

# EPCOR ESSENTIALS

## JANUARY 2023

### Winter Savings

As the cold weather creeps in, customers may be looking for ways to conserve energy with their natural gas appliances – and save money at the same time. Here are some easy ideas to implement:

- Setting the temperature on your water heater to 120°F can add up to savings over a year on your water heating bill.
- Washing clothes in cold water can save you money and it's better for the planet. Today's modern laundry detergents can clean just as well in cold water. Plus, some delicate fabrics like silk and wool do not do well in hot water and last longer if you routinely wash using cold water.
- It might seem counterintuitive, but you'll use less energy with two moderately filled dryer loads than with one huge one where the clothes are packed in so tightly that nothing gets dry.



### Weather Normalization Adjustment

During winter months, you may notice changes in your bill. Why? Like many natural gas utilities, we use a Weather Normalization Adjustment (WNA) during colder months to reduce the impact of extreme weather on customer bills. The WNA credits customers when the weather is colder than normal and adds a surcharge above the base rate when temperatures are higher than normal. If you still have questions about your bill, call us at 1-800-383-0834. We're happy to help.

### Energy Saving: Gas vs. Electric

Good news for you and your wallet — The American Gas Association's documents that customers who use natural gas for heating, cooking and clothes drying save an average of \$879 annually over those who use electricity. In fact, data from the U.S. Department of Energy shows that natural gas furnaces offer the greatest energy savings for customers. Furnaces fueled by other energy sources — oil furnaces, electric heat pumps, and electric resistance furnaces — can, on average, cost up to four times as much to operate as the most efficient gas furnaces.

### Turn Over a New Leaf & Go Paperless

Paying your monthly gas bill using our online customer account portal is easy, fast and secure. You can sign up for paperless-only billing at [epcor.com](http://epcor.com) or call us at 1-800-383-0834. You can choose payment options from there, including our free, user-friendly mobile app.



### Benefits of Natural Gas

- + **AFFORDABLE** Thanks to this abundant natural resource and extensive infrastructure, prices are more affordable than other home energy sources.
- + **RELIABLE & SAFE** Transportation by pipeline is the safest form of energy delivery in the country.
- + **ENVIRONMENTAL** Emissions from natural gas distribution systems have declined 69% since 1990.



#### QUESTIONS?

We're Here for You.

#### Emergencies

1-800-383-0834

#### Email:

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

#### Customer Service – Billing and Service Questions

1-800-383-0834



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