

UPDATES FROM EPCOR

JULY 2022



DRINK UP: JULY IS HYDRATION AWARENESS MONTH

Here in New Mexico, it doesn't take long to get dehydrated during the summer heat. The average person can lose up to 10 cups of water just going through a regular day, so the best time to hydrate is before you feel thirsty.

For most people, eight glasses of water (or drinks containing mostly water) is still a good rule of thumb. We'll drink to that!

THINKING AHEAD

EPCOR's comprehensive plan for our New Mexico water districts includes a diversified strategy for ensuring adequate supplies of clean, safe water for the future.



Groundwater will remain the foundation of EPCOR's water supply plan. The Estancia Basin in the Edgewood area has been designated as a critical management area by the Office of the State Engineer (OSE) in New Mexico. We'll also receive surface water from the Ute Reservoir for our Clovis district when that becomes available. We have several other anticipated or potential future water supply sources in the works. One of the most important is water saved through conservation. We appreciate the ways you, our customers, are already working to conserve water – and we have lots of free resources to help.

New Mexico's drought is real, but we're working every day to protect our water resources for the long haul. To learn more about EPCOR's free conservation resources, please visit epcor.com.



WATER FUN BEGINS WITH SAFETY

Drowning is a leading cause of death for young children. That's sobering news, but with solid safety measures in place, you and your little ones can enjoy days of fun in the water this summer. Key points:

- A baby or young child can drown quickly in just a few inches of water.
- Never leave a child alone around water, even for a second.
- Outdoor pools and spas should have four-sided isolation fencing with self-closing and self-latching gates.
- Formal swimming lessons can reduce the risk of drowning, even for young children.

The Red Cross Water Safety Course for Parents and Caregivers is a valuable resource for helping keep kids safe around pools this summer. It's short, online and free.

Visit www.redcross.org/take-a-class or call 1-800-RED-CROSS.

OUR CUSTOMER CARE HOURS HAVE CHANGED

We're devoting more call center resources to the hours you're most likely to need help.

Please call 1-800-383-0834 for all services, including water emergencies.

Reach a live agent:

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



CHOOSE YOUR LANGUAGE

Thanks to the power of Google Translate, you can choose your preferred language when you go online or use the EPCOR mobile app to manage your account.

Sixteen languages are supported. Muy bueno!

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QUESTIONS?

We're Here for You.

Emergencies

Phone line:

1-800-383-0834

Customer Service – Billing and Service Questions

Phone line:

1-800-383-0834

Email:

mywater@epcor.com