

# UPDATES FROM EPCOR

DECEMBER 2021

## WISHING YOU THE BEST OF THE SEASON

We're just about to close out another exceptional year, and there's no better time to express our gratitude for you, our customers. During these continued unusual times – and as we look ahead to 2022 – we're more determined than ever to do our best for you with safe, reliable natural gas service, a dedication to environmental sustainability and help for those in need in our communities.

Whatever your traditions may be at this time of year, the entire EPCOR team wishes you and your loved ones a bright, joyous season and a new year that's full of promise and hope.



## NATURAL GAS – IT JUST MAKES SENSE



Natural gas is the most economical choice for heating your home this winter, and it's also the cleanest-burning fossil fuel. And a licensed natural gas service professional can easily add connections for indoor and outdoor appliances. Call us at 1-800-383-0834 to learn more about this process.

## HOLIDAY GAS USAGE

Family, friends and food are some of the best things about this season. With cooler weather and more people potentially in your home for the holidays, it's normal to see your monthly natural gas bill tick up a bit.

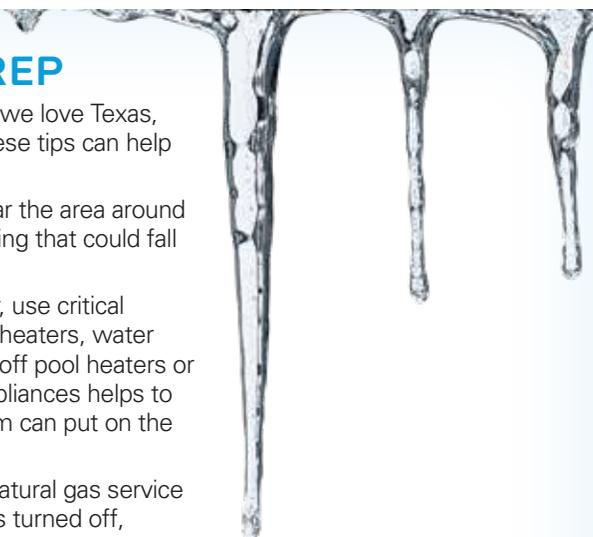
Remember that your bill is based on usage. You can learn easy ways to conserve all around your house at [epcor.com](http://epcor.com). And if you have questions about something on your bill, we're just a phone call away at 1-800-383-0834.



## WINTER STORM PREP

Mild winters are one of the reasons we love Texas, but storms can happen anytime. These tips can help you be ready for any weather:

- If a storm is in the forecast, clear the area around your natural gas meter of anything that could fall or blow on it.
- During extreme winter weather, use critical appliances only such as central heaters, water heaters and stovetops. Turning off pool heaters or avoiding other non-essential appliances helps to reduce the stress a winter storm can put on the entire natural gas system.
- In the unlikely event that your natural gas service is disconnected or your meter is turned off, please don't try to turn it back on. Call us and we'll have a trained field service representative reconnect it safely.
- Natural gas is odorless and invisible with a "rotten egg" odor added. If you smell this at any time, call us immediately at 1-800-383-0834, or call 9-1-1. We're here 24/7/365.



## FAST FACT

EPCOR operates and maintains

**309 Miles**

of natural gas pipeline to serve you – about the same distance as driving from Houston to Baton Rouge.

## LET'S CONNECT



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## CONVENIENT PAYMENT OPTIONS

Did you know you can choose your billing due date? We also have a mobile app and other tools to help streamline your account management. Log in to your account at [epcor.com](http://epcor.com) or contact us for details.



## 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](mailto:myepcorgas@epcor.com)**