

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 this 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 email mywater@epcor.com or visit our customer assistance page on epcor.com.

We appreciate your patience as we continue to focus on your utility service.