

## Customer update on COVID-19

When people across communities are worried about their health, and the health of their families, it's important to hear from the organizations they count on. As your service provider, we're sharing the latest information on our response to COVID-19.

As COVID-19 cases continue to occur in Arizona, EPCOR and Johnson Utilities **are committed to delivering critical water and wastewater services to the communities we serve.** There are currently no interruptions to your water or wastewater service related to COVID-19 and we have not experienced any disruptions in deliveries of essential supplies.

We have implemented our response plan, including additional protocols to protect the health of our employees and customers, and to ensure operations continue throughout the crisis. Our actions to date have included travel restrictions, enhanced cleaning and hygiene protocols, a wide range of social distancing practices, restrictions on employees returning to work following travel, illness or potential exposure, and restrictions on contractors or non-essential visitors entering our facilities.

We are currently reporting the following impacts to non-critical services:

- In-person customer service has been suspended and our location on Hunt Highway is closed to customers until further notice. Customer Service continues to be available via phone (480) 987-9870, email ([customerservice@johnsonutilities.com](mailto:customerservice@johnsonutilities.com)) and through the Paymentus Customer Portal.
- Non-essential visits to operational and office sites have been suspended, and will resume when appropriate. The community meeting originally scheduled for March 26 has been postponed to a future date yet to be determined.
- Non-essential customer services, such as non-essential meter replacement inspection or maintenance, have been suspended.
- **Essential in-person customer service continues to be provided**, including responding to emergency sewer backup calls, notifications to customers impacted by utility interruptions, and water meter installations at new locations. Additional distancing protocols are in place, and we ask customers to take precautionary measures by maintaining a safe, six-foot distance from the crew.
- We have a number of online tools and resources for customers. We encourage customers to learn about automated bill payment and electronic bill delivery options. [Click here](#) for bill payment options.

EPCOR and Johnson Utilities continue to closely monitor the COVID-19 outbreak and will provide updates on customer service changes as needed.