

# UPDATES FROM EPCOR

AUGUST 2022

## WHAT IS AD VALOREM?

Ad valorem is a property tax adjustment to your bill. Each year, property taxes provide funding to local services in Texas such as public schools, libraries, playgrounds, streets and roads, police, fire and emergency medical services. EPCOR collects the tax and passes it dollar-for-dollar to local taxing units, including city, county, school and special districts. This year, the ad valorem tax adjustment will be spread across five months – from July to November – instead of one to help you manage your monthly bill.



## NATURAL GAS: NOW & THEN

Geological natural gas comes from trapped biomaterial, also known as methane gas, from microscopic plants and animals that lived millions of years ago. The U.S. first started using natural gas as energy in 1816 when gaslights illuminated the streets of Baltimore. Today natural gas is used in slightly more than half of American homes for heating and has increasingly been used for electric power generation as well. Renewable natural gas (RNG) is also a promising resource, capturing biogases found in landfills, wastewater treatment facilities and animal manure to produce a low-emission energy source.



## OUR CUSTOMER CARE HOURS HAVE CHANGED

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.

You can report gas emergencies 24/7. For other questions, reach a live agent:

**Monday – Friday: 8 am to 7 pm • Saturday: 8 am to 4:30 pm**

## SAVE \$ WITH NATURAL GAS WATER HEATERS

**Did you know?** Water heaters are the second-biggest energy users in typical homes, but natural gas water heaters cost less than electric water heaters and can heat water twice as fast.

On average, you can enjoy two full bathtubs with natural gas for the same cost as a single tub full of water heated with electricity. U.S. consumers who use natural gas save an average of \$874 a year on energy bills each year compared to homeowners who use electricity.



## 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 phone line:

**1-800-383-0834**

You can also reach us by email at:

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