

UPDATES FROM EPCOR

FEBRUARY 2022



KEEPING UP WITH YOU

It's always a good idea to make sure the contact information on your account is current so we can reach you with information related to your service. This is especially important for winter residents or other customers who may be gone for long stretches of time.



NEW CUSTOMER RESOURCES AND TOOLS

We've recently rolled out new customer account features to help you get more from your account and your service. You can find tips for saving water and money on your bill, sign up to pay your bill by text, get outage alerts by text or email and a whole lot more. The updates are live now on your online account and EPCOR's mobile app.

YOUR BILL PAYMENT ADDRESS IS CHANGING



As of January 24, we've updated the bill payment addresses for customers who pay by regular US mail. For bills issued after February 1, 2022, please use the new addresses below, depending on where you live. If you use personal banking to pay your bill, please update your mailing address in that system.

Arizona Customers
P.O. Box 37782
Boone, IA 50037-0782

New Mexico Customers
P.O. Box 37783
Boone, IA 50037-0783

EPCOR Rio Verde
P.O. Box 37784
Boone, IA 50037-0784

After February 1, 2022, all bills you receive will display these new addresses. We appreciate your cooperation in making this a smooth transition.

LET'S CONNECT



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HOW MUCH WATER?

In February and March, most garden plantings need a lot less water than they will in a few months. If you're still using the same watering schedule and amounts you did last summer, you're probably watering too much. Gardening pros say the key to irrigation this time of year is to keep soil moist to a depth of a few inches – but not wet.



WATER MAGIC AND MORE

Every year, students in our service areas take in fun, interactive activities that teach the value of water. These include the ever-popular H2O Magic show, an elementary school groundwater program, STEM learning workshops and other educational opportunities.

To learn more, email us at conservation@epcor.com.



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

SEEING WHITE?

If you've noticed a slight residue on dishes coming out of the dishwasher, it's probably a deposit of calcium carbonate. This harmless mineral occurs naturally in groundwater, the source of most or all of your water supply. Cleaning with white vinegar can help dissolve and remove deposits. Using a commercial conditioner, liquid detergents or the "air-dry" option in your dishwasher can also help.