

# UPDATES FROM EPCOR

JULY 2022

## SUMMERTIME SAFETY TIPS

Summer is here, which means more time outdoors. Stay safe around your natural gas system by following these tips:

- Avoid touching or trying to adjust your natural gas meter. The safest approach is to call EPCOR – we'll send a certified technician to help.
- Teach kids to be safe around your natural gas meter. Never tie or wrap anything around the unit, and don't let children play on the meter.
- Keep access to your meter free of decks, fencing, etc. This helps when our experts need to service your system.
- Trim tall grass, weeds and shrubs around your meter.
- Keep irrigation sprinkler heads pointed away from the meter, as the water and pressure will intensify corrosion, causing a natural gas leak.
- Making yard improvements? Always call 811 at least three business days before any digging projects to have your underground utility lines clearly marked.



## NEW CUSTOMER CARE HOURS

We're devoting more call center resources to the hours you're most likely to need help.

Please call 1-800-383-0834 for all services, including water emergencies.

Reach a live agent:

- Monday – Friday 8 a.m. to 7 p.m.
- Saturday 8 a.m. to 4:30 p.m.



## NATIONAL GRILLING MONTH

July is National Grilling Month, making it the perfect opportunity to throw your favorite foods on the grill for delicious meals. Did you know the origin of grilling can be traced back to caveman days? Cooking on a natural gas grill comes with its own special nuances, so follow these pro grilling guidelines when cooking with natural gas:

- Clean your grill grates before each use.
- Always ignite the burners with the grill lid open.
- Preheat your grill for 10-15 minutes before cooking.
- Don't spray flare-ups, flames or small grease fires with water.
- If a flare-up occurs and does not diminish quickly, take everything off the grill, turn off the burners and leave the lid open until the flame burns out.
- Use a thermometer to ensure you're cooking food to the right temperature.
- Close the gas valve after you've turned the burners off.
- Keep grill components covered when not in use.



## CHOOSE YOUR LANGUAGE

Did you know you can choose your preferred language when you go online or use the EPCOR mobile app to manage your account?

Along with English and Spanish, 14 other languages are supported. Muy bueno!

## LET'S CONNECT



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## NEED HELP PAYING YOUR BILL?

The Comprehensive Energy Assistance Program may be able to help.

Visit [www.capbv.org](http://www.capbv.org) and click on Programs / Utility Assistance.



## QUESTIONS?

We're Here for You.

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

**1-800-383-0834**

You can also reach us by email at:

[myepcorgas@epcor.com](mailto:myepcorgas@epcor.com)