

# UPDATES FROM EPCOR

NOVEMBER 2022

## COLD WEATHER TIPS TO REMEMBER

Your furnace is the workhorse of your home every winter. Be sure to schedule regular maintenance for it — just like you would for your car. A new furnace filter every 3 months will help with efficiency and effectiveness.



## MARK YOUR CALENDARS EPCOR'S CALL CENTER WILL BE CLOSED FOR UPGRADES



EPCOR is committed to continually improving the customer experience and we are making improvements to our Customer Care call center. The call center will be closed Thursday, Dec. 8 – Monday, Dec. 12. Thank you in advance for your patience.

## MAKING AN IMPACT IN OUR COMMUNITIES BY GIVING BACK

EPCOR employees join together every fall to help United Way and local non-profits improve lives, enrich educational services and fight poverty in the communities we serve. Together we raised \$55,000 to help 14 local charities.



## HOME FOR THE HOLIDAY – GAS USAGE REMINDERS

Family, friends and food are some of the best things about fall. With cooler weather and potential guests in your home taking showers and doing laundry, it's normal to see your monthly natural gas bill tick up a bit.

Remember that your bill is based on usage. You can learn easy ways to conserve all around your house at [epcor.com](http://epcor.com). And if you have questions about something on your bill, we're just a phone call away at 1-800-383-0834.

## CALL BEFORE YOU DIG

Remember that if you plan to do any digging or other action that disturbs the ground, it is important to call before you dig. To avoid injury, disruptions to service or repairs, arrange to have utility lines located and marked for free by calling Texas 811 at least 48 business hours before you plan to dig. You can also visit [www.texas811.org](http://www.texas811.org) for more information.



## NOVEMBER IS NATIVE AMERICAN HERITAGE MONTH

November is National Native American Heritage Month, a tribute to the rich ancestry and traditions of Native Americans. It is a time to celebrate rich and diverse cultures, traditions, and histories and to acknowledge the important contributions made by Native people. Native American Heritage Month events offer opportunities to learn about tribes. Events also increase general awareness about the unique challenges Native people have faced both historically and in the present, and the ways in which tribal citizens have worked to conquer these challenges. Attend the Austin Powwow on November 12 at the Travis County Expo Center for a fun way to celebrate Native American heritage.



## CONVENIENCE AT YOUR FINGERTIPS

Our free mobile app puts your account at your fingertips no matter where you are – find it at Google Play or the Apple App Store.

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## QUESTIONS?

We're Here for You.

**Emergencies**  
1-800-383-0834

**Customer Service – Billing  
and Service Questions**  
1-800-383-0834

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