

UPDATES FROM EPCOR

JULY 2022



REUSE AND RECHARGE

As your water provider, one of the key ways EPCOR conserves is by reusing or recharging over 90% of the treated wastewater – or effluent – in our Arizona systems.

In most cases, this effluent is treated to the A+ standard, the highest possible under Arizona regulations. A+ effluent can be used for fire protection, to water public green spaces, to irrigate agricultural fields and for many other beneficial uses.

Recharging effluent back into the aquifer is another smart conservation strategy. Recharging replenishes some of the water pumped through wells, and is also a way to store water until it's needed.

Arizona's drought is real, but we're working every day to protect our water resources for the future. To learn more, please visit epcor.com.

COPPER BASIN GROUNDBREAKING

We're very pleased to be nearing the start date for construction on the Copper Basin Water Reclamation Facility – the long-awaited solution to problems at the Section 11 plant. The facility will significantly improve customer wastewater service once it's online near the end of 2023. It will also play an important role in preserving Arizona's groundwater resources by recharging several million gallons per day of clean, safe water into the underground aquifer.



WATER FUN BEGINS WITH SAFETY

Did you know that in Arizona, drowning is the leading cause of death for children under four? That's a sobering number. But with solid safety measures in place, you and your little ones can enjoy days of fun in the water this summer. Key points:

- A baby or young child can drown quickly in just a few inches of water.
- Never leave a child alone around water, even for a second.
- Outdoor pools and spas should have four-sided isolation fencing with self-closing and self-latching gates.
- Formal swimming lessons can reduce the risk of drowning, even for young children.

The Arizona Department of Health Services has lots of water safety resources, including information on affordable or free swimming lessons. Learn more at www.adhs.gov – type "drowning prevention" into the search box. Or call ADHS at 602-542-1025.

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, including water emergencies.

Reach a live agent:

- Monday – Friday 8 a.m. to 7 p.m.
- Saturday 8 a.m. to 4:30 p.m.



CHOOSE YOUR LANGUAGE

Thanks to the power of Google Translate, you can choose your preferred language when you go online or use the EPCOR mobile app to manage your account.

Sixteen languages are supported. Muy bueno!

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QUESTIONS?

We're Here for You.

Emergencies
Phone line:
1-800-383-0834

Customer Service – Billing
and Service Questions
Phone line:
1-800-383-0834

Email:
mywater@epcor.com