLICY

As a regulated utility company, EPCOR is required to provide our customers annual information about the New Mexico Public Regulation Commission's (NMPRC) public meetings policy. This policy states, among other things, that members of the public may attend any open meeting of the NMPRC. You can find the full policy on the commission's website at [www.nm-prc.org](http://www.nm-prc.org).

## ESG: LEADING FOR THE FUTURE

We recently released our 2022 Environment, Social and Governance (ESG) Progress Report: Leading for the Future. We're pleased to share this in-depth look at where EPCOR is headed, like our focus on reusing or recharging at least 90% of reclaimed water and reducing emissions by 50% by 2025, with an ultimate goal of net zero emissions by 2050. Explore our full ESG Report on [epcor.com](http://epcor.com).

## FREE CONSERVATION KITS AVAILABLE

Our free conservation kits contain items and information that can help save water + money in and around your home. Our Retrofit Kits are all about low-flow equipment for your bathrooms, kitchen and outdoor hoses. Audit Kits help detect leaks and monitor water use. Order your free kit by emailing [conservation@epcor.com](mailto:conservation@epcor.com).



## RAINWATER HARVESTING

If rainwater pools in a specific area of your yard, runs off your garage or shed, or goes down the street you can collect, redirect or store that water for better use. The goal is to slow it, spread it across your yard and allow it to sink down into your landscape. Start small and see how the saved gallons stack up! Find out more on [epcor.com](http://epcor.com).

## CLOVIS REBATES

Clovis customers who make water-wise changes to their home may be eligible for rebates. Rebates are available on a first-come, first-serve basis and are subject to availability of annual funds. Save money and water:

- **Clothes Washer:** Receive \$150 off the purchase price of one high-efficiency clothes washer
- **Rainwater Harvesting:** Apply for a rebate of up to \$500 for the materials and labor to install a rainwater harvesting system per property
- **Landscape:** Get back \$0.40 per square foot when you remove high water-use grass lawn and replace it with ground cover such as gravel, desert landscaping or low water use plants
- **Toilet:** Receive up to \$150 off the purchase price of an ultra-low-flow toilet (maximum of three toilets). Old toilets must be pre-1995 and use more than 1.6 gallons per flush

[Learn more and apply at www.epcor.com](http://www.epcor.com)

## EASY WAYS TO CONSERVE

- Turn off the tap while brushing your teeth and save 200 gallons of water per month
- Skip rinsing dishes and save up to 10 gallons of water per load
- Turn off the water while washing your car and save 100 gallons of water every time
- Shorten your shower by 1-2 minutes and save up to 150 gallons per month
- Check watering guidelines for your houseplants and landscaping to avoid overwatering
- Look for leaks inside and outside your home



## CALL CENTER IMPROVEMENTS

We're making important changes for you. Our Customer Care call center will be closed December 8-12 to implement changes needed to help our customers. If you need assistance during this time, email [mywater@epcor.com](mailto:mywater@epcor.com) to reach an EPCOR team member who can help.

## LET'S CONNECT



[epcorusa](https://www.epcor.com)



[@epcorusa](https://www.instagram.com/epcorusa)



[@epcorusa](https://www.twitter.com/epcorusa)



## GO PAPERLESS

Go to "My Account" on [epcor.com](http://epcor.com) and select "paperless billing" to save paper and time by receiving your monthly bill via email. Don't have an online account? It's quick and easy!



## 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)**