

EPCOR ESSENTIALS

OCTOBER 2023

Clovis Hosts Inaugural Water Carnival

On August 26, EPCOR hosted the first-of-its-kind event in the region — the Clovis Water Carnival.

The community, particularly school-age children, learned about water courtesy of EPCOR-led activities. With hands-on educational stations, several magic shows focused on water conservation, food, entertainment, zoo and splash pad admission, the carnival drew an estimated 1,200 residents from Clovis and the surrounding region. The carnival was capped off with a special visit by Clovis Mayor Mike Morris, who officially proclaimed August 26, 2023, “Clovis Water Carnival Day.”



Imagine a Day Without Water

October 19 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. Learn more about our environmental stewardship practices and what you can do to conserve water in your everyday lives at epcor.com/esg.

Required Annual NMPRC Notice

Each year, EPCOR is required to provide our customers with 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. Because EPCOR is a regulated utility company, this applies to you, too. You can find the full policy on the Commission’s website at www.prc.nm.gov.

Try Rainwater Harvesting and Save

If rainwater pools in a specific area of your yard, runs off your garage or shed or goes down the street, you could be a good candidate for rainwater harvesting. Rainwater can be collected, redirected, or stored 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.

Reading Your Water Meter

Did you know your water meter can help you detect leaks? A dial meter will have a triangular dial that rotates when water is moving. Turn off all the water in your house and check to see if the dial is still spinning – if so, you might have a leak! An automated meter will show a flashing or illuminated dripping faucet in the LCD display if there’s a possible leak. Call our Customer Care team at 1-800-383-0834 for more assistance on meter reading to verify your bill, monitor or measure water use and check for leaks.

Save Water Through Paperless Billing

Each piece of paper requires at least 2L of water to be made. Create an online account to save paper and time by receiving your monthly bill via email. Select the paperless billing option in our online portal to get started.

How to Order a Free Conservation Kit

Our free conservation kits contain items and information that can help save water and money in and around your home. Our Retrofit Kits provide information on converting to low-flow equipment for your bathrooms, kitchen and outdoor hoses. The Audit Kits we offer help detect leaks and monitor water usage. Order your free kit by emailing conservation@epcor.com or calling 1-800-383-0834.



Six Easy Ways to Conserve Water

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

Apply for Our Rebate Programs

Clovis customers who make water-wise changes to their home may be eligible for rebates. Rebates are available on a first-come, first-served basis and are subject to availability of annual funds. See if you’re a candidate for the below programs:

- **Clothes Washer:** Receive \$150 off the purchase price of one high-efficiency clothes washer.
- **Rainwater Harvesting:** Apply for a rebate of up to \$500 per property for the materials and labor to install a rainwater harvesting system.
- **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 epcor.com.

QUESTIONS?

Emergencies
1-800-383-0834

Customer Service – Billing and Service Questions
1-800-383-0834
mywater@epcor.com

LET'S CONNECT



EPCOR