



4003 Pinehurst Meadow, Magnolia, TX 77355
1-800-383-0834 • epcor.com • myepcorgas@epcor.com

Please call 1-800-383-0834 for all services.

Reach a live agent:

Monday – Friday: 8 am to 7 pm • Saturday: 8 am to 4:30 pm

Report emergencies 24/7

CUSTOMER INFORMATION AND RULES OF SERVICE

RATES AND SERVICES

EPCOR's natural gas service is regulated by the Railroad Commission of Texas. A copy of the service rules and applicable tariffs are available upon request. EPCOR's natural gas service rates are available online at epcor.com.

BILLING

Bills are typically issued around the seventh business day of each month and both the amount due and due date are clearly marked on each bill. Bills are due 15 calendar days after the billing date. If your check is returned by the bank, you will be assessed a \$30 fee and will be provided three business days to pay the total amount due in cash, certified check or credit card.

If you have elected to pay your monthly bill on a recurring basis using your checking account – also known as AutoPay – your bill will be drafted on the bill due date or the day you have selected as your preferred due date. To sign up for AutoPay, please visit our website at www.epcor.com and log in to your online account, or contact us at 1-800-383-0834 for more information.

HOW TO RESOLVE BILLING DISPUTES

If you believe there has been an error in your billing, please contact our office immediately. In any case prior to the due date, we will reread your meter and recalculate your bill if necessary. If we have made a mistake, there will be no trip charges for rereading your meter. However, if the new meter reading is consistent with the original billing, there will be a \$35 trip fee assessed.

TERMINATION OF SERVICE

Your gas service may be terminated by EPCOR for any of the following reasons:

- Failure to pay a bill rendered as a disconnect notice
- Failure to comply with deposit or guaranty arrangements

- Failure to comply with terms of a written agreement for installment payment of a delinquent account
- Tampering with or damaging EPCOR's meter or equipment or bypassing it
- For use of gas in violation of EPCOR's service rules
- For use of gas in violation of any law, ordinance or regulation
- In the event EPCOR's representatives are refused access to your premises to read meters or service or repair lines or other equipment owned by the company
- In the event you vacate the premises served by EPCOR
- Violation of EPCOR's rules pertaining to the use of service in a way that interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify you and you are provided with a reasonable opportunity to remedy the situation
- For fraudulent misrepresentation in relation to the consumption of gas or any other fraudulent practice, with regard to the matters referred to in EPCOR's service rules or in a contract with EPCOR
- Without notice of where a known dangerous condition exists for as long as the condition exists

STEPS EPCOR MUST TAKE BEFORE TERMINATING GAS SERVICE FOR NON-PAYMENT

Accounts unpaid by close of business on the due date will be considered delinquent and issued a termination notice. The termination notice will include a termination date that is no earlier than five business days after the due date.

To avoid termination of service, your account must be paid in full no later than 11:59 pm on the day prior to the scheduled termination date.

STEPS YOU MAY TAKE TO PREVENT TERMINATION OF SERVICE

You may prevent termination of service if one of the following occurs:

- You pay all outstanding balances due to EPCOR
- You are unable to pay the full amount of the bill and EPCOR agrees to allow you to extend the final payment date or agrees to a deferred payment plan allowing you to pay the outstanding balance in installments along with prompt payments of all future bills
- Except in cases involving theft or fraud, the reason for termination has been corrected

HOW HEALTH EMERGENCIES AFFECT TERMINATION OF RESIDENTIAL SERVICE

If discontinuance of gas service would cause someone at your home to become seriously ill, you may avoid termination of service for a period of 20 days if, prior to the date of termination, EPCOR receives a written request from you, supported by a written statement from a licensed physician.

RECONNECTING SERVICE AFTER TERMINATION

If your service has been disconnected for non-payment, you will be required to pay your outstanding balance due, plus a \$45 Turn-Off Service fee to disconnect the service and a \$45 Restoration of Service fee to reinstate service. You will be required to have someone home who is at least 18 years of age or older, so that a leak check can be performed when service is resumed. If you have not already posted a deposit on your account, you will be required to post one prior to reestablishing service.

GAS METERS AND YOUR NATURAL GAS SERVICE

HOW TO READ YOUR METER

Your gas meter can help you understand your gas usage patterns and increase energy efficiency in your home or business. The reading from your gas meter determines the amount you are charged every month on your bill. You can read the meter yourself to see how much gas you have used in a day, month, or your billing period by subtracting the previous reading from the current reading.

Meters with digital displays

Most EPCOR gas meters are digital. To read these meters, simply record the numbers as they appear from left to right. These numbers count the units of gas that are being used, usually in hundreds of cubic feet (ccf).

Meters with analog displays

Meters with analog displays have four dials in a horizontal line. Occasionally they will have more or fewer dials, but the process of reading the meter is the same. The hands on dials 1 and 3 move counter-clockwise and the hands on dials 2 and 4 move clockwise. The hands on all the dials move from 0 toward the number 9.

Analog meters are more complicated to read than digital meters. To read your meter accurately, keep the following rules in mind:

- Starting on dial 1, write down the last number the hand has passed.
- Do the same for each dial.

Apply the “same or lower number rule” when the pointer is on or near a number.

“The Same or Lower Number Rule”

When the pointer appears to be on or near a number, read it exactly as that number if the pointer of the dial to the immediate right is near 1 or 2. Read it as the lower number if the pointer of the dial to the immediate right is near 8 or 9.



