

# EPCOR ESSENTIALS

## DECEMBER 2023

### Happy Holidays

We want to express our sincere gratitude to you — our valued customer — as 2023 comes to a close. As always, we remain committed to providing water you can rely on. We are proud to be your water utility provider. Thank you for trusting us to serve you. Enjoy this special holiday season.

### Holiday Water Use & Your Pipes

Family, friends and food are some of the best things about this season. With the extra cooking you may be doing, please remember to dispose of fats, oils and grease (FOG) in the trash, not your sink or toilet. These gunky items can lead to clogs and drainage issues in the future.

With more houseguests during the holidays who take showers, use dishes and do 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 their teeth or wash their 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 running while waiting for it to turn hot.
- Find more conservation tips at [epcor.com](http://epcor.com).



### Updates on Section 11 and Copper Basin

We continue to make significant progress on the Copper Basin Water Reclamation Facility that will take over water treatment responsibility for Section 11. We understand that Section 11 is an outdated facility and that the old technology continues to cause some issues for our customers. Copper Basin—which will start operating the first quarter of 2024 is the solution. Unfortunately, no additional steps can be taken to improve the Section 11 facility effectively. We are on track to completely decommission Section 11 by the end of 2025 as planned and ordered by the Arizona Department of Environmental Quality (ADEQ).



#### HOW YOU CAN HELP

At Section 11, EPCOR must manually clean blocked screens of the facility. Avoid clogged pipes, blocked drains and harm to your wastewater system:

- Pour used cooking oil and grease into a can, let it cool and dispose of it in the trash.
- Wipe greasy pots with a paper towel before washing.
- Put all food scraps, coffee grounds, eggshells, dairy products, pasta, rice and flour in the trash or compost.
- Refrain from flushing the following items down your toilet or drains: any wipes (baby, facial, cleaning) even if they are marketed as flushable, diapers, paper towels, toilet bowl brushes, bandages, feminine products, cotton swabs and hair.

### Tips for Cold Weather

Cold snaps aren't an everyday occurrence in our service districts, but when a hard freeze hits, it pays to be ready. These tips can help keep your pipes safe in freezing temperatures:

- 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 degrees 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.



#### SAVE TIME BY SIGNING 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.



#### QUESTIONS?

**Phone:**

1-800-383-0834

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