

EPCOR ESSENTIALS

SEPTEMBER 2024

Natural Gas Safety Resources

Safety is a priority at every step of the distribution process, including when natural gas reaches your home or business. Check out these safety resources from the American Gas Association (www.aga.org) so you can continue safely enjoying the benefits of natural gas.

Cooking with Natural Gas:

- **Go Low:** Start with a lower heat setting than your recipe calls for because natural gas is efficient and heats up quicker
- **Call Before You Dig:** Be sure to call 811 before starting yard work or a DIY project to have your underground utilities marked.
- **Smell Gas? Act Fast:** An unpleasant “rotten egg” smell is added to natural gas, helping you detect a leak. If you suspect a leak, quickly leave the area and call EPCOR at 1-800-383-0834.



Celebrating Hispanic Heritage Month

National Hispanic Heritage Month (Sept. 15-Oct. 15) is a time of learning, appreciation and unity. Explore these resources as a way to celebrate and honor the diverse contributions, history and traditions of Hispanic and Latino Americans:

- Find a local event to attend from the Texas Hispanic Heritage Foundation (www.texashhf.org)
- Learn more ways to celebrate through the Institute of Hispanic Culture-Houston (www.ihch.org)

How to be Prepared During Emergencies

September falls in peak tropical storm season, which coincides with National Emergency Preparedness Month. It's vital that you and your family prepare before disaster strikes – www.ready.gov is a great resource to use. Here are additional tips to guide you through a future disaster or emergency:

- Make a plan for your family that includes what to do in specific situations.
- Subscribe to national emergency alert systems.
- Keep a 3-day supply of drinking water on hand and prepare an emergency kit.

NEW GAS METER INSTALLATIONS BEGIN

In August, our crews began installing new meters for all EPCOR Gas customers. These new meters provide important safety and reliability upgrades for crews and customers alike. The meter replacement program will commence over the next couple of years. While the work continues, please remember:

- Keep all meters at least two feet in all directions clear of plants and obstructions.
- Relight pilot lights after the install is completed.

Our Customer Care team is available to answer any questions regarding the new meters.



**Customer Service – Billing
and Service Questions**

1-800-383-0834

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Visit epcor.com for updates
and more information



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