

UPDATES FROM EPCOR

JUNE 2022

CONVENIENCE AT YOUR FINGERTIPS

Your time is important. That's why we created a safe, secure and free mobile app to make paying your bill and managing your EPCOR account convenient and easy. You can do everything with the app that you do through your online account portal at epcor.com.



To get the app for your Apple iPhone or device, visit the Apple app store. To get the app for your Android phone or device, visit Google Play.

NATURAL GAS SAFETY BASICS

Natural gas has a superior safety record, but small gas leaks can still occur. Just in time for National Safety Month, here's a quick refresher list of ways to detect leaks.

SMELL IT

In its pure state, natural gas has no smell. As a safety precaution, a scent called butyl mercaptan is added. This substance smells like rotten eggs or sulphur so that even the smallest leaks can be detected.

SEE IT

Natural gas is clear and colorless, but can leave visible signs of a leak including patches of dead vegetation, blowing dust from holes in the ground or bubbles in wet or flooded areas.

HEAR IT

A hissing or roaring noise along the location of an underground pipeline can indicate a natural gas leak.

It's always better to be safe even if you're not sure what you're seeing or smelling. If you think you might have a leak based on these tips, please give us a call at 1-800-383-0834.

LET'S CONNECT



[epcorusa](https://www.facebook.com/epcorusa)



[@epcorusa](https://www.instagram.com/epcorusa)



[@epcorusa](https://twitter.com/epcorusa)

ENERGY EFFICIENT LAUNDRY

Summertime means outdoor fun and, sometimes, extra laundry.

Did you know that washing clothes in cold water is better for the Earth, and can save you money? Many modern detergent brands clean better in cold water than hot, and most will work just as well in cold water for your everyday laundry. **Bonus:** hot water can damage some delicate fabrics like silk and wool – these fabrics can last longer if you wash them only in cold water.

When it comes to drying your clothes, you'll use less energy with two moderately-filled loads than one huge one. For even more energy savings, hang heavy, hard-to-dry items like towels and rugs outdoors.



NEW CUSTOMER CARE HOURS

We're devoting more call center resources to the hours you're most likely to call us. For general service and account questions, reach a live agent during these times:

- Monday – Friday
8 a.m. to 7 p.m.
- Saturday
8 a.m. to 4:30 p.m.

Report emergencies 24/7/365

ALL CALLS: 1-800-383-0834



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