



# WELCOME!

Important information about your  
new natural gas service





# THANK YOU FOR CHOOSING EPCOR TO BE YOUR NATURAL GAS PROVIDER.

We're proud to deliver safe, reliable natural gas and to serve you from our locally based, Kincardine office.

This guide will help you get started and provide account management, energy efficiency and safety tips to use at your property.

EPCOR is a trusted utility provider to more than 2 million customers in Canada and the U.S. providing hydro, water, wastewater, drainage and natural gas services.

We look forward to being your local natural gas provider.



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# MANAGE YOUR ACCOUNT

As an EPCOR customer, you can manage your online account anytime, anywhere. We have a variety of options for you to manage your account, pay your bill and keep your account in good standing.

## SET UP YOUR ONLINE ACCOUNT

Easily manage your account by registering for My Account on our website. All you need to get started is your account number, which you will find on your natural gas bill. After setting up your online account, you can:

- **Receive Less Paper** – Your bill will be emailed to you instead of sent in the mail.
- **Check Your Account Anytime** – Easily go online to see your bill.
- **View Your Payment history** – Your bills are stored online for quick access if you need to review them.
- **Print Your Bill** – If you need a copy for your records, you can print your bill online at no charge.
- **Track Your Usage** – See and compare your energy consumption monthly and annually.
- **Pay Online** – Via credit card or save even more time and set up automatic payments.\*
- **Switch Anytime** – If you decide you prefer getting your bill in the mail rather than online, no problem – you can switch to a paper bill, and back again.

\* With Automatic Withdrawal, the amount of your monthly EPCOR bill is withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account.



## SETTING UP YOUR MY ACCOUNT PROFILE IS EASY!

- 1 Visit [epcor.com/my-account](http://epcor.com/my-account)
- 2 Enter your account number
- 3 Verify your name and address
- 4 Choose your username and password
- 5 Log in to your new online account

**NOTE:** *if you move, your account number will change and will need to be re-linked to your existing My Account, using the steps above. Please contact customer service if you require assistance.*

## MOVING OR CLOSING YOUR ACCOUNT

We can help you tackle your moving list by making it easy to transfer your EPCOR service. Please give us five (5) business days notice to process all account changes.

To move your account within EPCOR's service territory, you will need to complete our Gas Service Application form, which you can find on our website, with the following before we can move your utilities:

- Contact information
- Address of your new home or business
- Date you require service at your new location

Many properties in the Southern Bruce area will soon have natural gas service, but not all. Before you fill out an application for your new property, it's a good idea to call us to confirm if natural gas is available.

After closing your EPCOR account, or moving to a new address, you can expect your final bill to arrive in the same week as your move-out date along with any remaining deposit, if applicable. Your final bill will be sent to the email or mailing address that you have provided to us.

# UNDERSTANDING YOUR MONTHLY BILL

Your monthly bill is a summary of the natural gas you've consumed and the costs to deliver that energy to your property. Our Gas Technicians will read your meter each month to provide you with the most up-to-date reading.

## YOUR FIRST BILL

Once natural gas service has started at your home, it will take approximately 4-6 weeks for your first utility bill to arrive. Please note that your first bill will arrive via Canada Post. Subsequent bills will arrive via email using the contact information we have on file for your account, unless you notify us that you would prefer they continue by mail.

## YOUR METER

EPCOR uses Automatic Meter Reading (AMR) meters, which means that our Gas Technicians will drive by your property and do not need to leave the vehicle to collect an accurate reading.

However, there may be times when we will need to access the meter directly on your property. Please ensure that the meter is accessible at all times.

During the winter months, accessing the meter at your property can be potentially dangerous because of heavy snow and icy surfaces. Please help keep our Gas Technicians safe by clearing a path to your meter and ensuring it isn't blocked by snow.

