

# UPDATES FROM EPCOR

## FEBRUARY 2022



### KEEPING UP WITH YOU

It's always a good idea to make sure the contact information on your account is current so we can reach you with information related to your service. This is especially important for winter residents or other customers who may be gone for long stretches of time.



### NEW CUSTOMER RESOURCES AND TOOLS ON YOUR ACCOUNT

We've recently rolled out new customer account features to help you get more from your account and your service. You can find tips for saving water and money on your bill, sign up to pay your bill by text, get outage alerts by text or email, and a whole lot more. These updates are live now on your online account and EPCOR's mobile app.

### YOUR BILL PAYMENT ADDRESS IS CHANGING

As of January 24, we've updated the bill payment addresses for customers who pay by regular US mail. For bills issued after February 1, 2022, please use the new address below. If you use personal banking to pay your bill, please update your mailing address in that system. New Bill Payment Address:



EPCOR AZ  
P.O. Box 37782  
Boone, IA 50037-0782

After February 1, 2022, all bills you receive will display the new address above. We appreciate your cooperation in making this a smooth transition.

### LET'S CONNECT



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### COPPER BASIN: BEHIND THE PROPOSED LOCATION

The proposed location for the new Copper Basin Water Reclamation Facility supports a system that relies on gravity – rather than “lift” stations – to direct wastewater flows to the facility. The San Tan wastewater system has 33 lift stations, more than the entire city of Phoenix, and that's a key reason for past issues with overflows and other concerns in the district. We're committed to doing things better. The proposed Copper Basin location is the best way toward that goal.

### WATER MAGIC AND MORE



Every year, students in our service areas take in fun, interactive activities that teach the value of water. These include the ever-popular H2O Magic show, an elementary school groundwater program, STEM learning workshops and other educational opportunities. To learn more, email us at [conservation@epcor.com](mailto:conservation@epcor.com).



### QUESTIONS?

We're Here for You.

**Emergencies**  
**24/7 Phone line:**  
**1-800-383-0834**

**Customer Service – Billing**  
**and Service Questions**  
**24/7 Phone line:**  
**1-800-383-0834**

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

### SEEING WHITE?

If you've noticed a slight residue on dishes coming out of the dishwasher, it's probably a deposit of calcium carbonate. This harmless mineral occurs naturally in groundwater, the source of most or all of your water supply. Cleaning with white vinegar can help dissolve and remove deposits. Using a commercial conditioner, liquid detergents or the “air-dry” option in your dishwasher can also help.