

UPDATES FROM EPCOR

SEPTEMBER 2022



VERSATILE NATURAL GAS

As an EPCOR natural gas customer, you're already familiar with the benefits of clean, plentiful natural gas as an energy source for your home or business. But did you know that natural gas is an important component of many products such as electronics, fertilizers, shoes – and a whole lot more?

Natural gas also has big potential as a fuel for vehicles and transportation. As a low-carbon energy source, it's cleaner and better for the environment than gasoline.



ROUNDING UP SAVINGS WITH NATURAL GAS

Households that use natural gas for cooking, heating and drying clothes **save an average of \$874 a year** compared to homes using electricity for those uses.

RULES OF SERVICE

EPCOR's natural gas service is regulated by the Railroad Commission of Texas. You can find our service rules, applicable tariffs and natural gas service rates on epcor.com.

To find them on our website:

- Choose **Texas** from the drop-down locations menu in the top right corner
- Choose **Greater Northwest Houston** area
- Click the purple box titled "Regulatory and Customer Notices"



LET'S CONNECT



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PAYING YOUR BILL JUST GOT EASIER

When your payday doesn't line up with your monthly bill due dates, it can create hassles and worries about getting things paid on time. That's why we added a feature to our customer service portal that enables you to choose your billing due date. You can also pay your bill by mobile phone using our app – what could be easier?

These options are simple to set up. Just visit your account portal at epcor.com or the EPCOR mobile app to get started. Still have questions? Give us a call at 1-800-383-0834 and we'll be happy to help.



CALL BEFORE YOU DIG

If you're planning end-of-season yard work, remember to call 811 at least three business days before any digging projects to have your underground utility lines marked. This will keep the service on for you and your neighbors and avoid expensive, potentially dangerous damage to underground pipes. Visit www.texas811.org for more information.



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

SEASONAL FURNACE MAINTENANCE TIPS

Your furnace is the workhorse of your home every winter. Just like your car, it needs regular maintenance to operate efficiently and protect against carbon monoxide. Change your furnace filter regularly – at least every 1-3 months. Many manufacturers also recommend having your furnace serviced by a qualified professional at least once a year (twice is better), especially if it's an older model.