**OUR GAS TECHNICIANS WILL ALWAYS WEAR A  
UNIFORM WITH THE EPCOR LOGO AND CARRY  
EPCOR PICTURE IDENTIFICATION.**

## YOUR MONTHLY EPCOR BILL

You will receive a bill each month. On your bill, you will find information about your previous payment, as well as any new charges and adjustments for the current billing period. It also displays information such as the number of service days in your current billing period and your consumption for the billing period.

### Here's an overview of the charges related to your natural gas service:

- **Monthly Fixed Charge:** This is the administration charge that covers the cost of maintaining gas services and providing billing and customer service. Included in your monthly charge, customers will pay \$1 per month as part of the Access to Natural Gas Act (Bill 32), which helps to facilitate the expansion of natural gas into more Ontario communities.
- **Delivery and Upstream Charges:** This is the cost associated with the distribution, transportation and storage of gas from the source to you. This includes all charges EPCOR pays to its upstream service provider in association with transportation and storage of the gas before it is delivered to EPCOR's system. The cost of your meter, as well as other distribution components such as the pipes, valves and pressure stations are also included in this charge.
- **Rate Rider 1:** This charge is an adjustment approved by the Ontario Energy Board to recover revenue the utility was not able to collect as a result of delays in connecting customers to the system. This charge is in effect until December 31, 2028.
- **Federal Carbon Charge:** This charge reflects your monthly consumption and the associated costs to deliver natural gas to your home at an annual rate set by the government. The money collected from this charge goes to the federal government as part of its carbon pollution pricing program.
- **Gas Supply Charge:** This charge is calculated using the actual commodity cost of gas on the market for the gas you use during the period of time between meter readings (or based on an estimate of the gas used during that period).

*Once you begin using natural gas, you will be able to track your consumption on a monthly and yearly basis. Have you recently purchased an energy-efficient appliance? Did you experience an overly cold winter? The graph on your monthly bill can help you visually track and compare your usage patterns.*

# EMERGENCY PREPAREDNESS

Natural gas outages are uncommon but can be caused by unexpected or extreme weather conditions or accidents. Knowing what to do when an outage occurs will help to keep you safe.

## REPORTING AN OUTAGE

You may be experiencing an outage if your natural gas appliances do not work consistently or turn off unexpectedly. Should this happen, call **EPCOR at 1-888-765-2256** and provide us with as many details as possible. Our crews will visit each customer to ensure all appliances are operating safely or to relight any outages.

## WHAT TO DO DURING AN OUTAGE

**If you experience intermittent service or an outage, please do the following:**

- Turn off all unnecessary natural gas appliances such as ovens, ranges and water heaters.
- If your furnace has an electronic ignition, follow the instructions to reset the appliance.
- If you do not have an electronic ignition or if you cannot get the appliance to restart, contact EPCOR right away.
- Keep your home from cooling down by closing blinds and curtains, avoid opening doors and put on extra layers of clothing.
- If pipes are in danger of freezing, let the water drip from the faucet. Even just a trickle of water helps prevent pipes from freezing.
- Consider using other sources of heat, like indoor electric heaters, but always follow all manufacturer's instructions.
- **Important:** Don't use barbecues, portable generators or propane/kerosene heaters indoors.

A young girl with long hair is smiling warmly at the camera. She is sitting at a table with a plate of pancakes and a bowl of food. The background is slightly blurred, showing what appears to be a kitchen or dining area. The entire image has a blue overlay, and there is a vertical orange bar on the right side.

# OUR CREWS ARE ON STANDBY 24/7 FOR EMERGENCIES.

Ensuring you stay safe during a service disruption is our priority. If at any time you are uncomfortable with the relight process, contact EPCOR and wait for a representative to visit your home to relight your appliances for you.

# FOR YOUR SAFETY

Rest assured that you're using one of the safest and cleanest burning fuel choices. While natural gas incidents are rare, being prepared is the best way to stay safe.


