

# EPCOR ESSENTIALS

## FEBRUARY 2024



### Fix a Leak Week

From March 18-24, we're promoting Fix a Leak Week to combat common household leaks like worn toilet flappers, dripping faucets and leaky valves that waste nearly 1 trillion gallons of water a year. Fixing a household water leak can save as much as 10% on your water bill. See our leak detection tips on other side to find and fix your leaks.

The American Society of Civil Engineers reports that leakage from aging, inefficient infrastructure causes the loss of about 6 billion gallons of treated water every day. That's enough to fill 9,000 swimming pools. Our high-functioning water systems help EPCOR ensure infrastructure integrity and maintenance by chasing down leaks and upgrading outdated infrastructure. We're committed to keeping clean water flowing while conserving every precious drop of water possible.

### Mailing Payments

EPCOR customers can pay their bill via traditional mail by sending payment to.

**EPCOR NM**  
P.O. Box 37783  
Boone, IA 50037-0783



### Leak Detection 101

Learn to be a leak detective! Leaky toilets, especially faulty flappers, are prime water wasters inside the home. Does your toilet make noises when no one is around? Does the tank constantly refill even though no one has flushed it? If so, you have evidence of a leak. To investigate, put a couple of drops of food coloring or a toilet dye tablet in your toilet tank and wait a few minutes to see if the color seeps into the bowl. If it does, it's time for a new flapper. Even a minor toilet leak can waste 18,250 gallons in a year. That's enough to fill a swimming pool. Visit [smarthomewatguide.org](http://smarthomewatguide.org) for more tips on how to find and fix leaks that could be draining your budget.



### Sign Up for Autopay

Paying your monthly water bill digitally is easy, fast and secure – and it's a simple way to be a little easier on the environment. You can sign up for paperless-only billing through your [epcor.com](http://epcor.com) customer account portal online or call us at 1-800-383-0834. And when it comes time to pay, you have many convenient options available, including our free, user-friendly mobile app. For more details, please visit [epcor.com](http://epcor.com) or call us anytime.



### 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)

LET'S CONNECT



**EPCOR**