

WELCOME TO EPCOR

EPCOR is dedicated to providing the highest levels of customer service and helping customers keep their water on.

Since we're getting to know each other, here's a little bit about us:

- EPCOR provides water and/or wastewater services to over 780,000 people across Arizona and New Mexico.
- We're committed to delivering safe, clean and reliable water. The Water Environment Federation has named EPCOR a Utility of the Future Today, and we've received over 200 awards for operational excellence and safety.
- We're your neighbors, too. We live in the communities where we work, and we have a big stake in giving back.



WE'RE HERE FOR YOU – HOW TO CONTACT US



1-800-383-0834

We're here to handle everything from billing questions to service emergencies.



EPCOR.COM

Learn about your water system, get conservation tips, manage your account and much more.



SOCIAL MEDIA

Facebook, Twitter and Instagram:
@EPCORUSA



EMAIL

Email us anytime at mywater@epcor.com.

Customer care team members are available by phone Monday through Friday, 8 am to 7 pm and Saturdays 8 am to 4:30 pm. Emergencies can be reported by phone 24/7.

IN YOUR NEIGHBORHOOD

From time to time, our Field Service Representatives may be working in your neighborhood. Our employees always wear EPCOR uniforms and carry badges with them. Our team:

- **Can** inspect your meter, show you how to read your meter and offer helpful tips.
- **Cannot** enter your home or backyard, repair your sprinkler system or recommend contractors such as plumbers or landscapers.



CONVENIENT BILL PAYMENT

Online: Register your account through epcor.com.

AutoPay: Sign up at epcor.com or email us at mywater@epcor.com to have your payment deducted automatically from your bank account.

Bank Bill Pay: Set up payments with your bank's Bill Pay system.

Phone: Call us at 1-800-383-0834*

Mail: Send a check payment to:

<i>Arizona customers</i>	<i>New Mexico customers</i>	<i>Rio Verde customers</i>
EPCOR	EPCOR	EPCOR
PO Box 37782	PO Box 37783	PO Box 37784
Boone, IA 50037-0782	Boone, IA 50037-0783	Boone, IA 50037-0784

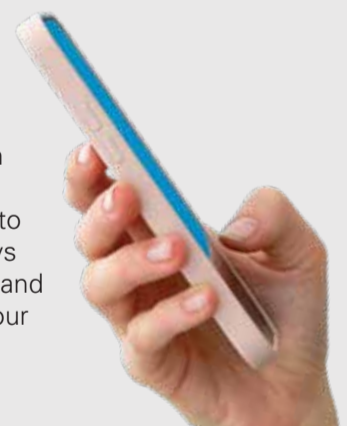
*If you make a one-time credit card payment, a \$1.80 service fee will be applied. To avoid this, pay online or set up AutoPay.

AT YOUR FINGERTIPS

We're dedicated to providing the highest levels of customer service, including easy access to your account.

Create a secure online account

at epcor.com or download EPCOR USA's mobile app in the Apple App and Google Play stores to find even more ways to manage your bill and how much water your home uses.



YOUR HOME'S PLUMBING

Our customers sometimes wonder where their responsibility as a resident ends and ours as a utility begins. It's a good question, and here's an easy way to remember.

For water, everything between the meter and your home is your responsibility. For wastewater customers, we service the sewer line under your street, and you're responsible for the line to your home.

If you're concerned about a leak, call our Conservation Specialists as a first step toward troubleshooting. For complex issues, please contact a plumber.

SAFE AND RELIABLE

Water quality is tested every day to ensure stringent federal and local guidelines are met, protecting our customers and the environment.

Every year we publish a detailed water quality report on your water and the tests we conduct – more than 300,000 every year. You can read the most recent report for your service area anytime at epcor.com.





SUSTAINABILITY

EPCOR is committed to environmental sustainability and is a recognized innovation leader in water conservation. We recycle nearly 100% of wastewater, and we have lots of free resources to help you conserve, too.

Email us at conservation@epcor.com to receive a Homeowner Landscape Kit, Self-Audit Kit or Showerhead Retrofit Kit – or to learn about water conservation education classes available in your area.

OUTDOOR CONSERVATION TIPS

- Water early in the morning to reduce evaporation.
- Garden hoses can waste as much as 15 gallons of water a minute. Use a low-flow nozzle with different spray settings.
- Reduce the size of your lawn and make other permanent landscaping changes.
- Keep your watering system in good working order and check regularly for leaks. You can lose thousands of gallons a month to irrigation leaks.
- The ground beneath outdoor faucets and hose bibs should be dry unless recently used.
- Wash your car at a self-serve commercial car wash – it uses less water than your hose at home.
- Use a pool cover to protect against big losses due to evaporation.

INDOOR CONSERVATION TIPS

- Toilet leaks are the #1 cause of water waste indoors and can waste up to 10,000 gallons a month.
- Turn off the water when you're brushing your teeth or shaving.
- Wash dishes and clothes only when you have a full load.
- Install low-water-use aerators on kitchen and bathroom faucets.
- Water softeners and reverse osmosis systems can use up to 10% times more water



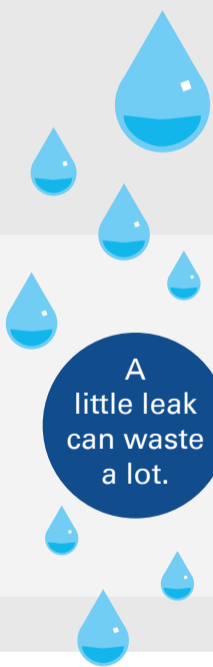
Avoid washing fats, oils or grease (FOG) down your drain.

These can harm the environment and your drainage system, potentially requiring costly repairs.

QUESTIONS ABOUT YOUR BILL?





A higher-than-normal water bill might mean you're using more water than usual, or it can sometimes signal that something is wrong. Potential culprits include irrigation systems, leaky faucets, showerheads or toilets, pools and spas.

Learn how to do a self-audit, check for leaks, and more at www.epcor.com – or call our Conservation Specialists for help.



A little leak can waste a lot.

EVERY DROP COUNTS!

A continuous drip this size...	would waste this much water:
 1/16" =	24,700 gallons/month
 1/8" =	98,700 gallons/month
 3/16" =	222,000 gallons/month
 1/4" =	393,000 gallons/month



RATES AND REGULATIONS

EPCOR is a regulated utility, and it's our responsibility to protect our customers and their water and/or wastewater service. Check with your state's regulatory agency to learn more about rates and approvals.

Arizona Corporation Commission
 1200 N. Washington St.
 Phoenix, AZ 85007-2996
 602-542-4251
 1-800-222-7000
www.azcc.gov

New Mexico Public Regulation Commission
 1120 Paseo de Peralta
 PERA Building
 P.O. Box 1269
 Santa Fe, NM 87504
 1-888-427-5772
www.nmprc.state.nm.us