## NATURAL GAS LEAKS

Knowing how to detect a leak can help reduce the risks to both people and property. These are the signs to look out for:

- **Smell it:** In its pure state, natural gas has no smell or taste. As a safety precaution, we have added a scent called methyl mercaptan, which smells like rotten eggs or Sulphur, so that natural gas leaks can be detected.
- **See it:** Visible signs of a leak include patches of dead vegetation, blowing dust from holes in the ground, bubbles in wet or flooded areas or even flames. In some cases, spotting vapours or ground frosting of white dust can suggest a leak.
- **Hear it:** A hissing or roaring noise along the right-of-way of a pipeline could also indicate a natural gas leak.

## IF YOU SUSPECT OR DETECT A NATURAL GAS LEAK INDOORS:

- If you can do so safely, open all doors and windows
- Evacuate the property and call EPCOR immediately from an outside phone
- Don't use anything that could create static or a spark (e.g., Electrical switches, lighters, matches, cigarettes)



**IF YOU SMELL  
SULPHUR OR  
ROTTEN EGGS  
IN THE AREA,  
PLEASE  
CALL EPCOR  
IMMEDIATELY  
AT 1-888-765-2256.**

## IF YOU SUSPECT OR DETECT A NATURAL GAS LEAK OUTDOORS:

- Call EPCOR immediately
- Keep clear of the area
- Don't start any motors or motor vehicles near the area of the suspected gas leak
- Don't use lighters or matches and do not smoke

## CARBON MONOXIDE

Carbon monoxide (CO) is an odourless, colourless, tasteless toxic gas that enters the body through the lungs during the normal breathing process. It comes from fuel-burning appliances or equipment, such as a fireplace or furnace, that is not functioning properly or appropriately ventilated.

Low levels over long periods of time are dangerous, and high levels can cause unconsciousness and even death. To keep your indoor air clean and healthy, be sure that fuel-burning devices are well ventilated, maintained and inspected frequently.

## PREVENT CARBON MONOXIDE IN YOUR HOME

Natural gas has a safety record that's second to none and there are strict codes that govern the installation and operation of natural gas equipment and appliances. While well-maintained equipment can operate safely for many years, wear and malfunctions can increase the risk of Carbon Monoxide entering your home. **You can reduce this risk:**

- Have your fuel-burning equipment inspected annually by a registered heating contractor to identify and fix any potential problems that could prevent your equipment from operating safely. Have the contractor check your natural gas fireplace during the same service call.
- Ensure your outdoor exhaust outlets for furnaces, fireplaces, water heaters, and clothes dryers are clear of ice, snow, bird nests, or other potential obstructions, so that carbon monoxide emitted by these appliances does not spill and build up in your home or business.
- Install CO alarms on every level of your home to warn you of the presence of CO and regularly check the batteries.

- Never use outdoor appliances indoors.
- Check your chimney. If your chimney is plugged, you could breathe the exhaust from a furnace, fireplace, or woodstove.

**VISIT [EPCOR.COM](http://EPCOR.COM) TO SEE A LIST OF PREFERRED LOCAL HEATING, VENTING AND AIR CONDITIONING (HVAC) CONTRACTORS WHO CAN INSPECT AND SERVICE YOUR APPLIANCES.**

## **IF A CARBON MONOXIDE DETECTOR ALARM SOUNDS AT YOUR PROPERTY:**

- Ensure all people and pets leave the building
- Call 911
- Seek medical attention if symptoms are present
- Once everyone is safe, call EPCOR at 1-888-765-2256 or call a registered heating contractor for an inspection; there could be a charge for this service.

## **CALL BEFORE YOU DIG**

If you plan to do any digging or any other action that disturbs the ground, remember: before you dig, you must have all buried utilities located by Ontario One Call. Sinking a shovel into the ground could result in serious injury, widespread service disruptions and costly repairs and under Ontario regulations, you could be held liable for all of it.

To arrange to have utility lines located and marked for free, contact Ontario One Call at 1-800-400-2255 or [OntarioOneCall.ca](http://OntarioOneCall.ca) at least five (5) full business days before you plan to dig.

