

EPCOR ESSENTIALS

FEBRUARY 2023

Do You Suspect A Natural Gas Leak?

Are you smelling, seeing or hearing signs of a natural gas leak? It's always better to be safe even if you're not sure, so please give us a call and see below for more tips on what to do.

INDOOR Natural Gas Leak

- Leave the building immediately.
- Keep all windows and doors closed.
- Avoid using anything that could create static or a spark – light switches, lighters, matches, cigarettes, etc.

OUTDOOR Natural Gas Leak

- Keep clear of the area where you suspect a leak.
- Avoid starting motors or vehicles near the area of the suspected leak.
- Avoid smoking and the use of lighters or matches.



Call us immediately if you suspect a gas leak 1-800-383-0834.



Call Before You Dig

Speaking of leaks, remember that if you plan to do any digging that disturbs the ground, you're required by law to have all buried utility lines located first.

Utility lines can be 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 for more information.



Carbon Monoxide Awareness

Carbon monoxide is another gas to be aware of in your home. Too much is dangerous, but there are steps you can take to be prepared.

1. First, check the batteries in your CO (carbon monoxide) detector alarms every year. If you don't have alarms yet, install one on every floor.
2. Next, decrease the risk of carbon monoxide buildup in your home by keeping your natural gas exhaust and air intakes clear of vegetation and debris. If you don't know where to find this equipment, call your local heating expert.
3. Finally, if your CO detector alarm sounds, have all people and pets leave the building, then call 911 for assistance.

Why Read Your Meter?

Learning how to read your gas meter can help you understand your gas usage patterns and increase energy efficiency in your home or business. The reading determines the amount you are charged every month on your bill. Most of the gas meters in our system have indexes with digital counters, while some have analog displays. You can find tips and a video tutorial for reading your meter at epcor.com.



Understanding Your Bill

Our rates for natural gas service are determined through a combination of rules in the cities where our consumers live, the Railroad Commission of Texas (RRC), and market factors. Rate schedules are also subject to the cost of gas, Weather Normalization Adjustment Clause, Pipeline Safety and Regulatory Program and tax adjustments. Learn more about rates and rate changes at epcor.com

SIGN UP FOR AUTOPAY TODAY

Paying your bill is easy with AutoPay, which links your bank account with your EPCOR customer account. Sign up online through your account portal or call us at 1-800-383-0834 and we'll help you get started.



QUESTIONS?

We're Here for You.

**Customer Service – Billing
and Service Questions**

1-800-383-0834

Email:

myepcorgas@epcor.com

Visit epcor.com for updates
and more information

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