

# UPDATES FROM EPCOR

OCTOBER 2021

## CUSTOMER UPDATE: BILLING SCHEDULE AND PHONE SERVICE QUESTIONS

Many of our customers know that a ransomware incident in August at Fanueil, our third-party phone service vendor, impacted our ability to provide prompt phone service in late August and September. The incident also affected the timing of some of our billing processes, as it coincided, unfortunately, with our integration of San Tan customer accounts into EPCOR's account management system.

As a result, **most of our San Tan customers are not receiving a bill that will be DUE in September but will instead have two bills due in October.** We want to assure customers that we are not currently assessing late fees or service disconnections for late payment, and we're able to set up payment arrangements to spread bill payments over three months for customers who request it.

You expect better, and so do we. We're committed to restoring all our customer services back to our usual high standards. If you're interested in setting up a payment arrangement or have other questions about your account or bills, please call us at 1-800-383-0834 anytime or go online at [www.epcor.com](http://www.epcor.com) to learn more. You can also request a payment arrangement in your online customer account without having to speak with a Customer Care team member.

EPCOR reads your meters as close as possible to the same day every month. Because EPCOR's new billing system is more advanced than the system that was used by Johnson Utilities, customers will receive their bills by mail much sooner than they did in the past. But, don't worry – it's not due any sooner!

### TIP

You can **pick a due date that works best for you** by logging into your account online and setting up AutoPay at [epcor.com](http://epcor.com).

## WATER AND WASTEWATER SYSTEM IMPROVEMENTS

Building long-term reliability and safety into our San Tan operations remains top of our list of priorities. Among many other projects, we're currently working on backup generator power at water sites so that your service will not be interrupted even in case of an unexpected power outage.

We also continue our ongoing work to mitigate odors throughout the wastewater system by reconfiguring improperly built infrastructure and installing new odor treatment technology. We expect to have most of the odor scrubbers installed by early spring 2022.

## HELP WHEN YOU NEED IT: CUSTOMER ASSISTANCE PROGRAMS

Access to essential services is very important to us at EPCOR, and we have assistance programs for low-income residents, deployed service members and disabled military veterans who may need a hand paying their monthly water and/or wastewater bills. Our COVID-19 impact assistance program is still in effect, too, for customers who have lost employment or been hospitalized due to the coronavirus pandemic.

Call 1-800-383-0834 or visit [epcor.com](http://epcor.com) to find out if you qualify for an assistance program.



## EPCOR RELEASES ESG REPORT

We've recently released our **2020 Environment, Social and Governance (ESG) Report: Leading for the Future.** We're pleased to share this in-depth look at where EPCOR is headed organizationally with our customers and other stakeholders. Selected key points:

- Through our Health, Safety and Environment Policy, EPCOR's people are committed to superior safety and health practices, preventing pollution and reducing environmental impacts.
- We've set an ambitious pace for carbon reduction goals: 50% reduction by 2025, and an ultimate goal of net zero emissions by 2050.
- EPCOR is proud to be a socially responsible corporation, prioritizing affordability and access to services, giving back to our communities, the rights of Indigenous peoples and expanding diversity in our work force.

We invite customers to explore the full ESG report at [www.epcor.com](http://www.epcor.com)

## TAXES AND YOUR BILL

In the Johnson Utilities billing system, all applicable state and local taxes were grouped together as one line item on your bill. Your new bill from EPCOR breaks that apart, giving you more detail. Here are a few examples – not all may apply to you.

**Water Use Tax:** Required by the state of Arizona on all water sales, it is charged at a rate of \$0.0065 per thousand gallons. A customer who uses 10,000 gallons will see a charge of 7 cents on their bill.

**State Tax:** Also required by the state, this 5.6% tax is charged on all water service-related charges, including the basic service charge, how much water you use, and fees like CAGR that we may collect.

**Pinal County Tax:** Required by Pinal County and previously called a "state tax" on your Johnson Utilities bill, the Pinal County tax is 1.6% of your "total water charges".

**Town of Florence Tax:** Charged only to customers within town limits, 2% of your "total water charges" are collected for the Town of Florence.

**Town of Florence Franchise fee:** Remitted to the Town of Florence, this fee allows EPCOR to work in easements and other facilities to keep your service safe and reliable. It is calculated as 5% of your water and wastewater charges, excluding CAGR fees.

**Town of Queen Creek Tax:** Charged only to customers within town limits, 2.25% of your "total water charges" are collected for the Town of Queen Creek.

*EPCOR does not keep any taxes collected.*



## THINK BEFORE YOU FLUSH

We're all about clean at EPCOR, but products like wet wipes, paper towels and other cleaning products can do a real number on your plumbing and lead to expensive repairs.

Industry best practices call for flushing **only toilet paper and nothing else** – not even products labeled "flushable."



## QUESTIONS?

We're Here for You.

**Emergencies:**  
24/7 Phone line:  
1-800-383-0834

**Customer Service –  
Billing and Service Questions:**  
24/7 Phone line:  
1-800-383-0834

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



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