

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

We take our responsibility to provide clean, safe water to our customer seriously and that's why we are always planning for the future. While the drawdown on the Colorado River is happening faster than we thought, EPCOR is well positioned to manage shortages. We have a diverse portfolio with only 13 percent of our water coming from the Colorado River. There's still no shortage at your tap, but we encourage all customers to do their part by conserving water.



CUSTOMER ASSISTANCE PROGRAMS

EPCOR offers four customer assistance programs that you may qualify for:



Low Income Assistance: Receive a \$10 credit per month if you meet the Low-Income Assistance Program criteria



Disabled Veterans Assistance: Receive a \$10 credit per month by taking a photo of your Veteran's Health Identification Card and emailing it to mywater@epcor.com



Deployed Service Member: EPCOR waives your water and/or wastewater bill(s) if you are active duty and away from home serving the United States



COVID-19 Impact Assistance: Receive a \$10 credit on monthly water and/or wastewater bills if you have lost your job or have been hospitalized due to COVID-19

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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

SMART IRRIGATION

Save your plants and your wallet by checking your irrigation system. Many families consume 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.

