



CUSTOMER UPDATE

January 29, 2021

A New Chapter for Johnson Utilities Customers: Ownership Transfer to EPCOR Complete

We are pleased to share with you that, effective January 29, 2021, Johnson Utilities has become part of the EPCOR family of customers.

The Arizona Corporation Commission voted to approve the transfer of ownership of Johnson Utilities to EPCOR on December 22, 2020. The financial transaction and formal transfer of ownership was completed on January 29, 2021, opening a new chapter for you and for EPCOR.

What does the ownership transfer mean for customers?

EPCOR's mission is providing clean and safe water and wastewater service to our customers. The former Johnson Utilities service area will now operate as EPCOR's San Tan water and wastewater districts. In our new capacity as your water and wastewater provider, we'll build on the good work we've accomplished already and expand it in significant ways to benefit customers and the community.

Importantly, we will now be able to move forward with much-needed infrastructure improvements, focusing immediately on the wastewater system. The three-year improvement plan has already been developed and we are moving quickly into action. We appreciate your continued patience and support as we work together to implement these improvements.

Customer accounts and bill paying

Approximately 29,450 water and 40,160 wastewater customer accounts now need to be transferred into the EPCOR account management system. We are already working on this detailed process and expect to be finished and have customers in the EPCOR system by July 2021.

Until then, please continue to pay your bills and manage your account as you always have. The Johnson Utilities website and online portal will remain open and available until July 2021 – after that you'll manage your account directly through epcor.com.

Between now and when your account is transferred into EPCOR's system, you'll be receiving ongoing information about what your new EPCOR bill looks like, your new and upgraded account management portal through epcor.com, your new 24/7 customer service, and how to contact EPCOR.

Please note: Before your account is transferred into EPCOR's system, you'll see name and logo changes on your existing bill and the Johnson Utilities website.

EPCOR Customer Assistance Programs

EPCOR's new San Tan water and wastewater customers can apply to receive assistance from EPCOR's existing low income, disabled veterans, deployed service member and COVID hardship programs now – even before your account is migrated into our system. For information on how to do this, please visit www.epcor.com and select “Account and Billing” and then “Assistance Programs” or email us at mywater@epcor.com.

EPCOR Receives Grant for Pecan to New Magma Water Line

The Arizona Department of Water Resources has awarded EPCOR a \$250,000 grant to help build a reclaimed water pipeline between the Pecan Wastewater Treatment Plant and the New Magma Irrigation and Drainage District (NMIDD) for the benefit of Johnson Utility customers, agricultural water users, and the San Tan Valley region to support water management goals in the Phoenix Active Management Area (AMA) by reducing demand for groundwater pumping.

Why is the pipeline needed? During the time EPCOR has served as Interim Manager of Johnson Utilities, it's been necessary from time to time to release excess, fully treated effluent from the Pecan plant into the Queen Creek wash due to current capacity limitations at the treatment facility.

Reclaimed wastewater is a very valuable resource in Arizona, and EPCOR aims to reuse or recharge 100% of it. EPCOR was the only private water utility to participate in the DCP Mitigation Agreement. As Interim Manager, and now the owner of Johnson Utilities, EPCOR has committed to deliver up to 2,200 acre-feet of reclaimed water annually – enough to cover more than 2,200 football fields in a foot of water – from the Pecan Wastewater Treatment Plant to the New Magma Irrigation and Drainage District (NMIDD).

This project benefits customers by partially offsetting the need for groundwater replenishment from the Central Arizona Groundwater Replenishment District (CAGR). This will, in turn, provide future decreases to the CAGR fee that customers pay, helping to lower their bills.

We expect pipeline construction to begin this year.

Rate Case Public Comment Sessions

The Arizona Corporation Commission is accepting public comments on the rate review. Two phone-in sessions are scheduled for Friday, February 5, 2021. Interested parties may also submit written comments. For details, click [here](#).

Join us! Follow EPCOR on Facebook and Twitter

EPCOR's San Tan water and wastewater districts are invited to follow their new water and wastewater provider on Facebook (@EPCORUSA) and Twitter (@EPCORUSA) to find information and helpful tips about your service and more, work we're doing to keep your service safe and reliable, and more about EPCOR in your community.

Please Note: The Johnson Utilities LLC Facebook page will be discontinued on February 15.

Here to Serve You

Together we've seen a lot of progress in the last 30 months, with much more to come. Since our appointment as Interim Manager in 2018, we've gained an in-depth understanding of the Johnson Utilities system and laid a strong foundation for the future. Through it all, we've remained committed to bringing our expertise and experience to delivering safe and reliable services for you.

We're eager to carry this good work forward as we transition your service to EPCOR. As always, we are here 24/7, and we encourage you to contact us with questions or concerns about your service.

How to Contact Us

24/7 Bill Payment:	1-844-567-2502
Online:	www.johnsonutilities.com
Customer service & billing inquiries:	480-987-9870
Emergencies:	480-987-9870 (press 6) or 480-887-0648

Customers can also find information about EPCOR's San Tan districts on epcor.com, but will not be able to pay bills through EPCOR's billing system until July 2021. Until then, please continue to manage your account, pay your bill, and contact us with questions or concerns about your service using the contact information above.