

WASTEWATER CONSOLIDATION

On July 1, 2018 your wastewater rate changed.

EPCOR is a regulated utility, which means rates for your service are determined and set by the Arizona Corporation Commission (ACC) after a long and careful review of the costs to provide service and to repair and replace the infrastructure needed to keep your wastewater system running safely and reliably.

On June 28, 2017 in Decision 76162 the ACC approved new rates and the consolidation of EPCOR's wastewater districts. **New rates are being phased in each July for five years until all customers pay the same rate of \$38.59**, helping customers in areas where rates will gradually increase while still providing immediate relief to customers where rates are significantly higher. **The second step in the five-year phase in is effective July 1, 2018.**

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RESIDENTIAL WASTEWATER CONSOLIDATION PHASE-IN

	Present Rate	Effective July 1, 2018	Step 3	Step 4	Step 5
Sun City	\$27.13	\$29.74	\$32.36	\$34.98	\$38.59
Sun City West	\$37.59	\$37.59	\$37.59	\$37.59	\$38.59
Anthem	\$59.15	\$55.39	\$51.63	\$47.89	\$38.59
Agua Fria	\$62.44	\$56.50	\$50.53	\$44.55	\$38.59
Mohave	\$57.28	\$52.36	\$47.44	\$42.52	\$38.59

You may see an adjustment on your bill to reflect the change in rates. For example, if your bill for service is from June 15 through July 14, you will be billed at the old rate for June 15-30 and at the new rate from July 1-14. Visit epcor.com for the complete chart of Arizona wastewater rates and tariffs.



LOW INCOME ASSISTANCE PROGRAMS

In Decision 76162, the ACC approved EPCOR's request to create a Low Income Assistance program for wastewater. Customers who meet the low income program eligibility requirements may be able to receive \$10 off their monthly bill. For details and an application form visit epcor.com, call **1.800.383.0834** or email mywater@epcor.com.



POWER COSTS AND PROPERTY TAXES

It takes a lot to move wastewater from your home to the facility where it is carefully treated and put to future use to irrigate public spaces or recharge the underground aquifer. In Decision 76162, the ACC approved Power Cost Adjustor and Property Tax Adjustor mechanisms that adjust each year to recover or refund the cost of purchasing power and paying property taxes necessary to run your wastewater collection and treatment systems. They will be based on the previous year's costs and will appear on your bill beginning fall 2018.



DEPLOYED SERVICE MEMBER CREDIT

If you're away from home protecting our country's freedoms, we want to help give you some extra peace of mind at home. In Decision 76162, the ACC approved EPCOR's request to create a Deployed Service Member credit program for active-duty service members who face temporary deployment. Active-duty service members who are away from their homes serving our country, and who meet the program's eligibility requirements, may have their monthly wastewater bill waived. Contact a Customer Care team member at **1.800.383.0834** or mywater@epcor.com to find out if you're eligible.

FOLLOW THESE BASIC TIPS TO KEEP YOUR PIPES CLEAR:



Freeze fats, oils and greases, and toss them in the trash. All that slippery stuff damages your pipes as well as the wastewater system.



Dispose of medication properly. Instead of flushing, call your pharmacy to find an approved drop-off site, or toss them in the trash.



Remove stickers from fruits and veggies before you wash and peel. Those stickers accumulate and can clog screens in the treatment facility.