

# EPCOR ESSENTIALS

## MAY 2024

### Safe Gas Use Outdoors

We're getting outside more and more as the weather warms up, but is your natural gas system ready to be used safely? Here are a few tips to keep everyone safe around natural gas:

- Trim tall grass, weeds and other greenery around your meter, natural gas exhaust and air intakes.
- Meter sets are checked often for corrosion, please do not block access to your gas meter.
- Never tie or wrap anything around the gas meter unit, and don't let children play near or on the meter.
- Never touch, handle or try to adjust your natural gas meter. The safest approach is to call EPCOR and we'll send a certified and experienced technician to help.
- If you'd like to get started making yard improvements, always call 811 at least two business days in advance of any digging projects to have your underground utility lines clearly marked.

### Grill Cleaning Tips for National BBQ Month

Now is a perfect time to get your natural gas grill ready for a long season of backyard BBQs. Be sure to follow these steps to ensure a safe grilling process:

- Clean the barbecue thoroughly and inspect each burner for blockages.
- Check all the lines and connections and replace damaged ones.
- Make sure the quick disconnect valve is securely in place.
- Review the manufacturer's instructions for other maintenance needs for your unit.
- Clean out the drip pan after every 4-5 uses.



### What to Do in Case of Severe Weather

Warmer weather could also mean threats of severe weather. For National Hurricane Preparedness Week (May 5-11), remember these natural gas tips in case of a severe storm or hurricane:

- Leave your natural gas service and meter on and operational during a hurricane or severe storm. Most modern gas appliances have safety valves that shut off the flow of natural gas automatically. Contact a professional if you need assistance.
- Know the location of your gas meter and ensure it is free from debris.
- If you suspect a leak, leave the area immediately and call EPCOR at 1-800-383-0834.
- Have questions or concerns about your meter after a storm? Call EPCOR and we'll send a qualified and experienced technician to help.
- Find more tips and resources at [www.epcor.com](http://www.epcor.com).

### How Does Gas Get to Your Home?

Did you know that the majority of your monthly gas bill helps maintain complex natural gas infrastructure? For National Infrastructure Week (May 13-17), we're highlighting the complicated process that starts with natural gas production wells and ends with the distribution lines that carry gas to your home or business.



Rest assured that EPCOR manages infrastructure using strict safety protocols and programs. We're also engaged with state and national industry leaders to help ensure that our nation's pipeline system is optimized for safety, efficiency and environmental sustainability. Thank you for doing your part to maintain our infrastructure.



#### NATURAL GAS & THE ENVIRONMENT

Did you know natural gas burns cleaner than other fossil fuels? Compared to coal and oil, natural gas emits fewer greenhouse gases and pollutants. Natural gas can be a more environmentally responsible choice when it comes to fueling your home.



**Customer Service – Billing and Service Questions**  
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