

# UPDATES FROM EPCOR

## DECEMBER 2022



### HAPPY HOLIDAYS FROM EPCOR

The entire EPCOR team wishes you and your loved ones a bright, joyous holiday season and a new year that's full of promise and hope. As 2022 comes to a close we want to say THANK YOU to you — our valued customer — for another successful year. We remain committed to providing clean, safe water you can rely on, and are looking forward to making more strides in our dedication to environmental sustainability and help for those in need in our communities.

Thank you for trusting us to serve you and we hope you enjoy this special season.

### HOUSEHOLD WATER USE DURING THE HOLIDAYS

The holiday season not only brings cooler weather, it often brings loved ones to visit! With wintry weather and more people taking showers in your home, using dishes and doing laundry, you might notice an uptick in your water bill. Keep these water-saving tips in mind:

- Encourage guests to turn off the water while they lather their hands, brush teeth or wash hair. Make sure they are reusing their towels too.
- Be mindful of water you can reuse, such as water used to wash produce or water that runs while you're waiting for it to turn hot.
- Find more conservation tips at [epcor.com](http://epcor.com).

### TIPS ON COLD WEATHER WATER USAGE

Hard freezes aren't an everyday occurrence in our service districts, but when a cold snap comes, it pays to be ready. These tips can help:



Drain or blow out water from your irrigation system, hoses and outdoor pipes, and disconnect hoses from outdoor bibs.



If you're traveling away from home, set the thermostat to 50° Fahrenheit first and ask a neighbor to check for frozen pipes if you suspect a hard freeze.



In case of a prolonged freeze, open cabinet doors under sinks to allow warmer air to circulate.



### 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)

### SIGN UP FOR AUTOPAY

Paying your bill is easy with AutoPay, which links your bank account with your EPCOR customer account. Sign up online, or call us at 1-800-383-0834 and we'll help you get started.

