

# EPCOR ESSENTIALS

## JANUARY 2024

### Shrink Your Water Footprint

How much water do you actually use? Reducing your water “footprint” or water consumption can help minimize negative impacts on freshwater use. Here are quick tips to lower your water footprint:

- Dispose of paint, medicine and other pollutants properly: Don't put them down the drain.
- If you have to upgrade any appliances this year, choose an energy-efficient model to save water and money on your monthly bills. Plus, check to see if you're eligible for a rebate.
- Give your home a once-over for any leaks and use EPCOR resources at [www.epcor.com](http://www.epcor.com) to help you save even more.

### Apply for Our Customer Assistance Programs

Sometimes we all need a helping hand. If you're having trouble paying your bills, call 1-800-383-0834 to learn about assistance options you may qualify for. We have bill credit programs for disabled American vets, deployed military members, low-income customers, and any customer who may need to set up a payment arrangement. Every customer is unique and we are here to help.

### Winter Watering Tips

Most garden plantings need a lot less water now than they will in a few months. If you're still using the same watering schedule and amounts from 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. So, turn off the sprinklers and opt for a watering can instead of a hose this winter.

### EPCOR's Commitment to Safety

At EPCOR, we take our commitment to our customers seriously. EPCOR's water quality professionals perform safety tests every day, continually monitoring for 100+ regulated substances and contaminants. Year after year, the water in all our districts meets or exceeds stringent state and federal standards. We also produce annual water quality reports for every district and share them with customers and regulatory agencies. To read your public water system report, visit [epcor.com](http://epcor.com) and search for “Water Quality Reports.”

### Copper Basin Update

We are continuing our hard work on the Copper Basin Water Reclamation Facility and have recently completed an HVAC system installation and gravity sewer connection to a pump station. We have more sewer connection and effluent piping construction underway in addition to working on interior construction for our operations building.



this construction process. Our commitment to delivering a high-quality facility remains unwavering, and we look forward to sharing more updates with you each month.

While we are right on schedule, long lead times within the global supply chain may affect construction. If this happens, we have received a three-month extension from the Arizona Department of Environment Quality to have the facility turned on by March 31, 2024. We appreciate your patience and support during

### Gardening Resolutions

As you think through your personal goals for 2024, consider adding a water-related resolution to your list. Even the act of regularly thinking about your water consumption can lead to less water used and more money saved. Get creative finding water for your garden or houseplants, such as capturing rain water, collecting cold water as you wait for it to get hot and repurposing any water you might be dumping down the sink. And be sure to choose drought-friendly, low water-use plants for your garden water-use plants for your garden.



#### TURN OVER A NEW LEAF: GO PAPERLESS

Paying your monthly water and wastewater bill using our online customer account portal is easy, fast and secure. You can sign up for paperless-only billing at [epcor.com](http://epcor.com) or give us a call at 1-800-383-0834. From there you can choose payment options, including using our free, user-friendly mobile app.



#### 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



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