

# UPDATES FROM EPCOR

AUGUST 2022



## OUR CUSTOMER CARE HOURS HAVE CHANGED

We're devoting more call center resources to the hours you're most likely to need help.

Please call **1-800-383-0834** for all services.

You can report water emergencies 24/7. For other questions, reach a live agent:

### Monday–Friday

8 am to 7 pm

### Saturday

8 am to 4:30 pm



## WATERSMART: MANAGE YOUR WATER USAGE

Looking for ways to manage your water usage? Using your customer account portal, you can compare your monthly water usage to similar households in your area and take steps to conserve water when needed. You can even spot trends in your water usage month-to-month.

## PLANNING FOR THE FUTURE: FIRE SAFETY

We take our responsibility to provide clean, safe water to our customer seriously and that's why we are always planning for the future. We're monitoring drought conditions closely and ask our customers to take the drought seriously. With the drought comes an increased risk of fire. Ensure your fire hydrant is accessible in your community and create a defensible space around your home. Maintain 5-30 feet of defensible space by clearing away all flammable materials such as leaves, dead vegetation, wood piles and branches.



## LET'S CONNECT



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## CUSTOMER REBATE PROGRAMS

EPCOR offers rebate programs to Clovis customers who make water-wise changes to their home. Rebates are available on a first-come, first-serve basis and are subject to availability of annual funds. Save money on your water bill by qualifying for these rebate programs:

- **Clothes Washer:** Receive \$150 off the purchase price of one high-efficiency clothes washer. Washer must be on the CEE Clothes Washer Product list to qualify. Go to [epcor.com](#) for a link to the list.
- **Rainwater Harvesting:** Apply for a rebate of up to \$500 for the materials and labor of installing a rainwater harvesting system per property.
- **Landscape:** Get a rebate of \$0.40 per square foot when you remove high water-use grass lawn and replace it with ground cover such as gravel, desert landscaping or low water-use plants.
- **Toilet:** Receive up to \$150 off the purchase price of an ultra-low-flow toilet up to a maximum of three toilets. Old toilets must be made before 1995 and use more than 1.6 gallons per flush.

All rebates are in the form of a bill credit and you must be an active EPCOR customer to qualify. Learn more and apply at [www.epcor.com](#).



## SMART IRRIGATION

Save your plants and your wallet by checking your irrigation system. Many families use most of their water outdoors, so be mindful that your irrigation system is working properly and not wasting water. Look for leaks, avoid over-watering and make sure your system is accurately moving water where it needs to go – not on driveways or sidewalks. Consider also planting drought-tolerant foliage that doesn't require much water to thrive and adjust your irrigation timers throughout the season as needed.



## QUESTIONS?

We're Here for You.

### Emergencies

**1-800-383-0834**

### Customer Service – Billing and Service Questions

**1-800-383-0834**

### Email:

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