



# YOUR NEW CUSTOMER SERVICE

## IMPORTANT INFORMATION FOR OUR NATURAL GAS CUSTOMERS

### BILL PAYMENT OPTIONS

Each customer is unique — **Starting August 23, 2021**, choose the payment method that meets your needs.

- › **By Phone:** 1-800-383-0834
- › **Online:** Register your account through [epcor.com](http://epcor.com) to manage your payment wallet or make an immediate payment.\*
- › **AutoPay:** Sign up online to have your payment automatically deducted from your bank account.
- › **By Mail:**  
EPCOR  
PO Box 80040 • Prescott, AZ 86304-8040
- › **Through Your Bank:** Please note, service options may vary by bank and it might take 3-5 days for payments to post to your EPCOR account.
- › **Credit Card Payment:** At EPCOR, protecting your information is our priority. That's why our team members can't take your credit card information over the phone. You can still pay over the phone, but by using our automated system instead of speaking to an agent.

**Please Note:** A \$1.80 service fee is applied to credit card payments made in person, over our automated phone systems and one-time payments made online. To avoid paying this fee, simply set up your account profile through our secure online account management system, sign up for AutoPay, or send your payment by mail.

### GETTING STARTED

**Account Number:** Your new account number will be on your first EPCOR bill after August 23, 2021.

**Register Your Account Online:** Manage your account online and get your bill electronically. Sign up on [epcor.com](http://epcor.com) after you've received your first bill.\*

**Tips, Tools and More on the Web:** Your service is in EPCOR's Texas natural gas district. When you visit [epcor.com](http://epcor.com) for the first time, you may be asked to select your location. Choose "Texas" and then select "Greater Houston Area" when prompted or select from the menu in the top right corner to view content specific to your service area.

**AutoPay:** To have your bill automatically deducted from your bank account each month, you need to enroll using your new account number and EPCOR's bill payment address. You can find the application form and instructions on [epcor.com](http://epcor.com).

**Please Note:** To protect customers' privacy, we are unable to transfer AutoPay enrollment information from your previous provider to EPCOR. If you were previously enrolled in AutoPay, we regret the inconvenience and our team members would be happy to help you re-enroll with EPCOR.

**Choose your Due Date!** Customers who choose to sign up for AutoPay, and maintain their accounts in good standing can choose their due date. Effortlessly choose a date in your online customer account.

**Online Banking:** If you want to pay online through your bank, you need to set up EPCOR as a payee/biller with your new account number and EPCOR's bill payment address.

\* If you previously received your bill electronically, you do not need to re-register. Just type in your email address and click "forgot password" to set up your new EPCOR password.

### YOUR EPCOR SERVICE

**24/7 Customer Care: 1-800-383-0834.**

Our agents are U.S. based, living and working in the areas we serve. Our goal is to answer your call within 60 seconds, every time.

**24/7 Online Account Access:** Manage your account anytime, anywhere and sign up to receive your bill electronically. Download our mobile app in the App Store or Google Play stores.

**Email:** Reach our team at [myepcorgas@epcor.com](mailto:myepcorgas@epcor.com).

