

# UPDATES FROM EPCOR

JANUARY 2022

## KICKING OFF A NEW YEAR

Now that the holidays are over, we're rolling up our sleeves for another year of service and commitment to our customers. We'll be with you every step of the way – delivering clean, safe natural gas, working for sustainable solutions to protect our environment, and showing up for our communities. Welcome 2022!

Welcome! **2022**

## BILL PAYMENT HELP

Sometimes we all need a helping hand. If you're having trouble paying your natural gas bill, please call us at 1-800-383-0834. We can set up a payment arrangement that works for you. You can also find help paying your utility bills from these local organizations.

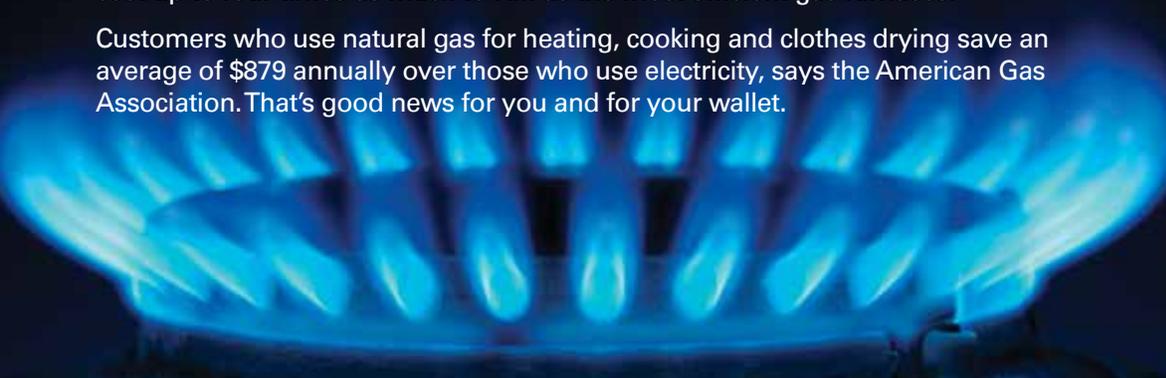
- **United Way of Greater Houston.** Call 2-1-1 or 877-541-7905 or visit <https://www.unitedwayhouston.org/211>.
- **Community Assistance Center, Montgomery County.** Call 936.539.9211 or visit <https://cac-mctx.org/>.
- **Brazos Valley Community Action Programs Utility Assistance Office.** Call 979-595-2850 or visit <http://www.capbv.org/programs/utility-assistance/>.



## AFFORDABLE NATURAL GAS

Natural gas is more economical than other major home energy sources. U.S. Department of Energy data shows that natural gas furnaces offer the greatest energy savings for customers. Heat fueled by other energy sources – oil furnaces, electric heat pumps, and electric resistance furnaces – can, on average, cost up to four times as much to run as the most efficient gas furnaces.

Customers who use natural gas for heating, cooking and clothes drying save an average of \$879 annually over those who use electricity, says the American Gas Association. That's good news for you and for your wallet.



## GO PAPERLESS IN 2022

Paying your gas bill digitally is easy, fast and secure – and it's a simple way to help the environment. You can sign up for paperless-only billing through your [epcor.com](http://epcor.com) customer account portal online, or give us a call at 1-800-383-0834. And when it comes time to pay, you have many convenient options available, including our free, user-friendly mobile app in the Apple App and Google Play stores. For more details, visit [epcor.com](http://epcor.com) or call us anytime.



## READING YOUR METER

Your gas meter can help you understand how much gas you use and how to increase energy efficiency in your home or business. It also determines the amount of your monthly bill. You can read the meter yourself to verify your bill and monitor your gas use.

Most of the gas meters in our system have indexes with digital counters. Some have analog displays. You can find tips and a video tutorial for reading your meter at [epcor.com](http://epcor.com).

## LET'S CONNECT



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## 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)**