

# UPDATES FROM EPCOR

JANUARY 2022

## KICKING OFF A NEW YEAR

Now that the holidays are over, we're rolling up our sleeves for another year of delivering clean, safe water to our customers, working for sustainable solutions to protect our environment, and being good neighbors in our communities. Welcome 2022!

Welcome! **2022**

## BILL ASSISTANCE

Sometimes we all need a helping hand. If you're having trouble paying your water bills, these resources may be able to help:

- **Helpline for Essential Community Services.** Call 2-1-1.
- **New Mexico Emergency Rental Assistance Program.** Visit [www.renthelpnm.org](http://www.renthelpnm.org) or call 1-833-485-1334.
- **Help New Mexico Short Term Housing and Utility Stabilization Assistance.** Visit <https://helpnm.com/emergency-housing-assistance/>.
- **Rio Grande Food Project Water Assistance Fund (Bernalillo County).** Visit <https://www.rgfp.org/> or call 505.831.3778.



## LOOKING AHEAD IN CLOVIS

EPCOR provides and plans for Clovis' water supply under a comprehensive planning study that looks ahead 5, 20 and 40 years to projected population growth, potential new service areas and a diversified water supply portfolio. You can find details and study highlights at [epcor.com](http://epcor.com).

## LET'S CONNECT



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## PUTTING WATER QUALITY FIRST

EPCOR's water quality professionals continually test our water for 100+ regulated substances and contaminants – more than 21,000 tests every year. Year after year, EPCOR's water in all our divisions meets or exceeds current state and federal standards. For more details, visit [epcor.com](http://epcor.com) and type "Water Quality Reports" into the search box.



## WHAT'S IN A P-TRAP?

Let's talk about that curved pipe under your sink. Called a p-trap, this fixture creates a water "trap" in your wastewater lines. When toilets or sinks aren't used often, p-traps can go dry and allow sulfurous sewer gasses into your home. Yuck.

Flush little-used toilets frequently to refill the p-trap, and for a sink that smells less than sweet, pour half a gallon of water into the drain to restore the water barrier.



## QUESTIONS?

We're Here for You.

**Emergencies**  
24/7 Phone line:  
1-800-383-0834

**Customer Service – Billing and Service Questions**  
24/7 Phone line:  
1-800-383-0834

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

## SERVING EDGEWOOD

EPCOR provides water service from the underground Estancia Basin to over 2,600 customers in the Edgewood and Thunder Mountain areas. Conserving water is important all over New Mexico, and we have resources that can help. To learn more, please visit [epcor.com](http://epcor.com) or email us at [conservation@epcor.com](mailto:conservation@epcor.com).