

CUSTOMER INFORMATION FROM EPCOR

MARCH 2021

IMPROVING YOUR WASTEWATER SERVICES: PECAN TREATMENT FACILITY EXPANSION NOW UNDERWAY

This month, we're beginning construction on the much-needed – and highly anticipated – project to add capacity to the Pecan Water Reclamation Plant (WRP) and replace the existing headworks. This is one of EPCOR's most urgent wastewater priorities for San Tan customers, and we're on an accelerated timeline to get it done by the first quarter of 2022 before the highest-flow months next winter.

The project

The current Pecan WRP is a 3 million gallons per day (MGD) Biological Nutrient Removal facility located in the northern part of EPCOR's San Tan service area, adjacent to the Queen Creek Wash. The Arizona Department of Environmental Quality (ADEQ) permit requires the expansion of wastewater treatment facilities when the amount of wastewater coming into the plant exceeds 90% of what the facility can handle. The amount of wastewater coming into the Pecan facility regularly exceeds that 90% trigger point.



The \$21 million expansion project will add 1 MGD of capacity for a total of 4 MGD, the level the facility is permitted by ADEQ to receive and treat. It will also replace the existing headworks, which is in very poor condition.

This additional capacity is a critical factor for several reasons. Without the extra space for wastewater to come into the plant, there's a continued risk of overflows. And the plant is already operating at capacity – until it has additional treatment space, new homes in the area can't be built.

EPCOR made a commitment to the San Tan community. We're getting started right away to bring the Pecan wastewater treatment facility into compliance with environmental permits and accommodate future growth in the San Tan service area.

Timeline

The Pecan WRP expansion is on an accelerated timeline with construction starting in March 2021 and expected completion in early 2022. Until then, we're continuing to use interim measures including the new Queen Creek Interconnect (see below) to handle the amount of wastewater delivered to this facility for treatment.

This timeline is extremely rapid for a project of this scale, but the work has been needed for years and EPCOR is committed to safely expediting it to benefit San Tan customers and the community.

YOUR ACCOUNT AND PAYING YOUR BILL

We're working on migrating former Johnson Utilities customer accounts into EPCOR's system, and expect to be finished at the end of June.

In the meantime, please pay your bills and manage your account as you always have. The Johnson Utilities website and online portal will remain open and available for the time being. We'll keep you up to date on details about your new EPCOR customer experience as we finalize things.

Please note: Before your account is transferred into EPCOR's system, you'll see name and logo changes on your existing bill and the Johnson Utilities website.

QUEEN CREEK INTERCONNECT UPDATE

Last November, the Arizona Corporation Commission approved a plan to tie in the San Tan wastewater system with the Queen Creek municipal wastewater system as a temporary solution to wastewater capacity issues at the Pecan WRP. This arrangement partially and temporarily increases wastewater capacity for the San Tan system. In addition to adding reliability for existing customers, it's allowing limited homebuilding to continue in the area served by the Pecan plant until EPCOR completes expansion of the plant early next year.

There are three separate interconnection points and we're pleased to share that, as of March 1, two of these are now in operation.



A REFUND MAY BE COMING YOUR WAY

Some of EPCOR's San Tan district customers were required to make deposits when they started their water and/or wastewater services under Johnson Utilities if they were unable to establish good credit.

As EPCOR prepares to integrate our San Tan customers into EPCOR's account management system, we're discontinuing this policy – EPCOR doesn't collect or require deposits from customers – and will be refunding existing deposits. If you originally paid a deposit on your account, you'll see this refund appear as a credit on your March 2021 bill.



SEASONAL WATER CONSERVATION TIPS

When it comes to conserving water, little actions can really add up – especially as our days get warmer. You can find lots of free resources, tips, and kits to help you save water (and money) at epcor.com/learn/value-of-water

NEW NAME, NEW LOGO

Now that the San Tan districts are part of the EPCOR family of customers, you'll start to see changes to the name and logo on your bill, on building signage, and on utility trucks and uniforms. How do you know someone works for EPCOR? All our employees wear a uniform with the EPCOR logo and carry an EPCOR identification card.



QUESTIONS? HOW TO CONTACT US

24/7 Bill Payment: 1-844-567-2502

Online: www.johnsonutilities.com

Customer service & billing inquiries: 480-987-9870

Emergencies: 480-987-9870 (press 6) or 480-887-0648

Customers can also find information about EPCOR's San Tan districts on epcor.com, but will not be able to pay bills through EPCOR's billing system until July 2021. Until then, please continue to manage your account, pay your bill, and contact us with questions or concerns about your service using the contact information above.