

IMPORTANT INFORMATION FOR OUR CUSTOMERS

UPDATED WASTEWATER TARIFF RULES AND REGULATIONS APPROVED

On January 3, 2018, in Decision #76528, the Arizona Corporation Commission (ACC) approved updates to the tariff rules and regulations for EPCOR's Arizona and Luke 303 wastewater districts.

Tariffs are the rules and regulations that govern your utility services. The newly approved tariff for EPCOR's wastewater service in Arizona provides one set of rules and regulations for all wastewater customers and includes:

- Rule #1:** Definitions
- Rule #2:** Establishment of Service
- Rule #3:** Minimum Customer Information Requirements
- Rule #4:** Service Connections
- Rule #5:** Collection Main Extension Agreements
- Rule #6:** Provision of Service
- Rule #7:** Billing and Collection
- Rule #8:** Termination of Service
- Rule #9:** Administrative and Hearing Requirements
- Rule #10:** Use of Sanitary Sewers by Industrial Dischargers

Rule 10 was added to promote consistent pretreatment requirements and standards across all industrial customers that generate large amounts of and/or potentially harmful wastewater discharges, consistent with the Federal Water Pollution Control Act as amended by the Clean Water Act of 1977 (Public Law 95 217) and general pretreatment regulations in Title 40 of the Code of Federal Regulations, Part 403.



OUR TEAM WORKS DAY AND NIGHT

to transform what you put down the drain into clean, safe, reusable water, processing millions of gallons of wastewater every day. Help us keep your wastewater system healthy by following these tips on what should and shouldn't go down the drain.

- › **Freeze fats, oils and greases, and toss them in the trash when you're ready.** All that slippery stuff damages your pipes as well as the wastewater system.
- › **Dispose of medication properly.** Instead of flushing, call your pharmacy to find an approved drop-off site, or toss them in the trash.
- › **Remove stickers from fruits and veggies** before you wash and peel. Those stickers accumulate and can clog screens in the treatment facility.
- › **Never flush "flushable" wipes.** While they might go down the drain, flushable wipes choke the pumps in the wastewater facility, causing clogs and expensive repairs.

You can learn more about wastewater and the rules and regulations for your wastewater service online at epcor.com. A printed copy of the full tariff may be mailed upon request.

epcor.com

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The EPCOR logo features the word "EPCOR" in a bold, white, sans-serif font. To the right of the text is a circular icon containing a stylized sun with rays and a wave below it, all in white. The logo is set against a solid blue rectangular background.