

UPDATES FROM EPCOR

NOVEMBER 2021

IT'S STORM SEASON – TIPS FOR A SAFE WINTER

Last winter's extreme weather was a reminder that natural disasters can happen anytime. Take these steps to stay safe before, during and after a storm:

- Keep the area around your natural gas meter clear of branches, equipment or other items that could blow or fall on the meter.
- If you smell a "rotten egg" odor, which indicates a natural gas leak, leave the area by foot. Call 911 first, then EPCOR at 1-800-383-0834.
- If your service is interrupted during a storm or your meter is turned off or damaged, don't try to turn it back on yourself – call us to schedule a service appointment.



Find more safety information at epcor.com – choose your location from the drop-down locations menu.

WHAT'S IN OUR ESG REPORT?



EPCOR's 2020 Environmental, Social and Governance (ESG) Report lays out our record and goals for environmental stewardship and much more. As just one example, EPCOR has developed a companywide Integrated Health, Safety & Environment Management System that meets the requirements of important, internationally-recognized safety standards.

The full ESG Report is available at www.epcor.com.

GIVING BACK THE UNITED WAY

EPCOR employees join together every fall to help United Way and local non-profits improve lives, enrich educational services and fight poverty in the communities we serve. Matched dollar for dollar by EPCOR, employees are contributing more than \$51,000 to help make a difference this year.

OUTAGE MAP



EPCOR's first priority is providing safe, reliable services, and we invest in keeping your natural gas delivery system in top working condition. In the occasional instances when there's an unexpected service outage, we take immediate action to restore service as quickly and safely as possible.

Check for service outages at www.epcor.com/outages

DID YOU KNOW?

Natural gas prices change along with the seasons and more natural gas is used during the winter months. Here are a few tips to help lower the amount of natural gas used to heat your home in the winter:

- Change air filters regularly
- Cover bare floors
- Check window and door sealing
- Leave window coverings open on sunny days



CONVENIENCE AT YOUR FINGERTIPS

Your time is important. That's why we created a safe, secure and free mobile app to make managing your EPCOR account convenient and easy.

To get the app for your Apple iPhone or device, visit the Apple app store. To get the app for your Android phone or device, visit Google Play.

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SIGN UP FOR AUTO PAY

Paying your bill is easy with AutoPay, which links your bank account with your EPCOR customer account. Sign up online, or call us at 1-800-383-0834 and we'll help you get started.



QUESTIONS?

We're Here for You.

For emergencies, customer service, billing and all other questions, please call our 24/7 phone line:

1-800-383-0834

You can also reach us by email at:

myepcorgas@epcor.com