**WE HAVE INCLUDED A FRIDGE MAGNET WITH THIS PACKAGE SO THAT YOU WILL ALWAYS HAVE THE ONE CALL CONTACT INFORMATION READILY AVAILABLE.**

## SEWER BACKUPS AND NATURAL GAS LEAKS

If you experience a sewer backup, be sure that you or your plumber contact EPCOR's 24/7 Emergency Line at 1-888-765-2256 before attempting to clear the line with any mechanical equipment.

In rare instances, a gas line is installed within a sewer line, which is known as a cross bore. Cross bores pose no safety threat unless they are struck by motorized or high pressure equipment, typically used by drain cleaning professionals to unclog a plugged sewer. If a cross bore is ruptured while clearing a sewer backup, it could potentially result in a natural gas leak at your property.

### What to do if you have a sewer backup

- 1 Contact a drain cleaning professional and determine the source of the blockage.
- 2 Phone EPCOR if the blockage is determined to be outside your property and not from internal plumbing. Only blockages outside the property are at risk of cross bores.
- 3 Wait for EPCOR to confirm it's safe to proceed. We treat this as an emergency response and will check our records and visit your property to determine if a cross bore is present. This service is free of charge.

# ENERGY EFFICIENCY

Natural gas is a convenient and affordable fuel source throughout the year, whether you're heating your home in the winter or cooling it down in the summer. If you're looking for ways to increase your energy efficiency, consider if these natural gas systems and appliances are suitable for your property.

- **Furnaces:** Heating is the single biggest use of energy in a home. Today's high efficiency furnaces and water heaters are as high as 98 per cent efficient.
- **Water Heaters:** Account for the second largest energy use after space heating. The higher the efficiency of your appliance, the more you will save on energy costs.
- **Ranges, Separate Cooktop and Ovens:** The preferred choice of home and master cooks, natural gas options use less energy than electric versions while they heat and cool more quickly and offer precise temperature control.
- **Clothes Dryers:** According to IESO's Save on Energy, compared to electric models, you can save up to 50 per cent in energy costs with natural gas—that's two loads in a natural gas dryer for the price of one in an electric dryer.
- **Air Conditioners:** While not as common, natural gas air conditioners often cost less to operate than electric versions and eventually pay for themselves in efficiency.
- **Indoor or Outdoor Fireplaces:** Instantly provide a sense of comfort to your home with the flip of a switch. If you can't renovate your existing fireplace to natural gas, you can consider purchasing a gas insert from a local hardware store.
- **Barbeques:** At about half the cost of propane and with reduced emissions and fuel odours compared to charcoal grills, natural gas is an affordable and convenient choice for backyard cooking. Plus, you'll never run out of fuel while grilling.

- **Fire Pits and Fire Tables:** No longer will you have to worry about irritating smoke or flying embers. Gather around a warm, cozy fire without any of the hassle. Plus, many propane fire pits and tables can easily be converted to natural gas and then you'll never have to worry about changing your propane tank.
- **Outdoor Lighting:** Gas lamps can light up your backyard without attracting insects. Lights can be installed near your natural gas service line or natural gas grill.
- **Patio Heaters:** Even on the chilliest days, natural gas patio heaters safely warm your backyard with the push of a button.
- **Swimming Pool and Hot Tub Heaters:** Get an ideal water temperature at any time of year by using a natural gas heater that warms the water quickly and at a low cost.

**WE RECOMMEND WORKING WITH A LOCAL HVAC CONTRACTOR TO DISCUSS WHAT APPLIANCES WOULD BE BEST FOR YOUR HOME, AS WELL AS THE MAINTENANCE AND INSTALLATION PLANS THEY HAVE AVAILABLE.**

# CONTACT US

We're here to answer any questions you have about your account or natural gas needs.

**BY PHONE:**

Weekdays from 8 a.m. – 4 p.m.  
1-888-765-2256

**EMAIL:**

gas@epcor.com

**WEBSITE:**

epcor.com

**MAIL:**

EPCOR Natural Gas  
825 Lake Range Drive  
Kincardine, ON N2Z 0B3

**EMERGENCIES (24/7):  
1-888-765-2256**

