

# UPDATES FROM EPCOR

OCTOBER 2021

## NEW MEXICO PUBLIC REGULATION COMMISSION REQUIRED NOTICE OF PUBLIC MEETINGS POLICY

As a regulated utility company, EPCOR is required to provide our customers information every year about the New Mexico Public Regulation Commission's (NMPRC) public meetings policy. This policy states, among other things, that members of the public may attend any open meeting of the NMPRC. You can find the full policy on [epcor.com](http://epcor.com) or on the NMPRC website at [www.nm-prc.org](http://www.nm-prc.org).

## ESG REPORT HIGHLIGHTS

We've recently released our *2020 Environment, Social and Governance (ESG) Report: Leading for the Future*. We're pleased to share this in-depth look at where EPCOR is headed as an organization with our customers and other stakeholders. Key points:



- Through our Health, Safety and Environment Policy, EPCOR's people are committed to superior safety and health practices, preventing pollution and reducing environmental impacts.
- We've set an ambitious pace for carbon reduction goals: 50% reduction by 2025, and an ultimate goal of net-zero emissions by 2050.
- EPCOR is proud to be a socially responsible organization, prioritizing affordability and access to services, giving back to our communities, the rights of Indigenous peoples and expanding diversity in our work force.

Customers are invited to explore our full ESG Report on [epcor.com](http://epcor.com).

## CONSERVATION PAYS YOU BACK

Over the past 10+ years, thousands of customers participating in EPCOR's water conservation programs have helped our communities reduce overall water consumption. This is good news for Clovis, Edgewood and for our aquifer – but we can't rest on our laurels.

These programs also save you money. Our Clovis customers can get bill credits when they install qualifying conservation equipment like low-flow toilets and rainwater harvesting systems, or reduce the size of their lawns. We also have free conservation kits for all customers to help you do conservation self-audits at home.

Call us at 1-800-383-0834, email [conservation@epcor.com](mailto:conservation@epcor.com) or visit [epcor.com](http://epcor.com) for details about these programs – and thanks for doing your part to conserve the precious water in New Mexico.

## CUSTOMER ADVANTAGE COMING SOON

We're adding new options to your customer account portal to make managing your account easier and more flexible. Soon you'll be able to do the following, along with other new benefits:

- Pay your bill easily and securely via text message.
- Access all customer communications from EPCOR from one convenient online location.
- Gain valuable insights with WaterSmart – a new tool to help you understand your water usage, make smart water use decisions and manage your bill.
- Sign up for outage alerts by text or email.



## MAINTAINING THE WATER SYSTEM: WHO DOES WHAT?

Customers sometimes call us wondering who's responsible for what when it comes to repairing or servicing the water system near their homes and businesses.

Here's how to remember: Everything **between the water meter and your building** is your property and up to you to maintain. Everything **leading up to the water meter** is part of our system and our responsibility to keep in good working order.

We can't come into your home, but we can still help. Our Conservation Specialists are trained to handle questions about pipes, your water meter and other issues you may be wondering about – and help troubleshoot solutions that will save you money and water. Interested in learning more? We're here 24/7 at 1-800-383-0834.



## OUR COMMITMENT TO YOU

Imagine A Day without Water is a national campaign spotlighting the irreplaceable natural resource that's so easy to take for granted: clean, safe water. *Can you imagine a day without it?* Neither can we – and we're glad you don't have to. That's our commitment to you.

[imagineadaywithoutwater.org](http://imagineadaywithoutwater.org)

## LET'S CONNECT



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## THINK BEFORE YOU FLUSH

We're all about clean at EPCOR, but products like wet wipes, paper towels and other cleaning items can clog up your pipes and lead to expensive repairs. Industry best practices call for flushing **only toilet paper and nothing else** – not even products labeled "flushable."



## QUESTIONS?

We're Here for You.

**24/7 customer service:**  
**1-800-383-0834**

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

**[epcor.com](http://epcor.com)**