

UPDATES FROM EPCOR

OCTOBER 2021

COMING
SOON!

MORE CUSTOMER SERVICE OPTIONS

We're adding new options to your customer account portal to make managing your account easier and more flexible. Soon, you'll be able to:

- Pay your bill securely via text message.
- Access all customer communications from EPCOR from one convenient online location.
- Sign up to receive outage alerts by text or email.

These new features are coming soon – stay tuned!

MAINTAINING THE NATURAL GAS LINES: WHO DOES WHAT?

Customers sometimes want to know what's their responsibility and what's ours when it comes to repairing or servicing the natural gas lines near their homes and businesses.

Here's an easy way to remember: Everything **between the natural gas meter and your home** (or business) is legally your property and is up to you to maintain. Everything **leading up to the meter** is part of our system and our responsibility to keep in good working order. For more information, please call us at 1-800-383-0834 or email myepcorgas@epcor.com.

INFORMATION CONCERNING RATES AND SERVICES

As required by the Railroad Commission of Texas, a copy of the Commission's service rules and applicable tariffs is available upon request by calling 1-800-383-0834 or by emailing us at myepcorgas@epcor.com. EPCOR's natural gas service rates are available online at epcor.com.

LET'S CONNECT



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QUESTIONS?

We're Here for You.

For emergencies, customer service, billing and all other questions, please call our 24/7 phone line:

1-800-383-0834

You can also reach us by email at:

myepcorgas@epcor.com

EXTREME WEATHER RULES

Rain or shine, EPCOR's top priority is safe reliable natural gas service for our customers. As we head into colder weather, we're reminding customers of the Railroad Commission of Texas' rules and regulations on service disconnection during emergency weather conditions.

Texas Administrative Code: TITLE 16 – Economic Regulation

PART 1	Railroad Commission of Texas
Chapter 7	Gas Services
Subchapter D	Customer Service and Protection
Rule 7.460	Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, §124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, §102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as "providers". Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

- (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.
- (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent,

purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in §7.45 of this title, relating to Quality of Service.

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

- (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.
- (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.
- (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.
- (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to §7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.