

# UPDATES FROM EPCOR

FEBRUARY 2022



## NEW CUSTOMER RESOURCES AND TOOLS

We've rolled out new customer account features – designed with you in mind – to help you get more from your account and your natural gas service. Sign up to pay your bill by text, get outage alerts by text or email, and a whole lot more. The new features are live now on your online account and EPCOR's mobile app.

## QUESTIONS ABOUT YOUR WINTER BILLS?

You may have noticed that the usage (volumetric) fee on your January 2021 bill was higher than usual. Why the uptick? Natural gas utilities regulated by the Railroad Commission of Texas use a Weather Normalization Adjustment, or WNA, to stabilize the effect unusually warm or cold weather can have on your bills.

WNA adjusts your bill for the difference between the actual weather and normal weather patterns during the winter heating season, between December and February. The volumetric fee related to how much natural gas you use is lowered when weather is colder than normal or raised if it's warmer than normal.

If you still have questions about your bill, give us a call at 1-800-383-0834. We're happy to help.



## IMPORTANT ANNOUNCEMENT YOUR BILL PAYMENT ADDRESS IS CHANGING

As of January 24, we've updated the bill payment addresses for customers who pay by regular US mail. For bills issued after February 1, 2022, please use the new address below. If you use personal banking to pay your bill, please update your mailing address in that system.



**EPCOR**  
PO Box 37786 • Boone, IA 50037-0786

After February 1, 2022, all bills you receive will display the new address above. We appreciate your help in making this a smooth transition.

## KEEPING UP WITH YOU

It's always a good idea to make sure the contact information on your account is current so we can reach you with information related to your service. This is especially important for winter residents or other customers who may be gone for long stretches of time.

## CALL BEFORE YOU DIG

Spring is just around the corner, and many of us are starting to think about spring planting. Remember that if you plan to do any digging or other action that disturbs the ground, you're required by law to have all buried utility lines located first. Otherwise, sinking a shovel into the ground could result in serious injury, widespread service disruptions or costly repairs for which you could be liable.

To avoid any problems, you can arrange to have utility lines located and marked for free by calling Texas 811 at least 48 business hours before you plan to dig. Visit [www.texas811.org](http://www.texas811.org) for more information.



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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)**