CUSTOMER REQUESTS FOR METER TESTING

If you request, EPCOR can test the accuracy of your gas meter. These tests require that your meter be removed and sent to a third-party testing lab. If no such test has been performed on your meter within the previous four years, the test will be performed at no charge. If the meter has been tested within the previous four years, and the meter is found to be correct, you will be charged \$26.23 per hour for customer service agent support and up to \$30.84 per hour, to a maximum of \$89.95 per trip. In the event the meter test indicates that the meter is more than nominally defective — a deviation of more than 2% from accuracy — the fee will be refunded. An adjustment may be made to your account reflecting a charge or credit dependent on whether the meter under registered or over registered for a period of either the last six months, or the date of the last meter test, whichever is shorter. Any resulting adjustments will be corrected on subsequent bills.

HOW TO SUBMIT A CONCERN

If you are not satisfied with the way your billing dispute has been handled or if you have concerns about our service, please send the specifics of your concern in writing to EPCOR at the following address:

EPCOR
4003 Pinehurst Meadow
Magnolia, TX 77355

We will make every attempt to resolve your concern. If at any time, you believe your concern has not been resolved to your satisfaction, you may also contact the Railroad Commission of Texas by phone, email or mail as follows:

Railroad Commission of Texas
Gas Services Department, Market Oversight Section
PO Box 12967
Austin, TX 78711-2967

512-463-7164
1-877-228-5740
gascomplaints@rrc.texas.gov

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 dwelling 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, §§124.001-124.002, 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 written pledge, letter of intent purchase order or other written notification from an energy assistance provider that 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.

CUSTOMER-OWNED BURIED NATURAL GAS LINES

This notice is being sent to you in compliance with requirements issued by the Railroad Commission of Texas.

EPCOR maintains the underground natural gas pipelines that deliver gas to our natural gas meter.

You should be aware, however, that there may be **underground** gas pipelines between your meter and your house, or running to outbuildings or other outdoor appliances such as natural gas lights, grills, pool heaters, etc., that **are not** maintained by EPCOR. It is your responsibility to maintain these lines.

Underground gas pipelines may be subject to corrosion, erosion, or other potentially damaging effects. Not maintaining these lines could result in leakage. To avoid this, EPCOR recommends periodic inspections of **any underground lines you own**. Such inspections and any needed repairs should be completed by a licensed plumber to ensure your safety.

Ready to Dig? Call 811

Remember to call 811 at least two business days before digging near buried natural gas pipelines. If you do not own the property where you live, please provide this notification to the owner or landlord. Remember: digging near buried natural gas lines should be done by hand.



INSTALLING UNDERGROUND NATURAL GAS YARD LINES

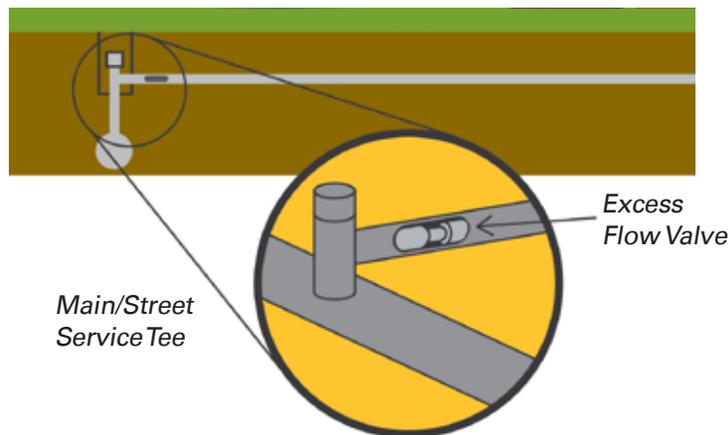
(Lines from Meter or Stub-Out to Outdoor Appliance)

It is the homeowner's responsibility to install and maintain natural gas lines that connect the meter or stub-out to an outdoor appliance, such as a pool heater, generator, grill or fire pit.

The homeowner may choose any licensed plumber to complete the installation of natural gas yard lines.

EXCESS FLOW VALVE NOTIFICATION

In accordance with a newly effective federal regulation, EPCOR is required to notify all eligible customers of their right to request an Excess Flow Valve (EFV) installed on their existing natural gas service line. EPCOR has installed EFVs on all new service lines constructed since January 2008.



What is an EFV?

An EFV is a mechanical device on the service line that restricts the flow of gas between the main line and the customer meter in the event the service line is damaged. The flow is restricted when the EFV recognizes a sudden change in gas flow across the valve, usually caused by excavation-type damages. EFVs help to reduce the risk of fire, explosion, and/or injury to nearby people or property. An EFV is not designed to stop flow for small (pinhole) leaks in the service line or any leaks beyond the customer meter (i.e., home gas piping or yard lines for appliances).

Who is eligible for an EFV?

Federal regulations allow all existing customer service lines for single or multi-family residences and small commercial customers not exceeding 1,000 standard cubic feet per hour of gas flow to be equipped with an EFV.

EFV Installation

If you want to know if you have an EFV on your service line, call us at 1-800-383-0834. We'll review your account to find out when your service line was installed. If it was installed before January 2008, and you'd like to know whether you have an EFV, you can ask to have a technician come to your property and assess your line. There is \$45 fee for this service. You also will need to be home at an agreed-upon date for a technician to reconnect services after testing.

If our technician finds no EFV on your line and you'd like one installed, you can call to schedule a date to install the EFV and reconnect the service.

If your EFV malfunctions or needs replacing, EPCOR will replace it at no charge. If your demand for natural gas has increased, or you need a redesign in service lines and/or EFVs, visit www.epcor.com for information.